



greater WELLINGTON

REGIONAL COUNCIL

Te Pane Matua Taiao

If calling, please ask for Democratic Services

Council

Thursday 21 May 2020, 9.30am

Via Zoom meeting

Members

Cr Ponter (Chair)

Cr Staples (Deputy Chair)

Cr Blakeley

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Lee

Cr Nash

Cr van Lier

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

Council

Thursday 21 May 2020, 9.30am

Via Zoom

Public Business

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Strategy/Policy/Major Issues

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greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

Please note these minutes remain unconfirmed until the Council meeting on 21 May 2020.

Report 20.140

Public minutes of the Council meeting on Thursday 30 April 2020

All members participating by Zoom at 9.30am.

Members Present

Councillor Ponter (Chair)
Councillor Staples (Deputy Chair)
Councillor Blakeley
Councillor Brash
Councillor Connelly
Councillor Gaylor (from 9.32am)
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Laban (from 9.32am)
Councillor Lamason
Councillor Lee
Councillor Nash
Councillor van Lier

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

Public Business

1 Apologies

Moved: Cr Staples / Cr Lamason

That the Council accepts the apologies for lateness from Councillor Gaylor and Councillor Laban.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflict of interest.

3 Public participation

Karen Evans, Forest and Bird, spoke to agenda item 9 – Draft parks network plan 2020-30 – strategic directions.

Dr Abbie Spiers spoke to agenda item 9 – Draft parks network plan 2020-30 – strategic directions.

Tony Randle spoke to agenda item 10 – Post implementation review – better Metlink fares 2018-19.

Noted: Councillor Gaylor and Councillor Laban jointed the meeting at 9.32am during public participation. Council requested that officers provide Ms Evans and Dr Spiers with the recent environment and conservation proposals put forward to the Government by the regional sector.

4 Confirmation of the Public minutes of the Council meeting 9 April 2020 – Report 20.123

Moved: Cr Brash / Cr Blakeley

That the Council confirms the Public minutes of the Council meeting 9 April 2020 – Report 20.123.

The motion was **carried**.

5 Update on progress of action items from previous Council meetings – 30 April – Report 20.128 [for information]

Strategy, policy and major issues

6 Crisis Management Team business continuity update – oral update

Greg Campbell, Chief Executive, and Nigel Corry, General Manager People and Customer, spoke to the report.

Greater Wellington continues to resource the Emergency Coordination Centre, with 25-30 staff rostered.

The transition down to Alert Level 3 has been smooth with most staff continuing to work remotely. It has also meant that field staff can be redeployed, with health and safety provisions in place.

The transition down to Alert Level 2 will be more complex. The Prime Minister has indicated that there will likely be a 48 hour notice for this transition. Mr Corry advised that offices will most likely not open immediately with the transition into Alert Level 2. Mr Corry acknowledged that the guidance under Alert Level 2 states that alternative ways of working are encouraged. Staff

requirements, expectations and desires on the return to offices will be considered. Greater Wellington will continue to adhere to Ministry of Health guidance.

7 Covid-19 public transport response – Report 20.99 [for information]

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

8 Proposed Waiohine River Plan – approval for public consultation and submission – Report 20.90

Councillor Staples introduced the report.

Graeme Campbell, Acting General Manager Catchment Management, and Andy Brown, Team Leader, Investigations, Strategy and Planning, Flood Protection, spoke to the report.

Moved: Cr Staples/ Cr Lamason

That the Council:

- 1 Agrees that the proposed Waiohine River Plan (Attachment 1) is suitable for public consultation.
- 2 Agrees that the Wairarapa territorial authorities - Masterton District Council, Carterton District Council, and South Wairarapa District Council - will have two weeks to provide feedback on the proposed Waiohine River Plan before public consultation commences.
- 3 Notes the proposed Consultation and Engagement Strategy (Attachment 2) is still fit for purpose given the Government's and Council's response to the COVID-19 pandemic.
- 4 Approves the proposed Consultation and Engagement Strategy seeking submissions from the wider community.
- 5 Establishes the Waiohine River Plan Hearing Panel.
- 6 Adopts the draft Terms of Reference for the Waiohine River Plan Hearing Panel (Attachment 3).
- 7 Appoints the members and Chair of the Waiohine River Plan Hearing Panel (as set out in paragraph 8).

The motion was **carried**.

The meeting adjourned at 10.58am and resumed at 11.10am.

9 Draft Parks Network Plan 2020-30 – strategic directions – Report 20.89

Fiona Colquhoun, Parks Planner, spoke to the report.

Moved: Cr Lamason / Cr Gaylor

That the Council:

- 1 Endorses the preliminary draft 'All Park Directions' (Attachment 1), being the strategic directions section for the Draft Parks Network Plan.

- 2 Notes that the Draft Parks Network Plan will be presented to Council or the Environment Committee at a later date for approval for public consultation.
- 3 Notes that the full costs of implementing the overall Draft Plan, once publicly consulted on and completed at a later date, will be subject to the long term planning process and the prioritisation of activities by Council.

The motion was **carried**.

Noted: Cr Lee returned to the meeting after the adjournment, at 11.13am, during questions on the above item.

10 Post implementation review – better Metlink fares 2018-19 – Report 20.135
[for information]

Wayne Hastie, General Manager Strategic Programmes, and Paul Kos, Manager, Public Transport Planning, spoke to the report.

11 Advertising on buses – extension of trial – Report 20.111

Scott Gallacher, General Manager Metlink, and David Boyd, Manager, Customer Experience, spoke to the report.

Moved: Cr Connelly / Cr Blakeley

That the Council:

- 1 Notes that, on 2 October 2019, Council agreed to a trial to assess the viability of introducing advertising on bus windows during the November 2019 to February 2020 period (Advertising on buses – opportunity to generate additional revenue (Report 19.455)).
- 2 Notes that, on 20 February 2020, Council agreed to extend the trial to assess the viability of introducing advertising on bus windows from 29 February 2020 until 30 April 2020 (Advertising on buses – extension of trial (Report 20.50)).
- 3 Notes that as a result of the declaration of the Government's Alert Level 4 status in response to the COVID-19 pandemic, Greater Wellington will not have the ability to fully assess the trial against all agreed criteria before the trial is due to conclude on 30 April 2020.
- 4 Notes that Greater Wellington is unable to consider undertaking the full assessment of the trial (which includes in-person testing) until the Government moves Wellington Region to Alert Level 1 status.
- 5 Notes that there is no set timeframe for Wellington Region to move to Alert Level 1 status.
- 6 Agrees that the trial to assess the viability of introducing advertising on bus windows be extended from concluding on 30 April 2020 until two months following Wellington Region moving to Alert Level 1 status.

The motion was **carried**.

12 Local Government Funding Agency (LGFA) amending documentation – Report 20.139

Samantha Gain, General Manager Corporate Services, spoke to the report.

Moved: Cr Kirk-Burnnand / Cr Lamason

That the Council:

- 1 Approves the Amendment and restatement deed in relation to the Multi-Issuer Deed, circulated separately and noted as Attachment 1, and the amendments contemplated by it.
- 2 Approves the Amendment and restatement deed in relation to the Notes Subscription Agreement, circulated separately and noted as Attachment 2, and the amendments contemplated by it.
- 3 Approves the Amendment and restatement deed in relation to the Guarantee and Indemnity Deed, circulated separately and noted as Attachment 3, and the amendments contemplated by it.
- 4 Authorises execution of each deed by two elected representatives, being Cr Ponter and Cr Staples.

The motion was **carried**.

Governance

13 Revised sensitive expenditure (elected members) policy – Report 20.3

Francis Ryan, Manager, Democratic Services, spoke to the report.

Moved: Cr Staples / Cr Brash

That the Council adopts the revised Sensitive Expenditure (Elected Members) Policy (Attachment 1).

The motion was **carried**.

14 Report on the Civil Defence Emergency Management Group Joint Committee meeting on 24 April 2020 – Report 20.133 [for information]

Francis Ryan, Manager, Democratic Services, spoke to the report.

Resolution to exclude the public

15 Resolution to exclude the public – Report 20.137

Moved: Cr Blakeley / Cr Brash

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

Confirmation of the public excluded minutes of the Council meeting 9 April 2020 – Report PE20.124

Appointments to the Public Transport Advisory Group – PE20.136

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

Confirmation of the Public excluded minutes of the Council meeting 9 April 2020 – Report PE20.124	
<i>Reason/s for passing this resolution in relation to each matter</i>	<i>Ground/s under section 48(1) for the passing of this resolution</i>
<p>The information contained in these minutes includes commercially sensitive information about the likely business impacts of the site options for a Multi User Ferry Terminal (MUFT). Withholding this information is necessary to avoid unreasonably prejudicing the commercial position of CentrePort and its commercial partners as holding this part of the meeting in public would release information that is detrimental to their commercial activities.</p> <p>Council has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	<p>The public conduct of this part of the meeting is excluded as per section 7(2)(b)(ii) of the Act, (to protect information where making available of the information would be likely to unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information).</p>
Appointments to the Public Transport Advisory Group – Report PE20.136	
<i>Reason/s for passing this resolution in relation to each matter</i>	<i>Ground/s under section 48(1) for the passing of this resolution</i>
<p>Information contained in this report includes personal and identifying information about proposed candidates for appointment. Withholding this information prior to Council’s decision is necessary to protect the privacy of those natural persons, as releasing the information would disclose their consideration for appointment as members of the Public Transport Advisory Group.</p>	<p>The public conduct of this part of the meeting is excluded as per section 7(2)(a) of the Act (to protect the privacy of natural persons, including that of deceased natural persons).</p>

<p>Council has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	
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The motion was **carried**.

The public part of the meeting closed at 12.10pm.

Councillor D Ponter
Chair

Date:



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

Please note these minutes remain unconfirmed until the Council meeting on 21 May 2020.

The matters referred to in these minutes were considered by Council on 30 April 2020 in public excluded business. These minutes do not require confidentiality and may be considered in the public part of the meeting.

Report PE20.141

Public Excluded minutes of the Council meeting on Thursday 30 April 2020

All members participating by Zoom at 12.15pm.

Members Present

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

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

Public Excluded Business

1 Confirmation of the Public excluded minutes of 9 April 2020 – Report PE20.124

Moved: Cr Blakeley / Cr Kirk-Burnnand

That the Council confirms the Public excluded minutes of the Council meeting 9 April 2020 – Report PE20.124.

The motion was **carried**.

2 Appointments to Public Transport Advisory Group – Report PE20.136

Margaret Meek, Business Advisor, Metlink, spoke to the report.

Moved: Cr Blakeley / Cr Staples

That the Council:

- 1 Notes that the Public Transport Advisory Group's Terms of Reference provide for Council to appoint up to 20 persons to represent stated perspectives.
- 2 Notes an appointment process, including consideration of a shortlist by the Nominations Evaluation Group, occurred in accordance with Council's *Policy on the Appointment of Non-elected Members to Committees, Subcommittees and Advisory Groups*.
- 3 Notes the Nominations Evaluation Group recommends 17 appointments (Attachment 1).
- 4 Appoints to the Public Transport Advisory Group:
 - a Thomas Bryan
 - b Lily Chalmers
 - c David Cuthbert
 - d Sunia Foliaki
 - e Marko Garlick
 - f Ronja Gustafsson
 - g Raewyn Hailes
 - h Alicia Harris
 - i Andrew Lensen
 - j Vaughn Liley
 - k Genevieve McLachlan
 - l Michael Mellor
 - m Ben Peterson
 - n Miles Reay
 - o John Sibanda
 - p Russell Tregonning
 - q Kaeden Watts.
- 5 Amends the Public Transport Advisory Group's Terms of Reference by replacing the 'mana whenua' perspective with mana whenua, Māori perspective.
- 6 Requests that Greater Wellington seeks further applications for the following perspectives:

- a Mana whenua, Māori
- b Employers
- c Business/retail
- d Requests that Greater Wellington undertakes further work to identify applications from the Kāpiti Coast area to ensure appropriate geographical spread of members.

The motion was **carried**.

The public excluded part of the meeting closed at 12.31pm.

Councillor D Ponter
Chair

Date:

**Council
21 May 2020
Report 20.143**



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS COUNCIL MEETINGS – MAY 2020

**Te take mō te pūrongo
Purpose**

1. To update Council on the progress of action items arising from previous Council meetings.

**Te horopaki
Context**

2. Items raised at Council meetings, that require actions by officers, are listed in the table of action items from previous Council meetings ([Attachment 1](#)). All action items include an outline of the current status and a brief comment.

**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. Completed items will be removed from the action items table for the next report. Items not completed will continue to be progressed and reported. Any new items will be added to the table following this Council meeting and circulated to the relevant business group/s for action.

**Ngā āpitihanga
Attachment**

Number	Title
1	Action items from previous Council meetings – May 2020

**Ngā kaiwaitohu
Signatories**

Writers	Al Cross – Kaiwhakahaere Matua mo te Taiao/General Manager Environment Management Scott Gallacher – Kaiwhakahaere Matua Waka-ā-atea/General Manager Public Transport Wayne O’Donnell – Kaiwhakahaere Matua Whaitua/General Manager Catchment Management Luke Troy – Kaiwhakahaere Matua Rautaki/General Manager Strategy
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He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or Committee's terms of reference</i> The action items are of an administrative nature and support the functioning of Council.
<i>Implications for Māori</i> There are no direct implications for Māori arising from this report.
<i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i> Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in Attachment 1 .
<i>Internal consultation</i> There was no internal consultation.
<i>Risks and impacts: legal / health and safety etc.</i> There are no known risks.

Attachment 1 to Report 20.143

Action items from previous Council meetings – May 2020

Meeting date	Action	Status and comment
27 February 2020	<p>Noted</p> <p>Council requested officers undertake a review of fees payable to external members of all Greater Wellington bodies to ensure appropriate relativity with other public bodies.</p>	<p>Status</p> <p>In progress.</p> <p>Comment</p> <p>An initial approach was made in March 2020 to a selection of local authorities in order to gain comparative information for this review. Some information has been received. A further request for information will be made in June 2020.</p>
9 April 2020	<p>Stormwater – regulatory framework and monitoring – Report 20.95</p> <p>Resolved</p> <p>Council requests officers to report back to the next Council meeting on options including, but not restricted to, legal processes and enforcement tools, to require local councils to act on finding and stopping unplanned stormwater discharges.</p>	<p>Status</p> <p>Completed.</p> <p>Comment</p> <p>A report is on the agenda for the 21 May 2020 Council meeting.</p>
30 April 2020	<p>Public participation</p> <p>Council requested that Greater Wellington share with Ms Evans and Dr Spiers the environment and conservation proposals put forward to the Government.</p>	<p>Status</p> <p>Completed.</p> <p>Comment</p> <p>Copies of the environmental enhancement proposals for the Wellington Region have been forwarded to Ms Evans and Dr Spiers.</p>
30 April 2020	<p>Appointments to Public Transport Advisory Group – Report PE20.136</p> <p>Resolved</p> <p>Requests that Greater Wellington seeks further applications for the following perspectives:</p>	<p>Status</p> <p>Completed.</p>

Attachment 1 to Report 20.143

Action items from previous Council meetings – May 2020

Meeting date	Action	Status and comment
	a Mana whenua, Māori b Employers c Business/retail. Requests that Greater Wellington undertake further work to identify applications from the Kāpiti Coast to ensure appropriate geographical spread.	

Council
21 May 2020
Report 20.131



For Information

REDUCING INTERACTIONS BETWEEN THE WASTEWATER AND STORMWATER NETWORKS

Te take mō te pūrongo Purpose

1. To inform the Council about:
 - a The management of wastewater discharges to stormwater under the regional planning framework
 - b What actions are taken when unauthorised discharges are found
 - c The current enforcement tools for stopping unauthorised wastewater discharges
 - d Future directions required to reduce interactions between the wastewater and stormwater networks.

Te tāhū kōrero Background

How does wastewater get into stormwater?

2. Wastewater contamination of stormwater is a substantial problem for most urban areas. Wastewater can enter the stormwater network via constructed overflows, unconstructed overflows, illegal cross connections, or leaking wastewater networks.

Constructed overflows

3. Constructed overflows deliberately allow wastewater to exit the wastewater network through an overflow arrangement between the wastewater and stormwater network. These arrangements are typically weirs or pipes set to a designated height to provide a controlled discharge from the wastewater network into the stormwater network during major failures, blockages, or when the network is overwhelmed by wet weather flows. Constructed overflows are also typically found near wastewater pumping stations and are designed to provide relief from power failures, pump breakdowns, network failure, volumes beyond the pump's capabilities, or a catastrophic event.

Unconstructed overflows

4. Unconstructed overflows occur in the wastewater network, but were not designed or constructed to discharge directly into the stormwater system. These overflows can be caused by similar failures as those from constructed overflows, but these may not be contained or discharge to isolated locations. The most common manifestation of an unconstructed overflow is when a manhole surcharges, lifting off the manhole lid and discharging into the area surrounding the manhole and then into the stormwater network.

Illegal cross connections or leaking wastewater networks

5. Illegal cross connections are the result of wastewater laterals (usually on private property) being connected to the stormwater system during construction or replacement. These illegalities pose a significant risk to human health during dry weather periods in particular. These discharges continue to occur at all times but are most noticeable during dry weather.
6. Stormwater also enters the wastewater network via direct connections or via gully traps. This can be common, particularly in older urban areas. This stormwater is the main cause of overflows into the stormwater system during rainfall events (commonly known as wet weather overflows)
7. Aging infrastructure and a rapidly growing population puts immense stress on wastewater and stormwater systems. Breaks and leaks in wastewater mains and laterals that overlap with the stormwater system can result in cross contamination. Unidentified sources such as these can continue unchecked for years before pipe and manhole condition assessments are performed or renewal programs reach the area.

