If calling, please ask for Democratic Services

Transport Committee

Thursday 3 December 2020, 9.30am

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

Members

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

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

Transport Committee

Thursday 3 December 2020, 9.30am

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

Public Business

Please note these minutes remain unconfirmed until the Transport Committee meeting on 3 December 2020

Report 20.410

Public minutes of the Transport Committee meeting on Thursday 22 October 2020

Council Chamber, Greater Wellington Regional Council
Level 2, 15 Walter Street, Te Aro, Wellington at 10.15am

Members Present

Councillor Lee (Deputy Chair) (presiding member)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Hughes (from 10.17am)
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter (from 10.17am)
Councillor Staples
Councillor van Lier (by Zoom)

Members participating at this meeting by Zoom counted for the purpose of quorum, in accordance with clause 25B of Schedule 7 to the Local Government Act 2002.

Councillor Lee (Deputy Chair) presided over the meeting in the absence of the Committee Chair.

Karakia timatanga

Councillor Lee opened the meeting with a karakia timatanga – Whakataka te hau.

Public Business

1 Apologies

Moved: Cr Staples / Cr Lamason

That the Committee accepts the apology for absence from Councillor Blakeley and the apologies for lateness from Councillors Hughes and Ponter.

The motion was **carried.**

2 Declarations of conflicts of interest

There were no declarations of conflict of interest.

3 Public participation

There was no public participation.

4 Confirmation of the Public minutes of the Transport Committee meeting on 17 September 2020 – Report 20.376

Moved: Cr Brash / Cr Kirk-Burnnand

That the Committee confirms the Public minutes of the Transport Committee meeting on 17 September 2020 – Report 20.376.

The motion was **carried.**

Councillors Hughes and Ponter arrived at the meeting at 10.17am, during the above item.

5 Confirmation of the Public excluded minutes of the Transport Committee meeting on 17 September 2020 – Report PE20.375

Moved: Cr Lamason / Cr Brash

That the Transport Committee confirms the Public excluded minutes of the Transport Committee meeting on 17 September 2020 – Report PE20.375.

The motion was **carried.**

6 Update on the progress of action items from previous meetings – October 2020 - Report 20.396 [For information]

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

7 Operator update – Tranzurban – Oral Report [For information]

Paul Snelgrove, Managing Director, Tranzurban, spoke to the report.

Mr Snelgrove spoke to the history of Tranzurban, a family owned local business, established in the Wairarapa in 1924.

Mr Snelgrove updated the Committee on Tranzurban's current operations, in particular highlighting the impacts of COVID-19 and detailing progress on the diesel to EV bus fleet retrofit.

The family owned and local nature of the business strongly contributes to the company's ethos; all managers have bus licenses and are available to step in to fill any

roster gaps and Mr Snelgrove spoke to the company's policy of keeping business in New Zealand as much as possible.

The meeting adjourned at 11.04am and resumed at 11.22am.

8 Metlink Advertising Policy – Report 20.388

Tim Shackleton, Manager Strategy and Investments, and Emmet McElhatton, Principal Advisor, Policy, spoke to the report.

Moved: Cr Lamason / Cr Staples

That the Committee:

1 Approves the proposed amended Metlink Advertising Policy (Attachment 2).

2 Notes that the Metlink Advertising Policy is a living document which is subject to change.

3 Authorises the General Manager, Metlink to amend the Metlink Advertising Policy:

a Where any legislation changes the legal status of cannabis, by explicitly excluding the advertising of cannabis products on the Metlink network

b By making minor subsequent changes.

The motion was **carried.**

9 Wellington Regional Public Transport Plan Review – Report 20.378

Tim Shackleton, Manager Strategy and Investments, and Emmet McElhatton, Principal Advisor, Policy, spoke to the report.

Moved: Cr Lamason / Cr Brash

That the Committee approves the policies and actions set out in Attachment 2 for inclusion in the draft Wellington Regional Public Transport Plan 2021-31 prior to commencing public consultation.

The motion was **carried.**

10 Public Transport Network Performance – Report 20.389 [For information]

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

Noted: The Committee requested that the Wairarapa line data be reported separately in future network performance reports.

The meeting closed at 11.50am.

Councillor R Blakeley
Chair

Date:

Transport Committee
3 December 2020
Report 20.432

For Information

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

Te take mō te pūrongo
Purpose

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

Te horopaki
Context

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

Ngā hua ahumoni
Financial implications

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

Ngā tūāoma e whai ake nei
Next steps

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

Ngā āpitihanga
Attachment

Number	Title
1	Action items from previous Committee metings – December 2020

Ngā kaiwaitohu
Signatory

Writer	Scott Gallacher – General Manager, Metlink

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

Attachment 1 to Report 20.432

Action items from previous Committee meetings – December 2020

Meeting date	Action	Status and comment
17 September 2020	**Regional Rail Rolling Stock replacement – Report 20.192** **Noted** The Committee requested that Metlink: • Establishes the carbon benefits per one million dollars of expenditure • Seeks advice from KiwiRail as to how Government would prioritise timeframes regarding electrification to Otaki.	**Status:** In progress. **Comment:** • An internal cost of carbon for financial analyses has been developed by Greater Wellington. These will be used and included in whole of life costings for proposed projects. • This action will be undertaken as part of the Detailed Business Case and Procurement Strategy to support a funding application for new rolling stock.
17 September 2020	**Round the Bays 2021 – Public Transport Support – Report PE20.295** **Noted** The Committee requested that the 'Operational guidelines – requests for sponsorship or free fares for events' be reviewed.	**Status:** In progress. **Comment:** Officers conducted a review of the current guidelines. The draft PT plan policies adopted by the Committee on 22 October 2020 cover matters that would inform new guidelines. These draft policies will be consulted on as part of the PT Plan consultation. Officers consider that it would be best to review the guidelines after the adoption of the PT Plan.
22 October 2020	**Public Transport Network Performance – Report 20.389** **Noted** The Committee requested that the Wairarapa line data be reported separately in future network performance reports.	**Status:** Completed. **Comment:** We have developed a new report that provides detail by rail line – see Attachment 1 to Report 20.445

Transport Committee
3 December 2020
Report 20.449

For Information

REPORT OF THE PUBLIC TRANSPORT ADVISORY GROUP MEETING – 5 OCTOBER 2020

Te take mō te pūrongo
Purpose

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 5 October 2020.

Te tāhū kōrero
Background

2. On 27 February 2020, Council established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Terms of Reference for the Advisory Group provide that:
    a The Chairperson shall be determined by the Advisory Group.
    b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting.
    c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group held its second formal meeting on 5 October 2020.

Matters considered by the Advisory Group

Metlink strategic activity update

5. Bonnie Parfitt, Metlink Manager Network and Customer, Metlink, gave an update on the following topics:
    a Upgrade of Metlink website and app
    b Wellington City Bus Network review related changes
    c Rest of Region Bus Network Review
    d Public Transport Plan
    e Advertising on Bus Windows

f Contactless payment

6. There was general discussion throughout the update, with very eager anticipation for the National Ticketing System.

Metlink COVID-19 Response

7. Scott Gallacher, General Manager, Metlink, presented an overview of Metlink's response to COVID-19 ('what we did'). This covered government directives, Metlink's operations throughout the different levels, service delivery and considerations along the way.

COVID-19 customer experience workshop: 'What we did and how we did' - Workshop:

8. George Cook, Community Engagement Advisor, Metlink, ran a 'how we did' workshop on Metlink's COVID-19 response. The purpose of this workshop was to gather customer impact insights on Metlink's COVID-19 response. Insights will help plan future service disruptions.

9. Topics covered in the workshop included contact tracing, masks, social distancing, planning your journey, and overall communication.

10. Comments were insightful and shared common themes:

    a Generally, people said Metlink reacted quickly and appropriately given the circumstances, and provided customer friendly solutions in most cases. Fully able customers thought all solutions worked well across the topics; however, workshop attendees from the accessibility sectors thought more could be done to support customers with visual impairments as many of the communications were very visually reliant.

    b Reduced capacity on trains and buses was discussed, and was consistent with the feedback and complaints received from the general public throughout COVID-19. Capacity reduction resulted in journey planning problems for customers, and high anxiety when some customers did not comply with social distancing, or when vehicles did not stop due to them being full.

    c Metlink's communication was praised throughout. From clearly explaining disruptions, to providing intuitive solutions like QR codes that encouraged habitual use. Customers valued quick, clear and simple communications, which generally they said that they received. Again, customers from the accessibility sectors thought more resource could be produced to support their needs.

General discussion

11. The Group held a general discussion on items of interest to it. Including:

    a How the Advisory Group can better inform Public Transport strategy

    b The makeup and structure of Advisory Group meetings moving forward

    c The need for Iwi engagement in all PT planning.

Matters warranting formal consideration by the Committee

12. No matters were identified as warranting formal consideration by the Committee.

Ngā kaiwaitohu
Signatories

Writers	George Cook – Community Engagement Advisor David Boyd – Customer Experience Lead
Approvers	Bonnie Parfitt – Manager Metlink Network and Customer Scott Gallacher – General Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group

He whakarāpopoto i ngā huritaonga Summary of considerations
Fit with Council's roles or Committee's terms of reference The Advisory Group's relevant responsibilities are stated in paragraph 3.
Implications for Māori There are no known implications for Māori.
Contribution to Annual Plan / Long term Plan / Other key strategies and policies The Advisory Group is one tool that enables Metlink to achieve a key focus area set out in the Long Term Plan 2018—28 - "Creating connected and consistent customer experience across modes, and building a direct relationship with customers". In addition, a stated goal in the Wellington Regional Public Transport Plan is "An effective connection with customers".
Internal consultation There was no internal consultation needed.
Risks and impacts: legal / health and safety etc. There are no known risks or impacts.

Transport Committee
3 December 2020
Report 20.454

For Decision

CHRISTMAS DAY AND NEW YEAR'S EVE FARES

Te take mō te pūrongo
Purpose

1. This report seeks the Transport Committee's (Committee) endorsement to provide free Metlink travel on bus and rail services on Christmas Day and New Year's Eve.

He tūtohu
Recommendations

That the Committee:

1 **Agrees** to provide free travel on Christmas Day 2020 and New Year's Eve 2020 until 4am 1 January 2021, on Metlink bus and rail services.

2 **Notes** that the expected cost of providing free travel on both Christmas Day and New Year's Eve can be met from existing public transport budgets.

3 **Notes** that, due to the unique nature of the ferry contract under PTOM, officers are not recommending the provision of free travel on harbour ferry services on New Year's Eve.

4 **Notes** that providing free travel on Christmas Day and New Year's Eve is consistent with Policies 1(d), 1(e) and 6(d) of the Regional Public Transport Plan.

5 **Notes** that officers will communicate the Committee's decision to Metlink bus, rail and ferry operators and to Snapper for implementation.

6 **Notes** that the fares information on the Metlink website will be updated to reflect the Committee's decision, along with any service disruptions on rail affecting the scope of services available on Christmas Day and New Year's Eve.

Te tāhū kōrero
Background

2. Free travel on Christmas Day was made available to customers on Metlink rail and bus services in 2018 and 2019. This followed past general practice on rail and bus in the pre-PTOM environment.

3. Under the PTOM contracting environment Greater Wellington has revenue responsibility for all Metlink bus and rail services.

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

5. Harbour ferry services do not operate on Christmas Day.

6. While harbour ferry services operate on New Year's Eve, officers do not propose that the fares should be made free as bus and rail services provide sufficient coverage.

7. A decision from the Committee is required to confirm that free travel on Metlink rail and bus services should apply for Christmas Day 2020.

8. Free rail and bus travel for Metlink customers on New Year's Eve has not been provided before, but is common practice in many cities overseas.

9. A decision is required to confirm that free travel on Metlink rail and bus services should apply for New Year's Eve 2020, until 4am on New Year's Day 2021.

Te tātaritanga
Analysis

Christmas Day

10. For the customer, free travel on Christmas Day is a goodwill gesture that gives families, and customers who do not normally (or cannot afford to) travel on public transport a chance to experience public transport and get around the Region to visit family and friends.

11. Operationally, free rail travel on Christmas Day also removes the need for ticket inspectors. Train managers are still required for basic operational and safety reasons.

12. Providing free travel on Christmas Day is consistent with the following policies in the Regional Public Transport Plan:

    a Consistency - provides a consistent experience for customers, which accords with Policy 1(d) of the Regional Public Transport Plan.

    b Policy 1(e) – promote the public transport network to influence positive behaviour for customers.

    c Policy 6(d) – to provide incentives to encourage more frequent use of public transport and more off peak travel.

New Year's Eve

13. Providing free travel on New Year's Eve has a social benefit. Removing fares from public transport will make it a more attractive and accessible option for those travelling around the Wellington region, especially for people who do not normally use public transport, or otherwise could not afford to use public transport.

14. There are health and safety benefits from providing free fares for New Year's Eve, particularly where an alternative to private vehicle use could contribute to safety on our roads through a reduction in late evening traffic and drink driving.

15. Providing free travel on New Year's Eve is consistent with the following policies in the Regional Public Transport Plan:

    a Policy 1(e) – promote the public transport network to influence positive behaviour for customers.

    b Policy 6(d) – to provide incentives to encourage more frequent use of public transport and more off peak travel.

Ngā hua ahumoni
Financial implications

Christmas Day

16. Based on the available patronage data for Christmas Day 2019, assuming average fares for rail and bus, and taking into account the impact of COVID-19 on patronage, the revenue loss (excluding GST) is expected to be between $57,000 and $77,000.

17. In 2019 the estimated fare revenue on Christmas Day was approximately $56,000 on rail and $21,000 on bus.

18. The expected cost of providing free travel on Christmas Day can be met from existing public transport budgets.

New Year's Eve

19. Based on the fare revenue for New Year's Eve 2019 and taking into account the impact of COVID-19 on patronage, providing free travel on New Year's Eve 2020, and the early hours of New Years Day 2021 will result in a revenue loss (excluding GST) of approximately $80,000 to $100,000.

20. In 2019 the fare revenue (excluding GST) for New Year's Eve (including the after midnight trips) was $60,200 for bus and $30,300 for rail.

21. The expected cost of providing free travel on New Year's Eve can be met from existing public transport budgets.

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

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

23. Providing free fares neither significantly contributes to nor is at odds with Council's and Greater Wellington's policies and commitments relating to climate change. Neither option will impact on greenhouse gas emissions to any significant degree.

24. There is no need to conduct a climate change assessment on these matters.

Ngā tikanga whakatau
Decision-making process

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

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

Te hiranga
Significance

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

Te whakatūtakitaki
Engagement

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

Ngā tūāoma e whai ake nei
Next steps

29. Subject to the Committee's decision, the approach will be communicated to the general public, rail and bus operators and to Snapper.

30. Communications will also cover off where services are not operating, known service disruptions, including Blocks of Line on rail. To date, we are expecting services to be run on all electrified lines during Christmas Day. There will be no services (including bus replacements) operating on the Wairarapa line on Christmas Day. Bus replacements are scheduled for parts of the rail network on New Year's Eve.

31. Fares information on the Metlink website will be updated to reflect the decision.

Ngā kaiwaitohu
Signatories

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

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.
Implications for Māori There are no known implications for Māori.
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies This aligns with the policies in the Regional Public Transport Plan.
Internal consultation Internal consultation was undertaken across the Metlink Group.
Risks and impacts - legal / health and safety etc. There are no known risks arising from the matter for decision.

Transport Committee
3 December 2020
Report 20.460

For Decision

WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN REVIEW

Te take mō te pūrongo
Purpose

1. The report presents the Transport Committee (the Committee) with the proposed draft Wellington Regional Public Transport Plan (Proposed Draft RPTP) 2021-31 for endorsement.

He tūtohu
Recommendations

That the Committee:

1 **Notes** that on 1 September 2020, the Council workshopped the draft structure of the Wellington Regional Public Transport Plan 2021-31.

2 **Notes** that on 22 October 2020, the Transport Committee approved the policies and actions set out in Chapter 6 *Achieving our goals: objectives, policies and actions* for inclusion in the draft Wellington Regional Public Transport Plan 2021-31.

3 **Endorses** the proposed draft Wellington Regional Public Transport Plan 2021-31(Proposed Draft RPTP) as set out in Attachment 1 to this report.

4 **Notes** that the narrative of the Proposed Draft RPTP has been built around the strategic priority of "an efficient, accessible and low carbon public transport network" achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience.

5 **Notes** that the final draft Wellington Regional Public Transport Plan 2021-31 (Final Draft RPTP) will be put to the Transport Committee for approval on 11 February 2021.

6 **Notes** that the Final Draft RPTP will be consulted on using the Special Consultative Procedure with public consultation scheduled to occur from 15 February to 19 March 2021.

7 **Notes** that hearings on the Final Draft RPTP are scheduled to occur from 20 to 22 April 2021.

Te tāhū kōrero
Background

2. As stated in the Land Transport Management Act 2003 (LTMA) s.117, the purpose of an RPTP is to provide a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure, and an instrument for engaging with the public in the region on the design and operation of the public transport network. An RPTP is a statement of:

    a The public transport services that are integral to the public transport network; and

    b The policies and procedures that apply to those services; and

    c The information and infrastructure that supports those services.

3. Under s. 119(1) of the LTMA, a regional council which enters into contract for the supply of any public transport service and provides financial assistance to any operator or user of any other passenger service in a small passenger service vehicle, must adopt an RPTP. A regional council may, by resolution at any time, vary or renew a regional public transport plan previously adopted by it (LTMA s.119(2)). The existing Wellington RPTP was adopted in 2014 and has been varied three times, in February and September 2016 and in October 2017.

4. The Wellington RPTP is primarily a policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan, the Government Policy Statement on Land Transport, and the Greater Wellington Regional Council (Greater Wellington) Long Term Plan. High level objectives, targets and performance measures for public transport are set in these documents rather than in the RPTP.

Te horopaki
Context

5. Officers have developed the Proposed Draft RPTP (**Attachment 1**) for the Committee's endorsement; the final draft Wellington Regional Public Transport Plan 2021-31 (Final Draft RPTP) will be put to the Committee for approval on 11 February 2021.

6. The Proposed Draft RPTP has been developed following extensive stakeholder engagement between 2018 and 2020.

7. The Proposed Draft RPTP references and aligns to key national and regional policies and strategies including:

    a The Government Policy Statement on Transport 2021

    b The draft Wellington Regional Land Transport Plan 2021

    c The draft Greater Wellington's Long Term Plan 2021

    d The draft Wellington Regional Growth Framework

    e Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift

    f Let's Get Wellington Moving indicative package

g Greater Wellington and Wellington City Council's Bus Priority Action Plan

h Wellington Regional Rail Strategic Direction

i Metlink's Public Transport Asset Management Plan

j Greater Wellington Climate Change Strategy

k Greater Wellington Maori Economic Development Strategy

l The National Energy Efficiency and Conservation Strategy 2017-2022

m The New Zealand Disability Strategy 2016-2026.

8. On 1 September 2020, officers workshopped the draft structure of the RPTP.

9. On 22 October 2020, the Transport Committee approved the policies and actions set out in Chapter 6 Achieving our goals: objectives, policies and actions for inclusion in the draft Wellington Regional Public Transport Plan 2021-31

10. The structure, strategic priorities and some draft content have been discussed with key stakeholders including Waka Kotahi NZ Transport Agency, the Regional Transport Committee and individaul territorial authorities, Let's Get Wellington Moving, Ministry of Education, transport operators and the Public Transport Advisory Group.

11. A further round of stakeholder engagement on the Proposed Draft Plan will be undertaken before the Final Draft Plan is presented to the Committee on 11 February.

12. The narrative of the Proposed Draft Plan has been built around the strategic priority of "an efficient, accessible and low carbon public transport network" achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience.

13. For mode shift, the Proposed Draft Plan focuses on contributing to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction. The Proposed Draft Plan outlines that this will be done by:

    a Providing a high quality, high capacity, high frequency core network

    b Improving access to public transport

    c Promoting behaviour change.

14. The Proposed Draft Plan outlines that reducing public transport emissions by accelerating decarbonisation of the public transport vehicle fleet will be achieved by:

    a Decarbonising the Metlink bus fleet by 2030

    b Exploring ways to further decarbonise the Metlink rail and ferry fleet.

15. The Proposed Draft Plan outlines that our focus on continuing to improve customer experience across all aspects of the network will be achieved by:

    a Providing greater choice and flexibility for journey planning, fares and fare payment options

    b Improving the accessibility of public transport for all

c Improving information; improving shelter.

Proposed Draft Plan: draft chapters

16. The Proposed Draft Plan opens with a **Message from the Chair** and an **Executive Summary** which outlines the plan's strategic priority, strategic focus areas, themes, and its key initiatives, policies and associated actions.

17. **Chapter 1** outlines the function of the RPTP, its legal requirements under the LTMA, and how it links to other national and regional plans, strategies and policies.

18. **Chapter 2** provides an overview of the regional public transport network, including an outline of the Total Mobility Scheme, and briefly outlines how we are funded.

19. **Chapter 3** outlines our main achievements since the previous RPTP was published in 2014. Headline sections in this chapter outline our achievements across the rail and bus network, our innovations in fares, ticketing and customer information, and our COVID-19 journey.

20. **Chapter 4** outlines the emerging strategic direction for land transport focusing on public transport, including: Government Policy Statement on Land Transport (GPS) 2021-31; the strategic front end of the Regional Land Transport Plan 2021-31; and the strategic framework for the Greater Wellington Long Term Plan.

21. **Chapters 5 and 6** are the key forward-facing chapters outlining our future public transport work programme and our key policies and associated actions. Aligned to the strategic priority of "an efficient, accessible and low carbon public transport network" achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience, Chapter 5 summarises and details the public transport key initiatives across 11 sub-chapters.

22. The initiatives detailed across Chapter 5 are, for Mode Shift:

    a Provide a high quality, high capacity core network by:

        i Implementing the Wellington Regional Rail Strategic Direction investment pathway of regional rail service, rolling stock and infrastructure improvements.

        ii Procuring and delivering Lower North Island regional rail trains.

        iii Working with the Let's Get Wellington Moving programme to provide mass transit in Wellington city.

        iv Working with the Let's Get Wellington Moving programme to implement the bus priority action plan.

        v Developing and investing in bus layover.

    b Improve access to public transport by:

        i Improving multi-modal access to public transport hubs, including paid parking for park and ride through actions in our 'Smarter Connections Strategy'.

        ii Continuing to improve public transport services through ongoing service reviews in line with growth across the region.

iii Tailoring services to meet community needs for example demand responsive services.

iv Working with our regional partners to ensure urban form and new subdivisions can accommodate public transport.

c Promote behaviour change by:

i Promoting mode shift to public transport and active modes through the Let's Get Wellington Moving Travel Demand Management package.

ii Proactively marketing off-peak and inter-peak public transport services.

iii Encouraging peak spreading through levers like off-peak discount and providing additional services and capacity.

iv Promoting behaviour change through initiatives like work travel plans and improved digital technology.

23. The initiatives detailed across Chapter 5 are, for Decarbonise the Public Transport Fleet:

a Accelerate decarbonisation of the Metlink bus fleet by:

i Increasing the number of electric buses to 100 (by 2023).

ii Implementing the agreed pathway to further accelerate decarbonisation of the fleet by 2030.

b Explore ways to further decarbonise the Metlink rail and ferry fleet by:

i Working with the operator to introduce the electric ferry.

ii Procuring and delivering new Lower North Island regional rail trains.

iii Continuing to work towards a more efficient bus network.

iv Supporting the introduction of electric Mass Rapid Transport through Let's Get Wellington Moving.

24. The initiatives detailed across Chapter 5 are, for Improve Customer Experience:

a Provide our customers with greater choice and flexibility for journey planning, fares and fare payment options by:

i Implementing the Interim Ticketing Solution on trains.

ii Phased implementation of the national electronic ticketing and integrated fares across the network.

iii Upgrading our Real time digital information so that it meets our customer needs now and into the future.

iv Enhancing our data capability to improve customer experience and business operations and planning.

b Improve the accessibility of public transport for all by

i Providing information, facilities and services that are accessible to all.

ii Improving accessibility to railway stations and bus shelters.

iii Increasing service frequency.

iv Improving the public transport environment to increase personal safety and security.

25. Chapter 5 has specific sub-chapters on: the Smarter Connections Strategy; Wellington Regional Hospital Travel Action Plan; Regional Rail Strategic Direction; Bus Network Review; Let's Get Wellington Moving; Integrated Fares and Ticketing; and Supporting the Transport Disadvantaged.

26. Chapter 5 also outlines how we will monitor our performance across these initiatives and provides an introduction to the concept of On-Demand Public Transport which Metlink may consider trialling in the region in the next five years.

27. **Chapter 6** sets out the policy areas and supporting objectives, policies and actions proposed for the new RPTP. The policies reflect our strategic direction, and deliver on our goals and the strategic focus areas and themes described in Chapters 4 and 5. The Transport Committee approved this chapter on 22 October 2020.

28. **Chapter 7** sets out Greater Welington's significance policy in regards to consultation on our RPTP. Where variation is found under our significance policy to be 'significant', consultation on a reviewed RPTP will take place in accordance with our special consultative procedure.

29. The Proposed Draft RPTP has three Appendices which cover key content requirements for RPTPs under the LTMA. The Appendices detail:

a Services integral to the Greater Wellington public transport network

b Exempt services

c Allocation of services to units.

Ngā hua ahumoni
Financial implications

30. A RPTP is primarily a policy document and does not have the financial and planning functions of the Long Term Plan or the Regional Land Transport Plan. There are no financial implications associated with the development of the draft Wellington RPTP other than the $157,000 budget for development, consultation and printing/marketing.

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

31. The Proposed Draft RPTP policies contribute to Council and Greater Wellington's policies and commitments relating to climate change.

32. The policies advance the commitment to provide a low emissions public transport network.

33. The proposed policies have no significant implications for greenhouse gas emissions over their lifetime and therefore do not require an approach to reduce them.

34. Climate change impacts will not have any direct effect upon the RPTP's policies over its lifetime.

Ngā tikanga whakatau
Decision-making process

35. The subject matter of this report is part of a decision-making process that will lead to Council making a decision of high significance within the meaning of the Local Government Act 2002. The current RPTP's Significance Policy requires that the Special Consultative Procedure is used when adopting a new RLTP.

Te whakatūtakitaki
Engagement

36. The broad outline and focus of the Proposed Draft RPTP has informed discussions to date with key stakeholders. Once approved, the Proposed Draft RPTP will form the basis of further discussions (prior to the commencement of public consultation in February 2021) with key stakeholders like Waka Kotahi NZ Transport Agency, the Ministries of Transport and Education, our local council partners, and our operators.

Ngā tūāoma e whai ake nei
Next steps

37. Metlink will continue to work with subject matter experts, Metlink teams, Greater Wellington's Customer Engagement department, and external stakeholders to continue developing the Final Proposed RLTP consultation collateral for the Committee's consideration and approval on 11 February 2021.

38. Consultation on the Final Draft Plan is scheduled to commence on 15 February 2021. The Special Consultative Procedure will be used for consultation on the Final Draft RPTP.

39. Consultation of the Final Draft RPTP will be conducted in conjuction with consultation for the draft Regional Land Transport Plan.

40. Hearings for public submissions on the Final Draft RPTP are scheduled for 20 to 22 April 2021.

Ngā āpitihanga
Attachments

Number	Title
1	Proposed Draft RPTP

Ngā kaiwaitohu
Signatories

Writer	Emmet McElhatton – Principal Advisor Policy, Metlink Barry Fryer – Rail Assets Lead
Approvers	Tim Shackleton – Manager - Metlink Strategy and Investment Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference
The Committee has responsibility to "Prepare the Wellington Regional Public Transport Plan (including variations) and recommend its adoption by Council."
Implications for Māori
Policies to partner with mana whenua to improve Metlink responsiveness to Māori customers are included in the draft Wellington RPTP.
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies
The draft Wellington RPTP and its associated policies and actions implement the public transport –related priorities in Greater Wellington's Long Term Plan.
Internal consultation
Internal consultation was undertaken across the Metlink and Strategy Groups.
Risks and impacts - legal / health and safety etc.
There are no known risks arising from the matter for decision.

Attachment 1 to Report 20.460

Draft Wellington Regional Public Transport Plan

2021-2031

Greater Wellington
Te Pane Matua Taiao

metlink

Attachment 1 to Report 20.460

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Chair's Message

The Wellington Region is the third largest region in New Zealand with a population of approximately 530,000. Our region has seen stronger than predicted population growth over the past two decades with further growth of up to 200,000 forecasted for the next 30 years. An expanded population will bring economic development and changes to where we live, learn, work and play.

Higher urban density in Wellington and Porirua Cities and the Hutt Valley, and increasing residential growth in the Wairarapa and north of Waikanae, will place increasing demands on regional transport. For this growth to be sustainable, and to ensure we achieve our goals of improving safety, access and reducing emissions, Greater Wellington and its regional and central government partners will need to continue to invest in public transport infrastructure and services.

The Wellington region already has the highest per capita public transport patronage of any city in New Zealand, and one of the highest rates in Australasia. The programme of work outlined in this plan will build on Wellington's strong public transport culture, investing for more frequent, higher-capacity peak and shoulder services on the core network and better connections in and between the different residential, retail and employment hubs across the region.

Effective investment will be critical in achieving our goals of improved customer experience, encouraging people away from private vehicle use (modeshift) and decarbonisation of the public transport fleet. Our focus is on affordable investments that deliver the most tangible benefits for all people across our region.

The next stage of our public transport journey comes off the back of significant changes to how our services are delivered and operated across the region, particularly since the major changes of 2018. While the 2018 operational model change was a steep learning curve, I believe we have emerged as a stronger and more agile public transport authority since then. This is notably illustrated through significant improvements in on-time services and customer satisfaction levels, and in our deft response to Covid-19.

This plan has been developed during the Covid-19 pandemic and our regional response to it. Public transport was deemed by the government to be an essential service and council, our operators and their staff worked tirelessly throughout the period to continue to provide services while prioritising the health, safety and wellbeing of our workforce and the public.

The record patronage growth we were on track to achieve from the eight months of the 19/20 financial year was dramatically impacted by the pandemic response measures. We substantially increased vehicle cleaning, introduced driver safety measures and, with considerable financial support from central government through Waka Kotahi NZ Transport Agency, made public transport free of charge. Since coming out of lockdown, we've seen higher and quicker than anticipated patronage recovery, a testament to the value our residents place in the Metlink public transport network.

Over the coming decade, as highlighted in this plan, we have an exciting programme of public transport improvements planned with our regional and central government partners. A key priority is Let's Get Wellington Moving. It's programme of multimodal access to and around the area from Ngauranga Gorge through the city, access to the port, and connections to the central city, Wellington Hospital, and the east and south will deliver immense social and economic benefits to all residents of our region.

The Wellington Metro Rail Network is a key strategic asset and forms a significant focus for local and central government investment over the coming decade and beyond. Continuing to build capacity on the network while maintaining and improving safety, reliability and access will require the investment of hundreds of millions of ratepayers' and taxpayers' dollars. Examples of the significant investments we are planning include: new rolling stock on the Wairarapa and Manawatu lines and additional rolling stock on the Metro Rail Network; station upgrades and end of life replacements; and significant safety, resilience and access upgrades including level crossings, signals and the facilities at our stations. Our work on rail strongly complements and adds to Let's Get Wellington Moving.

For bus and ferry we will continue to show national leadership in meeting our climate change commitments through investment in electrification technology for all modes of public transport travel. Through early adoption of EV buses and ferries, Metlink will have one of the highest proportions of electric buses of any region in New Zealand. The Bus Network Review will continue to deliver improved services across the region. The National Ticketing System and enhanced Real Time Information will increase customer experience and deliver on our objective of a truly integrated and connected network. The Snapper on Rail project will help us transition to the National Ticketing System and will help us deliver a fully integrated public transport network.

We will continue to investigate how new and emerging technologies and transit-oriented development can increase our access to public transport. Supporting our drivers and frontline staff through a stronger, more direct relationship is a key focus for us.

This draft Regional Public Transport Plan, and its supporting summary brochure, are documents for public consultation. We would like to hear your thoughts around our overall strategic direction and key initiatives. Consultation information can be found in this document and through the Have Your Say portal of the Greater Wellington website.

This is an exciting time for public transport in our region. My Council colleagues and I look forward to your feedback on this plan. With your input, we can continue to make informed decisions on public transport over the coming life of this plan and keep our extraordinary region thriving, connected, and resilient.

Daran Ponter

Chair

Attachment 1 to Report 20.460

Executive Summary

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information and infrastructure in the Wellington region. The RPTP has a ten-year strategic focus with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from mid-2021 to 2031.

Metlink is the Greater Wellington Region Council public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people throughout the Wellington region, with a public transport network that stretches from Wellington north to Otaki and east to Masterton. It consists of 4 rail lines, more than 90 public bus routes, over 200 school bus routes, 4 harbour ferry stops and the Total Mobility scheme.

Greater Wellington works in partnership with Waka Kotahi NZ Transport Agency and territorial authorities to plan and fund the region's public transport network.

Metlink is focused on providing a great service to our communities across the region and on the welfare and wellbeing of our customer and staff, particularly our frontline staff and drivers.

What we want to achieve

Our strategic priority is to achieve an efficient, accessible and low carbon public transport network. Our key initiatives for public transport are centred on the three strategic priorities of mode shift, decarbonisation of the public transport fleet and improving customer experience.

For mode shift, we are focused on contributing to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction. We will do this by:

- Providing a high quality, high capacity, high frequency core network
- Improving access to public transport
- Promoting behaviour change.

Our focus on reducing public transport emissions by accelerating decarbonisation of the public transport vehicle fleet will be achieved by:

- Decarbonising the Metlink bus fleet by 2030
- Exploring ways to further decarbonise the Metlink rail and ferry fleet.

We are focussed on continuing to improve customer experience across all aspects of the network by:

- Providing greater choice and flexibility for journey planning, fares and fare payment options
- Improving the accessibility of public transport for all
- Improving information; improving shelter.

The RPTP 2021-31 refers to and supports a range of national and regional transport initiatives and programmes including:

- The Wellington Regional Land Transport Plan
- Let's Get Wellington Moving
- The National Ticketing Solution
- Wellington Regional Rail's Strategic Direction
- The ongoing Bus Network Review
- Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift
- Metlink's Smarter Connections Strategy.

How will we achieve our goals?

We will provide our customers with greater choice and flexibility for journey planning, fares and fare payment options through:

- Implementing Snapper on Rail.
- Phased implementation of the national electronic ticketing and integrated fares across the network.
- Upgrading our Real Time Information so that it meets our customer needs now and into the future.
- Enhancing our data capability to improve customer experience and business operations and planning.

We will improve the accessibility of public transport for all by:

- Providing information, facilities and services that are accessible to all.
- Improving accessibility to railway stations.

We will provide a high quality, high capacity, high frequency core network by:

- Implementing the Regional Rail Strategic Direction investment pathway of regional rail service, rolling stock and infrastructure improvements.
- Procuring and delivering Lower North Island regional rail trains.
- Working with the Let's Get Wellington Moving programme to provide Mass Rapid Transit in Wellington city.
- Working with the Let's Get Wellington Moving programme to implement the bus priority action plan.
- Developing and investing in bus layover.

We will improve access to public transport by:

- Improving multi-modal access to public transport hubs, including paid parking for park and ride through actions in our 'Smarter Connections Strategy'.
- Continuing to improve public transport services through ongoing service reviews in line with growth across the region.
- Tailoring services to meet community needs for example demand responsive services.
- Working with our regional partners to ensure urban form and new subdivisions can accommodate public transport.

We will promote behaviour change by:

- Proactively marketing off-peak and inter-peak bus services.
- Encouraging peak spreading through levers like off-peak discount and providing additional services and capacity.
- Promoting behaviour change through initiatives like work travel plans and improved digital technology.

We will accelerate decarbonisation of the Metlink fleet by:

- Increasing the number of electric buses to 100 by 2023.
- Implementing the agreed pathway to further accelerate decarbonisation of the fleet by 203).
- Introducing the electric ferry.

We will explore ways to further decarbonise the Metlink rail fleet by:

- Procuring and delivering new Lower North Island regional rail trains.
- Continue working towards a more efficient bus network.

Summary of objectives and supporting policies

1. A service that responds to customer needs

a. Provide easy-to-access and intuitive information to customers.

b. Collect and use travel data and customer insights to continually improve the public transport network.

c. Provide a consistent brand experience across our public transport network.

d. Provide a consistent customer experience across the public transport network

e. Promote the public transport network to influence positive behaviour for customers

f. Promote public transport to influence behaviour change to support mode shift

g. Ensure we keep pace with customer expectations of smart and accurate digital information and interactions

h. Apply consistent Conditions of Carriage

2. **An effective partnership with mana whenua**
    a. Partner with mana whenua to improve our responsiveness to Māori customers
3. **A simple, connected and integrated public transport network that attracts and retains customers and encourages mode shift**
    a. Provide a simple, layered network of services (core, local, and targeted) that is easy to understand and meets a diverse range of travel needs
    b. Provide a public transport network that maximises the range of travel options and destinations
    c. Monitor and review services to ensure they meet customer needs and are affordable for users and communities
    d. Provide achievable timetables and reliable, punctual and customer focused services
    e. Consider environmental and health outcomes when planning the public transport network
4. **A high quality, high frequency core public transport network that improves journey times and reliability and attracts more users**
    a. Provide Mass Rapid Transit from Wellington Station to Wellington Hospital and the east and south
    b. Provide infrastructure and services to support a high capacity, high quality, high frequency core network
    c. Improve public transport journey times, reliability and resilience on the core public transport network
5. **High-quality, reliable, safe, accessible and customer focused public transport services using modern vehicles and infrastructure**
    a. Improve the accessibility and safety of the public transport system for customers, workers and the general public
    b. Ensure that all vehicles and vessels continue to meet vehicle and vessel quality standards
    c. Provide a low emissions public transport network
    d. Continually improve accessibility and standards of vehicles, and access to infrastructure and facilities
    e. Monitor and continuously improve infrastructure assets
    f. Enhance multimodal access to the public transport network

6. **A fares and ticketing system that attracts and retains customers and balances user contribution with public funding**
    a. Participate in an integrated ticketing solution that supports integration of fares and the public transport network
    b. Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport
    c. Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport
    d. Provide incentives to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing
    e. Ensure public transport users make a sustainable and equitable contribution towards funding of the network
    f. Ensure that all users pay the correct fares
    g. Improve operating efficiencies to increase cost effectiveness of the public transport network to balance operating costs with funding sources
    h. Ensure the advertising policy balances the needs of the Metlink brand while maximising revenue opportunities
    i. Have a sponsorship policy specific to Metlink
7. **Information, facilities, and services that are increasingly available to all members of the public**
    a. Provide a public transport network that is accessible and safe for all users
    b. Continually improve accessibility for people with disabilities across all stages of a journey
    c. Provide targeted school bus services to supplement the public network
    d. Continue to support the provision of Total Mobility services to optimise inclusion, opportunity, and independence for people with impairments
    e. Provide community transport services by delivering integrated public and active transport solutions that are accessible and less expensive than private vehicles, empowering communities to mode shift
    f. Establish new units or amend existing units for the Metlink public transport network as required
    g. Procure contracts for units in accordance with a partnering approach
    h. Phase procurement and changeover to new contracts to achieve an orderly transition with limited disruptions

i. Develop and implement effective financial incentives and other regulatory mechanisms and performance regimes to ensure compliance with service level requirements

j. Apply a partnering approach to the planning and operation of services

k. Monitor performance of services and network, and customer satisfaction

Attachment 1 to Report 20.460

Have your say

[CONSULTATION QUESTIONS TO BE INCLUDED HERE FOR FEBRUARY 2021 DRAFT]

1. What is the RPTP and why is it needed?

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information and infrastructure in the Wellington region.

This draft RPTP describes:

- What we want our public transport system to achieve (our long-term goals and objectives)
- How we propose to get there (our strategic focus areas, policies and actions that will help us achieve our goals)
- The Metlink public transport services we are proposing to provide, and our Total Mobility scheme providers.

The RPTP has a ten-year strategic focus, with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from mid-2021 to 2031.

RPTPs are statutory documents; that is they are required by legislation. Under the Land Transport Management Act 2003, regional councils like Greater Wellington Regional Council who provide or fund public transport must adopt a RPTP.

This draft Wellington RPTP 2021-2031 is a document prepared for key stakeholder and public consultation. It seeks to inform you on our recent public transport achievements, what we are hoping to achieve in the coming triennium and decade, and the policies and activities we are planning to adopt subject to Local Government democratic processes.

The public consultation process is very important to us. We are particularly interested in hearing from our customers, local ratepayers and tax-payers, and our public transport partners and stakeholders on some of the key focus areas of this plan, and on specific questions we'd like your feedback on. Consultation questions are highlighted throughout this draft RPTP and in the summary brochure that accompanies this plan.

Following the public consultation process, Greater Wellington Regional Council consider submissions, amend the draft RPTP if necessary, and adopt a final plan for implementation from the new financial year on 1 July 2021.

1.1 What is Metlink and why are we reviewing this plan?

Metlink is the Greater Wellington Region Council public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people throughout the Wellington region, with a public transport network that stretches from Wellington north to Otaki and east to Masterton. It consists of 4 rail lines, more than 90 public bus routes, over 200 school bus routes, and 4 harbour ferry stops.

The network is owned by Greater Wellington and is currently serviced by six transport operators:

- Bus - NZ Bus, Tranzit Group (Tranzurban), Mana Coach Services, Uzabus
- Rail - Transdev
- Ferry - East by West

Subsidised taxi services across 11 operators provide travel support for people who have difficultly using regular public transport services through the Total Mobility Scheme.

We are focussed on providing a high quality, reliable public transport network so that our services:

a. Go where people want to go, at the times they want to travel
b. Provide competitive journey times
c. Provide value for money
d. Are easy to understand and use
e. Are safe, comfortable and reliable
f. Provide flexibility, allowing people to change their plans
g. Maintain a PT network that includes core, local and targeted services
h. Are accessible by providing information, facilities and services that are available to all members of the public.

Metlink's goal is to deliver an efficient, accessible and low-carbon public transport network for the people of the Wellington region. The Council works in partnership with Waka Kotahi NZ Transport Agency and territorial authorities to plan and fund the region's public transport network.

A new Regional Land Transport Plan 2021-31 is being developed, which means the RPTP needs to be reviewed. Under the Land Transport Management Act 2013, Greater Wellington must review the RPTP after changes are made to the public transport components of the Regional Land Transport Plan. This makes it timely to do a review.

The Act also requires the RPTP to remain current. While the 2014 Wellington RPTP has been varied three times in response to specific issues - fares, Public Transport Operating Model PTOM) units, and the Levin to Waikanae bus trial - many policies have not been updated since 2014 and there have been significant changes to public transport since then.

1.2 Legal requirements and links to other plans

The legal requirements

The statutory requirements for preparing the RPTP are set out in Part 5 of the Land Transport Management Act 2003, (LTMA). The Plan's statutory purpose is to provide:

- "A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure; and
- An instrument for engaging with the public in the region on the design and operation of the public transport network; and
- A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services".

The RPTP is based on five principles from the LTMA:

- Greater Wellington and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
- The planning and procurement of services should be transparent.

Section 124 of the LTMA requires Greater Wellington before it adopts the RPTP, to be satisfied that the Plan:

- Contributes to the purpose of the LTMA
- Has been prepared in accordance with any relevant guidelines issued by the Waka Kotahi NZ Transport Agency
- Is consistent with the Regional Land Transport Plan
- Has applied the five principles specified above

Section 124 of the LTMA also requires Greater Wellington to take account of the following matters when preparing the RPTP:

- Any National Energy Efficiency and Conservation Strategy
- The guidelines issued by the Transport Agency for the purposes of developing Regional Public Transport Plans
- Any relevant regional policy statement, regional plan, district plan or proposed regional or district plan under the Resource Management Act 1991
- The public transport funding likely to be available within the region
- The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services
- The views of public transport operators in the region.

Greater Wellington is also required to consider the needs of people who are transport disadvantaged.

In preparing the RPTP, Greater Wellington has complied with section 125 of the LTMA in consulting:

- The Regional Transport Committee
- The local councils in our region
- Waka Kotahi NZ Transport Agency
- Wellington public transport service operators
- The Ministry of Education
- KiwiRail, the relevant railway line access provider.

The Regional Transport Committee is comprised of two persons who represent Greater Wellington, one person who represents each of the eight territorial authorities of the region and one person who represents Waka Kotahi NZ Agency, and one person who represents KiwiRail. The Committee promotes the objectives of the LTMA within the Wellington region, linking it to other regions of New Zealand and other transport systems.

We work closely with local councils to deliver public transport services and infrastructure in their areas. The local councils in our region are Wellington City Council, Porirua City Council, Kapiti Coast District Council, Hutt City Council, Upper Hutt City Council, South Wairarapa District Council, Carterton District Council and Masterton District Council.

Links to other plans

The RPTP considers a wide range of national and regional policies and strategies, including:

- The Government Policy Statement on Transport 2021
- The draft Wellington Regional Land Transport Plan 2021
- The draft Greater Wellington's Long Term Plan 2021
- The draft Wellington Regional Growth Framework
- Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift
- Let's Get Wellington Moving indicative package
- Greater Wellington and Wellington City Council's Bus Priority Action Plan
- Wellington Regional Rail Strategic Direction
- Metlink's Public Transport Asset Management Plan
- Greater Wellington Declaration of a Climate Emergency
- Greater Wellington Climate Change Strategy
- Greater Wellington Maori Economic Development Strategy
- Regional Policy Statement
- Regional and government policy statements
- Regional and district plans
- The National Energy Efficiency and Conservation Strategy 2017-2022
- The New Zealand Disability Strategy 2016-2026
- The UN Convention on the Rights of Persons with Disabilities (ratified by New Zealand in 2018)
- The Ministry of Transport's 2016 *The Accessibility of Public Transport for those with a Disability*

The diagram below illustrates the relationship between the various plans and strategies that are considered in developing the draft RPTP.

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[PLAN RELATIONSHIP DIAGRAM HERE]

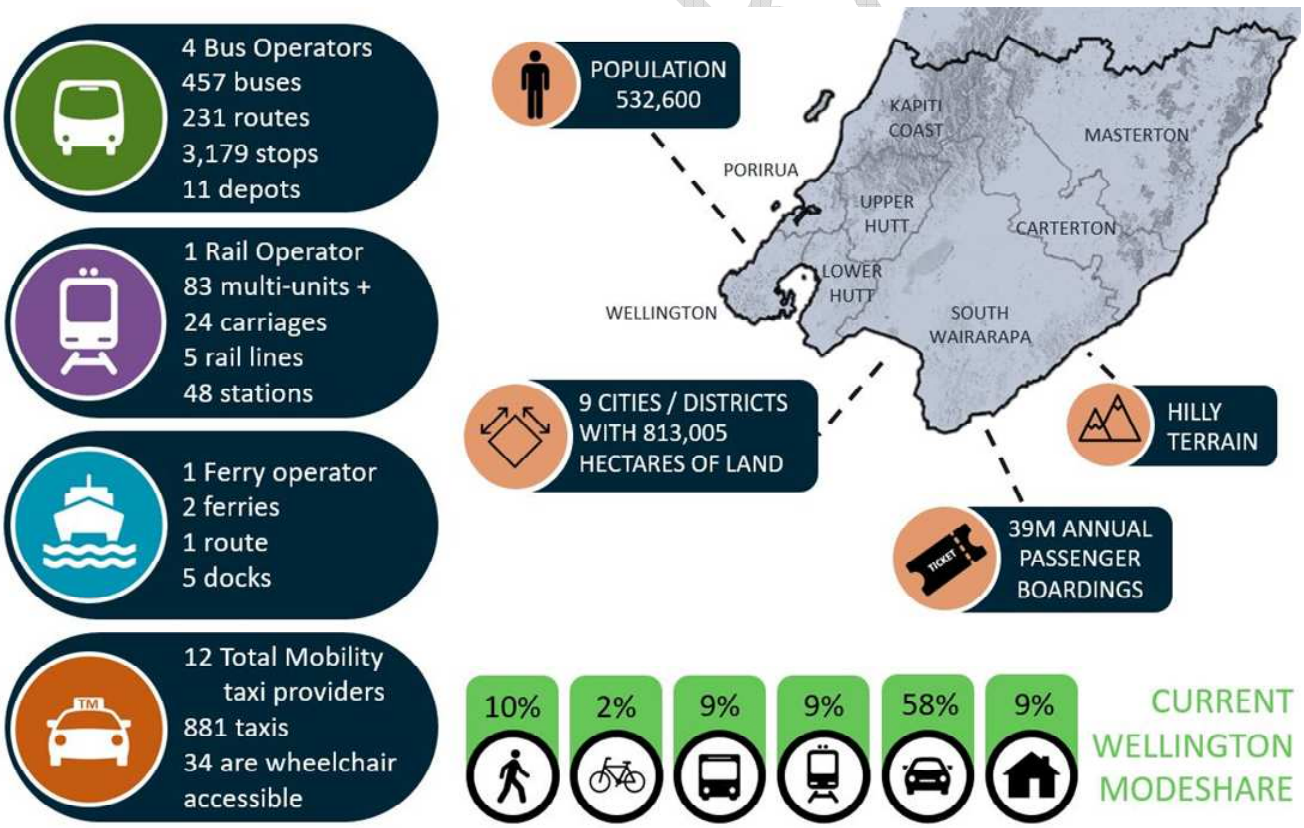
Attachment 1 to Report 20.460

2. Our regional public transport network

In this chapter we'll provide you with an overview of our regional public transport network and how it is funded.

2.1 Overview of the public transport network

The Wellington region has a high quality, well used public transport network of bus, train, harbour ferry services and Total Mobility (the Metlink network). Metlink connects people throughout the Wellington region, with a public transport network that stretches from Wellington north to Otaki and east to Masterton. It consists of 4 rail lines, more than 90 public bus routes, over 200 supplementary school bus routes, and 4 harbour ferry stops. Discounted taxi services through eleven approved transport operators provide travel support for people who have difficultly using regular public transport services through the Total Mobility Scheme.