Framework for managing wastewater discharges to stormwater

8. Whilst wastewater contamination of stormwater is undesirable, it is a complex and costly problem to solve given the scale of the existing networks. The Proposed Natural Resources Plan (PNRP) intends to reduce existing contamination and avoid new contamination between wastewater and stormwater.
9. A two-stage global consent framework is set out in the PNRP which recognises the substantial resource and time implications of achieving this outcome. Stage 1 authorises stormwater discharges, including stormwater occasionally contaminated with wastewater and is largely about gathering information. Stage 2 requires an action plan for progressive improvements.

What discharges are authorised under Wellington Water's Stage 1 global stormwater consents?

10. Wellington Water Limited (WWL) was granted its Stage 1 global stormwater consents in November 2018. These consents authorise the discharge of stormwater, and stormwater occasionally contaminated with wastewater, into fresh and coastal water for Wellington City, Porirua, Lower Hutt and Upper Hutt.
11. WWL's Stage 1 global stormwater consents authorise discharges of wastewater from constructed and unconstructed overflows into the stormwater network before discharging with stormwater into the receiving environment. The discharge of

wastewater to the stormwater network via illegal cross connections or leaking wastewater networks is not authorised by WWL's stormwater consents.

Direct wastewater discharges to water

12. It should also be noted that wastewater can also overflow directly to fresh and coastal water bodies. These discharges may occur either via constructed or accidental overflows. An example of such a discharge location is the Porirua central city pump station which overflows to the Porirua Stream near the stream mouth entering the harbour during some rainfall events. These wastewater discharges which go directly to fresh or coastal water are not authorised by the Stage 1 global stormwater consents. These discharges are covered by other rules in the PNRP, and are presently under appeal.

What we do to manage compliance actions under the Stage 1 global consents

Monitoring regime and trigger levels under the Stage 1 global stormwater consents

13. Under the Stage 1 global stormwater consents, monitoring is undertaken in accordance with the Stormwater Monitoring Plan across the Wellington, Hutt, Upper Hutt and Porirua areas.
14. These stormwater consents include microbiological trigger values for monitoring results that, if exceeded (indicating a wastewater discharge to stormwater), require WWL to commence sanitary surveys and risk communication procedures.
15. The purpose of the trigger values is to represent a gross pollution event that is happening which is above and beyond what is acceptable.
16. A sanitary survey involves actions or investigations necessary to identify the source of faecal contamination. Sanitary surveys are undertaken when a single dry weather pipe/outfall sample result exceeds any of the following:
 - a Any water sample collected in dry weather from a stormwater outfall or pipe under these consents has an indicator bacteria count exceeding 10,000 cfu¹ /100 ml
 - b Any two successive routine water samples collected at a coastal receiving water site has an indicator bacteria count exceeding 1,000 cfu / 100 ml
 - c Any two successive routine water samples collected at a freshwater receiving water site, with the exception of any sites on the Hutt, Akatarawa and Whakatikei rivers, exceed 1,000 indicator bacteria count per 100 ml
 - d Any single dry weather water sample collected from the Hutt, Akatarawa or Whakatikei rivers exceeds 1,000 indicator bacteria count per 100 ml.
17. Once the cause of the contamination is identified during a sanitary survey, immediate remedial works to address the cause are required to be implemented (discussed further below).

¹ Colony-forming unit.

18. In the event that there is potential for acute human health effects linked to the stormwater discharge and the cause of these effects has not been rectified through immediate actions, WWL is required to undertake a human health project in the catchment. This project could involve stormwater network investigations such as more closed-circuit television and/or faecal source tracking, public education, and physical works. The scope of any human health project would be developed in consultation with Greater Wellington and Regional Public Health (RPH).

Additional actions required under the Stage 1 global consents

19. In addition to sanitary surveys and associated remedial works, the following actions are taken by WWL when an illegal cross connection or network fault on a private property is found:
 - a First notification:
 - i A notification card informing the property owner of the cross connection and their responsibility to remedy the fault is left at the property. This notification card requests the property owner contact WWL within two weeks to discuss the fault and the next steps to fix it
 - ii If the property owner contacts WWL, arrangements are made for remedial works to occur and these are checked by WWL on completion
 - iii If the property owner has not contacted WWL within two weeks of the first notification, a second notification is carried out
 - b Second notification:
 - i A letter is delivered to the property informing the owner of their responsibilities under the Local Government Act 2002 and Public Health Act, and requires the property owner to contact WWL within two weeks
 - ii If the property owner contacts WWL, arrangements are made for remedial works to occur and they are checked by WWL on completion
 - iii If the property owner has not contacted WWL within two weeks of the second notification, a third notification is carried out
 - c Third notification:
 - i WWL attends the property with a suitable contractor to get a quote for the remedial works. A letter is delivered to the property containing the quote for remedial works and advice that the work will be carried out by the contractor and billed to the property owner
 - ii If the property owner contacts WWL, arrangements are made for remedial works to occur and they are checked by WWL upon completion
 - iii If the property owner has not contacted WWL within five days of the third notification, WWL instructs the contractor to carry out remedial works and bills the property owner for the cost.
20. If a fault is found with the public wastewater network, which is resulting in a discharge of wastewater to stormwater, WWL's first action is to determine the severity of the fault. If the fault is minor and can be spot repaired, a crew is sent to fix it as soon as

possible (taking into account available funding for operational repairs and availability of staff to carry out the repair work).

21. If the network fault cannot be spot repaired and is a major fault (for example, a large broken wastewater main along the road) requiring a large operation to dig up the road and replace the main, the fault is recommended to be placed in the relevant council's Capital Works Programme, which covers renewal and upgrades of the stormwater and wastewater network. The timing on the repair work is based on its priority in comparison to other projects in the programme and is subject to available funding and contractors to carry out the repair work. High priority projects, where there is a risk to public health, are usually pushed ahead of others.

Greater Wellington's compliance monitoring of the stormwater consents

22. WWL largely undertake self-monitoring and reporting under its Stage 1 global stormwater consents. Greater Wellington Regional Council (Greater Wellington) has reviewed and approved the Stormwater Monitoring Plan and the Wastewater Overflows into the Stormwater Network Management and Procedures Plan.
23. A report on each sanitary survey undertaken is provided to Greater Wellington on a monthly basis. Greater Wellington reviews these reports to ensure WWL has undertaken the investigation and risk communication procedures in accordance with its Stormwater Network Management and Procedures Plan.
24. In the event that there is potential for acute human health effects linked to the stormwater discharge, and the cause of these effects has not been identified or rectified through immediate actions, WWL is required to undertake a human health project in the catchment. To date, no human health projects have been triggered under the stormwater consents. Greater Wellington would be involved in the development of the scope of any project and take an active compliance role in ensuring the project is implemented in accordance with the agreed scope and timeframes.

Monitoring regime and trigger levels under the Recreational Water Quality Monitoring Programme

25. This report now turns attention to the regime and actions under Greater Wellington's Recreational Water Quality Monitoring Programme.
26. During the swimming season (1 December to 30 March) Greater Wellington, the city councils and Regional Public Health assess the health risks from faecal contamination and toxic algae at popular swimming spots (both in freshwater and coastal/marine waters). Between April and November, fortnightly monitoring at 11 coastal recreational water quality sites takes place.
27. Under the Recreational Water Quality Monitoring Programme, when monitoring results exceed 260 cfu /100 ml for freshwater or 140 cfu /100 ml for coastal/marine daily follow-up samples are taken until the results are within the amber alert level (freshwater >260 but < 550 cfu /100 ml; coastal/marine >140 but < 280 cfu /100 ml). If there has been rain immediately preceding sample collection, and that sample is above the amber alert then a discussion is required between Greater Wellington, RPH, WWL and the relevant city council about whether daily sampling is necessary. It is well

known that rain washes contaminants into the stormwater system and coastal areas. When the amber alert is exceeded, and daily sampling is required, it is undertaken by Eurofins on behalf of WWL.

28. The limits are set by the Ministry for the Environment's 2003 guidelines, where there is a risk to human health (i.e. illness to people swimming/ingesting the water). The monitoring is targeted at those sites considered popular for contact recreation. The intent of the monitoring is to identify and communicate in a timely manner the potential public health risk at popular swimming spots.
29. The delay between taking a sample, receiving the lab results and displaying these for the public can take over two days. During this delay, conditions may have changed, and the test result becomes out of date and not fit for purpose. To overcome this, Greater Wellington has moved to using a model to forecast a 'daily swimming risk category' which is posted on the Land, Air, Water Aotearoa (LAWA) website. The model is updated twice daily and uses the last three years of *E. coli*/Enterococci results, recent rainfall and forecast rainfall from the MetService. The weekly/monthly water sampling is used to validate the model. Greater Wellington has the ability to alter this category on LAWA manually if we are informed of toxic algae or infrastructure failures.

Actions required under the Recreation Water Quality Monitoring Programme

30. Greater Wellington has a legal requirement under section 35(2)(a) of the Resource Management Act 1991 to monitor the state of the environment. In addition, the Health Act 1956 specifies that it is the duty of every local authority to improve, promote and protect public health within its district.
31. Under the Recreation Water Quality Monitoring Programme monitoring results exceeding 550 cfu /100 ml for freshwater and 280 cfu /100 ml in marine water triggers sanitary surveys. If the cause of the contamination is an illegal cross connection or network fault the procedure outlined above (from paragraph 19) is carried out.
32. These actions are formalised annually through protocols between Greater Wellington, RPH, WWL and the territorial authorities in accordance with the Ministry for the Environment / Ministry of Health Microbiological Water Quality Guidelines for Marine and Freshwater Recreational Areas.
33. If the contamination impacts a recreational water quality monitoring site for an undetermined amount of time, and ongoing works are required, WWL and Greater Wellington work together to inform affected communities in a timely manner. This often involves WWL and Greater Wellington communications teams as well as the Greater Wellington LAWA science coordinator. RPH are also involved in determining when to put up and remove warning signs. Updates from WWL to Greater Wellington and RPH may be daily or weekly depending on the severity of the contamination.

Enforcement principles and tools available²

34. As a Resource Management Act 1991 (RMA) regulatory body Greater Wellington has a duty to regulate resource use through monitoring and enforcement. The purpose of any regulatory action, including enforcement, is two-fold:
 - a To enforce accountability for offences
 - b To achieve behaviour change.
35. The overarching Regional Strategic Compliance Framework for Compliance Monitoring and Enforcement was developed by the Regional Sector Compliance and Enforcement Special Interest Group (CESIG), and adopted by the regional council Chief Executives. At the heart of the framework are the broad regulatory principles of: Transparency; Consistency of process; Fair, reasonable and proportional approach; Evidence-based and informed; Collaborative; Lawful, ethical and accountable; Targeted; and Responsive and effective. In line with this, Greater Wellington’s own regulatory activities have a risk-based compliance monitoring programme and a responsive investigation programme.
36. To achieve full compliance with the RMA, resource consents and our Regional Plans Greater Wellington takes action across the compliance spectrum. One model to illustrate this is the “4 E’s”:



Engage – consult with regulated parties, stakeholders and community on matters that may affect them. This will require maintaining relationships and communication until final outcomes have been reached. This will also facilitate greater understanding of challenges and constraints, engender support and identify opportunities to work with others.

² Material and concepts in this section drawn from the current CESIG Strategic Compliance Framework.

Educate – alert regulated parties to what is required to be compliant and where the onus lies to be compliant. (i.e. with them!) Education should also be utilised to inform community and stakeholders about what regulations are in place around them, so that they will better understand what is compliant and what is not.

Enable – provide opportunities for regulated parties to be exposed to industry best practice and regulatory requirements. Link regulated parties with appropriate industry advisors. Promote examples of best practice.

Enforce – when breaches of regulation, or non-compliance, are identified then an array of enforcement tools are available to bring about positive behaviour change. Enforcement outcomes should be proportional to individual circumstances of the breach and culpability of the party.

Enforcement tools

- 37. Where non-compliance is found, it is important that this non-compliance is dealt with appropriately and consistently. To ignore non-compliance undermines not only the wider regulatory framework but the credibility of the regulator.
- 38. Enforcement tools fall into two categories:
 - a Directive – aimed at making good the harm caused – seeking an environmental outcome
 - b Punitive – aimed at accountability for actions and deterrence (both specific and general to non-compliance).
- 39. These categories can then be divided into two further sets:
 - a Statutory – those which are prescribed in law
 - b Non-statutory - those which we have developed ourselves in line with best practice principles.

	Non-Statutory	Statutory
Directive	<p>Advice Letter</p> <p>Advisory Notice</p>	<p>Abatement Notice</p> <p>Enforcement Order</p>
Punitive	<p>Formal Warning</p>	<p>Infringement Notice</p> <p>Prosecution</p>

- 40. In choosing the appropriate enforcement tool, Greater Wellington is bound by legal principles, case law and explicit guidelines on the severity of offending and what tool

may be warranted. The Solicitor-General's Guidelines do not require that every non-compliance is prosecuted; however, every decision needs to be justified on objective grounds.

41. It should be noted that only the most serious of offending results in prosecution. There are a range of factors to take into account and these either individually or in combination can push an incident of non-compliance into that category.

Scenarios

Cross connections

42. As mentioned above, cross connections between the wastewater and stormwater networks occur (either through negligence or poor design). In the majority of instances WWL, or the local territorial authority, are the lead agencies for dealing with this issue. The Global Stormwater consents do not allow for discharges from cross connections, therefore these cross connections are non-compliant and WWL could be subject to enforcement action. There is also non-compliance by the landowner/occupier of the properties.
43. In a number of historical cases, the territorial authorities have come to Greater Wellington requesting our assistance to deal with uncooperative landowners in rectifying cross connections. For Greater Wellington, the individual cross connections are a minor issue, which in these cases, at most, has been dealt with by way of directive notices (both non-statutory and statutory) to the landowners.
44. As this is emerging as a wider issue Greater Wellington is starting to look at the use of a broader range of interventions. For instance, both WWL and the territorial authorities should be scrutinised with reference to how they sign off new systems to avoid cross connections. An educational approach may be one way to pre-empt any future enforcement action for non-compliance.

Significant discharges

45. In instances of a significant non-compliant discharge of wastewater to the stormwater network Greater Wellington has taken more punitive enforcement actions. For example, in 2014 the Porirua Wastewater Treatment Plant had an overflow of partially treated wastewater from an aeration basin. This overflow entered the stormwater network which discharged to a stream then eventually the sea. Greater Wellington prosecuted Porirua City Council (which was the operator at the time).

Failure to remedy

46. There have been instances of minor discharges from the wastewater network where enforcement action has been taken. In most instances where Greater Wellington becomes aware of a minor discharge we immediately inform WWL and the relevant territorial authority so they can make the appropriate repairs. Where the territorial authority and WWL do not take prompt and reasonable action to remedy the discharge Greater Wellington has issued infringement notices.

Future direction of Stage 2 stormwater consents

National Policy Statement for Freshwater Management

47. The PNRP does not give full effect to the National Policy Statement for Freshwater Management (NPS-FM), particularly in relation to wastewater-type contamination (pathogens). The PNRP must give full effect to the NPS-FM by 2025. Changes must be made to the PNRP and it must be operative by that date. If the Stage 2 global stormwater consents were applied for and granted today these consents may well not meet the community's expectations regarding wastewater contamination nor meet the requirements of the NPS-FM. The NPS-FM requires waterbodies to be at a "swimmable" standard by 2040. The NPS-FM has a banded framework (bands or grades A to E). A minimum standard of band C is required. Most of the Wellington Region is in band E and D. Very few places meet the band C standard. This shift is considerable and costly, hence the 20 year timeframe.

Whaitua and changes to the PNRP

48. Community expectations have been clear in the whaitua processes. Communities are demanding that they can at least swim in their waterbodies and they would like this sooner rather than later. Many want a higher water quality than "swimmable". There is also an acknowledgement that the cost of achieving this is considerable and it falls on the community. The whaitua processes have also highlighted that achieving the national standard by 2040 will be a challenge in many places. The Te Awarua-o-Porirua Whaitua Implementation Plan (WIP) recommends that all waterbodies meet the NPS-FM standard (swimmable by 2040). The WIP does not recommend a faster timeframe. It is likely that similar recommendations will follow from the other whaitua processes. A formal plan change process is required to change, or make additions, to the PNRP. It would be efficient to do this once through a single plan change to add new wastewater and stormwater provisions across all urban areas of the region.

Stage 2 global stormwater consents

49. As outlined above, the Stage 1 global consents were granted to WWL in November 2018. WWL must apply for the Stage 2 global consents within five years of this date. The critical aspect of the Stage 2 global consents is that there is the opportunity to lock in a water quality improvement pathway for each catchment by regulation. This provides certainty for everyone. This certainty is completely lacking at present. In the case of wastewater and stormwater infrastructure the water quality improvement pathway mirrors the investment pathway. Importantly it identifies priorities. The missing link is the PNRP provisions. To ensure the "Stage 2 consent opportunity" is not lost it is important that the PNRP provisions which will ensure that this happens are in place before the Stage 2 global consents are granted. If the PNRP was not changed before this time the Stage 2 global consents would be granted under the existing provisions. A later review of these consents would then be required effectively doubling up the consenting process.

Non-regulatory initiatives

Direct investment in infrastructure improvements

50. The only way wastewater interactions will be resolved is through direct investment in improvements of the wastewater and in places the stormwater networks. This will include both the public and private parts of the network. The vast majority of this investment will land at the feet of the ratepayer through city and district council expenditure. WWL has a significant role in planning and providing advice to the councils. Decision making in this space is in the realm of the Local Government Act 2002 and outside the RMA. This is an area of inertia in the past. RMA instruments (PNRP and Stage 2 global consents) can provide certainty and regulatory pressure. However, infrastructure investment does not have to wait for regulatory processes to be completed. The overall direction is clear and planning can be (and is) underway in the short-term.
51. In the medium- and long-term it is important that there is alignment across the three areas of regional plans (and by inference, the Stage 2 global consents), district plans and infrastructure planning. There is presently an excellent opportunity for interagency collaboration. Plan review and change processes on the PNRP, Wellington City Council and Porirua City Council district plans as well as the Long Term Plan review have the potential to align. This is a fairly rare occurrence and the opportunity should be taken.

Education and community programmes

52. The wider community (including citizens, landowners, commercial and industrial premises, tradesmen (including builders, plumbers and drainlayers), and consultants) have a considerable role in solving wastewater (and stormwater) issues. While WWL (and in some places the local council) are the discharge consent holder they will not be able to fix the problem without the support of the wider community. Although stormwater and wastewater are point source discharges, the contaminant sources are diffuse. Everybody has a role to play to ensure the final discharge at the end of the pipe is as clean as can be.
53. Most of the community have a poor understanding of wastewater and stormwater systems. Many community members don't know where their wastewater goes, and have a poor understanding of the ultimate source of contamination at their favourite swimming hole or beach. There is also a general lack of connection with waterways and the harbour. There are some signs that this is improving. Education therefore plays a vital role. A range of both wide and targeted education (e.g. at drainlayers or industrial premises) is required. The wider community also has to pay, mainly through their rates, for infrastructure solutions (beyond any government funding). The community will not be happy paying if firstly they have a poor connection with waterways, and secondly don't understand the problem.
54. Pollution prevention programmes are one type of community education programme that has been successful in other places. These programmes involve targeted relationship building and interventions across both household and industrial (and commercial) sites. The programmes are also useful for intelligence gathering and in some cases assist Greater Wellington's compliance and enforcement functions.

**Ngā kaiwaitohu
Signatories**

Writers	Shaun Andrewartha – Manager, Environmental Regulation Lucy Baker – Manager, Environmental Science Alastair Smaill – Programme Lead, Urban Water
Approver	Al Cross – General Manager, Environment Management

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or Committee's terms of reference</i> Council is considering this report under its role to oversee the development, implementation and review of Council's regulatory systems, processes and tools to meet Council's related legislative responsibilities.
<i>Implications for Māori</i> There are no implications for Māori.
<i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i> There are no implications for Council's strategies, policies and plans.
<i>Internal consultation</i> There was no internal consultation outside of the Environment Management group.
<i>Risks and impacts: legal / health and safety etc.</i> The report raises no specific risks or impacts.

Council
21 May 2020
Report 20.147



For Decision

EARLYBIRD OFF-PEAK BUS FARES TRIAL – PROGRESS AND NEXT STEPS

Te take mō te pūrongo

Purpose

1. To report to Council on the initial findings of the 'Earlybird off-peak bus fares trial' (the Trial) and to seek Council's agreement to the proposed next steps.

He tūtohu

Recommendations

That the Council:

- 1 **Notes** that, on 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days - Earlybird off-peak fares trial (Report 20.22) ([Attachment 1](#)).
- 2 **Notes** that the Trial was to be run for a four month period from its start date (10 February 2020).
- 3 **Notes** that the Trial was to be monitored continually against success criteria to determine whether the Trial was effective in spreading peak demand on the bus network in Wellington City.
- 4 **Notes** that initial findings of the Trial were to be reported back to Council after three months (May 2020) to determine whether the Trial should be extended.
- 5 **Notes** that from mid-March 2020, the emergence of COVID-19 and the Government's associated alert level system have had a significant impact on patronage on Metlink bus services.
- 6 **Notes** that due to the impact of these emerging factors, the Trial was only able to generate comparable data for four weeks.
- 7 **Notes** that Greater Wellington has insufficient data available upon which to determine the success of the Trial.
- 8 **Agrees** that the current Trial be suspended until March 2021 and then be reinstated for a period of three months.
- 9 **Notes** that any formal change proposed to fare levels will require consideration and agreement as part of the Annual Fare Review process.

Te tāhū kōrero

Background

Earlybird off-peak bus fares trial

2. On 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days – Earlybird off-peak fares trial Report 20.22 ([Attachment 1](#)).
3. The Trial was proposed to determine whether fares could be used to help spread the peak demand on the Wellington City bus network.
4. The Trial was to run for a four month period from 10 February 2020.
5. This period was chosen to ensure coverage over the busiest period on the bus network, including March and May.
6. The Trial was to be monitored continually against success criteria to determine whether the Trial was effective in spreading peak demand on the bus network in Wellington City.
7. Initial findings on the success of the Trial were to be reported back to Council after three months (May 2020) to determine whether the Trial should be extended.

Monitoring and review

8. The Trial was to be monitored in an ongoing manner as a ‘rolling review’. This approach would enable officers to track progress early and often, and to identify main impacts of the Trial during the four month trial period.
9. The following criteria were agreed to determine the success or not of the Trial:
 - a Reduction in the number of passengers on current over-capacity buses attributed to the fare change, compared to the design capacity between 7.30am and 8.30am
 - b Patronage shift is similar or greater than the modelled expectation
 - c Revenue loss is similar or less than the modelled expectation
 - d General customer satisfaction (this will be a qualitative assessment considering feedback and field observations).

In addition, an on-board survey may be needed towards the end of the trial to support the assessment.

Fare level changes

10. Any formal change to fare levels will require consideration and agreement as part of the Annual Fare Review process.

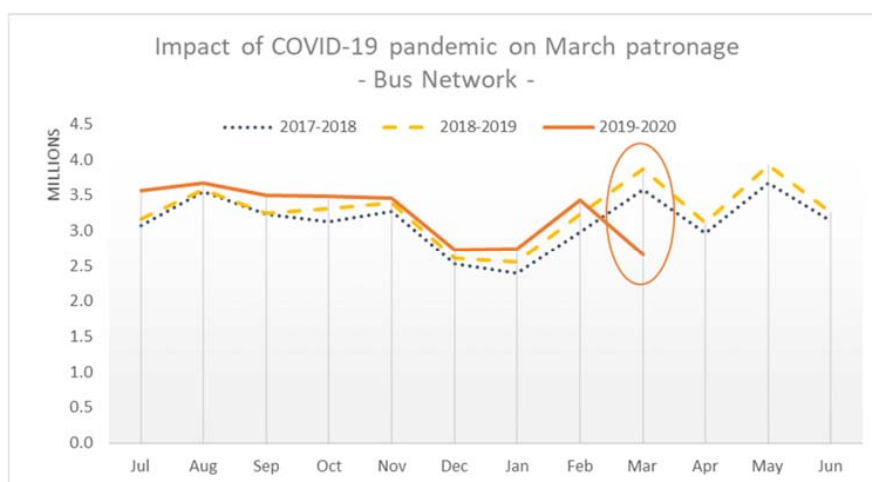
COVID-19 and Government’s alert level system

11. In January 2020, the World Health Organisation declared a world-wide novel coronavirus (COVID-19) pandemic. The New Zealand Government responded with a range of measures, including the 21 March 2020 announcement of a COVID-19 alert level system.

12. At 11.59pm on Wednesday 25 March 2020 the country moved to Alert Level 4. This alert level resulted in New Zealand being put into lockdown for a four week period, including the requirement for two metres of physical distancing.
13. Alert Level 4 was reviewed by the Government on 20 April 2020, with a decision to move to Alert Level 3 at 11.59pm on Monday 27 April 2020.
14. Alert Level 3 was reviewed by the Government on 11 May 2020, with a decision to move to Alert Level 2 at 11.59pm on Wednesday 13 May 2020.

Impact on patronage

15. As expected, patronage declined sharply at Alert Levels 4 and 3. The graph below illustrates the impact at Alert Level 4:



**Te tātaritanga
Analysis**

16. As a result of the impact of COVID-19 and the alert level system on bus patronage, Greater Wellington has only six weeks’ worth of data during the Trial period.
17. Only two weeks of this data provides for a meaningful assessment of one element of the criteria – patronage. Note that, of the six weeks’ worth of data:
 - a The last two weeks of March 2020 were significantly affected by COVID-19 pandemic and the alert level system. These factors resulted in bus patronage in March 2020 being approximately 28 percent lower than March 2019, and average patronage in the sixth week being 20 percent less than the fourth week
 - b In the first two weeks of the Trial, passengers would have been becoming aware of the Trial fare change, and in some instances those passengers may have been adjusting their travel behaviours.
18. The data has not been assessed against the other agreed criteria including likely impact on over-capacity buses and revenue. The available information does not allow for meaningful assessment of these aspects.

19. While the initial findings suggest some apparent changes to patronage, the data does not provide sufficient evidence to conclude that the Trial had been the main driver of these changes.
20. At this stage, we do not know how effective the Trial has been. Nor do we know whether or when bus capacity issues will be evident on the bus network. These uncertainties will need to be taken into account in deciding the next steps for the Trial.

Proposed next steps

21. Greater Wellington Regional Council (Greater Wellington) considers that in order to verify success or not of the Trial, the Trial would be required to run for four months under a stable travel pattern and to cover one or more busiest seasons of the year.
22. To complete the assessment of the Trial against all the agreed criteria, Greater Wellington recommends suspending the Trial until patronage returns to a more stable state and to then resume the Trial for three months, covering one or more of the busiest months of the year.
23. We recommend resuming the Trial from March 2021, as travel patterns are more likely to have regained stability by then.

Ngā hua ahumoni

Financial implications

24. The Trial is not expected to result in a material operational saving given that any shift is most likely within the 15 minutes before and after 7am, where the capacity issue is less of a concern.
25. The indicative revenue loss for the part of the current Trial where revenue was collected (10 February to 20 March 2020) fell between \$30,000 to \$35,000 (GST inclusive) each month). As agreed by Council (Report 20.22), this revenue loss will be funded from Greater Wellington reserves.
26. The estimated revenue loss for restarting the Trial for a period of three months from March 2021 is likely to be approximately \$100,000 (GST inclusive). This revenue loss will be funded from those same reserves as previously agreed by Council.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

27. The matter requiring decision in this report has been considered by officers in accordance with the process set out in the Greater Wellington's *Climate Change Consideration Guide*.

Mitigation and adaptation assessments

28. There is no need to conduct climate change assessments.

Ngā tikanga whakatau

Decision-making process

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

**Te hiranga
Significance**

30. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that this matter is of low significance, as it relates to an existing trial being suspended and resumed at a later date.

**Te whakatūtakitaki
Engagement**

31. Due to the low significance of this matter for decision, no external engagement was considered necessary.
32. Customers will be informed of the decision on the Trial via targeted communications and marketing activities.

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

33. Subject to Council's approval to proceed with suspension and later reinstatement of the Trial, the next steps are to:
- a Inform customers and remove collateral across the network
 - b Inform Snapper and operators of the decision to suspend the Trial so that standard fares are charged until the Trial is reinstated at a later date
 - c Report back to Council on the reinstated Trial outcomes at a subsequent meeting in May 2021

**Ngā āpitihanga
Attachment**

Number	Title
1	Earlybird off-peak fares trial (Report 20.22)

**Ngā kaiwaitohu
Signatories**

Writers	Reza Chalabianlou – Senior Public Transport Planner, Metlink Margaret Meek – Business Advisor, Metlink
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Approver	Scott Gallacher – General Manager, Metlink
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<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council or Committee’s Terms of Reference</i></p> <p>The Council has authority to make the decisions in relation to fares policies and funding fares initiatives for the Wellington Region.</p>
<p><i>Implications for Māori</i></p> <p>There are no known impacts for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The proposals in this report contribute to the delivery of public transport aspects of the 2021-31 Long Term Plan.</p>
<p><i>Internal consultation</i></p> <p>In preparing this report there has been consultation with officers in the Public Transport, Finance, and Community Engagement teams.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no identified legal or health and safety risks arising from the matters in this report.</p>

Council
4 February 2020
Report 20.22



For Decision

EARLYBIRD OFF-PEAK BUS FARES TRIAL

Te take mō te pūrongo

Purpose

1. To seek Council's approval to initiate an 'Earlybird off-peak bus fares trial' as a way of potentially spreading peak demand on the Wellington City bus network.

He tūtohu

Recommendations

That the Council:

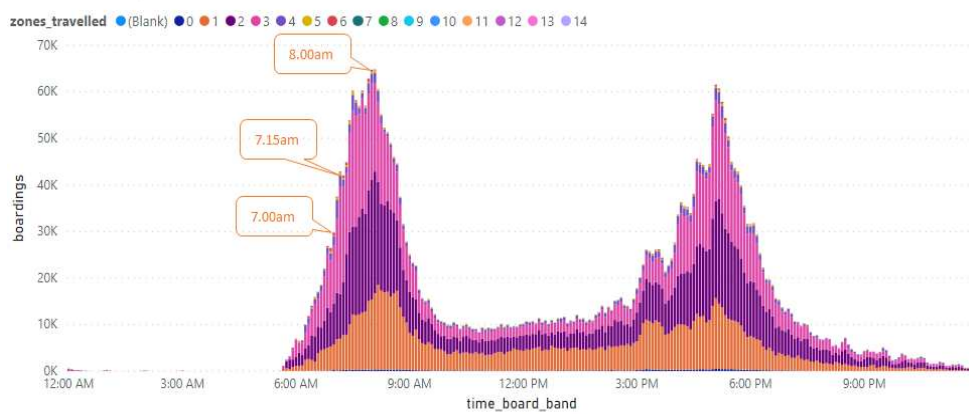
- 1 **Agrees** to proceed with an Earlybird off-peak bus fares trial to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days.
- 2 **Notes** that the trial is proposed to begin on Monday 10 February 2020, for a period of four months.
- 3 **Notes** that the trial will be monitored continually against success criteria to determine whether the trial has been effective in spreading peak demand on the bus network in Wellington City.
- 4 **Notes** that initial findings will be reported back to Council after three months to determine whether the trial should be extended.
- 5 **Agrees** that the estimated revenue loss for the four month trial period will be funded from Greater Wellington's reserves.
- 6 **Notes** that bus operators and the NZ Transport Agency are supportive of the trial.
- 7 **Notes** that the trial will apply to adult Snapper customers only, and will not be available for cash, Super Gold, or rail passengers.
- 8 **Notes** that the trial will be supported and promoted with a targeted marketing campaign to ensure bus commuters are aware of the trial.

Te tāhū kōrero

Background

2. The Metlink public transport network is experiencing ongoing higher than expected patronage growth across the network. Patronage over the last calendar year (January to December 2019) increased by 6.8 percent for bus and 4.8 percent for rail, with an overall increase of 6 percent compared to the previous year.

3. While patronage growth is an intended positive outcome, the nature of growth on the bus network in Wellington City is exacerbating existing capacity issues. This occurs especially during morning peak periods, where the cumulative demand from commuters and returning school children and tertiary students is more acute.
4. The following graph illustrates the nature of peak demand across the bus network, covering the period of 1 February to 31 May 2019.



5. Ongoing and planned improvements to the Wellington City Bus Network review will help to improve supply and service levels in Wellington City; however, the ability to design our way out of the capacity problem is limited over the short- to medium-term. These problems are unlikely to be resolved fully until the national driver shortage issue is dealt with, planned new bus fleet is delivered, and bus priority measures are in place; resulting in improved reliability and punctuality on our core networks. Mass transit will also help to relieve capacity over the long term.
6. We are now looking at other options to help spread the load – hence this paper on using fares and pricing as a demand management tool to influence travel behaviour.

**Te tātaritanga
Analysis**

The problem, and benefit of solving the problem

7. Peak fares currently apply to all services in the morning on working days (from around 5.15am for bus) until 9am. In the afternoon, peak fares apply from 3pm to 6.30pm. Outside these times a 25 percent off-peak discount applies to all adult Snapper fares (except on after mid-night services).
8. While there are high levels of demand in both morning and afternoon peak periods, acute morning peak demand on core Wellington City routes makes capacity issues most pressing between 7.30am and 8.30am in the morning peak period. Children and tertiary students generally travel at different times in the afternoon, which helps to spread demand and create a wider shoulder peak than in the morning. The existing off-peak period already provides a good incentive for many customers to travel later in the morning (after 9am), early in the afternoon (before 3pm) or later in the evening (after 6.30pm).

9. With spare capacity available on early morning services, an opportunity exists to use fares pricing to incentivise some customers to travel earlier than 7am and spread demand over a wider period in the morning peak. Changing behaviour in this way has potential to assist in managing the capacity issue through better utilisation of the bus network. Depending on the extent of behaviour shift, it also has potential to unlock further capacity during the peak period. Customers would benefit from having more options for travel and a cheaper fare for those who are willing and able to travel earlier in the day.
10. The data from the trial period is also expected to inform the ongoing fares review and next stage of transition to integrated ticketing.

The proposed trial

11. The proposed trial would see the off-peak discount being extended to all adult commuters using a Snapper card on Metlink bus services before 7am. The off-peak fare is 25 percent cheaper than the base (Snapper) fare and between 40 to 50 percent cheaper than adult cash fares.
12. The trial is proposed initially for a four-month period, starting on Monday 10 February 2020, to ensure coverage over the busiest period on the bus network, including 'mad March'.
13. It is proposed that the trial be reviewed on an ongoing basis (a rolling review) against success criteria (paragraph 29 below) to enable officers to determine as quickly as possible whether we are seeing any shift in customer behaviour and costs and trends and to decide whether to recommend continuation or termination of the trial.
14. The targeted customers for this trial are adult bus commuters travelling with a Snapper card with potential to leave slightly earlier. The Earlybird off-peak fare will not be available for cash, rail or SuperGold card customers.