Metlink's goal is to deliver an efficient, accessible and low carbon public transport network for the people of the Wellington region. The Council works in partnership with Waka Kotahi NZ Transport Agency to plan and fund the region's public transport network.

Metlink's public transport network planning involves:

- Planning the network so that it operates efficiently and effectively.
- Reviewing services to ensure that they are meeting the needs of the community that they serve and providing value for money for users, ratepayers and taxpayers
- Preparing the Wellington Regional Public Transport Plan which includes identification of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services.

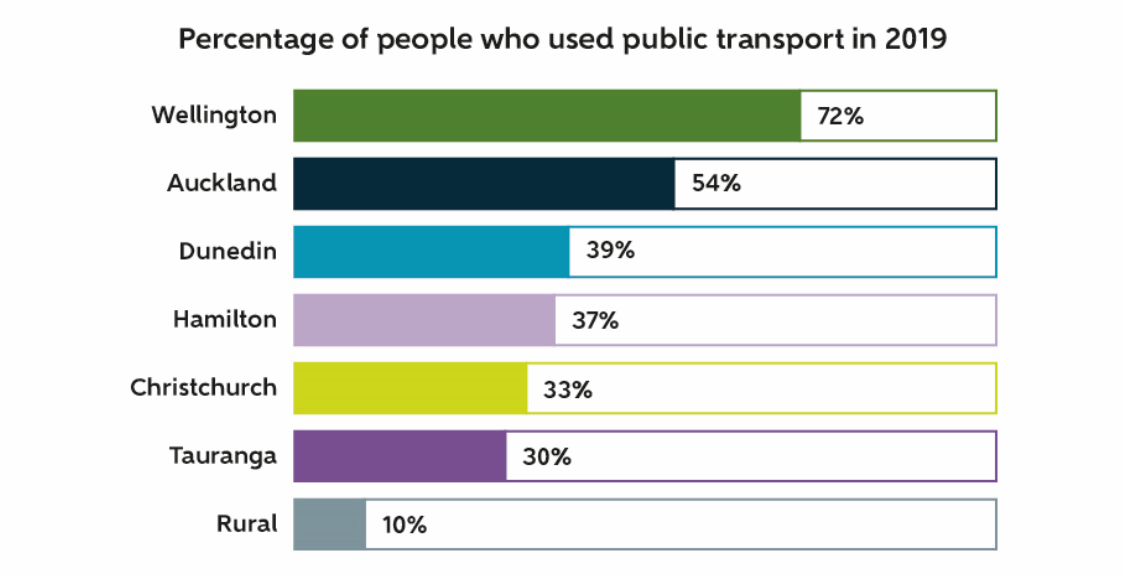
Fares, ticketing, customer services and information is an important part of Metlink's role. This involves a number of initiatives designed to retain and grow public transport patronage by:

- Managing and setting the rules for public transport fares, and managing the public transport ticketing system
- The provision of information about the public transport services for customers to plan and undertake journeys. This includes real time information, journey planning tools, and timetable information - delivered through Metlink analogue and digital channels and third-party digital information providers.
- Management of the Metlink brand and the promotion of public transport
- Managing contact with customers, including the provision of a call centre
- Understanding customer experience and monitoring customer satisfaction with our services to help us to continually improve them.

The Metlink network consists of three layers: core routes, local routes and targeted services. Of these the core routes form the strategic public transport network. Core routes are the urban rail network and frequent bus services that form the network's backbone, linking areas of high demand with high-capacity, direct services with extensive operating hours.

There is a strong culture of public transport use in the Wellington region. 24.8 million passenger journeys were taken on our bus network in 2018/19 and more than 14 million passenger journeys are taken on the Wellington Metro Rail Network annually. Our public transport use as a percentage of population is the highest in New Zealand at nearly 74 trips per capita.

Attachment 1 to Report 20.460



Public transport is an important part of our daily life in the region. Data from the 2018 Census tells us that 18% of people in the region travel to work on our trains, buses and ferries. In contrast, 6% of people nationally use public transport to travel to work. For 22% of us in the region, public transport is the main means of travel to education.

Around 85,000 people come into Wellington city over the morning peak (from 7am to 9am). The public transport mode share of travel into Wellington CBD is 34%. Peak travel accounts for 51% of public transport journeys.

Currently, 85% of the region's urban population lives within 500 metres of a bus stop, rail station or ferry terminal, but we acknowledge that for some communities we do not have this sort of proximity to our network and this is something that we are working to improve.

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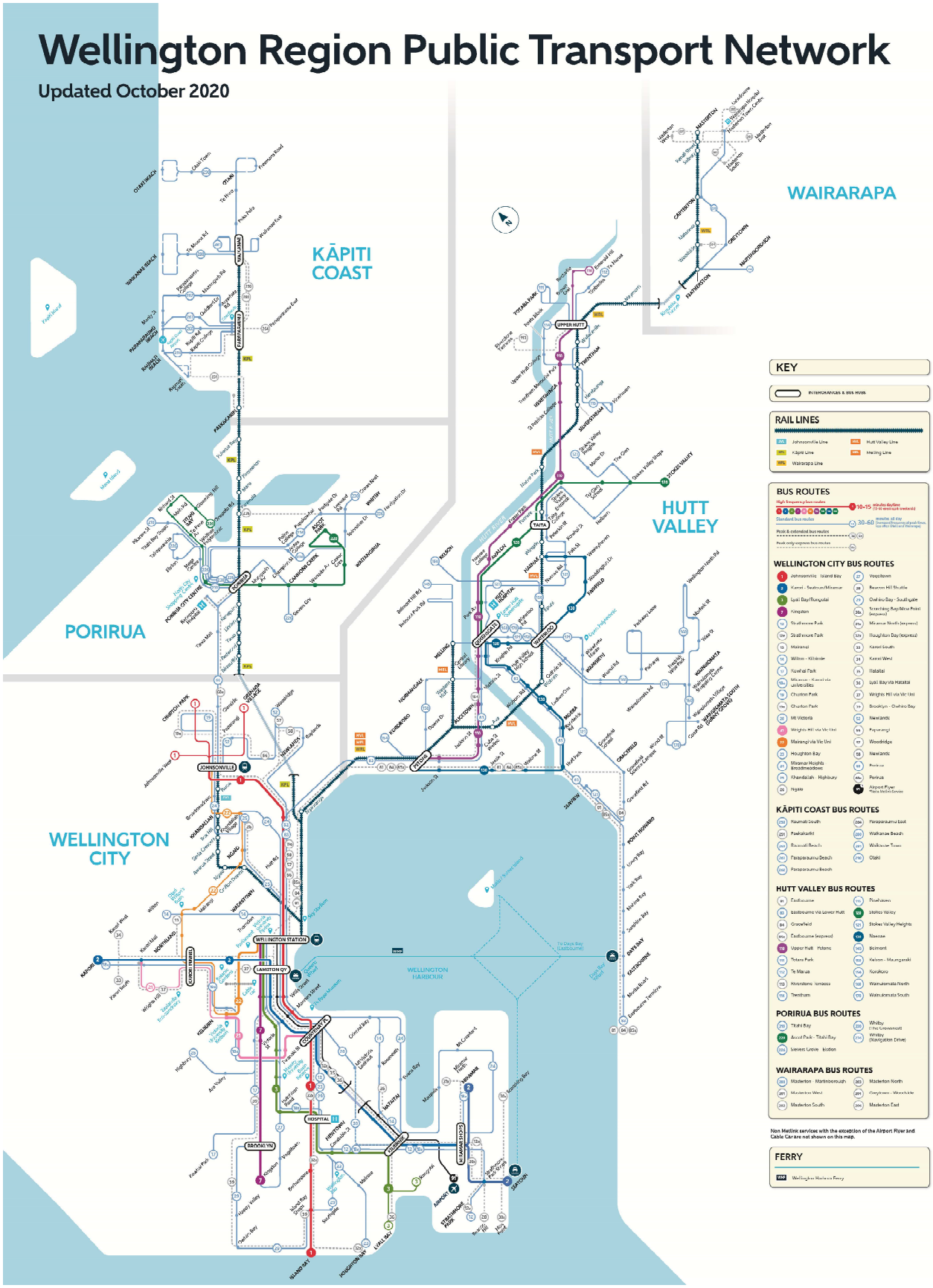
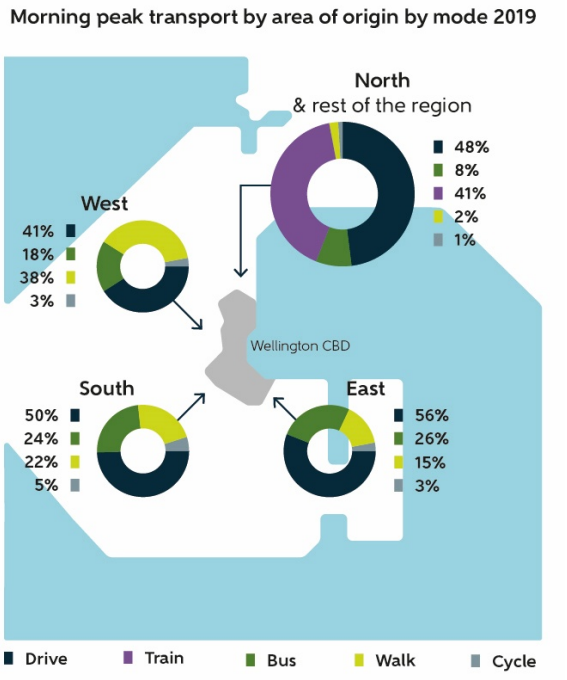


2.2 An interconnected and diverse region

The Wellington Region is the third largest region in New Zealand by population. Wellington's current regional population is approximately 540,000. This is forecast to grow by up to 200,000 over the next 30 years. Over half of the forecast regional growth will be in Wellington City, and around 30% of that is likely to be focused around Wellington's central city and northern suburbs. Outside Wellington City, regional growth will be primarily in the form of urban expansion into green field land, particularly in Porirua and Kapiti, and denser housing development in and around existing urban centres such as Upper Hutt City, Hutt City, Petone and Porirua.

Travel modes within and across the region are shaped by a variety of factors including proximity to employment and education, private vehicle ownership rates, and ease of access to public transport. The largest travel flows for employment and tertiary education are within Wellington City and from the Wairarapa, Hutt Valley, Kapiti Coast and Porirua City to and from Wellington City.

Higher residential density and the development of new suburbs in existing urban areas, and increasing residential growth in the Wairarapa and north of Waikanae, will place increasing demands on the regional transport system.



For this growth to be sustainable, and to ensure we achieve our goals of improving safety and access, reducing emissions and reducing the reliance on private vehicle travel, Greater Wellington and its regional and central government partners will need to continue its investment in public transport infrastructure and services, and maximise the amount of residential, business and leisure space within walking distance of public transport through transit-oriented development.

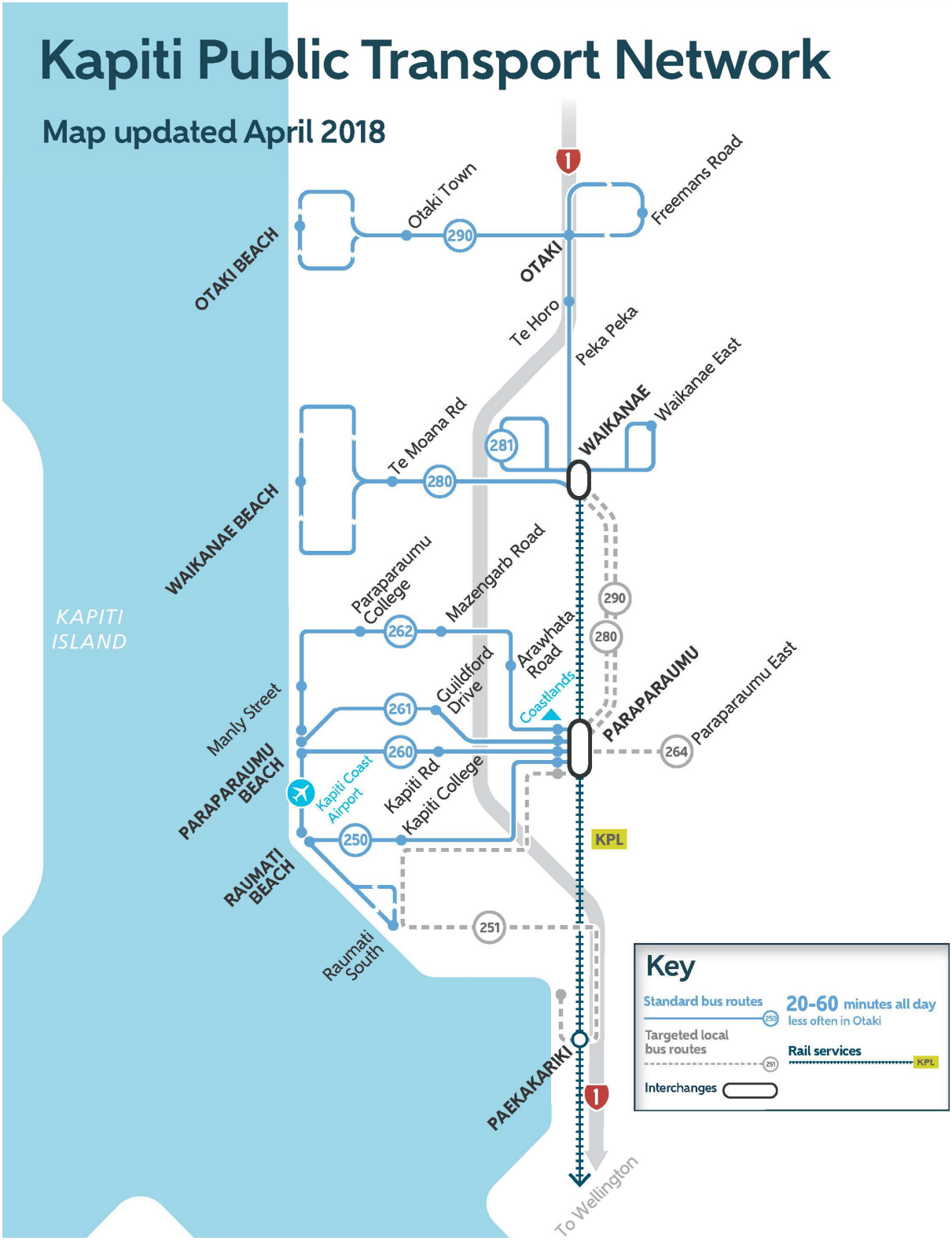
This investment will see more frequent, higher-capacity peak and shoulder services on the core network and better connections in and between the different residential, commercial and employment hubs across the region. Strategically, this investment will help us achieve our goals for mode shift, decarbonisation of the public transport fleet, and improving customer experience.

Attachment 1 to Report 20.460

Hutt Valley Public Transport Network

Map updated October 2020

Attachment 1 to Report 20.460



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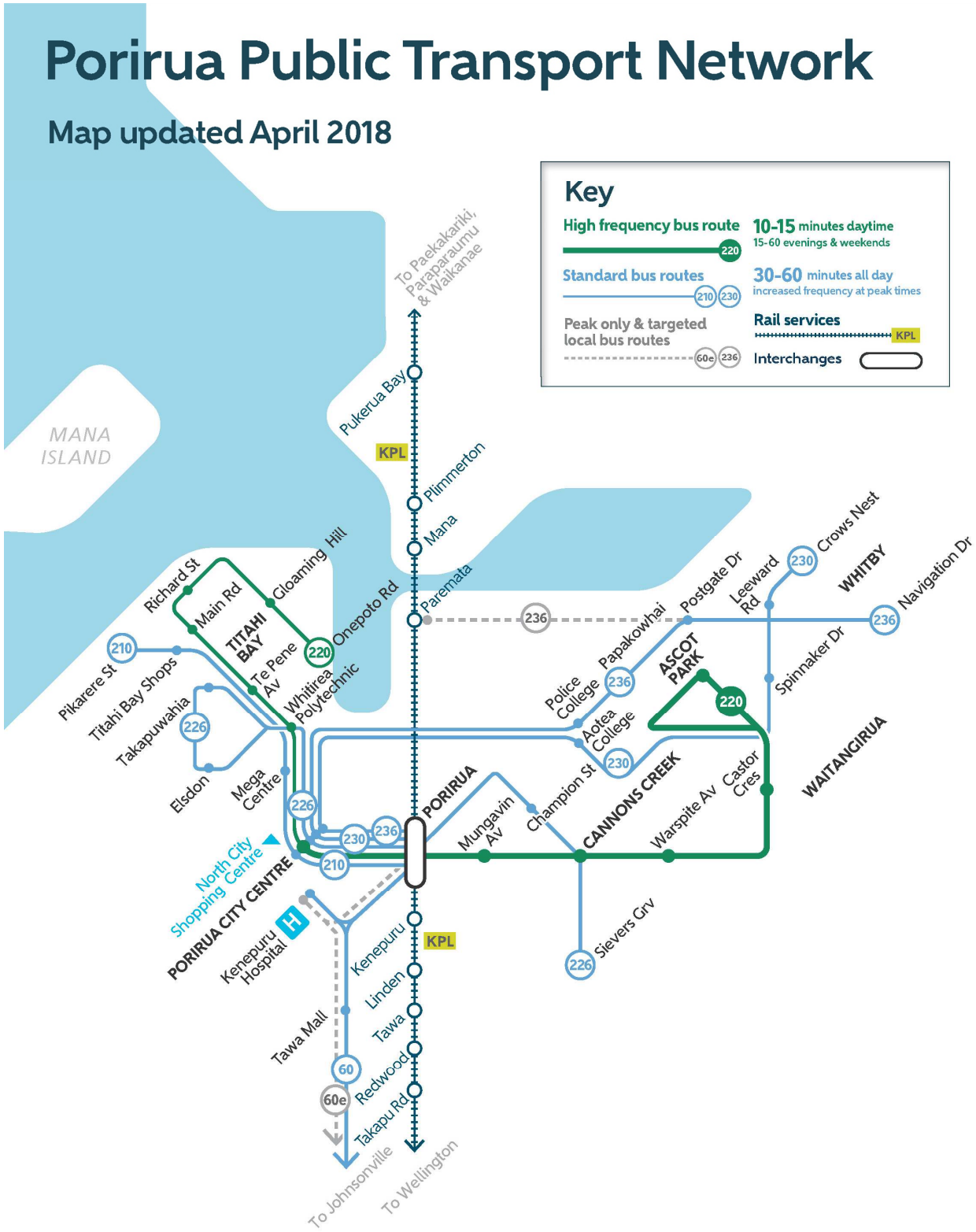
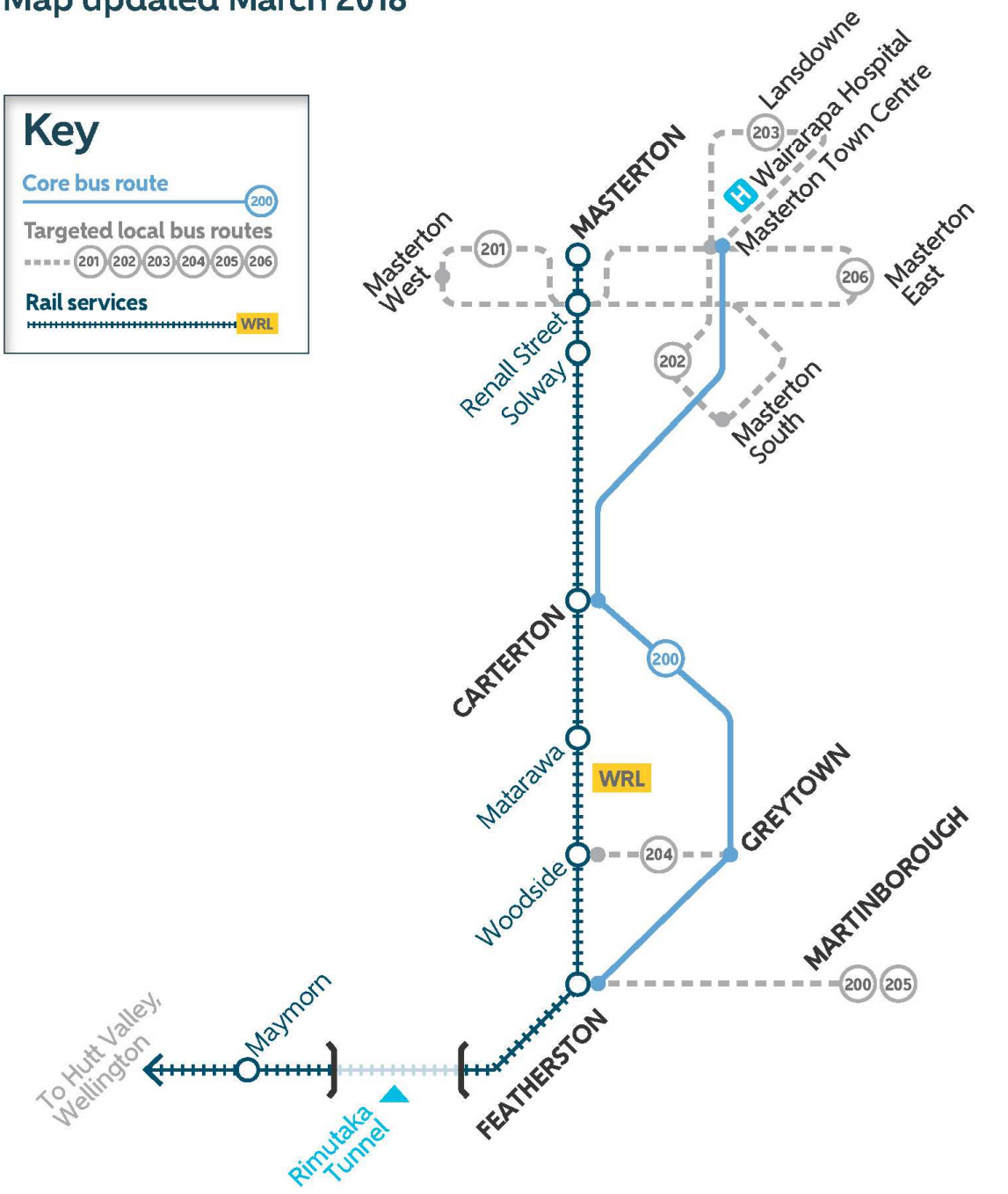


Attachment 1 to Report 20.460

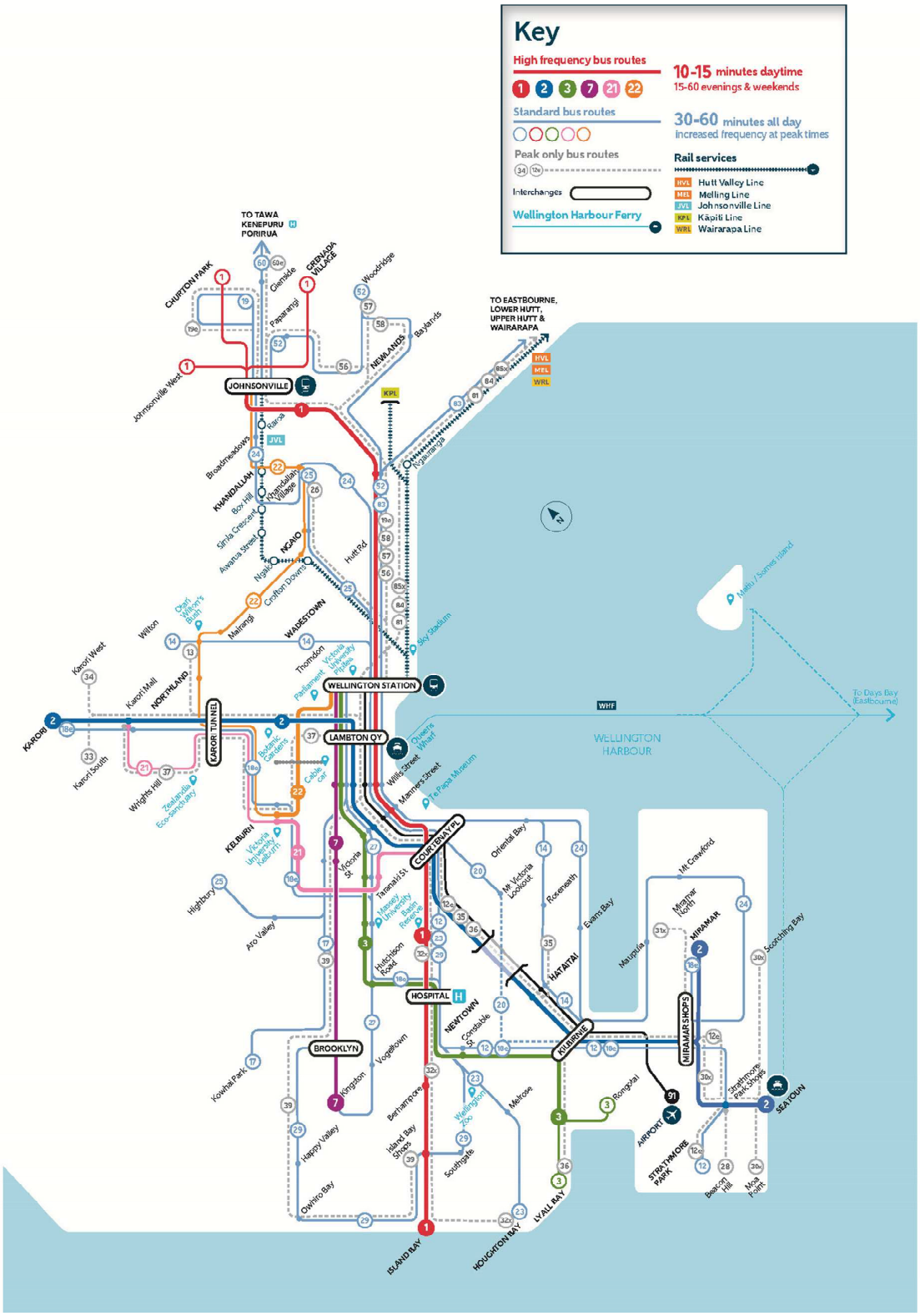
Wairarapa Public Transport Network

Map updated March 2018



Attachment 1 to Report 20.460

Wellington City Public Transport Network



The role of public transport

Long Term Plan 2018-28 describes the community outcomes that we aim to achieve in the long term to improve the quality of life of residents in the region. We see public transport as helping to achieve:

A strong economy – a thriving and diverse economy supported by high quality infrastructure that retains and grows businesses and employment.