Considerations

15. **Patronage and revenue:** the modelling expectations are that the Earlybird off-peak fare will encourage boardings before 7am to increase by about 7 percent or 13,000 boardings. The majority of boardings (12,000) before 7am are assumed to be existing customers shifting from later services, with the remaining 1,000 boardings assumed to be new customers from other modes.
16. Taking account of the off-peak fare and expectations on patronage, the associated loss in revenue is expected to be around \$155,000 (GST inclusive) over the four month trial period. Revenue loss will likely be lower if capacity gains are taken up by new customers in the peak period. If this occurs, revenue loss is expected to be around \$118,000 or lower.
17. Key assumptions behind the patronage and revenue modelling include:
 - a. 25 percent discount applies for peak trips between 4am and 7am
 - b. The modelling uses a lower elasticity than normal to estimate patronage impacts, due to the early time of the off-peak discount
 - c. Approximately 12,000 (or 90 percent) of additional boardings are shifts from after 7am (largely within a 15 minutes timeslot after 7am)

- d. Approximately 1,000 (or 10 percent) of additional boardings are shifts from other modes
 - e. Overall positive impact on capacity (i.e. the 12,000 boardings shifting from after 7am to before 7am will not be recovered by extra peak boardings)
 - f. The patronage and revenue estimates are based on data for the Wellington City bus network. The impacts (patronage and revenue) will be approximately 10 percent higher for the entire bus network.
18. **NZ Transport Agency support:** the NZ Transport Agency has indicated support for the trial, noting alignment with current work it is doing on new Fares Policy guidelines and the relatively minor expected revenue loss associated with the proposed trial.
 19. **Capacity:** bus network capacity analysis (using a conservative 10 percent growth factor) indicates that there should be capacity on the majority of services to accommodate expected patronage growth from the Earlybird off-peak fare incentive. The analysis does note that some Wellington City core services departing close to 7am (for example, Route 1 services departing from the Johnsonville area at 6.45am and 6.53am) could experience capacity issues if we get higher than expected growth. Increased peak shoulder services before 7am are planned for routes 2 and 36 services for the April/May timetable changes.
 20. The rolling review methodology proposed for this trial will enable close monitoring of capacity of services and expectations around patronage growth.
 21. **Implementation:** the proposed trial is relatively easy to implement via a change to the fares table in the Snapper ticketing system. While the problem definition is primarily a Wellington City bus network issue, the change to the Snapper fare table means that the trial will apply to all Metlink bus services around the region. Around 85 percent of peak bus boardings occur in Wellington City, accordingly officers do not expect to see much change in revenue or behaviour elsewhere in the region.
 22. **Bus operator support:** bus operators have been consulted and support the trial. Further engagement will occur to ensure drivers are aware of the scope and rules of the Earlybird off-peak fare, including that it is not available for cash fares or SuperGold customers.
 23. Subject to the decision to proceed, customers will also be informed of the proposed trial via marketing and social media initiatives. The information will include terms and conditions of the trial and its longevity. Further discussion is provided in the engagement section below.
 24. **Marketing and promotion:** customers will be informed of the trial through targeted communications and marketing activities including posters (bus and shelters); messaging via social media; information on our website; and targeted messaging to residents' associations and known shift work employers such as the Wellington hospital. A copy of the poster content is provided as **Attachment 1** (Proposed poster content for the Earlybird off-peak bus fares trial).

25. **Alignment with fares policy:** a new fares policy ‘rewarding targeted behaviours’ was introduced in July 2018 to encourage more off-peak use and greater uptake of electronic ticketing. This trial aligns well with the new policy by seeking a targeted behaviour change which aims to achieve both outcomes.
26. The trial, by introducing a change for bus travel only, further complicates the fares structure and creates an inconsistency with SuperGold hours. At this stage, however, the expected benefits from an operational and customer perspective are seen to outweigh the need for simplicity. The fact that rail and ferry services operate via separate paper ticketing systems also reduces the extent of potential confusion. In the future, under an integrated fares and ticketing system, we would expect the ticketing system to be agile enough to enable targeted trials such as this across all modes.
27. **Alignment with the Wellington City Bus Network Review (BNR):** the BNR Action Plan specifically identified this initiative as an option to explore – *Investigate options for spreading peak service demand, such as the option of reducing fares for off-peak before 7am to spread demand.*
28. **Monitoring and review:** the trial will be monitored in an ongoing manner as a ‘rolling review’. This will enable officers to track progress early and often, and to identify the main impacts of the trial prior to the four month trial period.
29. The following criteria will be used to determine success or not of the trial:
 - a. Reduction in the number of passengers on current over-capacity buses attributed to the fare change, compared to the design capacity between 7.30am and 8.30am
 - b. Patronage shift is similar or greater than the modelled expectation
 - c. Revenue loss is similar or less than the modelled expectation
 - d. General customer satisfaction (this will be a qualitative assessment considering feedback and field observations).
30. An on-board survey towards the end of the trial may be needed to support the assessment.

Nga kōwhiringa Options

31. The reasonably practical options comprise:
 - a. No change to off-peak bus fares
 - b. Proposed four month Earlybird off-peak trial for bus only (the recommended option)
 - c. Expand the trial to the entire Metlink network to include rail services
 - d. Extend the length of the trial to 12 months.

32. The following table summarises the advantages and disadvantages of each option.

Option	Advantages	Disadvantages
No change	No revenue loss	Existing capacity pressures likely to remain or exacerbate with ongoing high levels of patronage growth and limited ability to provide more services No incentive to encourage travel behaviour change to spread peak demand Minimal scope for improvements to customer experience No data to inform transition to integrated ticketing and BNR recommendations
Proposed four month off-peak trial for bus only	Expected to spread demand and relieve capacity at shoulder peak period, improving flexibility and 'give' in the bus network Provides a better value proposition for customers able to travel before 7am Should improve customer experience for customers travelling shortly after 7am through unlocking capacity Supported by the NZ Transport Agency Time period aligns with the busiest period on the bus network, so has most potential to make a difference Trial period is sufficient to enable testing of outcomes with minimal revenue loss	Some expected revenue loss, to be covered from Greater Wellington's reserves Introduces a complication to the fares structure (could be perceived as an equity issue) May create some adverse customer reaction should the trial not be continued
Expand the trial to include rail services	Retains consistent application of the off-peak period across all bus and rail services Provides a better value proposition for 10-trip customers able to travel before 7am	Potential to exacerbate existing capacity issues on rail, which occur much earlier than on the bus network Potential for a perceived negative value proposition from MonthlyPlus pass holders who would not get any benefit from the change Requires staff training and an operational change for ticket inspectors/managers as the off-peak fare is only available via a specialised off-peak 10-trip ticket May result in further revenue protection loss, if results in a move from MonthlyPlus pass to 10-trip tickets
Extend the length of the trial to 12 months	More certainty over a longer period for bus customers affected by the change Longer period for gathering data may provide a better clarity for analysis and	Requires up-front commitment for expectation of larger revenue loss (between \$500,000 to \$600,000) and associated use of unbudgeted reserves No ability to stop the trial should early monitoring show that the expected

Option	Advantages	Disadvantages
	outcomes	benefits are not being realised Unlikely to be supported by the NZ Transport Agency

33. Officers recommend the option of the proposed four month Earlybird off-peak trial for bus only, as its advantages outweigh the disadvantages.

Ngā hua ahumoni

Financial implications

34. The trial is not expected to result in a material operational saving given that any shift is most likely within the 15 minutes before and after 7am where the capacity issue is less of a concern. The estimated revenue loss for the four month trial period will need to be funded from Greater Wellington's reserves as the Public Transport group of activities is anticipated to be over budget for the year and drawing more than budgeted reserves.
35. However, the amount of revenue loss from the trial is within the current funding envelope and is not expected to move the fare's share of funding below the 'user contribution' target range (35 to 50 percent) set out in the Long Term Plan.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

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

Mitigation and adaptation assessments

37. There is no need to conduct climate change assessments on these matters. Officers note that the trial (should it be successful) may increase patronage, unlock capacity in the morning peak and enhance the customer experience with public transport.

Ngā tikanga whakatau

Decision-making process

38. The matters requiring decision in this report were considered by officers against the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga

Significance

39. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matters, taking into account Council's *Significance and Engagement Policy* and *Decision-making Guidelines*. Officers consider that the matters are of low significance.

Te whakatūtakitaki Engagement

40. In accordance with the *Significance and Engagement Policy*, officers determined that the appropriate level of engagement is ‘informing’.
41. Customers will be informed of the trial via targeted communications and marketing activities including: posters (bus and shelters); messaging via social media; information on our website, and targeted messaging to residents’ associations and known shift work employers such as the Wellington hospital.

Ngā tūāoma e whai ake nei Next steps

42. Subject to Council’s approval to proceed with the trial, the next steps are to:
 - a. Roll out the communications and marketing activities
 - b. Inform Snapper and operators of the decision so changes can be operationalised for a 10 February 2020 start
 - c. Report back to Council on trial outcomes at its May 2020 meeting.

Ngā āpitihanga Attachment

Number	Title
1	Proposed poster content for the Earlybird off-peak bus fares trial

Ngā kaiwaitohu Signatories

Writer	Paul Kos, Manager Public Transport Policy
Approver	Greg Pollock, General Manager Public Transport

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council or Committee's Terms of Reference</i></p> <p>The Council has authority to make the decisions in relation to fares policies and funding fares initiatives for the Wellington region.</p>
<p><i>Implications for Māori</i></p> <p>There are no known impacts for mana whenua.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The proposals in this report contribute to the delivery of public transport aspects of the Long Term Plan.</p>
<p><i>Internal consultation</i></p> <p>In preparing this report there has been consultation with officers in the Public Transport, Finance and Community Engagement teams.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no identified legal or health and safety risks arising from the matters in this report.</p> <p>There are risks that the trial may not achieve what is expected; however, these risks are mitigated by the fact that this initiative is a four month trial. A further decision will need to be made by Council to determine whether the trial will continue past the initial four month period.</p>

Council
21 May 2020
Report 20.125



For Decision

GREATER WELLINGTON'S QUARTERLY PERFORMANCE REPORT – AS AT 31 MARCH 2020

Te take mō te pūrongo

Purpose

1. To provide Council with a summary of performance for Greater Wellington Regional Council's (Greater Wellington) as at 31 March 2020 (the end of the third quarter of 2019/20) ([Attachment 1](#)).

He tūtohu

Recommendation

That the Council **accepts** Greater Wellington's performance report as at 31 March 2020 (the end of the third quarter of 2019/20) ([Attachment 1](#)).

Te tāhū kōrero

Background

2. Quarterly reporting is an internal monitoring tool for tracking progress against Greater Wellington's work programme, reflecting on what is going well, and indicating what issues and risks need to be managed to enable us to achieve what we have committed to in the Long Term Plan and Annual Plan.
3. A performance summary is presented to Council after the end of the related period (e.g. each quarter), and the draft Annual Report is presented as a full-year wrap up in lieu of a fourth quarter report.
4. **Attachment 1** provides an update on performance during the period 1 January to 31 March 2020 (the third quarter of 2019/20).
5. This summary report includes a year-to-date update on the Chief Executive's key performance indicators; a high-level summary of our activity; a health, safety and wellbeing update for the second quarter; and a year-to-date financial summary. The summary report also provides an update on progress of our major projects, and the current status of our non-financial measures as outlined for Year 2 of the Long Term Plan 2018-28 (the Annual Plan 2019/20).

Te tātaritanga Analysis

6. **Attachment 1** summarises Greater Wellington's activities during the third quarter.
7. The emergence of the COVID-19 pandemic during the quarter and the Government's requirement for an Alert Level 4 lockdown have been a significant disruption to Greater Wellington's services. Although the lockdown was only in place for a few days of the third quarter (it came into effect on 26 March 2020), the build-up did impact service delivery. We expect the impact to be more significant for our fourth quarter activity.
8. Our major projects show 58 percent of the 13 current major projects tracking to target. The 2021-31 Long Term Plan has been added as an additional major project for the third quarter.
9. The majority of the 63 Long Term Plan non-financial measures that can be reported on are currently on-track. Eight are at some risk of not meeting their end of year targets and seven are off-track.
10. Wellington Water Limited, which is responsible for the 19 Water Supply non-financial measures, did not provide results for the third quarter, by agreement with Greater Wellington's management. The related data will still be collected and quality assured in order to produce the year-end results. This decision was made to support front-line staff and their managers in the current Alert Level environment.

Ngā hua ahumoni Financial implications

11. The operating surplus for Greater Wellington, as at 31 March 2020, is \$5.4 million higher than projected.
12. Full details of Greater Wellington's financial performance as at 31 March 2020 are contained in pages 15 to 19 of **Attachment 1**.

Te huritao ki te huringa o te āhuarangi Consideration of climate change

13. The matters addressed in the summary performance report (**Attachment 1**) were considered by officers in accordance with the process set out in Greater Wellington's *Climate Change Consideration Guide*.

Mitigation and adaptation assessments

14. The matters addressed are of an administrative nature, and there is no need to conduct climate change assessments.

Ngā tikanga whakatau Decision-making process

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

**Te hiranga
Significance**

16. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matter for decision, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*.
17. Officers recommend that this matter is of low significance as it will not impact on the Wellington Region or have particular community interest; is consistent with Greater Wellington's policies and strategies; and does not impact on Greater Wellington's capability or capacity.

**Te whakatūtakitaki
Engagement**

18. Due to the low significance of the matter for decision, no engagement was considered necessary.

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

19. No further action is required.

**Ngā āpitihanga
Attachment**

Number	Title
1	Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

**Ngā kaiwaitohu
Signatories**

Writers	Heather Kimber – Advisor, Planning and Reporting Zofia Miliszewska – Acting Team Leader Corporate Planning and Reporting
Approvers	Tracy Plane – Strategic and Corporate Planning Manager Luke Troy – General Manager Strategy

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or Committee's terms of reference</i> One of Council's key governance functions is to review the effectiveness of Greater Wellington's performance. It is also important for public transparency that this review occurs at a Council meeting.
<i>Implications for Māori</i> The relevant impacts for Māori are addressed in Attachment 1 .
<i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i> Attachment 1 reports on how Greater Wellington is achieving against the expected results for Year 2 of our Long Term Plan 2018-28 (the Annual Plan 2019/20).
<i>Internal consultation</i> All departments contributed to the summary performance report, which was also reviewed by the Chief Executive.
<i>Risks and impacts: legal / health and safety etc.</i> The nature and management of relevant risks is covered in Attachment 1 .

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020



Greater Wellington's Performance Report

2019/20 Quarter Three

(1 January 2020 – 31 March 2020)

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

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Greater Wellington's Quarterly Summary Performance Report to 31 March 2020**EXECUTIVE SUMMARY**

Greater Wellington's third quarter (1 January 2020 to 31 March 2020) activities started positively and continued the momentum from the previous quarter. The emergence of the COVID-19 pandemic towards the end of this quarter, and the subsequent Government Alert Level 4 lockdown, in late March 2020, has required significant adjustments to our ways of working and affected our ability to carry out some activities. Staff and councillors have successfully moved to working remotely, with new processes and procedures quickly established for Council meetings and workshops. The longer-term impacts on our activities and funding continue to be assessed.

The organisation responded swiftly to the COVID-19 pandemic, standing up Greater Wellington's Crisis Management Team (CMT) in mid-March 2020. The CMT is a component of our Business Continuity Plan process and focusses on managing the impacts of a crisis affecting Greater Wellington. The CMT manages all domains of the COVID-19 pandemic response for Greater Wellington including operations, logistics and flow of information.

The CMT's initial work focussed on a smooth transition of all staff safely out of all Greater Wellington's premises to allow staff to work effectively successfully from home. A guiding principle has been to ensure the prioritisation of staff wellbeing and on-flow of information to staff and Council. As we move from response phase to recovery phase the focus of CMT is to plan for a return to work as the lockdown levels are reduced. It is likely the CMT will continue to be in place for some months. The focus has already turned to recovery, at a Greater Wellington operational level and also coordinating across the region.

Highlights of the third quarter include community programmes over the summer in our parks with the roll-out of the popular Summer Events programme. Work continued on significant upgrade projects including conservation work and further implementation of the Conservation Management Plan for Belmont munitions bunkers. In quick response to the Alert Level 4 lockdown, the Upper Terrace area of Kaitoke Regional Park was converted into the region's first self-isolation centre.

Progress continued for our major projects, including planning for the main elements of Let's Get Wellington Moving and the Multi-User Ferry Terminal project settling on its preferred site at Kaiwharawhara. Workshops have been held with the region's chief executives and mayors on the Wellington Regional Strategy with options being developed for further consideration. The Regional Transport Committee also agreed on strategic objectives and targets for the Wellington Regional Land Transport Plan.

Public transport passenger boardings were tracking well for the quarter and experiencing growth; however, the Alert Level 4 lockdown coming into effect in March 2020 has had a significant impact on our operations and patronage and will continue to do so for the rest of this year at least. Throughout Alert Levels 3 and 4 we navigated ways to ensure our communities were able to access public transport in accordance with Government's directives. We have adopted proactive messaging campaigns encouraging the community to keep safe and we work with District Health Boards to adjust timetabling to suit essential health workers.

We commenced the second round of consultation for Ruruku (our Māori Economic Development programme) which presents the draft components of the strategy for the Māori economy developed as an outcome of the first round of consultation.

Behind the scenes we continued to prepare our 2020/21 Annual Plan and progressed the 2021—31 Long Term Plan. Just over half of our major projects are tracking against their milestones. Delays in projects are attributed to the emergence of COVID-19 and our organisation's ongoing assessment of the overall impact on these major projects.

Our staff numbers remain steady with our current headcount is 545 permanent and fixed-term employees, with 42 per cent identifying as female and 58 per cent identifying as male.

Our financial position for the nine months to 31 March 2020 shows a \$5.4 million favourable operating surplus (see pages 15 to 19).

KEY METRICS

The CE's key performance indicators – for the nine months to 31 March 2020

Freshwater Quality and Biodiversity

Improved or maintained quality of freshwater

Our communities enjoy access to water and waterways that enhance their quality of life.



This is measured by: deposited fine sediment.

2019/20 TARGET: Deposited fine sediment is improved or maintained at each site for at least 10 of the 12 months.

YTD STATUS:
On Track.
Maintained for all monitored sites

Water Supply

Maintained quality of potable water

Our communities enjoy safe drinking water.

This is measured by: Zero contamination of drinking water from the tap.

2019/20 TARGET:
Zero contamination of drinking water from the tap within the metropolitan Wellington region.