Connected community – people are able to move around the region efficiently and communications networks are effective and accessible.

Healthy environment – an environment with clean air, fresh water, healthy soil and diverse ecosystems that supports community needs.

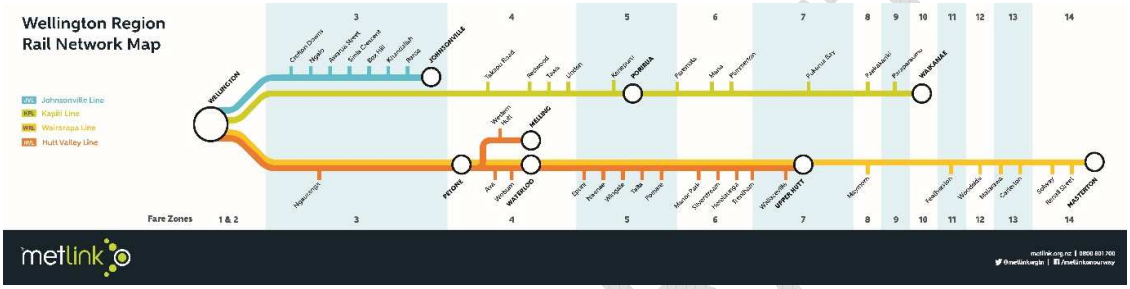
The provision of public transport in Wellington also contributes to the Government's objective of providing and maintaining a transport system that will improve people's wellbeing and the liveability of places.

Overall, the public transport network:

- Decreases severe traffic congestion, particularly in the morning and afternoon peak periods, which in turn affects journey times, and journey time reliability for other transport users
- Provides transport choices including during off-peak periods
- Contributes to reducing carbon and other harmful emissions from transport
- Enables efficient land use and a compact, well-designed and sustainable urban form
- Improves health and safety on our roads.

2.3 The Wellington Metro Rail Network

Rail is a critical component of the Wellington public transport network, forming its backbone north of the Wellington CBD, with services radiating out over four lines, the Johnsonville, Kāpiti, Wairarapa and Hutt lines, including the short Melling branch, which operates as a component of the Hutt Line. These collectively form the Wellington metro rail network (WMRN), shown schematically in Figure 2-1. Physically the Kapiti line forms the southern portion of the North Island Main Trunk railway to Auckland and the Hutt and Wairarapa lines being the lower part of the Wellington to Woodville railway.



Metlink rail services are heavily used, carrying 14.32m passengers in the 2019 financial year, a 20.6% increase over the 11.88m carried a decade earlier in the 2009 financial year. This growth is nearly twice the regional population growth rate of 11.0% over the period, reflecting growth on the corridors that the lines serve and investment in improvements in infrastructure, rolling stock and services over the decade, which have improved service capacity, quality, frequency and reliability. Year on year network-wide rail patronage growth was 5.7% across all periods and 7.3% at peak periods between the 2018 FY and 2019 FY. This demand growth is significantly higher than previously forecast. Since March 2020, the impacts of COVID-19 has reduced patronage significantly at alert level 3. Patronage trends are yet to be fully understood however indicative trends in the public transport network show a return to 'pre COVID' levels by 2021.

Around 20,000 people currently use peak services each day, most to access the Wellington CBD, where 40% the region's 235,000 jobs are located. Rail accounts for 22% of all peak trips to the Wellington CBD. Census data shows that over 40% of those who live in Kāpiti and work in Wellington CBD use rail.

Metlink rail services are currently operated under contract by Transdev. The Johnsonville, Kāpiti, Hutt and Melling lines are electrified and services utilise the 83 two-car Matangi class electric multiple unit (EMU) fleet, which replaced the previous life-expired EMU fleet between 2010 and 2016. The Wairarapa Line is not electrified beyond Upper Hutt, and services utilise a mixed fleet of 24 locomotive-hauled carriages (plus one luggage/generator

van), which will require replacement in the next decade. These and the EMU fleet are owned by Greater Wellington Rail, a subsidiary of Greater Wellington. Greater Wellington also owns 'above rail assets' such as stations. Wairarapa Line locomotive haulage is provided by KiwiRail under a hook and tow arrangement.

Rail transport provides many benefits to the region from connecting people and businesses, taking cars and trucks off the roads and reducing carbon emissions.

With most of the rail lines being used 19-20 hours a day, 365 days a year, from time to time works are required which can cause bus replacements for passenger services.

Fares on rail are currently managed through a paper-based ticketing system. Changes to the network ticketing system are discussed in Chapter 5.

Table 2.1 The Wellington Metro Rail Network (WMRN)

	Johnsonville Line	**Kāpiti Line**	**Wairarapa Line**	**Hutt Line (incl. Melling Line)**
Length	10.5 km	55.4 km to Waikanae	58.6 km north of Upper Hutt	Hutt 32.4 km Melling 3.0 km
Service area population	50,000	130,000	48,000	155,000
Stations (excluding Wellington Station)	8	13	8 (also stop at 3 Hutt stations)	18 (16 Hutt and 2 Melling)
Stations with park and ride facilities	5	11	5	12 (11 Hutt and 1 Melling)
Peak service level at Wellington (each way)	4 per hour	7 per hour	3 per day	6 Hutt and 3 Melling per hour
Interpeak service level (each way)	2 per hour	3 per hour	2 per day	3 Hutt and 1 Melling per hour
Annual patronage (2019 FY)	1.46m	6.01m	0.78m	6.08m
Avg. daily morning peak patronage (June 2019)	1,743	7,826	1,252	8,468
Morning peak patronage change (2019 vs 2009)	11%	29%	24%	16%

Maintaining the rail network

We have a regular maintenance and renewal programme which aims to improve the reliability and resilience of the Wellington commuter network. Work on the line which requires buses to replace trains are planned in advance, with the aim of keeping disruption to commuters to a minimum.

In addition to the regular works, there are big projects planned as part of the Future Rail project which will make services more reliable and allow more people to travel on trains in the future. We'll discuss this in the next chapter.

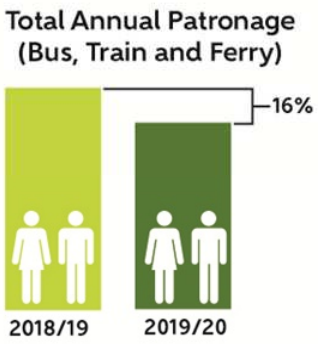
The majority of maintenance and upgrade work takes place at night or during weekends to avoid disrupting the thousands of passengers commuting in and out of Wellington on weekdays.

When we need to carry out major engineering work, such as replacing tracks or upgrading signalling systems, we may need to close a line or section of line for longer than 48 hours to complete the upgrade work efficiently and safely. For these larger scale works on the network we take advantage of the public holiday weekends at Easter, Queen's Birthday, Labour Weekend and Christmas.

There are 60 bridges and 16 tunnels in the Wellington area. These vary in length from a few meters to the Remutaka tunnel which is 8.8km long, the second longest rail tunnel in New Zealand. During work on the network crews perform regular maintenance and inspections of these structures. During the longer maintenance periods bridge spans, sleepers and rail can be replaced, and strengthening can be carried out.

2.4 Our bus and ferry network

Wellington has an extensive network of bus routes. The routes are set and reviewed on an ongoing basis by Metlink. Since July 2018, the largest operator is Tranzit Group, which provides services for much of Wellington City, the Hutt Valley, and the Wairarapa under the Tranzurban brand. In Porirua and the Kapiti Coast most services are provided by Uzabus.



Other bus providers in the region include the Transdev-owned Mana Coach Services which provides services in the northern suburbs and Tawa, and NZ Bus which provides services from Eastbourne and the east-west spine between Karori and Miramar. Bus passenger boardings for the sample week 21 September 2020 are in table 2.4.

In addition to the public bus routes, Metlink also provides dedicated school services across the region during school term times.

Operator	Mana	NZ Bus	Tranzit	Uzabus	Total
All routes	20,364	185,977	211,392	11,542	
School routes	273	14,120	21,190	3,553	
All operators					429,275

Table 2.4 Sample bus boardings in the Wellington region in the week 21/09/2020

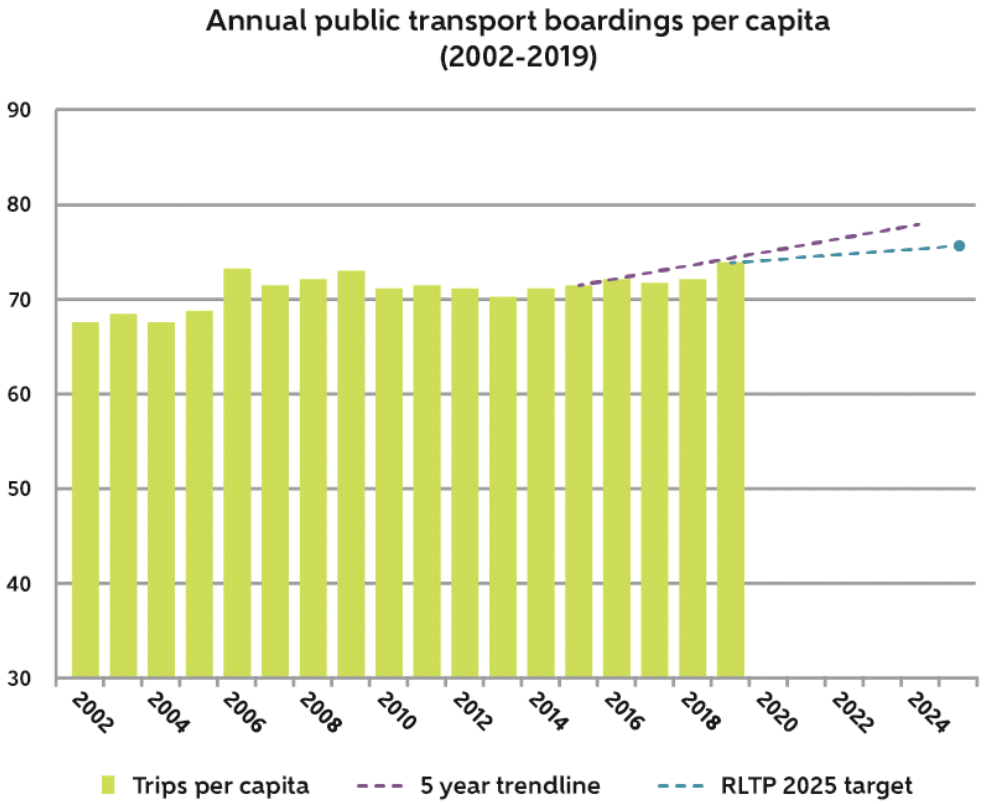
Bus services enable people to move between many origins and destinations, including through connector services to rail stations. Bus trips make up two-thirds of Wellington's public transport trips but only 40% of passenger kilometres.

Bus services provide the core routes which form the network's backbone, linking areas of high demand with high capacity, direct services with extensive operating hours; the local routes providing local access to town and activity centres within the suburban areas and complement the core routes; and targeted services providing services to areas or link destinations where there is low demand, or where normal services cannot meet the peak demand.

Our bus services activity covers:

- determining the service level and timetable for bus services
- planning for the future development of the bus fleet and services
- procuring and funding the operator to provide services
- owning and/or funding and/or managing assets necessary for the services, including bus infrastructure such as bus stop signs, bus shelters, Bus Hubs, and other associated infrastructure.

The majority of buses in the Wellington region are currently diesel powered, but these will be progressively replaced with electric buses over the coming decade as we implement our strategic priorities around decarbonisation and climate change mitigation. Since 2019 most buses operating across the network have been fitted with bike racks.



All Metlink buses accept the contactless Snapper card. Real time location information is displayed on electronic signs across many bus stops and can be viewed online through Metlink's website, app and third-party transit apps such as GoogleMaps

In July 2018 we made some major changes to the Wellington regional bus transport network, mainly in Wellington City. This involved creating a more efficient network design (routes, bus stops and timetables), high-frequency routes and more services, and some improved off-peak services (especially at weekends).

Metlink Harbour Ferries

Metlink Harbour Ferries, also known as the Wellington Harbour Ferries are run by East by West Ltd and provide services between Days Bay, Seatoun and Queens Wharf and to the Department of Conservation reserve on Matiu Somes Island. Ferry services have a rich history in the region, the original ferry service to Days Bay going back to 1893.

The ferries on Wellington Harbour provide services between limited locations, enabling faster and more direct trips than other modes. While our harbour ferries have a small share of the total public transport trips in the region, they will continue to provide a valuable niche service for commuters and visitors. Deployment of the innovative new electric ferry, the first in the Southern Hemisphere, will enhance this service.

2.5 The Total Mobility scheme

The Total Mobility scheme assists people with impairments to enhance their community participation by accessing appropriate transport. Total Mobility services are provided to eligible registered people in the form of subsidised door-to-door transport services by taxi and specialist transport operators under contract to Greater Wellington in areas where the scheme transport providers operate.

Eligibility assessments are carried out by Greater Wellington-approved assessors and identify whether people have impairments that qualify them for the Total Mobility scheme – that is, they have impairments that prevent them undertaking any one or more of the following components of a journey unaccompanied, on a bus, train or ferry, in a safe and dignified manner:

- Getting to the place where transport departs
- Getting onto transport
- Riding securely
- Getting off transport
- Getting to the destination.

332,796

Trips made by people with disabilities using the Total Mobility Scheme in 2018/2019

Eligibility assessments also allow for:

- People with impairments who meet the criteria for the Total Mobility scheme and are able to use bus, train or ferry services some, but not all, of the time (e.g. people with fluctuating impairments such as epilepsy or arthritis)
- People who meet the criteria for the Total Mobility scheme and have impairments that have lasted, or are expected to last, for six months or more
- Children with impairments who meet the criteria for the Total Mobility scheme
- People with impairments who meet the criteria for the Total Mobility scheme and live in residential care.

Eligible users are required to carry photo identification cards. Passengers pay a portion of the taxi fares (currently 50%) and the taxi organisations or transport operators claim the balances from Greater Wellington.

The Total Mobility scheme has no minimum fare threshold, but there is a maximum fare subsidy, which is currently set at $40 per fare (i.e. Greater Wellington subsidises half the fare up to a maximum of $80).

Transport operators (taxi companies and specialist transport providers) must be approved by Greater Wellington. All vehicles used on Total Mobility contracts must be registered with

approved transport operators, be equipped with approved equipment and meet quality standards. All drivers must also complete an approved specialist training course.

In addition to subsidising passenger trips, each year Greater Wellington provides an opportunity for operators to apply for a subsidy for installing a limited number of wheelchair hoists and making the associated modifications to vehicles. An additional hoist subsidy of $11.50 (including GST) is paid by the Transport Agency each time a hoist is used, to compensate for the additional time required to load and unload the customer.

There are no restrictions on the purposes of trips for the Total Mobility scheme. However, the scheme is not available for travel already funded by other parties, e.g. the Accident Compensation Corporation (ACC) or the Ministry of Health.

The Total Mobility scheme is not intended to be a substitute for transport services that are the responsibility of:

- Other government agencies such as the Ministry of Education, which is responsible for school-related travel
- Residential care facilities, such as rest homes, which are responsible through subsidies for health and related service travel requirements.

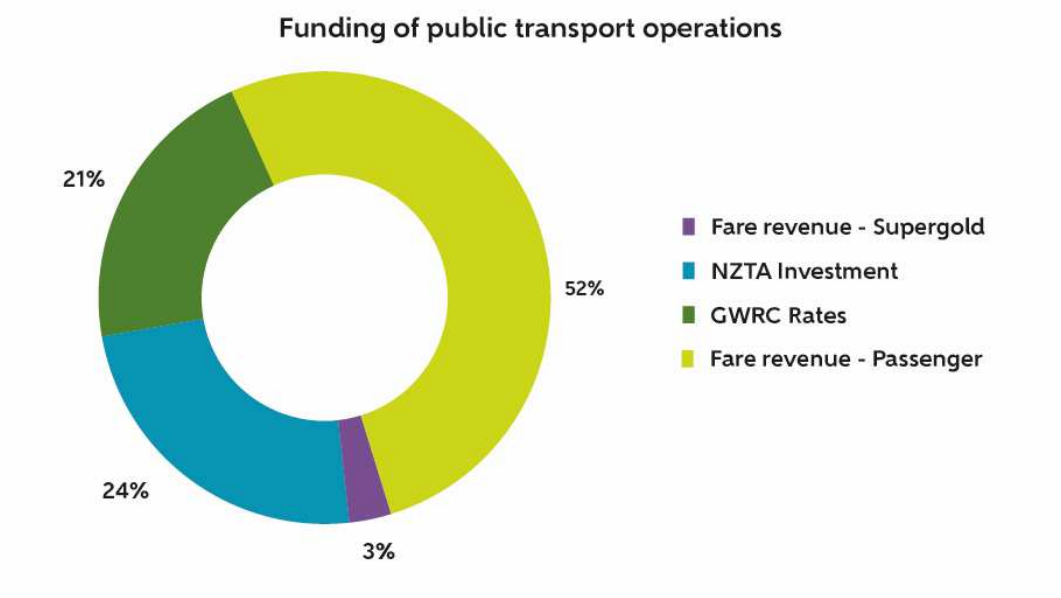
The Total Mobility scheme is available wherever in the region that taxi services operate. Providers are contracted to provide services during the hours when public transport is available in an area, but this is subject to the number of vehicles available and driving-hour regulations. Public transport services generally operate within the hours of 6am and 10pm, and detailed information about the hours of service in particular areas is available in Appendix 1. Total Mobility services are most available in highly populated urban areas where the demand is high and in practice operators may also provide services at times when public transport is not available. As the availability and service hours of public transport are variable in different areas, customers may need to confirm with operators the availability and hours of taxi services in their areas.

2.6 How are we funded?

Public transport is funded through fares, Greater Wellington rates, and investment from the Waka Kotahi NZ Transport Agency. We set the level of expenditure and the rates contribution as part of the Long-Term Plan and Annual Plan processes, and review public transport fares every year. The share of funding provided by Waka Kotahi NZ Transport Agency is set by the Financial Assistance Rate.

The graph and table below outline the expected funding of public transport operational costs in 2021/22.

[INSERT FARES AND FUNDING GRAPHS AND TABLES HERE]



3. What we have achieved since 2014

The public transport network has seen great changes since we last reviewed the RPTP in 2014. In this chapter we'll highlight some of the most notable enhancements we've made across the network since 2015.

3.1 Our rail journey

About 75 percent of Wellington Region's population lives north of the Wellington CBD. The Wellington Region rail network forms the backbone of their public transport network and is a key link to Wellington's CBD. 425,000 residents are served by 2,250 Metlink commuter trains in a typical week. They make about 42,000 trips per weekday (at peak). Rail currently accounts for 41 percent of peak trips from the north (18 percent of all peak trips) to the Wellington CBD where 40 percent of jobs are located.

The regional rail system has been the subject of significant investment in the last six years resulting in infrastructure and service improvements. These improvements have led to a growth in our rail patronage from 12.8 million passenger journeys to 14.3 journeys between 2015 and 2019. Our rail patronage continued to grow in the first half of the 2019/20 financial year until the 2020 Covid-19 disruptions.

We said goodbye to the old Ganz Mavag trains in 2016 after their long service in the region from 1982. A new era in service provision on the rail network kicked off in 2016 when, following a competitive procurement process, we selected Transdev Wellington to deliver rail operation and train maintenance services out to 2030 through a contract designed to lift services and save tens of millions of dollars in costs over the 15 year contract period.

Through the new arrangement, the last 83 Matangi electric trains were put into service, over a thousand additional seats were added to services on each of the Hutt Valley and Kapiti lines and increased capacity on the Wairarapa line on the highest-demand trips. We also increased inter-peak frequency on the network from 30 minutes to every 20 minutes.

Station upgrades were a very visible upgrade during the period with the rebuild of the Upper Hutt Station completed in 2015, and refurbishments of Taita and Masterton Stations in 2016. In 2017/18 we completed refurbishments of Porirua station, and replaced shelters and repaired pedestrian access to Manor Park and Ava, and in 2019/20 we completed seismic strengthening works on rail footbridges at Kenepuru, Linden, and Wingate. The 2016 Kaikoura earthquake demonstrated the vulnerability of transport infrastructure from natural events and has further underlined the strategic importance of our infrastructure resilience work.

Less visible to the public, but vitally important for network resilience, has been our commencement of major initiatives to upgrade the region's metro rail infrastructure assets to address some of our network performance issues, including developing a business case for new trains on the Wairarapa and Manawatū lines, and commencement of a multiyear programme to renew KiwiRail's ageing rail network infrastructure.

Mode shift

Getting people out of cars by increasing the share of travel by public transport, walking and cycling (mode shift), has a critical role to play in in improving our wellbeing by shaping a more accessible, safe and sustainable transport system. To enable mode shift, Metlink has an important and ongoing programme of work focused on improving access to and use of the space around our stations. We have completed work over the period to improve our stations and enhance customer security through investments in new lighting and CCTV.

Our investment in Bike and Ride has seen significant improvements to customers' ability to cycle to stations and safely store their bikes. All projects have included security enhancements like improved lighting and locating Bike and Rides in places with CCTV passive surveillance. Bike and Ride capacity, including through the installation of a new style of racks, has increased in Paraparaumu, Paekakariki, Tawa, Redwood, Carterton, Waterloo and Woburn. New Bike and Rides are on track to be completed before June 2020 in Mana, Porirua, Upper Hutt, Wallaceville and Trentham.

We began work in the period to mitigate the environmental impact from our Park and Ride facilities on the region's water systems. The development of rain gardens in the drainage

scheme at Porirua Park and Ride is an example of the design innovations we are bringing to our network. Rain gardens are stormwater treatment systems that treats water which has been potentially contaminated with chemical discharges from vehicles before it enters the environment, particularly our streams, rivers and harbour. Similar rain gardens have been completed in Paremata and Waterloo, and we are working to remedy storm-related flooding at Featherston Station.

Our Park and Ride projects are focused on more than just providing additional parking spaces. We are continually exploring better placement for accessible parks, and the development of dedicated car pool spaces to encourage mode shift. The enforcement of Park and Ride terms and conditions to encourage safe and courteous parking began from 2018 and has improved parking behaviour across our facilities.

Metlink has made significant investment into Park and Ride facilities in the period. 471 additional Park + Ride spaces were provided in 2016 alone across our stations in Upper Hutt, Trentham, Waikenae and Porirua, with extension to the Park and Ride facilities at Pomare, Porirua, Paremata, Waterloo, Featherston and Upper Hutt in subsequent years. Table 3.1 details our current stock of Bike and Ride and Park and Ride spaces across the network.

Station	Line	Zone	B+R Spaces	P+R Spaces	Station	Line	Zone	B+R Spaces	P+R Spaces
Wellington Station	All	1	0	0	Takapu Road Station	Kapiti	4	4	129
Ngauranga Station	Hutt	1	0	0	Redwood Station	Kapiti	4	40	147
Petone Station	Hutt	4	24	448	Tawa Station	Kapiti	4	40	174
Ava Station	Hutt	4	8	0	Linden Station	Kapiti	4	8	0
Woburn Station	Hutt	4	32	119	Kenepuru Station	Kapiti	5	0	0
Waterloo Station	Hutt	4	74	779	Porirua Station	Kapiti	5	60	999
Epuni Station	Hutt	5	8	0	Paremata Station	Kapiti	5	8	294
Naenae Station	Hutt	5	4	24	Mana Station	Kapiti	6	0	48
Wingate Station	Hutt	5	0	0	Plimmerton Station	Kapiti	6	12	107
Taita Station	Hutt	5	8	60	Pukerua Bay Station	Kapiti	7	8	30
Pomare Station	Hutt	5	8	77	Paekakariki Station	Kapiti	8	52	79
Manor Park Station	Hutt	6	4	55	Paraparaumu Station	Kapiti	9	92	527

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Station	Line	Zone	B+R Spaces	P+R Spaces	Station	Line	Zone	B+R Spaces	P+R Spaces
Silverstream Station	Hutt	6	12	67	Waikanae Station	Kapiti	10	12	377
Heretaunga Station	Hutt	6	0	0	Crofton Downs Station	J/Ville	3	8	54
Trentham Station	Hutt	7	4	127	Ngaio Station	J/Ville	3	8	49
Wallaceville Station	Hutt	7	4	126	Awarua Street Station	J/Ville	3	0	0
Upper Hutt Station	Hutt	7	24	349	Simla Crescent Station	J/Ville	3	4	0
Western Hutt Station	Melling	4	0	0	Box Hill Station	J/Ville	3	0	0
Melling Station	Melling	4	12	187	Khandallah Station	J/Ville	3	0	14
Maymorn Station	Wairarapa	8	0	0	Raroa Station	J/Ville	3	4	45
Featherston Station	Wairarapa	11	4	147	Johnsonville Station	J/Ville	3	4	35
Woodside Station	Wairarapa	12	4	98					
Matarawa Station	Wairarapa	13	0	0					
Carterton Station	Wairarapa	13	42	98					
Solway Station	Wairarapa	14	3	87					

Station	Line	Zone	B+R Spaces	P+R Spaces	Station	Line	Zone	B+R Spaces	P+R Spaces
Renall Street Station	Wairarapa	14	0	0					
Masterton Station	Wairarapa	14	12	87					

A final focus to highlight is our work to apply the Metlink brand in a way that is appropriate and responds to aspects of place including heritage, special places and urban design. Customers have given us positive response to the design and form of revamped stations we've built across the network. Our regional heritage is important to us and we will continue to explore appropriate opportunities to apply our brand in a way that complements and enhances special places of historical significance like we have at Carterton, Paekakariki, Woburn, Plimmerton and Taita Stations.

3.2 Our bus journey

In 2018 we implemented the largest range of changes to Wellington City bus services for many years. The changes were the culmination of years of engagement with residents and community representatives and technical work to review the bus network, as well as the development and implementation of new contractual arrangements with operators in line with the Government's Public Transport Operating Model (PTOM).

A new interim Bus Ticketing Solution was introduced which saw the extension of the Snapper ticketing system to all Metlink bus services in the region. A series of fares initiatives were introduced that included the introduction of discount products for off-peak travel, tertiary students, and people with disabilities; the removal of transfer penalties; and the introduction of the Metlink MonthlyPlus ticket across the entire Metlink network.

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Implementing PTOM resulted in a change to the mix of companies operating bus services in the region with a consequential need for those companies to scale up or down existing operations. New supporting technology systems were developed to provide management tools in line with the new contractual requirements.

The implementation of changes started on 30 April 2018 in Wairarapa, followed by the Hutt Valley on 17 June and then Kapiti Coast, Porirua and Wellington on 15 July. While the changes caused some disruption and customer reaction, in Wellington City other less predictable issues led to ongoing operational issues such as reliability. The major change to bus routes and timetables occurred within Wellington City, with minor changes to timetables in other areas.

While a number of the network changes had a negative impact on some Metlink customers, particularly in Wellington City's eastern and southern suburbs, creating a drop in passenger satisfaction and causing some to change their travel behaviour, many other bus customers experienced positive outcomes from the bus changes in Wellington City. Customers traveling through the south/north corridors reported good levels of satisfaction, we received positive feedback around savings made for Snapper users when transferring buses and increases to off-peak and weekend services were well received.

Benefits of the July 2018 changes and subsequent improvements included:

- Many more services – 45% more at weekends
- More regular off-peak services in 26 suburbs
- More services earlier in the morning and later into evenings
- Free transfers making travel cheaper and easier
- Fare concessions for students and disabled customers
- Many brand new buses including double-deckers and electric vehicles
- Bike racks on buses
- Better facilities and protection from weather at key transfer points.

A range of immediate improvements were made later in 2018 in response to customer feedback including direct peak services between Vogeltown and the city and direct services between southern Newtown, Wellington Zoo and the city. The 2018 changes saw a rise of over 4% in bus boardings across different parts of the city.

Wellington City Bus Network Review

Following the 2018 changes, a post implementation review was commissioned and undertaken by L.E.K Consulting Australia. This review recommended a number of changes, the largest part of these being a review of the bus network design - to look at what was working well, and what changes would need to be made. Following this review, we went back to the community to ask their views. We asked bus customers what could be improved and engaged with interested customers across the region through a range of activities including focus groups, public drop-in workshops and surveys.

The Wellington City Bus Network Review ran from July to September 2019 and was generously supported by over 1700 bus customers. The constructive feedback given for the Wellington City bus network was used to inform an action plan to be phased in from 2020.

The network design feedback focused on

- Reducing the need to transfer and improve access to key destinations
- Supporting improvements to network operation and reliability
- Meeting specific community and customer needs
- Providing for current and future demand
- Improving customer experience and engagement.

Following this review, improvements to bus services came into effect from January 2020. The most recent being delivered in October 2020 including improved bus services in Wellington's Eastern, Western and Southern Suburbs including Miramar, Seatoun,

Strathmore Park and along the east-west corridor to the city, and in Karori, Lyall Bay, Houghton Bay, Island Bay, Owhiro Bay, Kingston, Vogeltown and Brooklyn.

Improvements included more direct, higher frequency and capacity services to and from the city, and earlier and additional weekday services. So far, delivery has included:

- More frequent direct all-day links between Miramar and the central city
- Direct all day links between Strathmore Park and Mairangi and the central city via the Golden Mile
- Local routes from Houghton Bay, Southgate, Owhiro Bay (via Southgate), Vogeltown (via Basin Reserve) and Kowhai Park to Wellington Station at all times to re-establish direct all-day links to the central city at a 60 minute frequency
- Improved reliability and capacity of peak and express buses from the Eastern suburbs and the central city, including additional early morning and shoulder peak services
- Additional peak, early morning and shoulder peak services between Mairangi and the central city via Glenmore Street School travel from Roseneath and Hataitai
- Improved connections between Wellington Airport and Metlink services at Hobart Street and Broadway
- Increased capacity for travel between Karori and the central city and between Kilbirnie and the central city on route 2, at all times including evenings and weekends
- Increased weekend and evening capacity on route 2
- Additional early morning and shoulder-peak capacity for Karori West and Karori South
- Additional capacity between Kilbirnie and Wellington Station via Evans Bay
- A frequent bus route between Newtown Park and Wellington Station maintaining frequent services along Wallace and Taranaki Streets
- Faster service to the central city and direct access between Eastern Suburbs and the Basin Reserve for schools and other destinations along Lower Adelaide Road in particular.

In addition, we have made improvements to our bus fleet including the introduction of new electric vehicles. This electrification of the bus network will continue over the course of this RPTP.

Looking ahead, Metlink will continue to monitor and review its Wellington City bus services to ensure they are meeting the needs of our customers, providing reliable and resilient services for residents and to implement additional changes to the network as needed. An important part of this will be our development of a bus layover strategy to plan and mitigate changes to the urban form in the city over the coming decade.

The second phase of the review of 2018 bus network changes, the Rest of Region Bus Network Review, ran from March- May 2020 during the nation-wide Covid-19 response. Despite the challenges of conducting a review during a nationwide pandemic, we persevered with this important work and connected with the rest of the Wellington region including Porirua, Tawa, Hutt Valley, Kāpiti Coast and the Wairarapa. The feedback we received informed a set of recommendations for each of these areas.

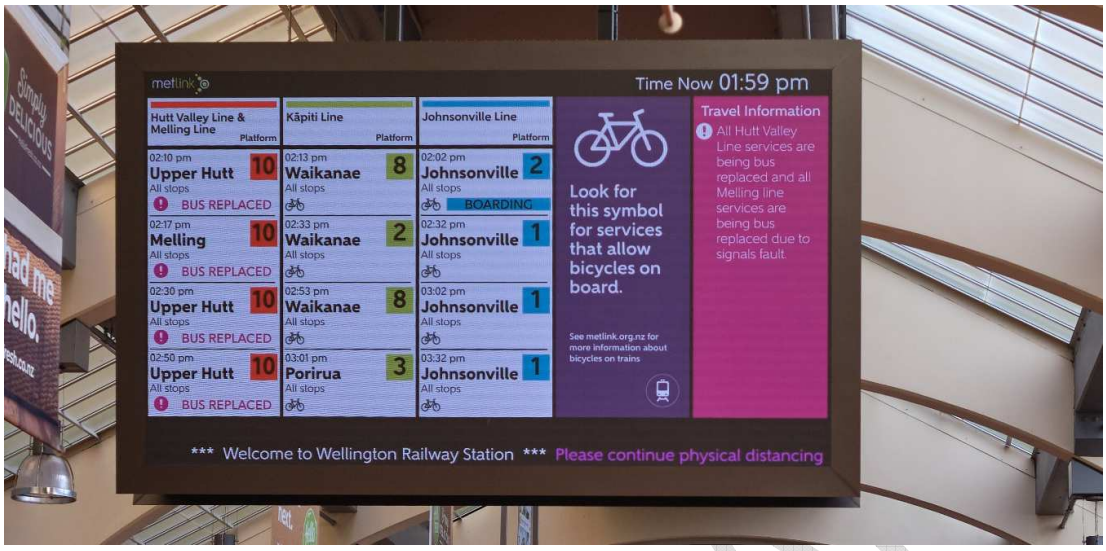
Customers and communities were invited to participate in the review of network design and timetables. Engagement on an online and phones survey was promoted through the Metlink website and targeted promotional campaigns in each area, using local press and radio, posters at bus stops and dairies, online geo-targeted social media (Facebook, Neighbourly, Eventfinda), and through community stakeholders and their channels (residents' associations, community boards, schools, youth groups). Over 800 people engaged in the review.

While the review found that the vast majority of participants were happy that their bus journey meets their needs, and most saw the network changes as an improvement to the previous network design, there was clear direction on areas for improvement – especially for those with accessibility issues. Recommendations were developed in response to the issues identified and the areas for action will be outlined in section 5.5.

3.3 Fares, ticketing and customer information innovations

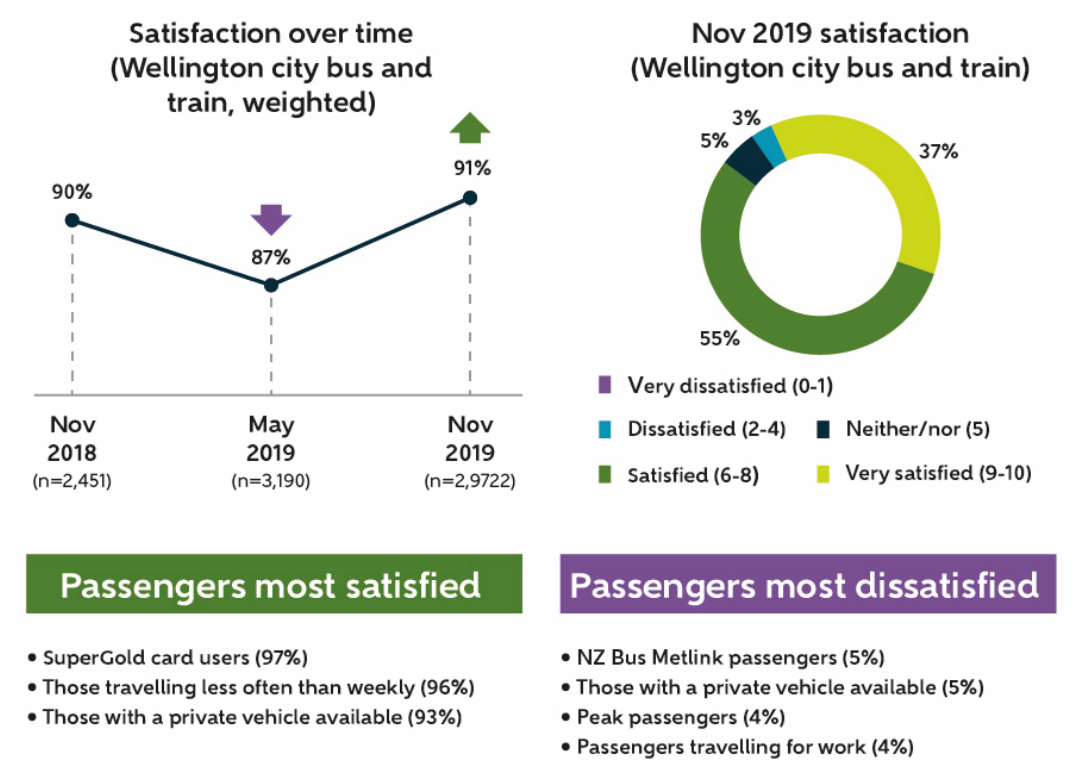
Following region-wide public engagement, a new fares schedule and concessions policy was adopted in 2018. Timed to come into effect with the new bus network changes and extension of Snapper in July 2018, the new fares included a 25 percent off-peak discount, 25 percent tertiary concession, 50 percent accessible concession, and free bus-to-bus transfers within a 30-minute window. A general 3 percent fare increase was agreed to offset part of the increased cost of running the network. As an interim ticketing solution, Snapper was extended to Metlink buses in Wairarapa, Porirua and Kapiti replacing individual operator smartcards making smartcard fares and payment consistent across the network. There was considerable preparation for Snapper to go live on the new network in July 2018.

Attachment 1 to Report 20.460



These changes have resulted in more affordable fares for many customers and increased Snapper use on Metlink buses. Snapper is now used for about 80 percent of all bus boardings while the percentage of cash fare payments on buses has dropped from around 20 percent to 8.5 percent.

The period also saw a step change in how we provide information on the network to our customers. We have introduced and continued to improve our digital channels, wayfinding information, more and clearer signage at stops and stations, and a refreshed website and Metlink app.



3.4 Our Covid-19 journey

For the first seven months of the 2019/20 financial year we were on track to achieve record patronage growth on the network. However, in January 2020 COVID-19 began to emerge as a potential risk. By the end of March 2020, New Zealand had entered Alert Level 4 lockdown, public transport was deemed by the government to be an essential service which had to keep operating, patronage plunged dramatically, services were reduced, cleaning increased substantially, driver safety measures were implemented and it became free to travel on public transport (free travel remained in place until 30 June 2020).

During COVID-19 Metlink undertook a huge amount of work to ensure the provision of public transport as an essential service in a way that responded to Government directives, customer needs, and the safety of passengers and Metlink staff.

Ultimately, we ensured that the public transport network operated throughout all Alert Levels, 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 made adjustments to services to ensure capacity and timetables were in place to support essential workers during the period.

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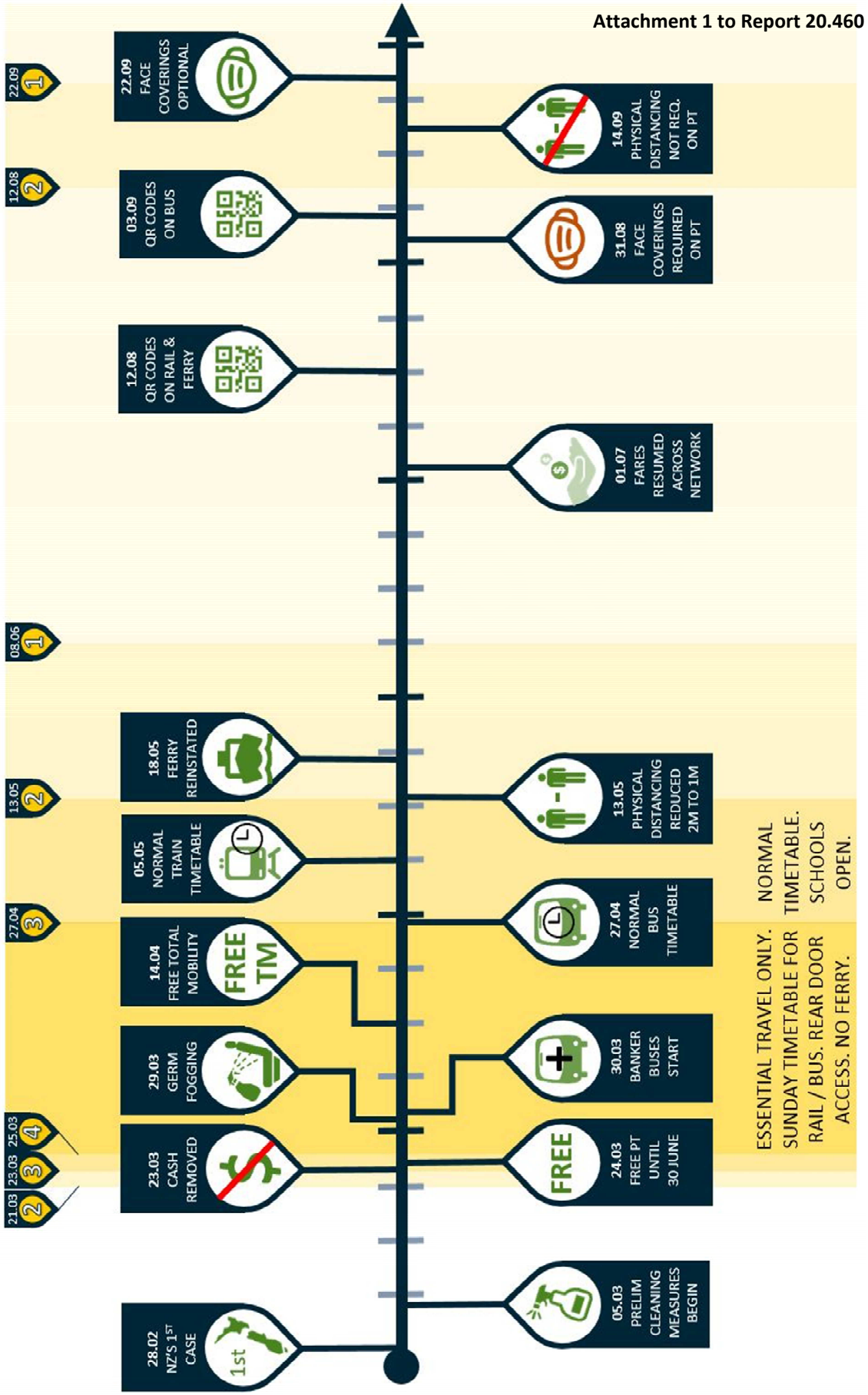


The most important priority throughout the COVID-19 pandemic has been the ongoing health, safety and wellbeing of our workforce and the public. We spearheaded the early removal of cash payment from the network (cash payment was reintroduced on 1 July 2020) and have adopted a range of proactive messaging 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.

As we emerged from the lockdown, we saw sustained patronage growth. Patronage in the Wellington Region increased at a rate higher than anticipated. In fact, Wellington's recovery in terms of patronage was the strongest in the country, reaching up to 90% of pre-Covid patronage levels in Alert Level 1.

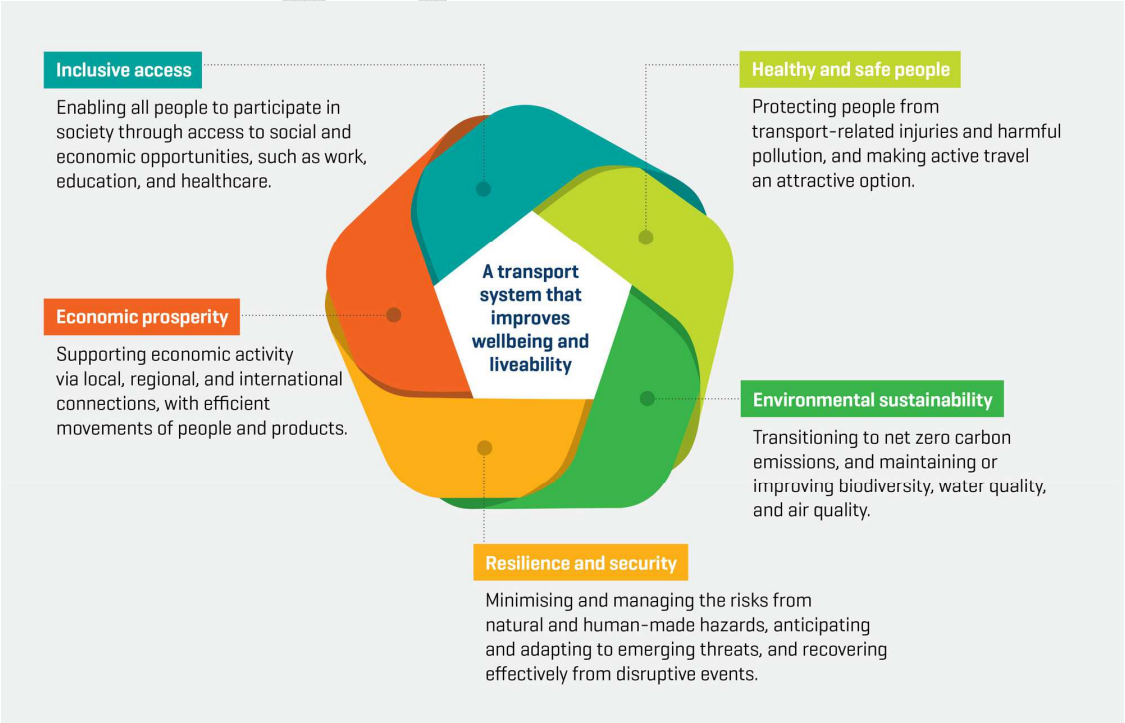
4. The big picture: Our strategic direction

This section outlines the emerging strategic direction for land transport focusing on public transport, including: Government Policy Statement on Land Transport (GPS) 2021-31; the strategic front end of the Regional Land Transport Plan 2021-31; and the strategic framework for the Greater Wellington Long Term Plan.

4.1 Government Policy Statement on Land Transport (GPS) 2021-31

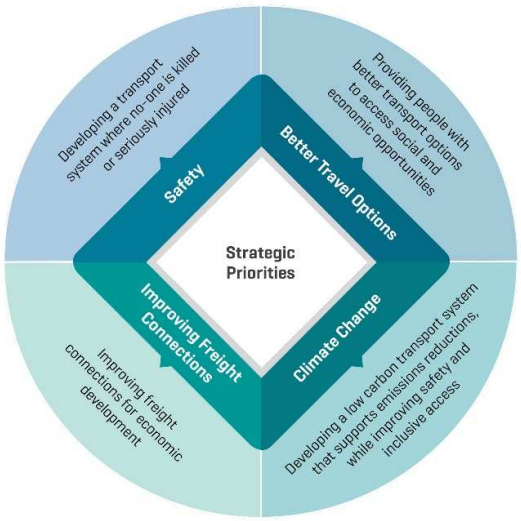
The GPS is where the government determines how investment into the land transport system from the National Land Transport Fund will contribute to achieving overall government outcomes, taking into account a range of policies and. It outlines the government's strategy to guide land transport investment over the next 10 years. It also provides guidance to decision-makers about where and under what conditions government will focus resources.

Through the GPS, the government articulates the purpose of the transport system as "to improve people's wellbeing, and the liveability of places. It does this by contributing to five key outcomes, identified in the Ministry of Transport's Transport Outcomes Framework" [Footnote – GPS pg. 5].



The GPS 2021-31 identifies four Strategic Priorities:

- Safety - Developing a transport system where no-one is killed or seriously injured
- Better travel options – Providing people with better transport options to access social and economic opportunities
- Climate change – Developing a low-carbon transport system that supports emissions reductions, while improving safety and inclusive access
- Improving freight connections – Improving freight connections for economic development.



Revenue raised from the land transport system - Fuel Excise Duty, Road User Charges and motor vehicle registration and licensing fees - is put into the National Land Transport Fund (NLTF) to be used on transport projects. The GPS influences decisions on how money from the NLTF will be invested across activity classes such as public transport. It also guides local government and Waka Kotahi NZ Transport Agency on the type of activities that should be included in Regional Land Transport Plans and the National Land Transport Programme. Over $4 billion is spent through the NLTF each year, supplemented by co-investment from local government and additional funding and financing.

The Government can also provide additional funding to progress specific transport activities or projects. In most cases, this funding is appropriated by Parliament outside of the NLTF, and is spent by Waka Kotahi NZ Transport Agency or KiwiRail acting as the Crown's delivery agent.

The GPS guides how Greater Wellington develops and implements this RPTP and how we think about our key strategic focus areas of:

- Increasing mode shift to public transport
- Reducing public transport emissions by decarbonising the fleet
- Continuing to improve customer experience across all aspects of the network.

Specifically, the GPS focuses us on:

- Contributing towards delivery of the Wellington mode shift plan
- Support the Disability Action Plan's intentions to increase the accessibility of transport
- Continue investing in specialised services to support accessibility, such as the Total Mobility Scheme
- Work with, and support our partners to deliver Let's Get Wellington Moving
- Work with, and support our partners to implement priorities identified in the New Zealand Rail Plan to enable a reliable and resilient Wellington Metro Rail Networks.