YTD STATUS:
Not reported for Q3
(See note on page 34)



Public Transport



High Quality Public Transport Services

Our communities use and recommend public transport because it is affordable, efficient and safe.



This is measured by: Percentage of services on-time at origin.

2019/20 TARGET: 95% of Bus services are on-time at origin

YTD STATUS:
94.0%

2019/20 TARGET: 95% of Rail services are on-time at key interchange stations and final destination (Kapiti, Hutt, Johnsonville)

YTD STATUS:
89.6%

2019/20 TARGET: 80% of Rail services are on-time at key interchange stations and final destination (Wairarapa)

YTD STATUS:
57.1%

This is also measured by: Customer satisfaction for overall trip.

2019/20 TARGET:
>90%

Only reported annually
Will be reported on at 30 June 2020

Growth in Public Transport Patronage

Our communities consider public transport their first choice in getting from A to B.



This is measured by: Percentage increase in number of passenger boardings.

2019/20 TARGET: 2.0% increase in BUS boardings

YTD STATUS:
2.6%

2019/20 TARGET: 4.5% increase in RAIL boardings

YTD STATUS:
-1.8%

KEY:  Achieved / On Track  Partially Met / At Risk  Not Achieved / Off Track

Organisational Excellence

Compliance with statutory requirements under the Local Government Act

Our organisation fulfils its obligations fully and with passion to deliver value for money to its communities.

This is measured by: Approval of Annual Plan within statutory timeframes.

2019/20 TARGET:
Annual Plan is approved by 30 June 2020.

YTD STATUS:
On Track – Draft Plan underway to be adopted before June 30

Improved perception and understanding of Greater Wellington's relevance by the community (Effective Communication from Greater Wellington)

Our communities trust Greater Wellington to focus on the right issues and deliver value for money.

This is measured by: Community perception of trust, leadership, fairness, and social responsibility, as measured by the Colmar Brunton Brand Tracker; and Improvement in community awareness of Greater Wellington functions.

2019/20 TARGET:
Greater Wellington reputation score greater than baseline (88/100 in 2018/19)

Only reported annually
Will be reported on at 30 June 2020

2019/20 TARGET:
Metlink reputation score greater than baseline (81/100 in 2018/19)

Only reported annually
Will be reported on at 30 June 2020

Diversity and gender equality within Greater Wellington

Our workforce represents the communities we work for resulting in greater diversity of thought and improved outcomes for Greater Wellington.

This is measured by: Leadership at Greater Wellington increasingly reflects the region's gender, bicultural, ethnic and cultural diversity make up.

2019/20 TARGET:
ELT (and leaders at all levels) in its composition increasingly reflects the region's gender, bicultural, ethnic and cultural diversity make up.

YTD STATUS:
Off Track. Gender diversity continues to be a challenge, and ethnic diversity cannot be measured at present. The Diversity and Inclusion strategy has been developed to address this issue going forward.

2019/20 TARGET:
A diversity and inclusion strategy is launched in 2019 and progressively implemented over the next five years.

YTD STATUS:
On Track – the strategy was launched for consultation with staff in late 2019. The majority of feedback supported the strategy. It was finalised in February 2020.

Improved wellbeing and health and safety

Our people return home each day in the same or better state than they started the day.

This is measured by: Lost time injury frequency rate – Number of incidents per 100k hours worked.

2019/20 TARGET: 0.9

YTD STATUS: 0.44

Engaged staff

Our people feel valued and engaged in Greater Wellington's purpose resulting in a productive Greater Wellington.

This is measured by: Gallup overall employee engagement index.

2019/20 TARGET:
4.0 out of 5

Only reported annually
Will be reported on at 30 June 2020

Engaged Staff

Environment fosters innovation.

This is measured by: Gallup Assessment of progress towards developing a culture of innovation.

2019/20 TARGET:
4.0 out of 5

Only reported annually
Will be reported on at 30 June 2020

Effective project management

Our work delivers value for money through professional project management of our key activities.

This is measured by: Percentage of major projects with overall "Green" rating – i.e. on track overall in terms of schedule, budget, managing risks and issues, health & safety, stakeholders, and resources.

2019/20 TARGET: 70%

YTD STATUS: 50%

- RiverLink ongoing challenges
- Let's Get Wellington Moving ongoing challenges
- Metlink Network: Post-Implementation Review on track
- Project NEXT on track
- Plan Change One - pNRP ongoing challenges
- Wellington Regional Investment plan on track
- Central NZ Supply Chain ongoing challenges
- Optimus on track

KEY: Achieved / On Track Partially Met / At Risk Not Achieved / Off Track

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

ACTIVITY GROUP SUMMARIES

Summary of Performance by activity group for the period 1 January 2020 – 31 March 2020

How to read this section:

For each Activity Group we report:

1. A high-level summary of quarter two performance related to the activity group
2. A few activity highlights from quarter two
3. Status of Long Term Plan Non-Financial measures related to the activity group

We divide our core business into six activity groups as follows:



Te Taiao | Environment



Ngā Papa Whenua | Regional Parks and Forests



Ngā Puna Wai | Water Supply¹



Te Tiaki me te Arahi Waipuke | Flood Protection and Control Works



Ngā Waka Tūmatanui | Metlink Public Transport



Ngā Kaihautū | Regional Leadership

¹ Wellington Water's (WW) senior leadership team and executives from each council discussed and agreed that WW were not required to generate or send out any reports for quarter three. This decision was made to support front-line staff and their managers in the COVID-19 pandemic environment. However, WW will still collect and quality assure the quarterly data to produce a set of full-year results at year end.

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020



TE TAIAO | ENVIRONMENT

This Activity Group contributes to the following Priority Areas:
 - Freshwater Quality and Biodiversity

The Environment Group includes the following activities:
 - Resource management
 - Biodiversity management
 - Land management
 - Pest management
 - Harbour management

Summary for Quarter Three

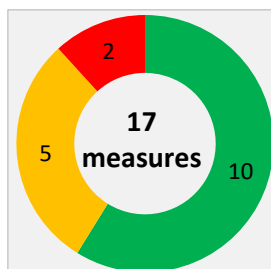
Overall the work programme for Biodiversity, Land and Pest Management, Environmental Regulation, Science, Policy, Harbours and Parks teams have continued to progress well. Due to delays caused by the Alert Level 4 lockdown there are some risks with delivering the balance of the work programmes, particularly in science monitoring, parks assets management programmes, compliance monitoring and the pest management area.

Highlights from Quarter Three

- We made a strong response to the proposed Natural Policy Statement for Indigenous Biodiversity supporting the intent but suggesting a range of changes based on our extensive experience managing and enhancing biodiversity in the region. The affordability of some of the proposed requirements was a particular focus.
- The Collaborative restoration programmes in Te Awarua-o-Porirua Harbour and Wairarapa Moana have made good progress.
- Land Management, Parks, Biodiversity and Flood Protection have confirmed additional 1 Billion Trees funding of \$1 million to be spread over three years.
- Planting audits of the Wellington Region Erosion Control Initiative programme have been completed and will be able to assist with planning for the 2020 planting programme.
- Considerable progress was made in the proposed Natural Resources Plan appeals pre-mediation engagement (across a range of appellant parties), moving into formal Environment Court-facilitated mediation towards the end of the quarter.
- The Te Whanganui-a-tara Whaitua committee's work programme progressed during quarter three with the completion of the science freshwater expert panel scenario assessment process; and embedding mana whenua participation through Te Kahui Taiao group (a subgroup of Whaitua Committee).
- We continued scoping and development of the Wairarapa Water Resilience Strategy – to guide the future of water management across the Wairarapa, which continues under the guidance of the Wairarapa Water Resilience Committee.
- We commenced a review of our Harbours' regional navigation and safety by-laws.
- We progressed with the development of a cultural monitoring framework with Wairarapa mana whenua, and in collaboration with Ngā Kanohi Marae o Wairarapa; building skills and experiences of Wairarapa rangitahi.

Long Term Plan Non-Financial Measures, status as at 31 March 2020

A full description of the Non-Financial Measures, and their results can be read in Appendix 2.



	On Track / Achieved
	At Risk
	Off Track / Not Achieved
	Not measured/ Only measured Annually in June

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020



NGĀ PAPA WHENUA | REGIONAL PARKS AND FORESTS

This Activity Group contributes to the following Priority Areas:

- Freshwater Quality and Biodiversity

The Regional Parks and Forests Group includes the following activities:

- Parks planning
- Visitor services

Summary for Quarter Three

Quarter three saw the roll-out of our Summer Events programme; significant projects remaining on track, including conservation work on the Truss Bridge and Ladle Bend Bridge in Pakuratahi Forest; and further implementation of the Conservation Management Plan developed for Belmont munitions bunkers.

At Queen Elizabeth Park the Mackays Entranceway redevelopment has now been deferred to the 2020/21 financial year. The Regional Parks Network Plan continues with the development of key policies and draft provisions.

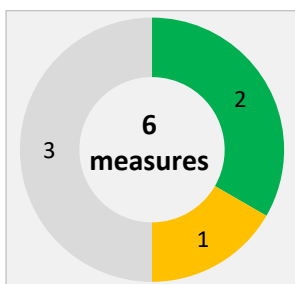
Towards the end of quarter three the developing Alert Level 4 lockdown situation resulted in a significant and important response in our Parks operation. For nearly two weeks in late March the Upper Terrace area of Kaitoke Regional Park was converted into the region's first self-isolation centre. Most significantly, the Parks team responded extremely effectively to a rapidly developing situation under the Ministry of Health's direction.

Highlights from Quarter Three

- We made progress towards replacement of the swing bridge over Hutt River at Pakuratahi Forks, Kaitoke Regional Park.
- We progressed with regulatory approvals for planned retreat of road, track and other visitor facilities from the Queen Elizabeth Park shoreline between Raumati and Paekākāriki.
- Completion of the Top Terrace facility building at Kaitoke Regional Park.

Long Term Plan Non-Financial Measures, status as at 31 March 2020

A full description of the Non-Financial Measures, and their results can be read in Appendix 2.



	On Track / Achieved
	At Risk
	Off Track / Not Achieved
	Not measured/Only measured Annually in June

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

TE TIAKI ME TE ARAHI WAIPUKE | FLOOD PROTECTION AND CONTROL WORKS



This Activity Group contributes to the following Priority Areas:

- Regional Resilience
- Freshwater Quality and Biodiversity

The Flood Protection and Control Works Group includes the following activities:

- Understanding flood risk
- Maintaining flood protection and control works
- Improving flood security

Summary for Quarter Three

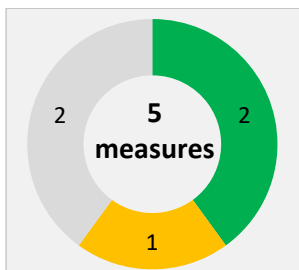
The overall work programme has continued as scheduled over the last quarter although the Alert Level 4 lockdown will affect the delivery of projects over the next quarter. Officers are evaluating ways to minimise these impacts on scheme operations and maintenance activities as a priority.

Highlights from Quarter Three

- RiverLink - work is progressing on the development of the design and resource consent process (see Appendix One for more detail).
- Work has continued on preparing the Waiohine River Plan ready for consultation with the wider community. The plan will be brought to the Council for sign-off before consultation begins.
- Pinehaven Flood Management Plan implementation is continuing with consents for culvert works and stream work lodged.
- Operational maintenance and improvement projects have continued during the period. However, planting programmes due to be implemented in the fourth quarter will be delayed by the COVID-19 pandemic.
- Some operational work continued during the early part of the Alert Level 4 lockdown with two Lake Onoke Mouth openings being required and drain and stream clearing undertaken following a small flood in late March 2020.

Long Term Plan Non-Financial Measures, status as at 31 March 2020

A full description of the Non-Financial Measures, and their results can be read in Appendix 2.



	On Track / Achieved
	At Risk
	Off Track / Not Achieved
	Not measured/Only measured Annually in June

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

NGĀ WAKA TŪMATANUI | METLINK PUBLIC TRANSPORT



This Activity Group contributes to the following Priority Areas:

- Public Transport

The Metlink Public Transport Group includes the following activities:

- Metlink network planning and operations (an integrated and accessible network)
- Bus and ferry operations (frequent, reliable bus and ferry services)
- Rail operations (a high capacity rail system)

Summary for Quarter Three

The overall work programme has continued to progress over the last quarter, however the emergence of the COVID-19 pandemic has had a significant impact on our operations, which will continue into quarter four and beyond. The Public Transport Group has undertaken a huge amount of work to ensure the provision of this essential service in a way that responds to Government directives, customer needs, and the safety of passengers and Metlink staff.

Ultimately, we ensured that the public transport network operated throughout Alert Levels 3 and 4 during quarter three, ensuring that people in our communities could continue to use public transport to access their (essential service) work and/or essential services such as supermarkets or pharmacies. We also worked closely with the District Health Board (DHB) during Alert Level four to ensure the reduced timetable accommodated DHB workers.

The impacts of the COVID-19 will affect the delivery of projects over the coming quarter and officers are evaluating these impacts.

The COVID-19 pandemic has, and will continue to have a major impact on public transport patronage. Officers are assessing these impacts, but it should be noted that such impacts need to be balanced with ongoing Government physical distancing requirements which have had, and will continue to have, an impact on the network's loading capacity.

The most important priority throughout this quarter, particularly as we started to navigate the COVID-19 pandemic, has been the ongoing health, safety and wellbeing of our workforce and the public. We spearheaded the early removal of cash from the network and have adopted a range of proactive messaging campaigns to ensure people are making the right choices when it comes to their health, safety and wellbeing, including guidance on the bus and train networks for how people can adhere to the physical distancing requirements.

Highlights from Quarter Three

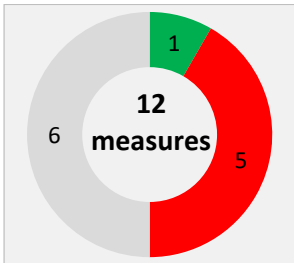
- On 26 January 2020 planned timetable changes were implemented with NZ Bus for Term 1 2020, including two interim route solutions to help address concerns raised during the Bus Network Review (BNR). To date, at a high level, there have been no problems identified resulting from these changes.
- In addition, the NZ Bus changes included delivery of BNR short term improvements for actions BNR-A (Route 18: Extend from Miramar shops to Kilbirnie) and BNR-B (Route 12: Strathmore Park extend to Newtown (John Street via Hospital): 60 min frequency, Monday to Friday inter-peak only) from 26 January 2020, as adopted by Council on 12 December 2019 as part of the Action Plan for the Wellington city bus network.
- A community engagement process for completing the BNR for the region excluding the Wellington City area had been developed and provided to the Transport Committee for information at its meeting on 20 February 2020. As a result of the COVID-19 pandemic there have been a number of changes to the way that engagement is occurring. However, we still aim to be in a position to report back to the Transport Committee with findings in June 2020 (as scheduled).

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

- In relation to Longer Distance Rolling Stock, a Point of Entry document was drafted and presented to Waka Kotahi NZ Transport Agency (NZTA) in late-March 2020. This documented the need for approximately \$5m of funding to investigate or and implement:
 - An investigation of full electrification
 - Operational modelling of increased service levels above the original business case
 - A procurement strategy
 - Depot location analysis
 - Battery EMU operating scenario analysis
 - Rolling stock industry Market Soundings and tender preparation including: Expressions Of Interest, Requests For Tender, and contract documentation
- In March 2020 Metlink hosted a Public Transport Workforce Strategy Workshop. Attendees included: Greater Wellington Councillors, Metlink officers, representatives from each of the public transport bus and rail operators in the region; union representatives, the Bus and Coach Association, NZTA and the Ministry of Transport. The purpose of the workshop was to work collectively with the aim of developing solutions to address workforce challenges facing the public transport sector. The workshop was well received and provided a forum for honest, robust and respectful discussion. These workshops will continue.
- The Public Transport Advisory Group was established. Members will be appointed at the Council meeting on 30 April 2020.

Long Term Plan Non-Financial Measures, status as at 31 March 2020

A full description of the Non-Financial Measures, and their results can be read in Appendix 2.



	On Track / Achieved
	At Risk
	Off Track / Not Achieved
	Not measured/Only measured Annually in June

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020



NGĀ KAIHAUTŪ O TE ROHE | REGIONAL LEADERSHIP

This Activity Group contributes to the following Priority Areas:

- Water Supply
- Public Transport
- Regional Resilience
- Fresh Water Quality and Biodiversity

The Regional Leadership Group includes the following activities:

- Wellington Regional Strategy
- Democratic Services
- Regional Transport Planning and Programmes
- Emergency management
- Relationships with Māori and mana whenua
- Regional initiatives

Summary for Quarter Three

Significant progress was made on several major projects: Let's Get Wellington Moving advanced planning for the main projects elements of Strategic Highways and Mass Rapid Transit as well as establishing the core team; The Multi-User Ferry Terminal project concluded on its preferred site at Kaiwharawhara; The Regional Transport Committee agreed on strategic objectives and targets for the Regional Land Transport Plan; Several workshops were held on the review of the Wellington Regional Strategy with partner organisations at Chief Executive and Mayoral level, and options were developed for further consideration.

Towards the end of the quarter, the Council moved to remote working and processes and procedures were successfully established for Council meetings and workshops.

Māori Liaison Officers from the region met to commence planning to host the conference, Te Waka Āwhina. This conference, aimed at building collective knowledge and wisdom within Māori staff occurs bi-annually. The rākau is passed to either an individual council to host or a collective. Here in the Wellington region, councils agreed to work together to co-host this conference as we have strong relationships across the region with the Māori Liaison Teams of each council.