4.2 Regional Land Transport Plan 2021-31

The Regional Land Transport Plan (RLTP) sets the direction for the Wellington Region's transport network for the next 10–30 years. The Plan describes the region's long-term vision, identifies regional priorities and sets out the transport projects we intend to invest in over the next ten years. The plan is a collaboration between all councils in the Wellington Region, Waka Kotahi NZ Transport Agency and KiwiRail.

The RLTP recognises and articulates the significant role transport plays in shaping what the Wellington region is like as a place to live, work, play and learn and provides a framework for transport planning that supports our broader goals for the region. The RLTP recognises that, as the region grows more people and increased economic activity will place greater demand on the transport network including public transport. The RLTP focuses on initiatives that enable us to grow in ways that make it easy to get around while reducing congestion and emissions and creating more liveable places. The RLTP sets the vision for investing in a transport network that:

- Offers good, affordable travel choices
- Supports compact centres, liveable places and a strong economy
- Is safe
- Minimises impacts on the environment
- Provides for connected, resilient and reliable journeys.

Recognising that we are in an environment of economic constraint, and acknowledging the importance of aligning regional resources and target investment to areas of the greatest regional benefit. To achieve its vision, the RLTP sets out the region's priority areas for investment. These are:

- **Public transport capacity**: Build capacity and reliability into the Wellington region's rail network and into Wellington City's public transport network to accommodate future demand.
- **Travel choice**: Make walking, cycling and public transport a safe and attractive option for more trips throughout the region.
- **Strategic access**: Improve access to key regional destinations, including the port, airport and hospitals, for people and freight.
- **Safety**: Improve safety, particularly at high risk intersections and on high risk urban and rural roads
- **Resilience**: Build resilience into the region's transport network by strengthening priority transport lifelines and improve redundancy in the system.

The RLTP informs and is informed by the RPTP. The RLTP 2021-31 and the RPTP 2021-31 are being developed and publically consulted on concurrently. All public transport-related feedback for the RLTP will feed directly into Greater Wellington's consideration of the RPTP.

4.3 Greater Wellington Long Term Plan

Every three years Greater Wellington creates a Long Term Plan which outlines what it will do over the next ten years, how much it will cost, and who will pay for it. Public transport is a significant part of the regional council's long term planning focus, accounting for approximately 65% of Greater Wellington expenditure.

The 2021 Long Term Plan has as a strategic priority, an "efficient, accessible and low carbon public transport network". Strategic focus areas are:

- For mode shift - Contribute to the regional target of a 40% increase in regional mode share from PT and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving
- For decarbonisation of the public transport vehicle fleet - Reducing public transport emissions by accelerating decarbonisation of the vehicle fleet
- For customer experience - Continue to improve customer experience across all aspects of the network

To plan and budget out a decade, the Greater Wellington must make assumptions around population and demographic changes, the economy, climate change and natural hazards, technology and legislative and governance changes and how these will potentially impact Greater Wellington activity groups including public transport.

Over the 2021-31 Long Term Plan, population in the region is expected to grow almost 9%, with growth rates higher in some places than others. The region's population is expected to reach approximately 570,000 by 2030 and 632,000 by 2043 (20% growth since 2020). Population growth will not be evenly distributed across the region, with higher growth rates expected in Porirua, Kāpiti coast and the Wairarapa. While there are high levels of uncertainty around this growth, expected impacts on public transport from the changes include patronage growth outstripping capacity in the long term, and the creation of new communities requiring additional stops or routes. With an aging population, the increases in Gold Card users will put finance pressures on public transport.

The Long Term Plan forecasts ongoing impacts on the public transport system from climate change and natural hazards. Increased size and nature of weather events will drive increased transport infrastructure repair costs, increased insurance costs, and drive need for increased capital expenditure. These changes will require increased adaptation for our own assets and services such as rerouting our road and rail transport networks in response to sea level rise and storms.

New and emerging technologies are an important factor for Greater Wellington long term planning and budgeting. The emergence of new technologies presents both challenges and opportunities for public transport. New payment systems and digital 'mobility as a service' apps are changing customers' expectations. Connected and autonomous vehicles and car sharing schemes could result in significant changes to the role of public transport.

Greater Wellington's Long Term Plan 2021-31 is being developed in parallel with the RPTP.

5. What we want to achieve

In this section we will outline what we want to achieve for public transport in our region over the next ten years.

5.1 What we want to achieve

Our key initiatives for public transport are centred on the three strategic priorities of mode shift, decarbonisation of the public transport fleet and improving customer experience. Table 5.1 summarises our strategic priorities and associated initiatives.

Strategic Priority	Efficient, accessible and low carbon public transport network		
Strategic Focus areas	MODE SHIFT Contribute to the regional target of a 40% increase in regional mode share from PT and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction	DECARBONISE PUBLIC TRANSPORT VEHICLE FLEET Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet	IMPROVE CUSTOMER EXPERIENCE Continue to improve customer experience across all aspects of the network
Themes	*Provide a high quality, high capacity, high frequency core network* *Improve access to public transport* *Promote behaviour change*	*Decarbonise the Metlink bus fleet (by 2030)* *Explore ways to further decarbonise the Metlink rail and ferry fleet*	*Greater choice and flexibility for journey planning, fares and fare payment options* *Improve the accessibility of public transport for all* *Improve information; improve shelter*
Initiatives	*Provide a high quality, high capacity core network by:* * Implementing the Wellington Regional Rail Strategic Direction investment pathway of regional rail service, rolling	*Accelerate decarbonisation of the Metlink fleet by:* * Increasing the number of electric buses to 100 by 2023. * Implementing the agreed pathway to further	*Provide our customers with greater choice & flexibility for journey planning, fares and fare payment options by:* * Implementing Snapper on Rail.

	stock and infrastructure improvements. * Procuring and delivering Lower NI regional rail trains. * Working with the LGWM programme to provide Mass Rapid Transit in Wellington city. * Working with the LGWM programme to implement the bus priority action plan. *Developing and investing in bus layover. *Improve access to public transport by* * Improving multi-modal access to public transport hubs, including paid parking for park and ride through actions in our 'Smarter Connections Strategy'. * Continuing to improve public transport services through ongoing service reviews in line with growth across the region. * Tailoring services to meet community needs for example demand responsive services. * Working with our regional partners to ensure urban form and new subdivisions can accommodate public transport. *Promote behaviour change by* *Promoting mode shift to public transport and active modes through the Let's Get Wellington Moving	accelerate decarbonisation of the fleet by 2030. * Introducing the electric ferry. *Explore ways to further decarbonise the Metlink rail and ferry fleet by* * Procuring and delivering new Lower North Island regional rail trains. * Continuing to work towards a more efficient bus network. *Supporting the introduction of electric Mass Rapid Transport through Let's Get Wellington Moving.	* Phased implementation of the national electronic ticketing and integrated fares across the network. * Upgrading our Real time digital information so that it meets our customer needs now and into the future. * Enhancing our data capability to improve customer experience and business operations and planning. *Improve the accessibility of public transport for all by* * Providing information, facilities and services that are accessible to all. * Improving accessibility to railway stations and bus shelters. * Increasing service frequency. * Improving the public transport environment to increase personal safety and security.

	Travel Demand Management package. * Proactively marketing off-peak and inter-peak public transport services. * Encouraging peak spreading through levers like off-peak discount and providing additional services and capacity. * Promoting behaviour change through initiatives like work travel plans and improved digital technology.		

We will go through our strategic priorities and key initiatives in the rest of this chapter.

5.2 Increase mode shift to public transport

Mode shift is an important pillar of the Government Policy Statement on Transport and a strategic priority for Greater Wellington. The Wellington region has the highest mode share across New Zealand with 31% of the trips to work being made either on public transport, by walking or cycling. Of the 82,000 people commuting into central Wellington during the peak period, 18% are rail passengers and 16% are bus passengers.

The draft Regional Land Transport Plan 2021 has set a target of a 40% increase in mode shift to active modes and public transport by 2030. The public transport system has traditionally functioned well for single mode trips, but initiatives that enable more flexibility between modes will be key to make it easier for more people to use shared and active modes for a wider variety of trips, including the traditional journey to work or school. Initiatives to support mode shift include integrated ticketing, bike racks on buses and bike parking at stations. As we recounted in chapter 3, we have already made considerable progress in these areas to date.

Greater Wellington have worked with Waka Kotahi New Zealand Transport Agency to develop a mode shift plan to move people away from cars and onto public transport, or walking and cycling. The Wellington Regional Mode Shift Plan complements and supports Metlink strategic plans including the Regional Rail Plan which we discuss in this chapter.

The Wellington Regional Mode Shift Plan has three levers: shaping urban form; making shared and active modes more attractive; and influencing travel demand and transport choice. The focus areas that fall under these three levers are outlined in the table below:

Levers	Focus Area
Shaping urban form	• Increase development density near public transport hubs (rail and bus), and along core bus routes, and significantly improve multi-modal connections to stations/hubs • Ensure the location, layout, and design of greenfield growth areas encourages people to travel by shared and active modes • Intensification and place-making in Wellington City, particularly near future mass rapid transit and public transport corridors • Implement urban development projects (e.g. Easter Porirua including East-Porirua to City-Centre multi-modal transport corridor) to improve liveability and multi-modal access.
Making shared and active modes more attractive	• Improve rail safety, capacity and resilience by upgrading rolling stock, infrastructure and services, and purchasing additional trains to address overcrowding, provide for future growth and enable higher service frequencies • Continue and accelerate where possible Let's Get Wellington Moving, including early delivery activities, City Streets/Bus Priority Action Plan and delivery of Mass Rapid Transit • Continue to review the network across the region to deliver initiatives including bus layovers, increases in frequency, span of service and change of route (extensions and simplifications), to reduce overcrowding and improve reliability and access • Implement integrated ticketing and improve multi-modal access including bike parking and park and ride management • Revitalise town centres in the region with a focus on walking and biking for shorter trips, through permanent changes or temporary/trial interventions through Innovating Streets for People projects across the region • Make walking and cycling more attractive for getting to school by stepping up implementation of the Bikes in Schools and Movin' March programmes and delivering lower speeds around schools • Establish a connected regional cycling network by eliminating pinch points on the network and delivering transformation projects to improve access • Promote e-bike uptake and careful management by councils of rental e-scooter schemes (along with bike schemes)

Influencing travel demand and transport choices	• Progress the Let's Get Wellington Moving (LGWM) Travel Behaviour Change and Parking Levy investigations and programmes • Further develop and implement targeted workplace travel plans for hospitals and other large workplaces • Use public transport fare structures alongside integrated ticketing to encourage public transport use including inter-peak and off-peak travel • Develop Journey to Work and travel option and cost information throughout region especially on key corridors building on the Best Time to Travel campaign and Greater Wellington Mobility as a Service investigations • Facilitate availability of technology and apps as enablers for increased use of shared or active mobility choices • Update/implement parking policies to discourage long-stay on-street commuter parking and enable reallocation of road space

Making Shared and Active Modes More Attractive

Momentum is building in the Wellington region with investments in, and improvements to, active and shared mode infrastructure. Recent catch up investment is underway in our rail and bus network, several new walking and cycling facilities, the emergence of micro-mobility options in Wellington City and Hutt City and travel promotion initiatives for cycling and school travel.

To unlock mode shift across the Wellington region, ongoing investment in infrastructure and service provision is key, especially those that support increased capacity and service levels for public transport to manage overcrowding and to make public transport attractive. An evolving network of separated cycling and micro-mobility infrastructure complements the public transport developments.

Influencing Travel Demand and Transport Choices

Travel choices are influenced by a wide variety of factors, such as travel time, reliability, cost, ease of use, safety and flexibility. For service improvements in the public transport network to have the most impact on mode shift, they need to be complemented by a range of other tools that help encourage people to change the way they travel.

These initiatives can include a wide variety of both push and pull approaches to encourage use of shared and active modes or to discourage car use. They can also include financial instruments such as road pricing and parking charges to discourage private vehicle travel and that support a more efficient overall transport system.

The Let's Get Wellington Moving Travel Behaviour Change business case will be the main platform for travel demand initiatives in Wellington City. It will help minimise and capitalise on the impacts on the city of any construction to shift behaviour, and provide increased capacity and frequency of public transport services.

Public transport fare changes, parking fees and overall parking policies have a significant impact on peoples' travel choices. Public transport fare changes can help attract more people to public transport. They can be used to reduce the relative price for off peak travel and to support users with different financial or physical abilities.

Fare changes were introduced with the 2018 Bus Network review and more are planned to encourage peak spreading and along with the introduction of integrated ticketing.

The Wellington Regional Mode Shift Plan outlines key opportunities to increase mode shift. These are:

Kapiti Coast

- Nodal development and improved multi-modal access to train stations, rail improvements.

Porirua City

- Nodal development/ improved multi-modal access to train stations
- Eastern Porirua regeneration and improved urban form and access to city centre
- Access Porirua business case improvements (e.g. Kenepuru, Titahi Bay shared path, Wi Neera-Onepoto cycleways).

Wairarapa

- Increased density in nodal, centre and greenfield development (e.g. Carterton East) and ensure safe multi-modal access to rail
- Development of walking and cycling networks (e.g. Five Towns Trail, Carterton Rail Trail corridor) and ongoing crossing improvements in town centres
- Bikes in Schools.

Upper Hutt City

- Improve access to rail stations by bus, bike and on foot
- Potential access improvements to reduce severance (e.g. Totara Park).

Hutt City

- Progress RiverLink
- Fast-tracked Crown investment in Te Ara Tupua (Petone to Melling underway)
- Build on success of Wainuiomata shared path and continue with cycling network (Eastern Bays, Beltway), multi-modal cross-valley connections, and Petone to Ngaranga cycleway
- Nodal development and improved multi-modal access to stations
- Preparations for double-decker buses on network.

Wellington City

- Let's Get Wellington Moving
- Bus improvements through adding capacity by increasing frequency, more buses, and use of double deckers, and route refinement.

Smarter Connections Strategy

The Metlink Smarter Connections Strategy is a framework to assist decision makers and officers when considering choices around Park and Ride, and station access in general. Metlink developed the Smarter Connections Strategy in 2018 to provide clarity about when and where we will invest in Park and Ride facilities, and about how we manage Park and Ride as a component of the broader outcome to improve access to public transport. The strategy sets out a high level objective and a strategic approach along with guiding principles and policies for planning and managing Park and Ride in the Wellington region.

Improving travel choice is a key element of enhancing the region's liveability. Public transport is an important transport option and has significant benefits for the region. It provides access to jobs, education and healthcare, it enables more efficient use of space, and it contributes to reduced congestion, reduced emissions, and broader health and wellbeing benefits.

To increase the number of people who use public transport for travel to work, education and other purposes we need to make it easier for them to access the public transport network. Access improvements include walking, cycling and bus connections, cycle parking, drop-off facilities, and parking for different user needs. Information, signage, and ticketing systems also play an important role. Land use policies and plans that facilitate more people living near public transport hubs or stations are also critical.

There are many elements that contribute to better access to rail stations and hubs. Park and Ride plays a relatively small, but important and integral, part of this system.

Over recent years we have increased park and ride capacity and quality in the Wellington region. We now have approximately 6000 park and ride spaces with a good system of facilities at key rail stations throughout the region. This has supported growth in rail patronage and has significantly extended access to the rail network.

But the context is changing: managing existing facilities is ever more challenging as demand grows; there is growing pressure to provide more and more park and ride spaces; the cost of suitable land is rising, while the cost-effectiveness of providing additional parking spaces is falling; new technologies are emerging that provide alternatives to private vehicle use; local and central government are increasing the emphasis on a broader multi-modal access approach; and thinking is evolving about how we provide options for the first and last leg of people's journeys.

This changing context has altered the scope of what we consider when we think about, and plan for, Park and Ride. It is increasingly important that we develop Park and Ride in a more integrated way.

We also need to consider how park and ride might apply to our core bus and ferry networks, in addition to the rail network. We also need to ensure what we do in the future aligns with customer expectations.

In summary, the Smarter Connections Strategy recognises five key contextual points to frame our thinking and planning. These are:

- Land availability across the region is decreasing and using land in a more sustainable, socially focussed way is a priority
- Expanding Park and Ride as we have been is neither financially sustainable nor affordable
- Our ownership or management of busy thoroughfares like train stations and their precincts present commercial and customer service opportunities that are currently under-realised
- Easy and safe access to our stations is of paramount importance to our customers
- The environmental footprint of car parks is not insignificant and we need to more proactively mitigate this, particularly our management of stormwater run-off.

We have three key principles in the Smarter Connections Strategy that guide how we plan and prioritise our investment and resources in relation to station access. These are:

- Strategic locations
- Demand management
- Effective design.

Strategic location

Located in the right places, park and ride facilities can effectively extend the coverage of the public transport network. It is important that new or extended facilities are strategically located where they will result in an overall increase in public transport patronage, rather than just where there is demand for park and ride.

Park and ride facilities are most effective when located where surrounding land use densities or hilly topography makes feeder buses and active modes less viable. They should intercept car commuters in their journeys and be located ahead of congested bottlenecks on the road network to avoid adding to existing congestion. Considering the location impacts of park and ride facilities on localised congestion, safety and amenity around stations is also critical.

The following principles will guide investment decisions about new or extended park and ride facilities. Park and ride investment should be prioritised at locations that:

a. Expand access to the core public transport network;

b. Represent an efficient transport investment relative to other access options;

c. Maximise uptake by people who would otherwise make their whole journey by car; and

d. Intercept car commuters as early as possible in their journey and ahead of congested bottlenecks;

Park and ride investment decisions will consider:

a. The potential to improve other access options, including enhanced walking and cycling access and improved feeder bus services;

b. Whether it presents an efficient transport investment relative to other access options; and

c. The particular characteristics and needs of the local area and community.

Managing demand

Managing demand within existing Park and Ride facilities is an important part of our strategic approach. We will look to put in place pricing, enforcement and other mechanisms such as priority parking to influence behaviours and to get the best use out of our facilities.

Park and Ride is currently free of charge to all users across the region. While providing park and ride for free maximises users' convenience, it can also affect the value proposition for bus feeder services and the attractiveness of walking and cycling. In some locations, park and ride is used by other long stay users, reducing availability for public transport customers.

Introducing pricing, particularly at busy stations, can ensure customers who have a genuine need to use Park and Ride and have a willingness to pay for it, get priority access. Pricing Park and Ride spaces in high-demand areas is therefore a key tool for managing the demand for Park and Ride spaces.

The following principles are proposed to guide management of park and ride facilities in the region:

a. Available Park and Ride capacity is well-used to support public transport.

b. Park and Ride is prioritised for people with a genuine need to drive to core public transport.

c. Users make an appropriate contribution to the costs of Park and Ride.

d. Overspill parking is appropriately mitigated and managed.

In relation to these principles, Greater Wellington will:

a. Implement and enforce parking terms and conditions at Park and Ride facilities;

b. Work with local councils and the NZ Transport Agency to manage demand at locations where overflow parking is affecting amenity and accessibility of local streets and highways;

c. With integrated ticketing, use ticketing systems to prioritise use of Park and Ride facilities for public transport users; and

d. Price Park and Ride facilities as a demand management tool and to provide a user pays contribution towards costs.

Effective design

Park and Ride facilities should be designed to integrate with surrounding transport networks and land uses. They should facilitate safe and attractive access for all public transport users and should minimise adverse impacts on the local environment (e.g. storm water run-off).

Park and Ride should also be designed to adapt to user needs as new technologies and trends change the way people access stations in the future (e.g. on-demand services or automated vehicles). Their design should take account of the potential to convert them to different land uses in the future if land use strategies change and demand for alternative uses, such as transit oriented development, increases.

The following principles will guide park and ride design considerations. New, extended, or upgraded park and ride facilities will be designed to:

a. Integrate station facilities with local transport networks;

b. Improve environmental outcomes;

c. Enhance safety, security and amenity for users;

d. Provide for all access options, including active modes, drop offs and feeder bus in a way that reflects the priorities identified in the station access hierarchy;

e. Ensure flexibility to respond to emerging transport technologies and trends;

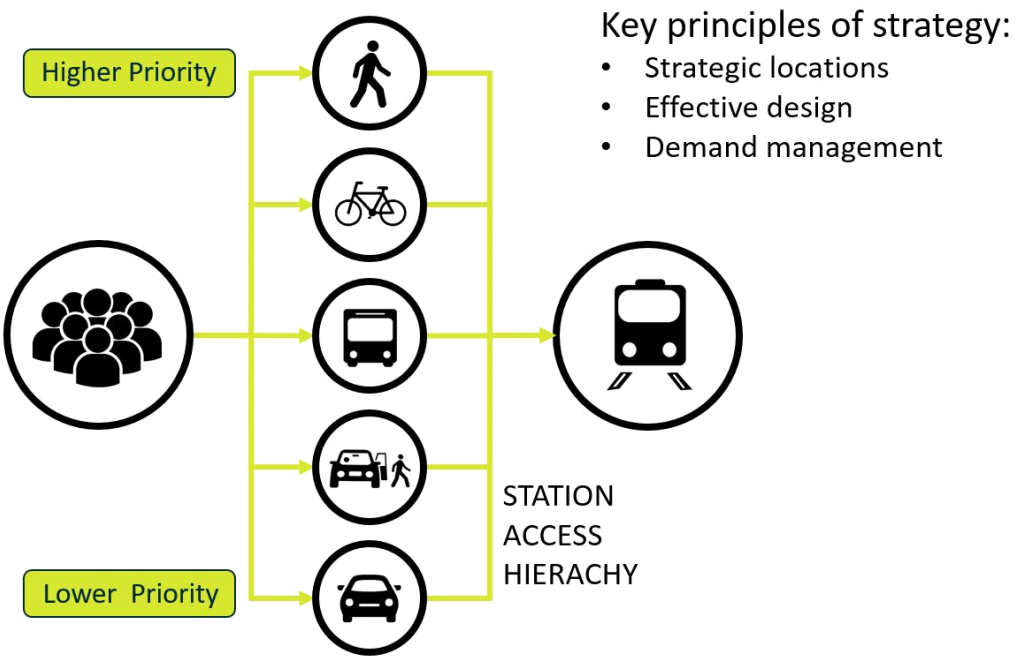
f. Support co-location of complementary services and transit oriented design;

g. Ensure alignment with future land use plans, and flexibility to respond to future land use changes.

h. The station access hierarchy is also applicable to strategic location, in terms of questioning whether Park and Ride is the most efficient investment compared to other access modes.

STATION ACCESS HIERARCHY

Park and ride facilities need to be planned and managed as part of a broader integrated strategy for enhancing access to stations. Proposed station access hierarchy:



Our regional approach

As part of a regional council, Metlink works closely with all our local council partners to plan and implement our work priorities in a way that recognises the differences across our region and even within the different local council territories. We need to consider how different local residents use and access connecting public transport. We need to recognise the differing needs of rural and out-of-region commuters. We need understand and work with the differing parking policies and enforcement regimes across the region and insure we see no unintended impacts on public transport usage from any new Park and Ride policies.

It is important that we proactively manage demand for Park and Ride in hot spots like Waikanae, Porirua and the Wairarapa, particularly through active enforcement of our Terms and Conditions and introduction of prioritisation parking for carpooling and off-peak travellers. Finally, we need to ensure our facilities are clean, safe, welcoming and comfortable and contribute to a wholesome customer experience for all our users.

Wellington Regional Hospital Travel Action Plan

Wellington Regional Hospital is one of our region's most strategically significant destinations. Over 5,000 people work at the hospital's campus. Add in patients' and visitors' travel and the hospital represents a significant transport footprint regionally, and in the Newtown area particularly. For a variety of reasons including shift patterns, staff travel to and from the hospital campus is primarily through private car use. This has created significant pressure on parking at the hospital and the surrounding streets. Finding a car parking space at peak times can be challenging and stressful for staff.

Changes are planned in the hospital area which require a rethink on staff travel to and from the hospital. The changes include proposed high-intensity housing for parts of Wellington City including Newtown, related changes to on-street parking controls, and the development of cycleways and bus priority lanes. All of these will impact on the availability of car parking spaces for staff and visitors to the hospital.

Greater Wellington, Capital and Coast District Health Board, Wellington City Council, Let's Get Wellington Moving and Waka Kotahi NZTA are working together on a new Travel Action Plan for staff at Wellington Hospital. The purpose of the Travel Action Plan is to make it easier for people working at the hospital campus to share vehicles, walk or bike and use public transport. Making it easier for hospital staff to get to and from work will lead to staff satisfaction, wellbeing, and improved staff retention and will reduce the pressure on parking at the hospital itself and in the surrounding streets.

The specific objectives the initiative hopes to achieve are:

- Reduced staff reliance on single-occupant car trips to the Hospital by making public transport, walking, cycling and car-pooling more attractive
- Increased viability of using Wellington's commuter trains to get to the Hospital by improving connections from the Hospital to the Railway Station
- Reduced demand for parking from staff on both the Hospital site and surrounding streets
- Increased range of innovative travel options tailored to the unique needs of hospital staff.

The success of the initiative will also contribute to Greater Wellington's strategic priorities of mode shift, decarbonisation, and increased customer experience. Metlink will continue to work with all the Travel Action Plan partners to explore and trial public transport options to address this issue during the course of the RPTP.

5.3 Wellington Regional Rail Strategic Direction

A strategic component of our strategic priority of mode shift is the programme of work outlined in here as the Wellington Regional Rail Strategic Direction.

The new Wellington Regional Growth Framework spatial plan, developed by local government, central government and iwi partners in the Wellington-Horowhenua region, expects a population growth scenario of 200,000 over the next 30 years.

The Regional Growth Framework indicates that 75 percent of this increase will occur along the eastern and western growth corridors north of the Wellington CBD, which extend to Masterton and Levin (in the Manawatū-Whanganui region), respectively. The growth corridors reflect the primary rail corridors. Rail, as a mass rapid transit service, is identified as a key enabler of regional growth, through intensification around railway stations and improved connections to stations.

The Regional Growth Framework recognises that rail capacity upgrades will be necessary to enable and meet the resulting demand and has identified access improvements at Wellington Station, elimination of the single track section between Pukerua Bay and Paekākāriki and service improvements north of Waikanae as being key focus areas.

The draft Wellington Regional Land Transport Plan 2021 seeks to increase the combined active and public transport mode share of journey to work trips by 40 percent by 2030. Rail currently accounts for 30 percent of all active mode and public transport journey to work trips.

Rail capacity and service levels will need to increase to respond to the Regional Land Transport Plan targets. To do this, the Wellington Regional Mode Shift Plan anticipates that current initiatives will need to be completed, including proposed improvements to signalling and longer distance services to Masterton and Palmerston North. The Mode Shift Plan supports detailed planning of further rail network improvements.

The Regional Land Transport Plan target equates to 13.6 million peak patronage by 2030 (compared to 9.7 million in mid-2019). This is considered a stretch target due to COVID-19 impacts and long lead times for infrastructure and rolling stock. However, the Let's Get Wellington Moving initiative, which focuses on the area south of Wellington Station but includes plans to increase rail demand, assumes 14.2 million peak patronage by 2035. This target is achievable if the planning process starts soon.

The Regional Rail Plan investment logic mapping process has identified the following issues that must be addressed to support these objectives:

1. Current infrastructure is not capable of safely accommodating additional trains, which restricts the options available to accommodate future demand
2. Inconsistent customer journey experience and limited rail system capacity, which constrains the rail system's ability to meet regional mode share targets and, consequently, the associated regional growth and environmental obligations
3. The condition and configuration of the rail network makes it vulnerable to service disruptions which have a flow on impact into the wider transport system.

Addressing these issues will enable Greater Wellington and its regional and central government partners achieve a vision of a safe, customer focused and efficient rail passenger and freight services to drive the region's economic development and social wellbeing in an environmentally and socially sustainable and resilient manner.

The following improvements and steps to get there are required to provide the needed capacity and make rail the preferred choice of travel.

Improvements	Steps to Improvements
Improvements to peak and off-peak frequency to make rail more convenient and accessible	Renew behind-the-scenes rail network infrastructure to enable more frequent services
Improvements to rail capacity to make rail more comfortable	Buy more trains to operate at higher frequencies and bigger trains at peak times
Improvements to rail reliability to make it more dependable	Reduce the probability of disruptions and cancellations
Improvements to overall access and station facilities to make the end to end experience more enjoyable	Station improvements that include easier access by a range of modes, such as better access for those less able and expanded shelter during poor weather

To support this, the draft RPTP outlines an investment pathway to enable us to achieve our medium to long-term public transport goals and strategic priorities. We can aid mode shift, through capacity improvements and increased service frequency by: completing the network capacity improvements and frequency improvements in 2023; replacing aging, long-distance trains with new multiple unit trains and refined service levels to Masterton and Palmerston North by 2027. This will also provide needed short-term capacity within the electrified network.

We plan to improve network safety by upgrading the signalling system to meet modern safety standards and enable future frequency by 2028. We can provide value for money, operational and asset management and planning through continuous improvement of systems, processes and capability. We can minimise transport conflicts and safety risks by undertaking a level crossing programme from 2021 – 2030. We can upgrade customer experience to aid mode shift through station facility and access improvement programme from 2021 – 2030.

We are currently planning to complete the following investigations by 2024, to ensure that improvements can be delivered within the required timeframes. These are:

- Monetised benefits of fleet decarbonisation through electrification prior to business case development for additional long-distance trains
- Capacity improvements to meet and encourage anticipated mode shift - will require changes in capacity and frequency in 2030 and 2040. Key focus areas are likely to be:
  - Traction power supply to facilitate and enable future peak train demand

- Remaining sections of single track to unlock passenger and freight capacity on Kāpiti line to Waikanae and between Pukerua Bay and Paekākāriki (10-year lead time, earliest 2030)
- Track capacity and flexibility at Wellington Station and the freight terminal junction at Kaiwharawhara (10-year lead time, earliest 2030)
- The electric multiple unit fleet needed to aid capacity and frequency by 2030 and 2040 as part of the existing Matangi fleet replacement
- Future freight frequency and capacity needs
- Establish operational reliability and resilience requirements to meet customer expectations
- Initiate lifeline resilience requirements to support risk management
- Determine service level needs outside peak periods for increase in mode shift and transport system decarbonisation
- Review network access opportunities through additional stations and/or station optimisation, including the Melling Line
- Opportunities to assist with regional urban development as identified in the Wellington Regional Growth Framework through transit orientated Facilitate regional urban development by supporting transit-oriented opportunities.

The Regional Rail Plan aims to make rail the main way for people to move between communities north of Wellington CBD by providing:

- Highly connected stations in communities where people work, live, play and learn
- An accommodating environment in which to wait
- Frequent services that are faster and more convenient to use than private vehicle
- A reliable service that recovers quickly from disruption
- Easy payment options make for a seamless travel experience
- Infrastructure and safety systems in place to enable transport
- Happy customers using rail as preferred transport from the north.

5.4 Reduce public transport emissions by decarbonising the fleet

Public transport is crucial to ensuring access to economic and social opportunities for individuals and communities in the Wellington region. The role of public transport is also key to reducing greenhouse gas emissions by getting people out of their cars. With public transport contributing approximately 3% of our regional land transport related emissions, a move to a zero carbon emission fleet and the development of a more efficient and reliable public transport network will help us achieve our sustainability goals and contribute to Regional Land Transport Plan 2021 target of a 30% reduction in carbon emissions from transport by 2030.

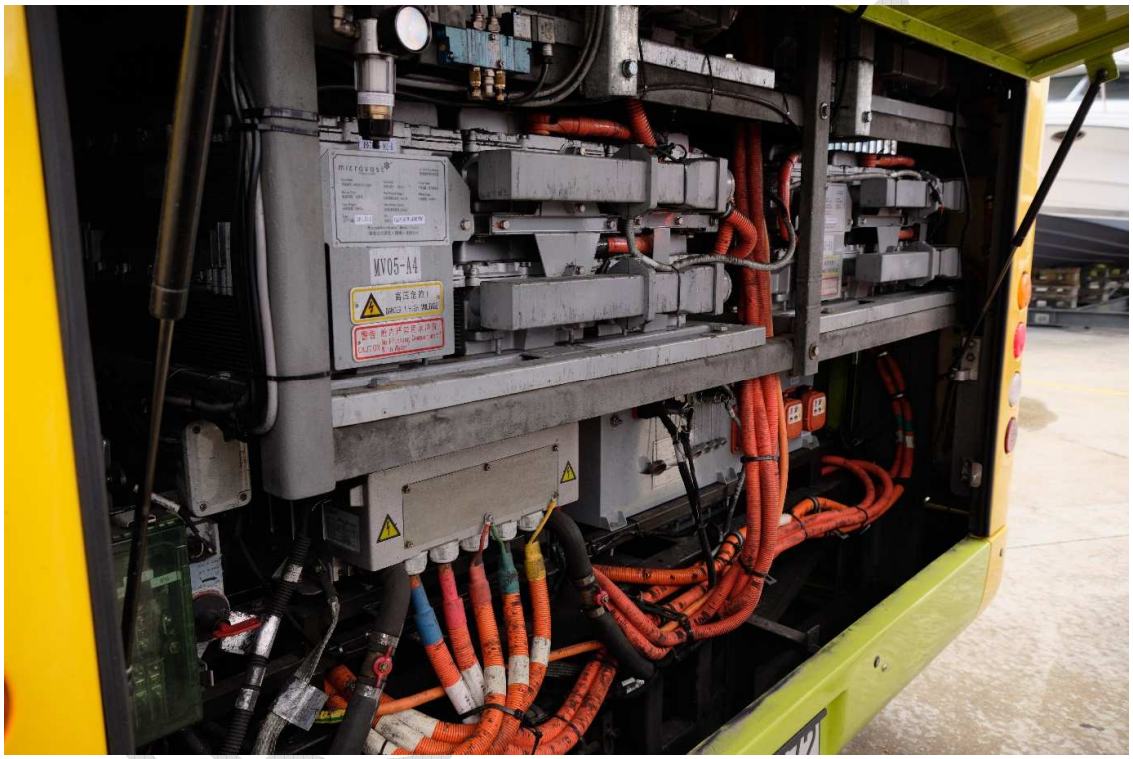
On 21 August 2019, Greater Wellington agreed to a series of greenhouse gas (carbon) reduction targets for its corporate operations and areas of direct influence:

- 40% net reduction in 2024-25 financial year
- 100% net reduction (carbon neutral) in 2029-30 financial year and thereafter
- Become a net producer of carbon credits (carbon negative) by the 2034-35 financial year.

Public transport is an area of direct influence for Greater Wellington and these targets can be directly applied to all future decisions around our investment in the public transport fleet and motive power.

Decarbonisation of the Public Transport Fleet in the Wellington Region will be a key contributor to reducing Greater Wellington's carbon footprint. Public transport currently contributes to 50% of Greater Wellington's carbon footprint (37% bus, 13% rail). Modernisation and decarbonisation of the public transport fleet and infrastructure will lead to more efficient journey times which will encourage more people to shift from private car usage. This will result in a decrease in overall carbon emissions for the region.

Buses have a lifespan of 20 years. Metlink has adopted a procurement policy where all future growth buses and retiring diesel buses will be replaced with electric buses. Most operator contracts come up for renewal in 2027. This will be the best time to transition the residual fleet not yet at the end of their lifespan. There is a significant opportunity to leverage off the Let's Get Wellington Moving initiative, in particular the Mass Rapid Transit corridor and the feeder routes - trans-urban and regional rail, arterial bus routes - required for the MRT.



Greater Wellington's starting point for decarbonisation is to 'accelerate the implementation of an electric bus fleet in the region by 2030'. In addition, the two other public transport modes, rail and ferry, are also part of our decarbonisation programme; the improvements to the locomotive hauled trains on the Wairarapa and Palmerston North lines alone providing considerable realisable decarbonisation benefits regionally.

Fleet improvements for buses, and both infrastructure investment and rolling stock improvements for trains are key elements in reducing journey times, increasing service reliability, improving passenger amenity, and contributing to increasing patronage via mode shift from private vehicles.

Bus and rail improvements are also important to Greater Wellington's strategies for increasing operational efficiency and improving environmental outcomes across the region, particularly in relation to climate change and local air quality.

An important focus for Metlink's operational and asset planning that will contribute to decarbonisation is how we work with operators and territorial authorities to ensure we have sufficiently resourced bus depots and bus layovers to service and accommodate an increasingly electrified fleet.

Greater Wellington has been modernising its fleet since 2018. The diesel buses introduced in 2018 adhere to the Euro V and VI emission standards. Only a handful of legacy Euro III buses remain in service and these are only currently used for back-up services and will be retired over the coming seven years. Improved Euro standards significantly reduce local pollution, but have little impact on carbon reduction. For this reason, Greater Wellington adopted a resolution in August 2019 that recommended all new buses commissioned into the Metlink Network be electric vehicles. Ninety-Eight electric buses will replace the aging Euro III vehicles, and accommodate expected demand growth through to 2022. Between 2022 and 2027, all growth vehicles and age replacement vehicle purchases will be electric. By 2027, not counting growth buses, over 20% of the fleet will be electric, with a further opportunity to decarbonise as the existing Public Transport Operating Model contracts begin coming up for renewal from 2027.

As set out in the previous section 5.3, through the Wellington Regional Rail Strategic Direction, Metlink is working with KiwiRail to plan rolling stock improvements, and electrification of infrastructure to both the Palmerston North and the Masterton train lines. Metlink is currently only responsible for services up to Otaki. This will require considerable investment.

East by West Ferries, our ferry operator across Wellington Harbour, has significantly invested in the development of an electric ferry, the first commercial electric ferry in the southern hemisphere. This is due to be commissioned 2021 and will require a revision of the subsidy for the service and investment in fast charging infrastructure by Greater Wellington.

There are three key challenges that need to be overcome in order to achieve full decarbonisation of Metlink bus, rail and ferry services by 2030:

1. Funding. The capital expenditure required to implement the decarbonisation agenda is significant and will require contribution from regional and central government sources.
2. The COVID-19 pandemic and the mechanisms required to manage the outbreak, have resulted in significant impact on public transport patronage, which in turn leads to revenue loss and funding shortfalls. Equally, the pandemic has impacted on central government budgets.
3. New Zealand's electricity generation is largely from renewable resources. However, a portion is still generated from burning fossil fuels. Full decarbonisation of the public transport fleet cannot be achieved until New Zealand's electricity generation is completely renewable and sustainable.
4. The consequences of climate change require the network to be more resilient in order to deal with the climate related shocks that are increasingly occurring, particularly severe weather fluctuations and sea level rise.

5.5 Continue to improve customer experience across all aspects of the network

We cannot deliver an efficient, accessible and low carbon public transport network on our own. A crucial part of delivering our service is our working relationship with our key customers, partners and stakeholders. To ensure we deliver an efficient, accessible and low carbon public transport network, we continue to partner mana whenua, central and local government organisations, customers, ratepayers, the region's residents and ratepayers, operators and maintenance providers

Our customers

We have characterised our customers into three categories. These are regular customers, customers with disabilities and impairments, and new and potential customers.

Regular customers

These customers use public transport on a regular basis to access jobs, education, healthcare, cultural activities, shops, friends, and whanau. Over half of public transport trips occur during peak periods.

Most regular customers use public transport by choice, with many choosing to live close to public transport services. Other modes of transport are often used to complement their journey, such as walking, biking driving, or getting dropped off.

However, 15% of our customers are dependent on public transport. This may be because they have no alternative way of travelling due to economic disadvantage, disability, impairment, lack of access to a private vehicle, or because they do not have a drivers licence.

With a continual focus on improvement in services, these regular customers could be encouraged to use public transport more often for instance outside of their normal peak time travel or when their circumstances change. Our regular customers require and expect our public transport network to:

- Go where they want to go, at times they want to travel
- Provide competitive journey times
- Provide value for money
- Be easy to understand and use
- Be safe, comfortable and reliable
- Provide flexibility, allowing them to change their plans
- Be safe, comfortable and reliable.

To meet these requirements and expectations it is essential we provide:

- Quick and easy payment methods
- Affordable fares
- Information and facilities that help them make a connected journey using multiple modes of travel, such as cycling or walking for part of that journey
- Accurate real-time information
- Clean and safe vehicles and facilities
- Adequate shelter from the weather in exposed waiting areas
- Services and facilities near commonly accessed places, such as work, shopping centres and medical facilities
- Prompt updates about changes to services and disruptions
- Easy to access vehicles and facilities.

Customers with disabilities and impairments

People with disabilities and impairments are a significant part of our customer base. The Human Rights Act requires us to provide access to public transport services and facilities wherever practical without discrimination. The importance of this is re-enforced by the acknowledgement that in some cases, a disability or impairment will mean that public transport is the only available or affordable mode of travel for these customers.

In addition to the features of our Total Mobility Scheme as outlined in section 2.5, our customers with disabilities and impairments require and expect our public transport network to:

- Have accessibility features incorporated into all vehicles, facilities and services that provide access equal to that of people without disabilities e.g. wheelchair-accessible and super-low-floor buses and access to trains, use of accessibility and safety standards in the design and development of public transport facilities
- Demonstrate commitment to 'Universal Design' principals and engaging people with disabilities during the design and development of new facilities and services
- Accessible information, including in formats tailored for specific needs
- Demonstrate awareness of disability rights and issues by staff who are in contact with customers.
- Offer concessionary fares
- Provide appropriate assistance when required – especially when there is a potential safety risk.

New and potential customers

New and potential customers are people who have never used or infrequently use public transport in the Wellington region. Providing them with a reason to use public transport and then a good experience throughout their journey will encourage them to adopt public transport as an occasional or preferred mode of travel.

Many people depend on a private vehicle for work or due to where they live, such as a rural area, or because of commitments such as childcare. These people are unlikely to adopt public transport for practical reasons. However, a change in peoples' circumstances, such as children becoming more independent, new house, or new job), or their expectations have changed such as increasing road congestion causing increasing journey times and cost is an opportunity for them to adopt public transport, if it can provide a viable alternative, in terms of reliability, speed, cost, and comfort.

To attract new and potential customers we need to offer:

- Frequent and reliable services that allow flexibility and options
- Comfortable vehicles and waiting facilities
- Competitive travel times
- Information that lets them know how to use public transport and makes it easy to adopt
- Value for money compared with alternatives
- Accurate real-time information about departures and journey times
- Convenient and seamless access to services and destinations
- Quick and easy payment
- Information that allows an informed choice – comparing the cost, time and benefits of various transport modes.

Customer information

Metlink is currently in the transformation phase of our customer information strategy. This phase aims to "future-proof our information and real time technology so it can be easily integrated into 'smart travel/Mobility as a Service' (MaaS) platforms, so public transport can compete in a market for travel as a viable travel option". Our target outcomes from this strategy are to:

- Retain existing customers in a competitive market
- Increase the use of public transport by less frequent users
- Encourage public transport adoption by new and non- users
- Future proof public transport in the Wellington region from the risk of commercial competition and digital disruption.

A specific focus on customer experience and the application of customer experience methods over the past three years has resulted in the identification of a range of initiatives to achieve our objectives of improving accessibility of services and growing public transport patronage, especially at peak times. This has enabled Metlink to better understand, prioritise and target customer service improvements and patronage growth opportunities.

The initiatives include the analysis of the Annual Passenger Satisfaction Survey to identify a priority list of improvements and the undertaking of a customer segmentation of the region's traveling public to understand and identify the different needs and behaviours of existing and potential public transport customers.

Insights from the customer segmentation have highlighted a number of areas for improving the customer experience, including ease of payment and ticketing, driver and guard behaviour, peak crowding and the frequency of services outside of peak. One of the most significant of these was the provision of information to help customers to plan their journey.

As well as influencing the accessibility and satisfaction of public transport with existing customers by providing real-time information about services and service disruptions, insights have proven the benefit of providing rich digital information to infrequent and new public transport customers to promote the value of public transport and encourage its adoption.

Customers have identified the information they receive to help them plan their journey, particularly information received online, as a key influence on the public transport customer experience. On this basis, Metlink considers customer information as a key customer experience 'asset', which is as important and considered with as much specific attention as our other assets, such as stops, stations, rolling stock, lines and routes and payment facilities.

Since 2011, when real-time passenger information became available in the Wellington Region, customers have come to expect accurate and responsive information to help them plan their public transport journey. Expectations of accuracy and responsiveness have increased based on customers' experiences with other digital services.

The sum of all these interactions has created new expectations of information for public transport customers, including expectations of:

- Actual, rather than predictive, real-time information – the ability to see where a vehicle is now and see exactly when it will arrive
- Comparisons between travel modes that allow an informed travel choice to be made:
  - The actual door-to-door cost for different travel modes, such as public transport, driving (including fuel, wear-and-tear and parking), Uber or taxi
  - The actual time, including the influence of travel conditions now and for the journey home, such as the weather, road works, planned disruptions and road congestion
  - Connections with micro-mobility modes in journey planning.
- Information about loading and comfort on public transport vehicles, such as whether seats are available on any given service.

Travellers who chose alternative travel modes believe that smarter, real-time information about public transport, available at their finger-tips would encourage them to use our services more.

The greater availability of travel information online is increasingly providing customers access to a wider range of travel choices. To be competitive with other modes of travel, public transport providers must start providing information that allows it to be compared as a viable option.

A range of independent travel apps such as Google Maps have been using Metlink data for some years to present Metlink services as an option, comparing door to door travel times and costs, alongside other travel modes such as driving or catching an Uber.

Local and global transport operators and technology providers are exploring and trialling 'smart travel' or 'mobility as a service' (MaaS) offerings which combine real-time travel mode choice, with integrated ticketing. The predicted increase in travel choices, through vehicle sharing, electric vehicles, autonomous vehicles and expanded uber-styled services will add new travel choices into the market increase competition for travel services.

The opportunities for public transport providers actively participating in this travel marketplace are exposure to a much wider customer base and patronage growth. The risk of not participating is that public transport becomes positioned as a lesser choice and suffers a decline in patronage over time.

This is an important consideration given most of the region's public transport travellers see public transport as a choice, rather than a necessity, for their travel.

The upgraded Metlink website and app provides definitive and useful information to existing Metlink customers and it will continue to serve this purpose, with continual improvement to keep pace with customers' expectations of usability and accuracy.

Metlink will seek to increase its reach and target patronage growth through new and niche customer groups, by investing more to provide customer information through third-party, independent websites and apps by providing Metlink open-source data and Application Programming Interfaces (APIs) that allow easy integration of data and information.

Independent travel information websites and apps can also provide a level of specialisation and innovation unlikely to be achieved by a relatively small organisation such as Metlink.

Metlink's customer information strategy is an approach for managing information and data relating to public transport services so it meets the changing needs and expectations of our existing and potential customers, by:

- Providing more accurate real-time information through a system that is future proofed to meet increasing demands for accuracy
- Providing a greater range of information to allow customers to make a more informed choice about their travel
- Providing robust open-source data and information through our customers channel of choice, including third-party/independent travel websites and apps to increase the reach of public transport information, access best practice digital innovation and reduce our overhead cost for web-development
- Ensuring our data and information can be easily integrated into future 'smart travel' and 'Mobility as a Service' platforms so public transport is competitive in a digital travel market place for travel.

Bus Network Review: Hutt, Porirua/Tawa, Kāpiti and Wairarapa

The Rest of Region Bus Network Review ran from March to May 2020. This was during the nation-wide Covid-19 response, so Metlink staff greatly appreciated the efforts of everyone who contributed to the review during that time. We connected with the rest of the Wellington region during the review including Porirua, Tawa, Hutt Valley, Kāpiti Coast and the Wairarapa. The feedback we received informed a set of recommendations we which are hoping to implement over the course of this RPTP period. The overarching recommendations are to:

- Improve the experience of transferring from bus to train (or bus to bus) and vice versa.
- Increase the span and frequency of services so that public transport is available earlier and later in the day and on Sundays and at peak periods.
- Review route coverage in light of residential growth

Improve the experience of transferring from bus to train (or bus to bus) and vice versa

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

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

Where and when possible, Metlink in the next 10 years will work to:

- Address incompatible frequencies of connecting services, especially between 20 minute train and 15 and 30 minute bus frequencies
- Optimise bus-train connections for minimal wait times, especially for train to bus transfers, recognising that there may be additional costs due to less efficient use of vehicles
- Introduce active management of connections for bus to train connections wherever such connections are shown in the published timetables, to ensure that connections are reliable even when services are delayed

- Introduce active management of connections for bus to bus connections at key locations such as Porirua Station, Queensgate, Stokes Valley Entrance and Upper Hutt Station
- Ensure that bus company key performance indicators (KPIs) take into account the importance of connections for customers
- Introducing fully integrated fares and ticketing so that customers pay a single fare for their journey, whether or not they need to transfer between services
- Review night services and school services as part of ongoing network reviews.

Increase the span and frequency of services

Metlink are reassessing service spans including reviewing the frequency and coverage of services. On some routes there are no Sunday services and buses do not operate early enough in the morning or late enough in the evening or with enough frequency at peak times to meet the needs of customers, especially those who use them to get to and from employment.

Metlink will consider if there is sufficient demand to:

- Operate Sunday services on all routes which already have services on Saturdays
- Consistently apply levels of service across the region in relation to early morning and late evening services on all days of the week and across all routes, in each level of the network hierarchy
- Provide bus timetables that offer more travel options for the journey to work in Kapiti and the Wairarapa.

Metlink are also considering whether on-demand services might be a more cost effective way of delivering the increased service levels being sought by the community. At the appropriate time, this type of service might be tested through a trial or trials.

Review route coverage in response to residential growth

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

The following minor route changes in Table 5.4 have been recommended for consideration.