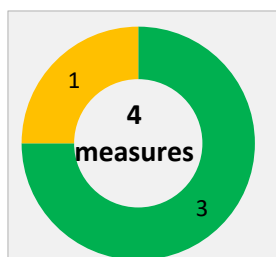
In addition to piloting a Greater Wellington-specific Treaty course, this quarter has seen a significant number of teams commencing Te Reo Māori training offered in-house. Organisationally, staff are committed to building their kete of knowledge which has seen a significant interest and registration in the training that the organisation offers. In the fourth quarter, we will evaluate any gaps in the training and explore opportunities to build this the training offered to staff.

Highlights from Quarter Three

- Ara Tahi – the first meeting of Ara Tahi for the new triennium was held with iwi and councillors. The committee confirmed the roll-over of the existing Ara Tahi Chair and agreed to continue to explore the new partnership committee of Ara Tahi.
- Capability training – Te Hunga Whiriwhiri and Human Resources worked with a provider to develop a Greater Wellington-specific Treaty workshop that was piloted with a group of staff. The programme will be evaluated and we hope to introduce this as part of the organisation's future core training programme.
- Ruruku – Maori Economy hui – the second round of consultation commenced, designed to present the draft components of the Strategy developed as an outcome of the first round of consultation with participants.

Long Term Plan Non-Financial Measures, status as at 31 March 2020

A full description of the Non-Financial Measures, and their results can be read in Appendix 2.



	On Track / Achieved
	At Risk
	Off Track / Not Achieved
	Not measured/Only measured Annually in June

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020



HEALTH, SAFETY AND WELLBEING

Everyone, every day – home, safe and well

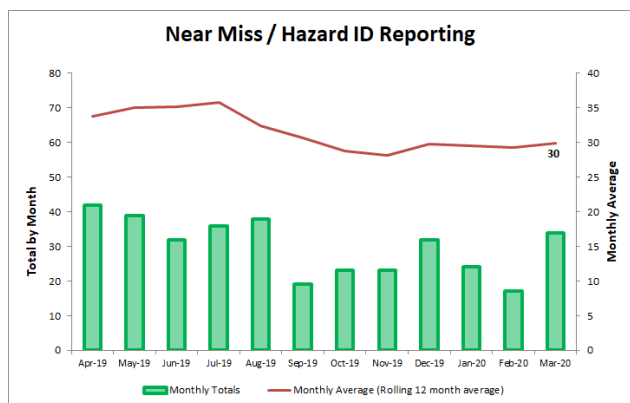
Emerging trends in quarter three

- Increased negative interaction between Park Rangers and members of the public due to seasonal increase at camping grounds and inappropriate use of regional parks by the public during lockdown.
- Low speed collisions and near miss events involving vehicles and trailers.
- Increase in slips and falls reported, particularly from lone and remote workers.

Progress against key HSW work streams in quarter three

- Fatal and severe risks – the driving for Greater Wellington standard and essential controls for on and off road driving are complete and essential controls for quad's, Land Utility Vehicles and trailers undergoing final review with users, ahead of implementation. The lone and remote working standard and essential controls are in development following consultation workshops with workers working with the risk.
- KESAW incident reporting system – the mobile app was launched in February with over 25 per cent of incident reported in March 2020 coming via the app.
- Wellbeing – Implementation of the wellbeing plan commenced with a focus on mental health and wellbeing in quarter three. Planning for a wellbeing expo to be held in conjunction with World Health and Safety Day in May 2020, was well advanced, but is now on hold due to the COVID-19 pandemic.

Near miss and hazard reporting



Of the **157 events reported** in KESAW in quarter three, 113 involved Greater Wellington employees, 8 involved contractors, 2 involved volunteers and 34 involved members of the public.

There was **one new work injury** claim in quarter three, a back strain caused by slipping in the field.

The **lost time injury frequency** rate for quarter three was .44/100,000 hours worked.

Rehabilitation support was provided to 10 employees for work injury, non-work injury and medical reasons in quarter three to assist them to remain at or return to work.

Health, Safety and Wellbeing training

All members of the Executive Leadership Team participated in a one-day mental health and wellbeing workshop. The goal of the workshop was to promote the importance of their own, and the organisation's, mental health and wellbeing, their roles as leaders in this space and how they can work effectively with our trained mental health first aiders in supporting and promoting good mental health and wellbeing at Greater Wellington.

Attachment 1 to Report 20.125

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

FINANCIAL POSITION FOR GREATER WELLINGTON REGIONAL COUNCIL

For the nine months ended 31 March 2020

The following five pages provide an update on the financial position of Greater Wellington Regional Council:

1. **Funding Impact Statement** – Financial summary, Actual vs Budget year-to-date, for the nine months ended 31 March 2020
2. **Revenue** – Revenue variance, Actual vs Budget year-to-date, for the nine months ended 31 March 2020
3. **Operational Expenditure** – Expense variance, Actual vs Budget year-to-date, for the nine months ended 31 March 2020
4. **Capital Expenditure** – Capital expenditure, Actual vs Budget year-to-date, for the nine months ended 31 March 2020
5. **Balance Sheet** – Balance sheet as at 31 March 2020

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Funding Impact Statement, for the nine months ended 31 March 2020

Internal Funding Impact Statement | March-2020

Wellington Regional Council

Total1	YTD Actual	YTD Budget	YTD Budget Variance
Operating surplus/(deficit)			
Operating Revenue			
Rates	130,866K	130,853K	13K
Grants & Subs	82,028K	60,344K	21,684K
Fees charges & other	100,002K	97,669K	2,333K
Total	312,895K	288,865K	24,030K
Operating Costs			
Personnel	-41,647K	-39,165K	-2,482K
Materials,Supplies & Services	-40,016K	-25,550K	-14,466K
Contractor & Consultants	-40,794K	-38,121K	-2,673K
Grants and Subsidies Expenditure	-152,398K	-152,157K	-241K
Other	-5,751K	-4,699K	-1,052K
Interest	-16,166K	-18,158K	1,992K
Depreciation	-21,136K	-21,397K	261K
Total	-317,908K	-299,246K	-18,661K
Total	-5,012K	-10,381K	5,369K
Other Funding			
Other Funding			
Valuation adjustments	-14,229K		-14,229K
Net Capital expenditure	-29,044K	-50,366K	21,323K
Debt Repayment	0K	7,092K	-7,092K
Investment additions	-14,842K	-17,726K	2,884K
Loan Funding	17,882K	35,167K	-17,285K
Capital grants & subs	6,550K	14,140K	-7,591K
Reserve Movements	1,353K	450K	903K
Non Cash Items	35,364K	21,397K	13,968K
Total	3,035K	10,154K	-7,119K
Total	3,035K	10,154K	-7,119K
Total	-1,977K	-227K	-1,750K

Operating Revenue

Category	YTD Actual	YTD Budget
Operating Revenue	312.9M	288.9M

Operating Expenditure

Category	YTD Actual	YTD Budget
Operating Expenditure	317.9M	299.2M

Operating Surplus/(Deficit)

Category	YTD Actual	YTD Budget
Operating Surplus/(Deficit)	-5.0M	-10.4M

Capital Expenditure

Category	YTD Actual	YTD Budget
Capital Expenditure	29.5M	50.7M

Operating surplus is \$5.4m favourable

\$24.0m Revenue ahead of budget

- \$19.2m KiwiRail pass through payment
- \$2.6m NZTA Grants & subs
- \$1.9m Predator Free Wellington – Un-budgeted

\$18.7m Expenditure unfavourable to budget

- \$19.2m KiwiRail pass through payment
- \$1.9m Predator Free Wellington – Un-budgeted
- \$2.5m Various underspend in Environment, Finance, Te Hunga Whiriwhiri, Strategy and Water

\$26.5m Capital Expenditure

- \$7.5m Project Next.
- \$4.0m Station Renewals
- \$2.7m Other Public Transport underspends
- \$7.8m Flood Protection (including RiverLink \$4.2m)
- \$2.7m Environment

Valuation adjustments relates to interest rate swaps revaluation

Loan Funding and Capital grants lower due to lower capital expenditure

Debt repayments and investment additions reflect cash flow movements

Key issues impacting the 2019/20 financial result:

- All Public Transport fare collection ceased on 23 March 2020 due to the Alert Level 4 lockdown. NZTA have agreed compensate the lost revenue until 30 June 2020.
- Review of the COVID-19 pandemic financial impact is currently being undertaken, however, at this stage expectation for Financial Year remains largely unchanged.
- Personnel costs currently running ahead of budget mainly due to unbudgeted temp staff and recruitment costs.
- Snapper service cost increase of \$2.4m over the year.
- Public Transport capital projects are behind schedule, a large proportion will be rebudgeted into the next financial year.

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

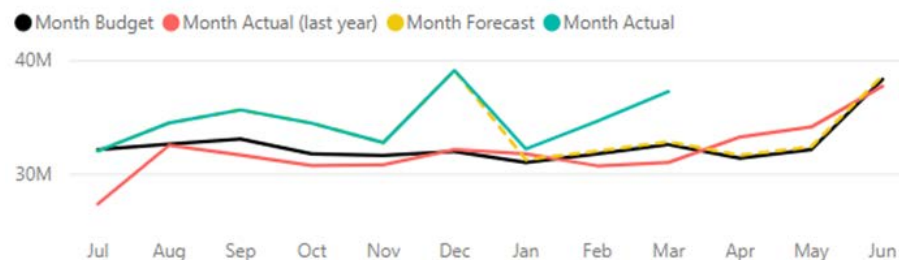
Revenue, for the nine months ended 31 March 2020

Revenue Variance

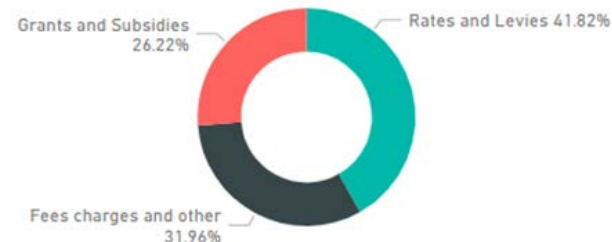
March-2020

-312,895,340 YTD Actual -288,865,370 YTD Budget -24,029,969 YTD Budget Variance

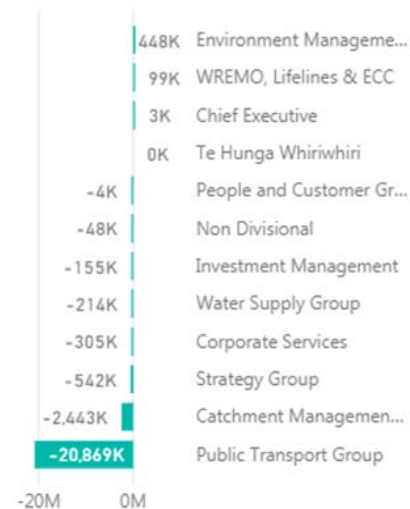
Monthly Forecast



Monthly Variance



YTD Budget Variance



\$19.2m KiwiRail pass-through payment, fully offset by higher expenditure - *Permanent difference*

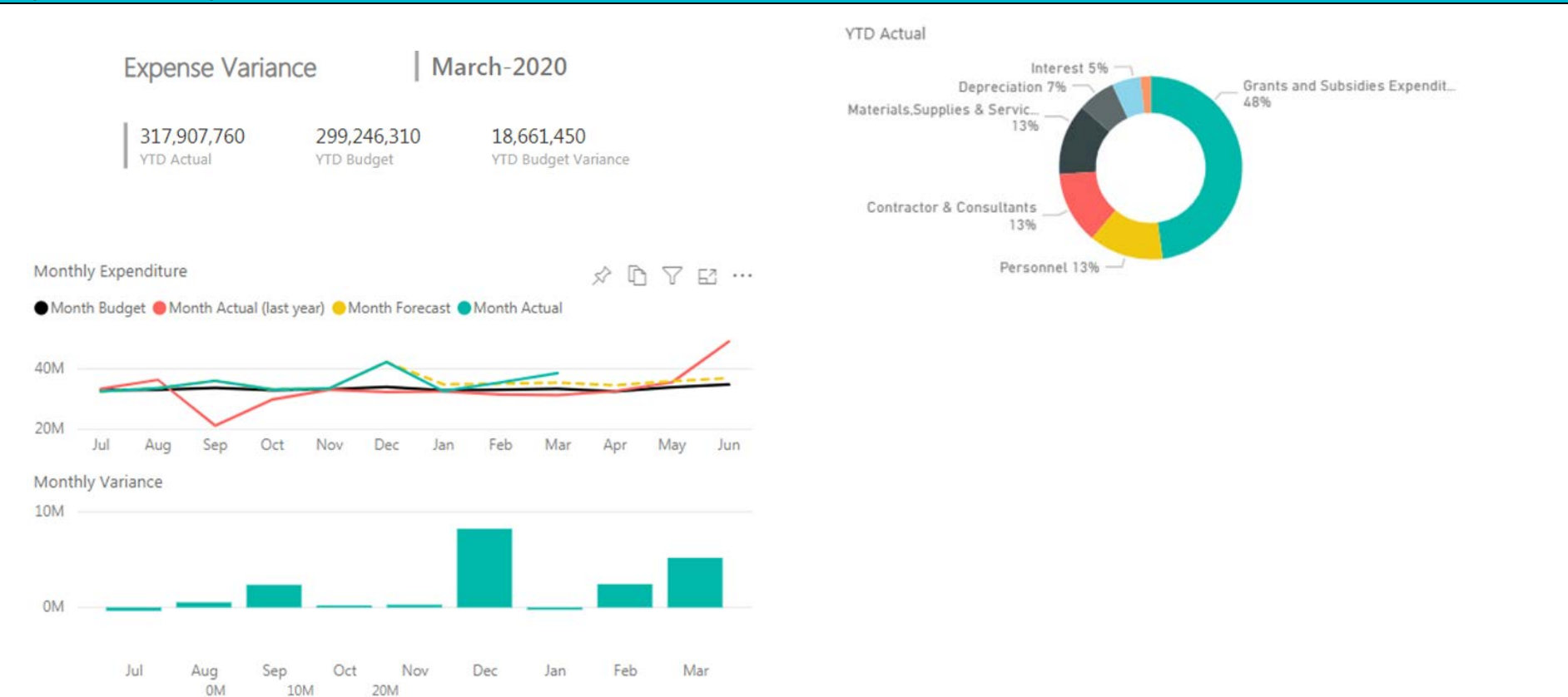
\$2.6m NZTA Grants and Subs – increase in March due change in calculation methodology

\$1.9m Biosecurity, due to unbudgeted Predator free Wellington pest eradication work. Offset by unbudgeted expenditure - *Permanent difference*

\$0.5m Strategy - contributions for Regional Growth Framework and NZTA funding for analytics unit.

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Operational Expenditure, for the nine months ended 31 March 2020



\$16.7m Public Transport - Materials, Supplies & Services - pass-through costs to KiwiRail (plus \$2.5m booked in G&S, all offset by revenue) -*Permanent*

\$1.9m Unbudgeted Predator Free Wellington pest eradication work. Offset by unbudgeted revenue - *Permanent difference*

\$2.5m Various underspend in Environment, Finance, Te Hunga Whiriwhiri, Strategy and Water

NB : Public Transport Contractor & Consultants **\$2.3m** and Grants and Subsidiary **\$0.1m** analysed together due to mismatch between actuals and budget.

- **\$2.5m** Transitional rail pass-through costs (all offset by revenue)
- **\$2.5m** Bus – phasing of bus network enhancements and snapper contract increases offset by underspend on bus shelters and signage maintenance.
- **\$2.0m** Rail – underspend on Network renewals and platform maintenance due to phasing of budget.

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

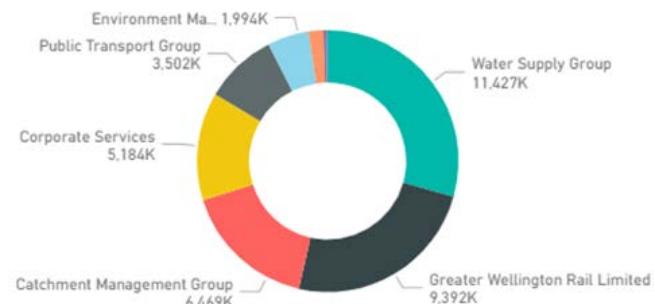
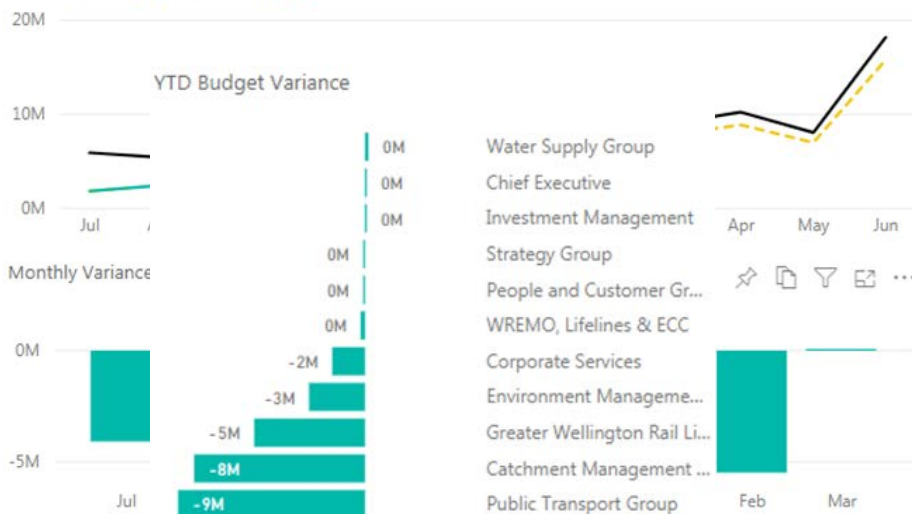
- \$1.3m Project Next – Greater Wellington's share budgeted here.

Capital Expenditure, for the nine months ended 31 March 2020

March-2020

38,883,617 YTD Actual 65,341,625 YTD Budget -26,458,008 YTD Budget Variance

● Month Budget ● Month Forecast ● Month Actual



Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

\$7.5m Project Next – Project is still in the procurement phase, therefore it is likely no Capex spend will happen in FY19/20 (full year budget \$10m). *Permanent difference this year.*

\$4.0m Station renewals & upgrades -*Temporary Difference due to resource/3rd party constraints*

\$1.4m Other rail underspends - *Temporary difference/\$0.2m permanent*

\$1.3m Bus underspend mainly due to the Real Time Information project being reassessed due to NZTA funding constraints. *Unlikely to spend this financial year.*

\$7.8m Flood Protection - RiverLink design and property acquisitions underspent - *Temporary difference*

\$2.7m Environment – mainly due to delay of Queen Elizabeth Park Heritage Precinct improvements, coastal retreat implementation

Full year forecast underspend is currently \$30m

Attachment 1 to Report 20.125

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

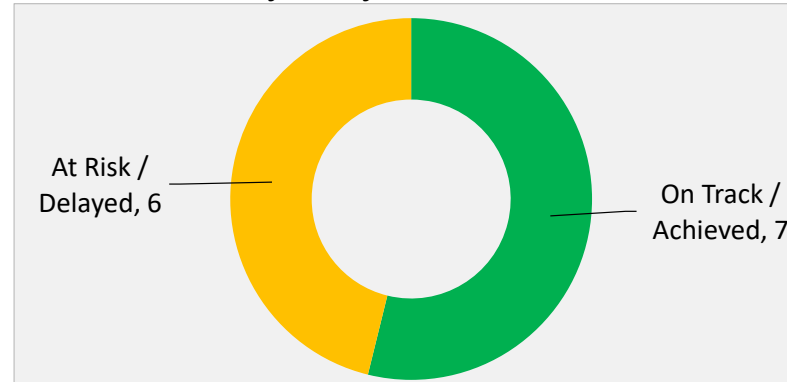
Balance Sheet, as at 31 March 2020

Greater Wellington Regional Council			
Statement of Financial Position			
As at 31 March 2020			
		Council	
		Actual	Actual
	Note	2020	2019
		\$'000	\$'000
ASSETS			
Current assets			
Cash and cash equivalents	11	4,531	16,857
Trade and other receivables	12	34,765	38,452
Other financial assets	14	93,671	79,382
Inventories	13	3,058	3,059
Total current assets		<u>136,025</u>	<u>137,750</u>
Non-current assets			
Other financial assets	14	70,907	69,557
Property, plant and equipment	17	1,226,337	1,217,790
Intangible assets	18	9,780	10,419
Investment in subsidiaries	21	274,145	269,295
Derivatives	22	-	1,056
Total non-current assets		<u>1,581,169</u>	<u>1,568,117</u>
Total assets		<u>1,717,194</u>	<u>1,705,867</u>
LIABILITIES			
Current liabilities			
Derivatives	22	1,154	1,247
Trade and other payables	23	43,018	47,171
Interest bearing liabilities	24	83,737	64,713
Employee benefits liabilities and provisions	25	2,913	3,324
Total current liabilities		<u>130,822</u>	<u>116,455</u>
Non-current liabilities			
Interest bearing liabilities	24	400,000	402,800
Derivatives	22	79,439	66,173
Employee benefits liabilities and provisions	25	-	137
Service concession liability	17	28,283	29,425
Total non-current liabilities		<u>507,722</u>	<u>498,535</u>
Total liabilities		<u>638,544</u>	<u>614,990</u>
Net assets		<u>1,078,650</u>	<u>1,090,877</u>
EQUITY			
Retained earnings		285,421	302,966
Other reserves		793,229	787,911
Total equity		<u>1,078,650</u>	<u>1,090,877</u>

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

APPENDIX ONE – MAJOR PROJECTS²

Status of Major Projects, as at 31 March 2020



Greater Wellington-only Projects

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
Metlink Network: Post-Implementation Review		<ul style="list-style-type: none"> A community engagement process for completing the bus network review (BNR) for the region excluding the Wellington City area had been developed and provided to the Transport Committee for information at its meeting on 20 February 2020. As a result of the COVID-19 pandemic, the following changes have occurred: <ul style="list-style-type: none"> - Focus Groups are due to be completed with minimal delay. They are taking place as telephone interviews - The online survey is progressing to schedule - The community drop-ins have been cancelled - we are currently assessing the benefits of a telephone survey and extending the online survey by a week. We still aim to achieve a report back to the Transport Committee in June 2020. 	On Track to Achieve

² Note: This section details the 13 Major Projects currently being delivered by Greater Wellington, while only eight of these are monitored in the Chief Executive's Key Performance Indicators (see page 5).

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
Proposed Natural Resources Plan (pNRP) – finalisation and Implementation	<p><i>Q1: Prepare material for and publicly notify as per the Resource Management Act the decision version of the Proposed Natural Resources Plan</i></p> <p><i>Q2: Manage appeals process and continue developing Plan Variation 1</i></p> <p>Q3: Begin Appeals mediation and continue developing Plan Variation 1</p> <p><i>Q4: Continue Appeals process, possibly notification of Variation 1 (dependent on central government developments)</i></p>	<ul style="list-style-type: none"> • Court directed mediation commenced on 3 March 2020 and was set down until 30 June 2020. • Mediation was formally adjourned by the Court on 25 March 2020 as a response to the Alert Level 4 lockdown. • Officers will resume directly engaging with parties while Court mediation is adjourned. • Due to the size of the appeals process the Plan Team has no capacity to develop the Plan Variation (related to the Ruamāhanga and Te Awarua-o-Porirua WIPs). The ability to progress this work programme is also contingent of Te Upoko Taiao meetings achieving a quorum. 	Delayed / At Risk
Project Optimus	<p><i>Q1: Draft new RFP document and undertake Market Research</i></p> <p><i>Q2: Complete RFP</i></p> <p>Q3: Complete selection process & form new implementation team</p> <p><i>Q4: Start implementation</i></p>	<ul style="list-style-type: none"> • Technology One implementation has started with the detailed project planning and the initial workshops for Enterprise budgeting taking place in quarter three. • Impact of the COVID-19 pandemic on this project is being monitored on a regular basis. A key risk is the Core Finance work stream which may be delayed. 	On Track to Achieve
GW Cuba – new accommodation project	<p><i>Q1: Finalise design and approval of fit out budget</i></p> <p><i>Q2: Construction underway</i></p> <p>Q3: Hard fit out commences</p> <p><i>Q4: Soft fit out commences</i></p>	<ul style="list-style-type: none"> • As a result of the COVID-19 pandemic, fit-out work construction has ceased on site. At a minimum, completion will be delayed by six weeks, meaning relocating to Cuba Street prior to lease expiry at Walter Street is unlikely, resulting in a need to renew to the Walter Street lease. 	Delayed / At Risk
GW Masterton – new accommodation project	<p><i>Q1: Budget approval and building consenting</i></p> <p><i>Q2: Design underway</i></p> <p>Q3: Construction begins</p> <p><i>Q4: Construction continues</i></p>	<ul style="list-style-type: none"> • While it is uncertain what the impact of the lockdown will be on the final completion date, the estimated impact on the currently programmed design activities is a delay of a month; the building consent application has been made and being processed, and demolition work currently on hold is not on the critical path. • Given a programmed completion date of 30 November 2021, it is conceivable that a delay of a month at this time may be able to be absorbed within that existing time frame. 	On Track to Achieve

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
Cross Harbour Pipeline	Note: This project is delivered by Wellington Water Limited.	<ul style="list-style-type: none"> Route options assessment have commenced with Hutt and Wellington City Councils for landside pipe lengths. Modelling of the bulk water network continuing to confirm pipe sizes and option for pumping station in the future to reduce immediate project costs. Revisiting options for alternatives to cross harbour pipeline to provide resilience. A business case will be prepared to support the concept design for submission to Greater Wellington next quarter. There is a risk that the concept cost estimate exceeds the budget. 	On Track to Achieve
2021—31 Long Term Plan (LTP)	Specific milestones to be confirmed	<ul style="list-style-type: none"> External Engagement and Stakeholder plans developed. Māori Engagement Plan developed. Assumptions being revised to take into account effects of COVID-19 pandemic. The impacts of COVID-19 pandemic on the overall LTP timeline are still uncertain at this stage. 	Delayed / At Risk

Multi-Agency Projects

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
RiverLink – Hutt river flood protection	<p><i>Q1: Establishment of Project Office and recruitment for roles; Scoping for flood model update and audit; Belmont Wetland Pilot Consent</i></p> <p><i>Q2: Procurement for flood model update; Decision from NZTA regarding Melling transport DBC and future consenting; Decision for Greater Wellington/Hutt City Council to proceed with joint or separate from NZTA consents; Completion of Belmont Wetland Pilot earthworks</i></p> <p>Q3: Resource consent and designation application</p> <p><i>Q4: Completion of flood model and audit actions; Completion of Belmont Wetland Pilot Planting Stage 2; 86% property acquisitions (voluntary sales and purchase approach)</i></p>	<p>Work is progressing on the development of the design and resource consent process. The key focus in the quarter has been:</p> <ol style="list-style-type: none"> Extending the engagement of Ismith as the primary consultant to include the NZTA component of the RiverLink project. NZTA have reached an agreement in principal and are now working on finalising an agreement. Confirming the look of the Hutt city centre “City Edge” design. There is still significant work required to finalise this. Work has looked at the options for expediting part of the RiverLink work to take advantage of Government infrastructure spend following the Alert Level 4 lockdown. River works, some stopbanking, and the pedestrian bridge are part of the proposals being considered. 	Delayed / At Risk

Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
		<p>Forward Look to Quarter Four</p> <p>Both elements one and two above have the potential to create a delay in the project and will conflict with point three so options are being considered about how to work around any potential design constraints while still being able to advance some section of the work.</p>	
Project NEXT – A single national; integrated fares and ticketing system – agree, procure, develop and implement with national and regional stakeholders	<p><i>Q1: Contract award for preferred tenderers for the three financial services (note deferred to Q2); Workshops with shortlisted respondents for the ticketing solution.</i></p> <p><i>Q2: Progress negotiations with preferred respondents to the Request for Tender (RFT); Progress the Request for Proposals (RFP) process; Consideration of the nature of the ticketing Shared Services Organisation (SSO)</i></p> <p>Q3: Finalise RFT contracts; Release of the RFP; Decisions on the nature of the SSO.</p> <p><i>Q4: Support the RFP procurement; Preparation for evaluation of the RFP responses; Further development of the SSO.</i></p>	<ul style="list-style-type: none"> In terms of the Financial Service Providers, negotiations have continued with the Merchant Acquirer to achieve alignment with the All of Government contract, with no showstoppers identified. Updated pricing has been sought from the Programme Manager and was received late in the quarter and is being analysed but appears to be satisfactory. Negotiations with the Retail Network Manager are on hold pending final agreement with the Programme Manager because of the dependencies of the two services. A substantial amount of work has taken place to finalise all of the documents necessary to enable the release of the RFP which is scheduled for early April 2020. In addition to the RFP document set there is the Procurement Plan, the Probity Framework and the Probity Plan. NZTA and Greater Wellington approved the SSO function being performed by NZTA, and that NZTA become the procuring authority for the national ticketing programme. 	On Track to Achieve
Regional Land Transport Plan (RLTP)	<p><i>Q1: Initial stakeholder engagement, visioning & objective setting with elected members and Territorial Authorities, evidence base development.</i></p> <p><i>Q2: Develop the Strategic context/regional story, develop policies and targets, socialise vision and objectives with new Regional Transport Committee (RTC).</i></p> <p>Q3: Investment Logic Mapping with senior managers and Identification of investment priorities.</p> <p><i>Q4: Prepare for release of draft strategic framework.</i></p>	<ul style="list-style-type: none"> The Regional Transport Committee endorsed the draft strategic framework for the RLTP on 18 February 2020. Investment Logic Mapping workshops were held in February and a draft set of investment priorities were workshopped with RTC on 16 March 2020. Early engagement workshops with stakeholders were held on 11 March 2020. Ara Tahī agreed at their 19 February 2020 meeting for iwi engagement on the RLTP to be carried out in conjunction with engagement on the Regional Growth Framework. 	On Track to Achieve

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Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
		<ul style="list-style-type: none"> We are on track to have the draft strategic framework released for engagement in quarter four, but this will depend on RTC's ability to resume meeting. Some delay is likely. 	
Wellington Regional Investment Plan and Regional Growth Framework (RGF)	<p><i>Q1: Finalise the draft plan as agreed by the Mayoral Forum and present to all councils; Scope out requirements for an agreed regional growth plan and develop a terms of reference; Development of options for ongoing structure, support and funding.</i></p> <p>Q2 & Q3: Agreement on a structure, governance, terms of reference and funding; Confirmation of Greater Wellington's role going forward; Project manage data collection and research across Greater Wellington for the development of the regional growth plan.</p> <p><i>Q4: Final growth plan and recommendations agreed.</i></p>	<ul style="list-style-type: none"> RGF is progressing well and was on track prior to the COVID-19 pandemic. RGF project director is working to confirm governance arrangements moving forward. This has been the source of much discussion with Mayors and Chief Executive's. Greater Wellington needs to assign a new project team member due to staff turnover. 	On Track to Achieve
Multi-User Ferry Terminal (MUFT)	<p><i>Q1: Partners endorse the Programme Business Case</i></p> <p><i>Q2: Seismic resilience investigations completed and decision on preferred site confirmed</i></p> <p>Q3: Phase 2 investigations commenced. Interim works for Kaiwharawhara assessed</p> <p><i>Q4: Phase 2 investigations progressed</i></p>	<ul style="list-style-type: none"> The MUFT Multi Criteria Analysis (MCA) reassessment is complete and a number of site options have been developed for a MUFT at Kings Wharf, Kaiwharawhara, Aotea Wharf and Container Wharf. The MCA shows Kaiwharawhara performs best again against the project criteria. The Programme Steering Group met and agreed to reaffirm Kaiwharawhara as the preferred site. KiwiRail were not at the meeting and have advised verbally they do not agree with that decision. KiwiRail have stated they will advise Greater Wellington of this in writing – we have not received this yet. WRC Holdings have met and resolved that Kaiwharawhara is the preferred site and all other sites substantially impact on the business of CentrePort and are not acceptable. Greater Wellington Regional Council and Horizons Regional Council met in April 2020 to resolve the same. 	Delayed / At Risk

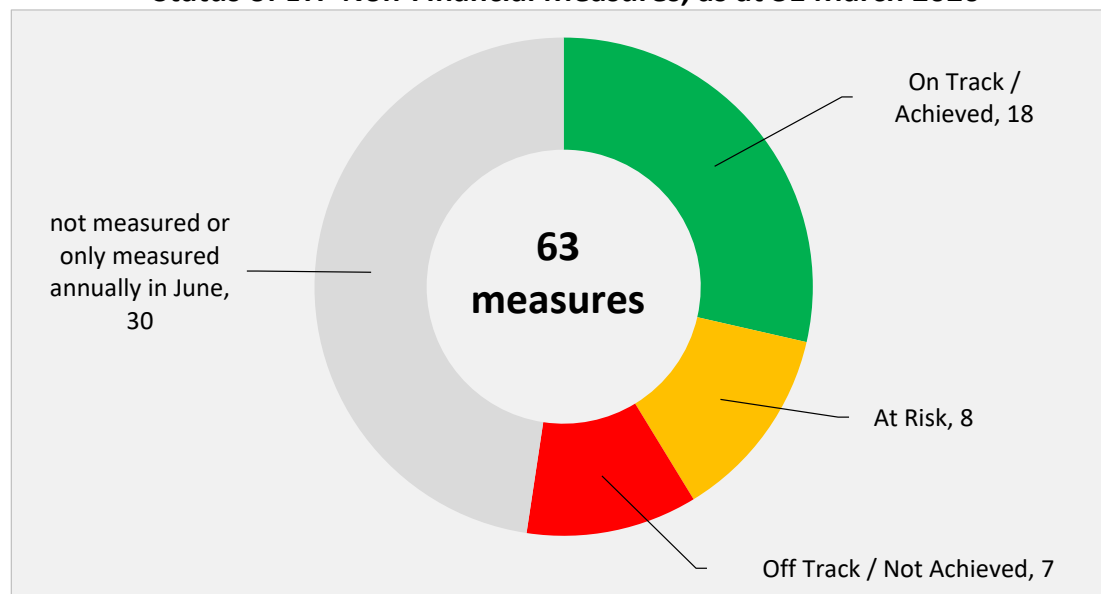
Greater Wellington's Quarterly Summary Performance Report to 31 March 2020

Major Project	Significant Milestones for 2019/20	What was achieved during Q3	Status
Let's Get Wellington Moving (LGWM)	Specific milestones to be confirmed	<ul style="list-style-type: none"> • Programme pace has accelerated from the previous quarter with a large amount of activity across all LGWM work streams, focused largely on building programme foundations and initiation of Indicative Business Case (IBC) development for longer term projects. • The impacts of the COVID-19 pandemic are continually being evaluated as the situation unfolds. An immediate consequence is for the trials and quick wins on Thorndon Quay/Hutt Road and Golden Mile to now form part of the single stage business case which is to be completed in quarter one of the new financial year. Other opportunities for acceleration, temporary changes, impact on business case development timelines, and possible impacts on longer term travel behaviour are in the process of being assessed. • Mass Rapid Transit (MRT) and Strategic Highway (SH) awarded IBC development contracts to consortiums lead by Jacobs and Stantec respectively. • The Relationship & Funding Agreement (RFA) was officially executed by all parties. Operational structures are subsequently being established. • Consultation on Central City Speeds was completed during the quarter with hearings expected to occur in quarter four. 	Delayed / At Risk

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APPENDIX TWO – LONG TERM PLAN NON-FINANCIAL MEASURES

Status of LTP Non-Financial Measures, as at 31 March 2020



ENVIRONMENT

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Resource Management					
Customer satisfaction	Level of overall satisfaction with consent processing services ³	>4	4.26	Achieved	
Process resource consents in a timely manner	Percentage of non-notified resourced consents processed within statutory timeframes	100%	100%	Achieved	Due to COVID-19 disruption this assessment up to February 2020 as consents granted in March 2020 are still being updated in our database.

³ On a scale of 1 (very dissatisfied) to 5 (very satisfied)

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Monitor compliance with resource consents	Rates of compliance for high risk activities ⁴ where historical compliance rates are below 80%	>80%		Not Achieved	Water takes were reported as not achieved in Q2 – the rate of compliance was 70.8% for the year. Earthworks and municipal activities are reported in quarter four.
Effective response to environmental incidents	Rate of detection ⁵ and associated action taken on non-complying incidents ⁶	Maintain or increase against prev. year (33.8% in 2018/19)	32.7%	On track to achieve	
Land Management					
Implement farm plans to reduce nutrient and sediment discharges from erosion-prone land	Erosion prone hill-country covered by an active ⁷ farm plan	62%		On track to achieve	Final figure will be reported in quarter four.
Deliver planting programme on identified erosion-prone land	Erosion-prone hill country planted	550 hectares	684 hectares	Achieved	
Deliver farm environment plans to reduce nutrient and sediment loss	Over 50% of all contestable funding is allocated to priority catchments identified in the proposed Natural Resources Plan	Achieved	Achieved (YTD 65% of contestable funding has been applied to priority catchments)	Achieved	
Provide high quality goods and services to landowners from the Akura nursery	Survival of poles planted under the Wellington Regional Erosion Control Initiative (WRECI)	85%		At Risk	Will be reported in quarter four. Survival of poles is at risk due to drought conditions this summer.
Biodiversity Management					
Plan and deliver a programme to maintain or improve the ecological condition of identified high biodiversity value sites ⁸	Percentage of management actions ⁹ achieved to improve the habitat for native plants and animals	95%		On track to achieve	Final figure will be reported in quarter four.

⁴ The activities defined as high risk are potentially subject to change if risk profile changes

⁵ 'Detection' - a discharge or activity is attributed to a specific source (i.e. non-compliance by a specific person(s) is confirmed)

⁶ This is only measured against those incidents in which environmental effects are rated minor or higher

⁷ "active" is assessed by whether a farm plan has led to some delivery of erosion mitigation work in the past three years.

⁸ High biodiversity value sites are those managed under the Key Native Ecosystem programme and within collaborative biodiversity projects carried out within Porirua Harbour and Wairarapa Moana catchments.

⁹ Management actions can include improving legal protection, fencing and undertaking the control of pest plants and animals.

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Pest Management					
Provide possum control services in bovine TB free areas	Number of possums in the Regional Possum Predator Control Programme area	Low (<5% Residual Trap Catch)		Off Track	Delivery of the programme is traditionally slower in the first two quarters (lambing, wet weather in the early season). With the current Alert Level 4 lockdown we are unlikely to be able to increase the servicing of the programme sufficiently to deliver the control over planned 100,000ha.
Provide pest species control services in Greater Wellington Key Native Ecosystems (KNE)	Deliver in accordance with KNE plans	Achieved		At Risk	Delivered as per KNE plans. NOTE: The Alert Level 4 lockdown will impact our ability to achieve completion of the annual programme during quarter four.
Provide pest control services across the region	Deliver in accordance with the Regional Pest Management Plan	Achieved		At Risk	Delivered as per RPMP Operational Plan 2019/20. NOTE: The Alert Level 4 lockdown will impact our ability to achieve completion of the annual programme during quarter four.
Harbour Management					
Manage the safety of marine activities in the region's waters	Beacon Hill Communications station is staffed and operational 24 hours a day, seven days a week	100%	100%	On track to achieve	
Manage the safety of marine activities in the region's waters	All navigation aids are working 24 hours a day, seven days a week	100%	100%	On track to achieve	
Manage the safety of marine activities in the region's waters	Operate in accordance with the current Port and Harbour Marine Safety Code	Compliant with standard	Compliant with standard	On track to achieve	
Manage the safety of marine activities in the region's waters	Warnings and infringements issued	Decrease	14 infringements 18 warnings	At Risk	The end of our summer season came to an abrupt halt with the Alert Level 4 lockdown.
Manage the safety of marine activities in the region's waters	Meet obligations to Maritime NZ for oil spill response equipment maintenance and exercises	4 equipment checks 2 exercises	2 equipment checks and one exercise	At Risk	Due to Alert Level 4 lockdown timing, our quarter three service did not get completed. Our second exercise is also in doubt, due to these Lockdown restrictions.

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REGIONAL PARKS AND FORESTS

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Provide facilities and services that support the community enjoying, valuing and participating in regional parks	Percentage of regional population that has visited a regional park in last 12 months	≥70%	N/A	Not Measured	Data collected and reported annually at end of financial year.
Provide facilities and services that support the community enjoying, valuing and participating in regional parks	Number of visits to a regional park in the last 12 months	Increase on baseline (1.7m)		Not Measured	The Alert Level 4 lockdown has prevented access to visitor number data so cannot be reported until we move to a lower lockdown level.
Provide facilities and services that support the community enjoying, valuing and participating in regional parks	Percentage of regional park visitors that are satisfied with their experience	95%	N/A	Not Measured	Data collected and reported annually at end of financial year.
Provide facilities and services that support the community enjoying, valuing and participating in regional parks	On-park volunteer hours	15,000	9,172	At Risk	Volunteer hours are expected to reduce as all volunteer activities are currently on hold due to Alert Level 4 lockdown restrictions.
Provide facilities and services that support the community enjoying, valuing and participating in regional parks	Average asset condition (1 = excellent; 5 = very poor)	≤3	2.04	On track to achieve	
Protect and care for the environment, landscape and heritage	Restore significant degraded environments	35,000 native trees planted pa		On track to achieve	Year 3 plantings on track to be delivered, although some delays are expected due to the current alert level restrictions. Restoration enhancement projects continuing, site preparation underway, plants growing on.

WATER SUPPLY¹⁰

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Provide water that is safe and pleasant to drink	Number of waterborne disease outbreaks ¹¹	0	Not required	Not measured	Not reported – see footnote 9

¹⁰ Wellington Water senior leadership team and executives from each council discussed and agreed that Wellington Water would not generate a Quarter Three report. This decision was made to support front-line staff and managers in a COVID-19 environment. However, quarterly data will still be collected and reported on as part of the end of year results.

¹¹ The outcome of the Havelock North Inquiry into water supply and safety is likely to result in changes to reporting requirements

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
	Customer satisfaction: Number of taste complaints related to bulk water supply	<5	Not required	Not measured	Not reported – see footnote 9
	Customer satisfaction: Number of complaints from Territorial Authorities (TAs) on drinking water clarity	<5	Not required	Not measured	Not reported – see footnote 9
	Customer satisfaction: Number of complaints from TAs on drinking water odour	<5	Not required	Not measured	Not reported – see footnote 9
	Customer satisfaction: Number of complaints from TAs on drinking water pressure or flow	<5	Not required	Not measured	Not reported – see footnote 9
	Customer satisfaction: Number of complaints per 1000 connections (end consumers) to the bulk water supply system ^{12 13}	<0.2	Not required	Not measured	Not reported – see footnote 9
	Safety of drinking water: ¹⁴ Compliance with part 4 of the drinking-water standards (bacteria compliance criteria)	Yes	Not required	Not measured	Not reported – see footnote 9
	Safety of drinking water: ¹⁵ Compliance with part 5 of the drinking-water standards (protozoal compliance criteria)	Yes	Not required	Not measured	Not reported – see footnote 9
Provide a continuous and secure bulk water supply	Number of events in the bulk water supply preventing the continuous supply of drinking water to consumers	0	Not required	Not measured	Not reported – see footnote 9

¹² Non-Financial Performance Measures Rules 2013, Water supply measure [4(a-e)]

¹³ Using the Water NZ survey data for the number of end consumers provided with drinking water (145,224).

¹⁴ Non-financial Performance Measures Rules 2013, Water supply measure [1(a)-(b)]

¹⁵ Non-financial Performance Measures Rules 2013, Water supply measure [1(a)-(b)]

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
	Sufficient water is available to meet normal demand except in a drought with a severity of greater than or equal to 1 in 50 years ^{16 17}	<2%	Not required	Not measured	Not reported – see footnote 9
	Attendance for urgent call-outs: ¹⁸ Time from local authority receiving notification to service personnel reaching site	<60 minutes	Not required	Not measured	Not reported – see footnote 9
	Attendance for urgent call-outs: ¹⁹ Time from local authority receiving notification to service personnel confirming resolution	<4 hours	Not required	Not measured	Not reported – see footnote 9
	Attendance for non-urgent call-outs: ⁸ Time from local authority receiving notification to service personnel reaching site	<36 hours	Not required	Not measured	Not reported – see footnote 9
	Attendance for non-urgent call-outs: ²⁰ Time from local authority receiving notification to service personnel confirming resolution	<15days	Not required	Not measured	Not reported – see footnote 9
	Average drinking water consumption per resident per day within the TA districts supplied by the bulk water system ²¹	<374 L/p/d	Not required	Not measured	Not reported – see footnote 9
	Maintenance of the reticulation network: Percentage of real water	+/- 2%	Not required	Not measured	Not reported – see footnote 9

¹⁶ Normal demand includes routine hosing restrictions

¹⁷ Assessed using a probability model of annual water supply shortfall

¹⁸ Non-Financial Performance Measures Rules 2013, Water supply measure [3(a)-(b)]

¹⁹ Non-Financial Performance Measures Rules 2013, Water supply measure [3(a)-(b)]

²⁰ Non-Financial Performance Measures Rules 2013, Water supply measure [3(c)-(d)]

²¹ Non-Financial Performance Measures Rules 2013, [5] Greater Wellington cannot technically report due to the wording of the measure, but will report the average of all residents' consumption for the district it supplies with bulk water.

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
	loss from the networked reticulation system ^{22 23}				
Provide bulk water in compliance with all resource consents and environmental regulations	Full compliance with resource consents ²⁴	Yes	Not required	Not measured	Not reported – see footnote 9
	Annual review of relevant environmental legislation	Yes	Not required	Not measured	Not reported – see footnote 9
	HSNO location and stationary container test certificates are current	Yes	Not required	Not measured	Not reported – see footnote 9

FLOOD PROTECTION AND CONTROL WORKS

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Provide the standard of flood protection agreed with communities	Major flood protection and control works are maintained, repaired and renewed to the key standards defined in relevant planning documents	Yes	Yes	On track to achieve	
	Percentage of Floodplain Management Plans (FMP) recommended structural improvements implemented	Hutt – 33% Ōtaki – 47% Waikanae – 56% Pinehaven – 33%	Hutt – 33% Ōtaki – 47% Waikanae – 56% Pinehaven – 33%	On track to achieve	
	Percentage completion of Lower Wairarapa Valley Development Scheme work programme (2007–21)	99%		At risk	Progress with land entry agreements has delayed progress and programmes are being revised to account for this.

²² Non-Financial Performance Measures Rules 2013, Water supply measure [2]

²³ All connections are metered, production flows are subtracted from supply flows and weekly mass balance checks carried out to identify losses. Differences in metering accuracy account for the loss or gain of water supplied rather than leakage or unauthorised use

²⁴ Full compliance means no notices/convictions (abatement notices, infringement notices, enforcement orders, or convictions).

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Provide information and understanding of flood risk in the community ²⁵	Percentage of identified vulnerable floodplains with a FMP in place	35%	N/A	Not Measured	This is only measured annually at end of financial year.
	Percentage of identified vulnerable floodplains with flood hazard mapping available via online portal	83%	N/A	Not Measured	This is only measured annually at end of financial year.

METLINK PUBLIC TRANSPORT

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Transform and elevate customer experience and use of Metlink passenger services	Percentage of rail users who are satisfied with their trip overall ²⁶	>92.0%	N/A	Not Measured	This is an annual measure usually undertaken in May. The 2020 annual passenger satisfaction survey will not be able to be undertaken satisfactorily due to Alert Level restrictions. The survey requires in-person engagement which will not be appropriate when the survey is undertaken in May 2020.
	Percentage of bus users who are satisfied with their trip overall ²⁷	>92.0%	N/A	Not Measured	This is an annual measure usually undertaken in May. The 2020 annual passenger satisfaction survey will not be able to be undertaken satisfactorily due to Alert Level restrictions. The survey requires in-person engagement which will not be appropriate when the survey is undertaken in May 2020.
	Annual public transport boardings per capita	75.7% Rebased to excl. commercial boardings ²⁸ : 73.0%	74.7%	Not achieved	The Alert Level 4 lockdown in March 2020 affected passenger boardings, with decreases for the month of 28% and 36% for bus & rail respectively, compared to same month last year. Prior to this we had been experiencing boardings growth.

²⁵ These measures are based on a list of vulnerable floodplains, and targets for FMPs/mapping.

²⁶ Satisfied = score of 6-10 on a scale of 0-10

²⁷ Satisfied = score of 6-10 on a scale of 0-10

²⁸ Performance prior to 2018/19 included boardings for commercial trips, which are no longer reported to Greater Wellington as these services are now defined as exempt services under the LTMA 2003. The baseline (2017) is 74.5 but the baseline (2017) excluding these exempt services is 71.8.

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Deliver services in accordance with the published timetable	Percentage of scheduled services delivered (reliability)	Bus 99.5%	99.0%	Not achieved	Officers continue to work with operators to improve reliability.
		Rail 99.5%	96.1%	Not achieved	Worksites on the Wairarapa line, part of a major track renewal infrastructure project, continue to affect reliability.
	Percentage of scheduled bus services on-time at origin (punctuality) - to 5 minutes ²⁹	³⁰ Bus 95%	94.0%	Not achieved	Officers continue to work with operators to improve punctuality.
	Percentage of scheduled bus services on-time at destination (punctuality) - to 5 minutes ³¹	Bus N/A ³²	56.9%	On track to achieve	
	Percentage of scheduled rail services on-time (punctuality) - to 5 minutes ³³	Rail 91%	88.7%	Not Achieved	Worksites on the Wairarapa line, part of a major track renewal infrastructure project, continue to affect punctuality. Trespassers, overhead obstructions, speed restrictions & signals faults also affect punctuality.
Provide accessible and accurate information on Metlink services to the public	Percentage of users who are satisfied with the provision of Metlink information - about delays and disruptions	≥71%	N/A	Not Measured	This is an annual measure usually undertaken in May. The 2020 annual passenger satisfaction survey will not be able to be undertaken satisfactorily due to Alert Level restrictions. The survey requires in-person engagement which will not be appropriate when the survey is undertaken in May 2020.
Maintain and improve the performance and condition of Metlink assets	Percentage of passengers who are satisfied with overall station/stop/wharf	≥92%	N/A	Not Measured	This is an annual measure usually undertaken in May. The 2020 annual passenger satisfaction survey will not be able to be undertaken satisfactorily due to Alert Level restrictions.

²⁹ This measure is based on services that depart from origin, departing between one minute early and five minutes late.

³⁰ This measure has changed from the previous Long Term Plan, moving from 10 to 5 minutes punctuality with the new bus contracting environment.

³¹ This measure is based on bus services that arrive at destination, arriving between one minute early and five minutes late.

³² No target was provided in the 2018-28 Long Term Plan for bus punctuality at destination.

³³ The rail punctuality measure is based on rail services arriving at key interchange stations and final destination, within five minutes of the scheduled time.

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Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
					The survey requires in-person engagement which will not be appropriate when the survey is undertaken in May 2020.
	Average condition rating of all bus shelters maintained by Metlink (1 = very good and 5 = very poor)	Improvement on previous year (1.6)	N/A	Not Measured	This is an annual measure - results are expected June 2020
Provide a subsidised taxi service to customers unable to use buses or trains	Percentage of users who are satisfied with the overall service of the scheme ³⁴	≥99%	N/A	Not Measured	This is an annual measure - results are expected June 2020

REGIONAL LEADERSHIP

Level of Service	Performance Measures	2019/20 Target	YTD Result at 31 Mar 2020	Status of Result	Commentary against variance
Regional Transport Planning and Programmes					
Coordinate and deliver programmes which promote and encourage sustainable and safe transport choices	Number of adults participating in Sustainable Transport initiatives and promotions ³⁵	Increase (4,403 for 2018/19)	4,091	At Risk	It is expected that the Alert Level Restrictions will have an impact on delivery of and participation in our quarter four initiatives and promotions.
Emergency Management					
Work with the regional community to improve resilience to, and preparedness for, major emergency events	Percentage of households with sufficient emergency food and water to last at least seven days	12%		On track to achieve	The Community Resilience Team continued to work on a number of initiatives to increase the number of households who are prepared for an emergency.
	Annual activation test for each Emergency Operations Centre (EOC) and Emergency Coordination Centre (ECC)	100%	100%	Achieved	
	Number of published Community Response Plans	95%	13/16 completed	On track to achieve	

³⁴ Satisfied = score of 3-5 on a scale of 1-5. In 2017/18 the satisfaction scale changed from 1-10 points to 1-5 points.

³⁵ Aotearoa Bike Challenge – Wellington, national cycle skills courses, Smart Travel Challenge, Smart Travel registrations, and bus/bike workshops.

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Council
21 May 2020
Report 20.146



For Decision

RESOLUTION TO EXCLUDE THE PUBLIC

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

Wellington Regional Stadium Trust – trustee appointment

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

Wellington Regional Stadium Trust – trustee appointment	
<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground(s) under section 48(1) for the passing of this resolution</i>
<p>Information contained in this report includes personal and identifying information about the proposed candidate for appointment. Withholding this information prior to Council’s decision is necessary to protect the privacy of that natural person, as releasing the information would disclose their consideration for appointment as a trustee of the Wellington Regional Stadium Trust.</p> <p>Council has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	<p>The public conduct of this part of the meeting is excluded as per section 7(2)(a) of the Act (to protect the privacy of natural persons, including that of deceased natural persons).</p>

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