Service	Consideration
Lower Hutt – Petone: Routes 120 and 110	Consider ways to improve the high frequency core route through central Lower Hutt; in particular by extending the Stokes Valley route (120) to Petone and inter-working it with the Upper Hutt to Petone route (110) to provide a high frequency service of 7.5 - 15 minutes at all times between Avalon, Hutt Hospital, central Lower Hutt and Petone.
Wainuiomata – Lower Hutt Routes 160 and 170	Consider operating either Route 160 or 170 to and from Petone Station via Gracefield (with the other route continuing to serve Waterloo Station and Lower Hutt) provided that customers would be able to transfer between the 160 and the 170 in Wainuiomata, so that customers in both route catchments (Wainuiomata North and Wainuiomata South) would benefit from improved access to the additional destinations; or operating a single high frequency route through the most well patronised parts of Wainuiomata, to replace both Routes 160 and 170, supported by an on-demand service to serve parts of the community that are not on that new route.
New Tirohanga Route	Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.
Totara Park Route 111	Consider introducing Sunday services. Consider traversing the California Drive loop only once in each return trip from Upper Hutt Station to address the perception of operational inefficiency, bearing in mind that train connections may be less convenient as a consequence.
Timberlea Route 112	Consider introducing Sunday services.
Waikanae Route 281	Extending Route 281 into the area north of Sylvan Ave, including the north end of Parata St and Charles Fleming Retirement Village.
Coastlands	Work with Kāpiti Coast District Council and Coastlands to improve bus access to Coastlands, taking into account the constraints around bus-train connections at Paraparaumu Station.
Porirua Routes 210, 220 and 226	At the time of the next Porirua network review (in light of current roading and residential developments in the area), consider ways to integrate Routes 210, 220 and 226, to enable a high frequency core route through central Porirua between Whitireia Polytechnic and Porirua Station.

Kenepuru Route 60	Implement the proposed diversion of Route 60 via Kenepuru Landing to serve the new residential area and retirement village on the old Porirua Hospital site.
Elsdon Route 226	Consider ways to include Raiha St in a bus route, possibly by varying the Elsdon route (226) in order to serve Te Korowai Whāriki residents.
Ascot Park Route 220	Consider extending Route 220 to Aotea Countdown (Whitford Brown Ave / Routeburn St roundabout) to enable two-way operation along Conclusion St (to eliminate the confusion and inconvenience associated with operating the long-standing Ascot Park loop).
Whitby and Papakowhai	At the time of the next Porirua network review, consider ways to: • Increase coverage in new parts of Whitby and Papakowhai • Improve connections with trains at Paremata and Porirua • Provide more direct services for Whitby • Provide a hybrid network of fixed route and on-demand services to provide additional coverage (given the low density nature of development and the preponderance of lengthy cul-de-sac subdivisions)
Tawa	Consider a trial of on-demand services to connect the extremities of Tawa (such as the area east of the motorway) with train stations and with bus Route 60.
Wairarapa	Consider better coverage of bus routes in the Masterton area, including to rail services. Develop a plan for more frequent trains to and from Wellington in line with the availability of additional rolling stock, currently expected to be 2025.

5.6 Let's Get Wellington Moving

Let's Get Wellington Moving is a joint initiative between Wellington City Council, Greater Wellington, and Waka Kotahi the NZ Transport Agency.

Let's Get Wellington Moving's objectives include enhancing liveability, providing efficient and reliable access to support growth, reducing reliance on private vehicles, and improving safety and resilience. With the current transport network under pressure from increasing travel demand, the need to move more people with fewer vehicles is a key strategic response.

The focus of the programme is multimodal access to and around the area from Ngauranga Gorge to Miramar, access to the port, and connections to the central city, Wellington Hospital, and the east.

Let's Get Wellington Moving's regional partners, including Greater Wellington, have agreed a collaborative approach to transport system investment taking a wider regional approach. This will prioritise walking, cycling and public transport in the central city, and improvements to public transport, such as a mass transit through central Wellington. Complementary to these are the Regional Rail Strategic Direction focus of increasing the capacity of commuter rail to enable more people to travel to the central city without a car.

Let's Get Wellington Moving makes a significant contribution to the three Metlink strategic focus areas: increase mode shift to public transport; reduce public transport emissions by decarbonising the fleet; and continue to improve customer experience across all aspects of the network.

How Let's Get Wellington Moving will impact Metlink customers

Wellington CBD has the region's highest concentration of jobs. Many people who live outside Wellington city travel to, from, and through the central city for work, leisure, to shop and to get to the airport or hospital. What happens in the central city has an impact on people and communities throughout the region.

For Metlink customers, Let's Get Wellington Moving's bus priority initiatives will mean faster and more reliable journey times through key suburban corridors and through the CBD and a step change in capacity and comfort to and from the east. Let's Get Wellington Moving will also make public transport a relatively more attractive option for customers from the Northern parts of our region, increasing the importance to customers of a quality rail service with sufficient capacity.

Mass Rapid Transit (MRT) is a frequent, high capacity, high quality form of public transport, usually separated from other traffic. There are a number of options for the type of MRT system suitable for Wellington including trackless trams.

MRT is intended to bring faster, more comfortable and reliable journeys to and from the south and east of the city, as well as those travelling from the north and west who may wish to continue on through the city. MRT will be designed to offer a high level of customer experience similar to metro rail. Travel outside of peak times will also become more attractive to the Metlink customer through travel demand measures including the possible introduction of parking levies in Wellington City, currently being investigated.

Bus priority, walking and cycling

A significant component of Let's Get Wellington Moving is a programme of investments into bus priority, walking and cycling which is designed to:

- Create a more people friendly and liveable city with attractive streets and places where people can move safely and easily when walking
- Reduce reliance on private vehicle trips by making strategic public transport corridors safe, more efficient and reliable, with easy connection points
- Reduce reliance on private vehicle trips by creating connected, safe and efficient access by bike
- Create a low carbon future transport system which is more resilient, supports growth, and is adaptable to disruption by providing safe and attractive transport choice.

Within this programme, Let's Get Wellington Moving has two projects which are prioritised for early delivery: Golden Mile and Thorndon Quay / Hutt Road.

The objectives of Golden Mile are to improve efficiency and reliability of buses, as well as improving convenience and comfort of people waiting for, boarding and alighting buses. Golden Mile supports Metlink's mode shift and carbon emission reduction goals. The benefits to Metlink customers include: reduced wait times at bus stops on the Golden Mile; improved legibility of signage and wayfinding on routes; improvements to the quality and condition of bus stop infrastructure, improving the comfort of waiting customers; and increased reliability and reduced journey times making services more accessible and attractive.

Reconfiguration of the Golden Mile corridor may enable some increase in peak hour bus throughput with the scale of this increase dependent on the final option selected. Accordingly, this may enable improved capacity through more rapid circulation of buses without new buses or any significant increase in direct bus operational costs. This may also enable broader network level improvements.

The ability for the Golden Mile to accommodate additional growth is finite however and the Let's Get Wellington Moving programme signals that ultimately a second public transport spine through the central city is recommended to increase the public transport capacity needed to support growth and to further improve service reliability.

A primary investment objective of Thorndon Quay / Hutt Road project is to make bus journeys more reliable and attractive between Ngauranga and CBD. Improved bus movement on Thorndon Quay / Hutt Road will improve effectiveness and capacity of bus network through increased circulation of buses, without new buses or any significant increase in direct bus operational costs. An objective is to cater for future growth along the corridor, and to the north and west of it. This project supports Metlink's mode shift and carbon emission reduction goals.

Customers can expect faster and more reliable public transport journey times through Thorndon Quay / Hutt Road as well as improving convenience and comfort of people waiting for, boarding and alighting buses. Faster and more reliable Metlink journey times through Thorndon Quay / Hutt Road will make Metlink public transport a more attractive travel choice, particularly from the northern suburbs.

5.7 Integrated Fares and Ticketing

Across the Metlink public transport network a variety of fare payment methods are in place, including cash and Snapper on bus, cash and paper tickets on rail, and cash, paper tickets and EFTPOS on ferry.

COVID-19 significantly altered the operating environment for public transport. During initial COVID-19 Alert Levels 4 and 3 concerns about physical distancing and transmission risk led to the removal of cash fares and cash and ticket handling across the Metlink public transport network.

Funding to cover lost fare revenue was made available by Waka Kotahi NZ Transport Agency (NZTA) to Metlink during COVID-19 Alert Levels 4 and 3. On 1 July 2020, we resumed the collection of fares. Our national pandemic response and consideration of our future operating environment has required us to increase and accelerate our focus on ongoing preparedness and resilience across our network, particularly in relation to our ability to collect fare revenue.

Metlink is preparing for the transition to the National Ticketing Solution (NTS). Public transport providers around New Zealand have implemented interim ticketing systems such as Snapper, as a way of incrementally improving fare payment methods and to ensure a smooth transition for customers and operators to the NTS.

Enhancing fare collection efficiency and effectiveness aligns with Metlink's longstanding vision for the delivery of a world-class integrated public transport network for the Wellington region, with high levels of accessibility, quality, reliability and flexibility. The draft RPTP 2021-31 sets out the key policies and actions relating to revenue protection. Policy 6.6.f sets out actions to ensure that all users pay the correct fares.

In line with this policy, in March 2018, the Sustainable Transport Committee endorsed a Metlink Revenue Protection Strategy 2018-21. This strategy will be extended following the review of the RPTP. The strategic approach within the Strategy is based on themes: Preventing Revenue loss; Engaging with Customers; Enforcement; and Monitoring and Reporting.

The approach to prevent revenue loss in the Strategy is through:

- Providing simple and easy to use and robust fares and ticketing systems that provide good value for customers and encourage compliance
- Maximising use of electronic ticketing and minimising use of cash fares
- Ensuring there are robust process for fare collection, cash and ticket handling, revenue reconciliation, and bank transfers.

In the context of Metlink operating in a COVID-19 environment, we also need to ensure we have ongoing resilience to continue to operate and deliver essential public transport services to our communities, including our ability to collect fare revenue.

Fare collection across the network

On board cash fare payment and paper ticket use is still a considerable part of fare payment on the Metlink public transport network. Currently on the bus network, approximately 80% of fares are paid using Snapper and 8.5% using cash. It is estimated 15% of rail fares are paid on board using cash and paper tickets are still used as the primary fare collection method on rail. On ferry, approximately 11% of boardings are paid for by on board cash payments. Levels of cash payment on buses varies between different parts of the region and between peak and off-peak times.

Cash and paper-based fare collection on Metlink's rail network is not in line with rest of the network. This creates complexity and inefficiencies for customers and the rail operator. It creates difficulties in collecting fares during peak periods and during events, and limited patronage data makes it difficult to provide evidence-based insights for the operational management and planning of services.

To address these issues while we prepare for the introduction of the NTS, Metlink considered a range of contactless payment technology options for rail and decided to test the extension of Snapper to the Metlink rail network. This was particularly because we would be able to utilise aspects of the current Snapper service already provided to Metlink such as technology, fare structure and data management, thus allowing Metlink to minimise implementation costs.

Many rail customers are already familiar with Snapper use on bus and therefore adopting Snapper on rail creates a convenient and simplified payment experience for customers. It also allows customers to benefit from an 'integrated' experience, using the same fare payment media across the network.

Implementing Snapper on rail is expected to achieve a similar shift away from cash to bus, within an equally short timeframe - partly as rail services have a high proportion of peak commuter patronage and partly as a proportion of rail users are already also Snapper users on Metlink bus services.

Modern rail ticketing systems require customers to 'tag-on' and 'tag-off' at stations (for example, at stand-alone validators, rather than as they board or alight from trains). This is to ensure the safe management of boarding and alighting and to ensure customers can board and alight as quickly as possible. Consequently, extending Snapper to rail is requiring us to install platform fare payment equipment.

Implementation of on-platform payment technology is also required for the NTS and the early works such as determining the location of validators, and gaining approvals for installation can be completed in parallel with the current procurement process of a ticketing supplier. Technology is also able to be swapped out when NTS is ready for deployment. Completing this early work as soon as possible allows Metlink to be better placed for the deployment of NTS.

We are currently rolling out a customer communications and transition strategy for the introduction of Snapper on rail. We are currently using phased implementation to test the technology and refine the customer experience.

International and local experience shows that customers increasingly prefer, and use cash free methods of payment for public transport. The reason for this is the key benefits for customers including access to fare discounts, convenience, and ease of boarding allowing for faster journeys. Many customers also prefer to use non-cash payment in order to track and manage their travel budgets (and often, that of their dependants).

In our regular customer satisfaction survey when passengers are asked about payment, 'Convenience of paying' is one of the poorer performing aspect of service in the survey with rail customers, with 68% satisfaction with rail customers, compared to 78% satisfaction with bus customers.

There is an opportunity to allow easy transition to NTS for customers, by ensuring customers are able to adjust to new payment technology, particularly for rail where contactless payment on rail will be unfamiliar for some customers.

Like all participating regions to the NTS, Metlink will need to carry out a major change programme to transition to the NTS, including customer behaviour change and communications, the installation of infrastructure including validators on buses and at rail stations, and business preparedness internally and with operators and suppliers.

Most of this work cannot be planned in detail until the final nature of the ticketing solution is known and the NTS timeline becomes firmer. However, there is preparatory work that Metlink is carrying out in advance, such as investigation and feasibility for the installation of ticketing equipment at rail stations and supporting customer experience initiatives.

The preparation and implementation of any changes to fare payment systems are the same in terms of the activities Metlink needs to undertake to transition. Therefore, there is significant benefit from customer and business perspective to begin this transition process as early as possible.

To guide the design and implementation of initiatives the following set of principles have been developed:

a Initiatives should be customer-centric by:

i Enhancing the customer experience by being simple, flexible, convenient and reliable

ii Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices

iii Ensuring that initiatives are designed iteratively with customers, through testing, trialling and customer engagement at each stage

iv Ensuring that off-board cash payment for purchase of ticket products remains available for customers who may still require such an option

v Ensuring that reload channels are extended to provide convenient access to customers.

b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision by:

i Strengthening the ability to collect fares and protect fare revenue

ii Enhancing the extent and quality of travel behaviour and patronage data for analytical and planning purposes

iii Being introduced manageably and progressively, for example, with pilot phases and in a targeted or phased manner on specific routes or services

iv Generating early gains through prioritising initiatives for maximum effectiveness

v Ensuring close monitoring of progress and effectiveness from customer, patronage, and revenue perspectives, to enable evaluation and optimisation as necessary

vi Being supported by Metlink service operators and service providers

vii Contributing to the health and safety of operational staff and customers.

c Initiatives should demonstrate cost and risk optimisation by:

i Being subject to due diligence processes such as feasibility investigation

ii Being able to be implemented at low cost, and ideally within existing budget approvals

iii Being able to be implemented in a timely manner and ahead of NTS implementation to maximise customer benefits and to avoid complexity for customers and operators.

d Initiatives should contribute to Metlink readiness for and future transition to the NTS by:

i Allowing for, and aligning with the planned transition to future NTS and subsequent integrated fares

ii Introducing customer experience improvements which converge progressively with anticipated NTS customer behaviour

iii Encouraging behaviour change away from cash payment on board services by promoting increased use of contactless fare payment.

NTS is expected to deliver a new electronic account-based payment system able to be used by public transport customers nationally.

This draft RPTP 2021-31 has been written in a dynamic and exciting time for public transport in the Wellington region. We expect that the introduction of the NTS will see us releasing variations on the RPTP in the coming 3 to 10 years.

5.8 Mana whenua and our public transport journey

Greater Wellington is committed to working with Māori to build strong, connected and successful whānau, hapū and iwi and protect our natural resources.

To do that, we know we need to maintain our relationships with mana whenua. We need to have clear goals and aims which let us track how we are doing. We also need to be open to new ways of doing things, and we need to help taurahere/mātāwaka to participate fully in whole of community issues.

Greater Wellington's partnership with mana whenua is described in detail in the Memorandum of Partnership. This partnership can be seen in action through mana whenua representation in Greater Wellington groups, committees, projects and land management arrangements.

Metlink is introducing policy and actions on partnering with mana whenua for the first time in this RPTP 2021-31. The policy, "Partner with mana whenua to improve our responsiveness to Māori customers" and associated actions can be found in section 6.2 of this document.

5.9 Supporting the transport disadvantaged

The provision of travel options and access to basic community activities for all members of the community is one of the key roles and social benefits of the region's public transport system. This section provides a definition of transport-disadvantaged people and outlines specific initiatives to improve the accessibility of the public transport system for people with specific transport needs.

The Land Transport Management Act 2003 defines transport-disadvantaged people as: "people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)".

A range of personal, demographic, social and geographical attributes is likely to restrict accessibility to and the use of public transport services and facilities. Various reasons can impede people's mobility and access to basic community activities and services. These include:

- Age (youth and elderly)
- Physical and mental disabilities
- Health problems
- Low income
- Lack of access to a private vehicles
- Lack of accessible public transport services.

Taking these attributes into account, Greater Wellington considers that the following groups are more likely to be transport disadvantaged than the average Wellington population:

- People with physical or mental disabilities
- Elderly people (aged 65 and above)
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People in households without private vehicles.

Greater Wellington believes that the provision of a comprehensive network of public transport services, as described in this Wellington RPTP will go a substantial way towards providing for the access needs of the transport disadvantaged, as the network provides a high level of access to locations for work, education, health care, welfare services and shopping.

The following provisions in the Plan will assist the transport disadvantaged:

1. Policies and methods that improve the accessibility of the public transport network as a whole removing barriers to public transport use for the transport disadvantaged, e.g. wheelchair-accessible and super-low-floor buses, access to trains and the provision of information
2. Incorporating accessibility and safety standards into the design and development of public transport facilities and infrastructure, with a particular focus on the location and design of drop-off and access points in park and ride facilities, interchanges and car parking areas
3. Engaging the disability community early in the co-design of our services
4. Increasing the provision of accessible information, including in formats tailored for specific needs
5. Providing concession fares for children, tertiary students, people with disabilities and elderly people (the latter through the Government-funded SuperGold card scheme), and introducing off-peak fares
6. The provision of targeted services, including school bus services and community services to provide access to local centres where normal local services are not viable
7. The provision of targeted rural services linking outlying towns
8. Supporting specialised services and assistance for disabled people under the Total Mobility scheme, including the provision of specialist training to drivers of taxi services and the installation of appropriate signage and equipment
9. Introducing a requirement for disability awareness training for all operational staff who are in regular contact with customers
10. At the time of a service removal, supporting alternative travel options for transport disadvantaged people who have previously relied on that service.

5.10 Measuring our performance

As a publically-funded service, it is important that our service performance is measured and reported. Metlink's performance measures are set out in the Long Term Plan and our actual performance against these targets is published in the Greater Wellington Annual Report. Metlink has specific measures in the Long Term Plan relating to:

- The percentage of rail users who are satisfied with their trip overall
- Percentage of bus users who are satisfied with their trip overall
- Annual public transport boardings per capita
- Percentage of scheduled services delivered (reliability)
- Percentage of scheduled services on-time (punctuality)
- Percentage of users who are satisfied with the provision of Metlink information about delays and disruptions
- Percentage of passengers who are satisfied with overall station/stop/wharf
- Average condition rating of all bus shelters maintained by Metlink
- Percentage of users who are satisfied with the overall service of the scheme.

5.11 Innovations in public transport

Metlink will continue to work with its partners across New Zealand to trial new technologies and service innovations to enhance customer experience and contribute to our goals of mode shift and decarbonisation of the public transport fleet. Work on integrated fares and ticketing is underway and we are continuing to use travel data and customer insights to continually improve the public transport network.

One area we will be exploring during the course of this 2021-31 RPTP is in the provision of On-Demand Public Transport (ODPT) to complement or replace some conventional public transport services or to provide services in areas not currently served by public transport. ODPT has a range of characteristics which could suit deployment in different parts of our region. These characteristics include:

- ODPT is demand-driven which builds in flexibility for route coverage and scheduling
- Ability to use smaller, more efficient vehicles to service lower patronage areas and urban areas which conventionally-sized buses struggle to access
- Booking and payment is facilitated through a technology platform like an app and guarantees your ride regardless of the number of other users
- Can use autonomous vehicles for first mile/last mile transport provision.

ODPT presents us with the potential to deliver more efficient and improved services on lower patronage, lower density routes, and to cover first mile/last mile portions of the individual transport journey. Using ODPT will also potentially allow us to redeploy conventional buses from lower patronage routes to increase capacity on high patronage services.

There are many considerations we will have to factor in before we can trial ODPT. These include:

- Understanding which routes or areas not currently served by public transport could provide sufficient demand for ODPT provision
- Understanding the economics of ODPT i.e. the balance of operating costs, cost recovery through fares and government subsidy such a service may require to be viable
- How to design such services so they can integrate with the existing network delivering a more efficient service with improved levels of customer service
- What technology platforms can be deployed to underpin ODPT provision
- What an ODPT operator contracting model would look like for Metlink.

Waka Kotahi NZ Transport Agency has worked with Environment Canterbury to trial ODPT in Timaru District providing important lessons for other regional councils to consider for future service provision.

Transit-orientated development is an urban planning approach which maximises the amount of residential, business and leisure space within walking distance of public transport. Greater Wellington will have an increased focus on transit-orientated development over the course of the RPTP as we consider how we can work with our Territorial Authority partners across the region to develop a region-wide approach.

6. Achieving our goals: objectives, policies and actions

This chapter sets out the policy areas and supporting objectives, policies and actions proposed for the new RPTP. The policies reflect our strategic direction, and deliver on our goals and the strategic focus areas and themes described in Chapter 4.

Our proposed policy areas are:

1. Customer experience and information
2. Partnering with Mana Whenua
3. Accessible service design and planning
4. High frequency, high quality core network
5. Quality of services and infrastructure
6. Fares and funding
7. Providing for people with limited access to public transport
8. Procurement, service delivery, and monitoring

Strategic Policy

- Work with transport operators, tourism agencies and local councils in developing strategies that benefit the regional economy and wellbeing
- Encourage mode shift through business and school travel plans
- Reduce public transport emissions by decarbonising the Metlink fleet

6.1 Customer experience and information

A customer-centred approach to public transport includes:

- An understanding of, and response to, customer needs - using customer insight and data to identify opportunities and co-design improvements
- Ensuring every part of our service keeps pace with changing customer expectations and new technologies
- A proactive approach to dealing with complaints
- A strong focus on customer service in contracts and supplier relationships
- A consistent brand that helps customers to experience the network as a single integrated network
- Ensures that mana whenua values and aspirations inform and enhance our customer experience and network design

- Continual improvement and innovation of our services to help retain our existing customers and grow patronage.

Proposed policies – Customer experience and information

Policy	Actions
Objective: A service that responds to customer needs	
a) **Provide easy-to-access and intuitive information to customers**	- Manage our timetables, signage, website and app to provide accurate, accessible, up-to-date, consistent, and user-friendly information - Have a more flexible and responsive information publishing process - Provide accessible information - Maintain a contact centre that offers public transport information and collects customer feedback
b) **Collect and use travel data and customer insights to continually improve the public transport network**	- Provide a range of opportunities for solicited and unsolicited customer feedback on all modes, including research and where appropriate co-design, ensuring processes take into account the broad needs of our customers and communities - Continue to improve Metlink's system for recording, reporting and responding to customer feedback, compliments and complaints, providing a consistent approach and ensuring clarity and insight on the respective responsibilities of Metlink and operators - Use customer data to help improve the public transport network
c) **Provide a consistent brand experience across our public transport network**	- Ensure the Metlink brand is recognised by customers as the Wellington region's trusted public transport provider - Develop, implement, and manage Metlink branding so that it consistently covers all public transport services, information and infrastructure to assist customers to identify and use the public transport network. This includes infrastructure and assets owned by our transport partners - Maintain a flexible approach to branding in relation to heritage, special places and urban design - Provide for the Metlink and operator brands to be co-branded as appropriate - Ensure that the placement of advertising or other media does not compromise passenger visibility, the customer experience and values of Greater Wellington

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d) Provide a consistent customer experience across the public transport network	- **Provide a consistent level of customer service across modes and services layers** - **Require all staff to undertake and maintain customer service and disability awareness training** - **Provide consistent fare products across modes and services** - **Standardise levels of service for infrastructure, including stations, stops, and interchanges, through the asset management process according to levels of service**
e) Promote the public transport network to influence positive behaviour for customers	- Encourage behavioural change for payment methods, compliance with conditions of carriage, travel patterns and etiquette - Ensure that service changes are well communicated through a variety of channels - Ensure the specific requirements of customers with access needs are met - Ensure communications are clear with our operating partners
f) Promote public transport to influence behaviour change to support mode shift	- Use promotions to increase utilisation of public transport services and to customer segments with the highest potential for increased public transport use - Encourage awareness of journey planning tools and fare products that suit a range of customer needs
g) Ensure we keep pace with customer expectations of smart and accurate digital information and interactions	- Continually improve the accuracy, usability and reach of real-time information on all our digital channels - Implement the on-bus announcement system on key bus routes. for improved and accessible customer information - Provide open-source public transport data to allow third-party travel planning websites and apps to develop a wide range of information solutions to improve access to information for customers, including those in the disability community - Explore options in the mobility marketplace for customers to choose and pay for travel modes that best meets their needs - Participate in a ticketing solution that makes payment for all public transport efficient and easy for customers, and enables them to review and manage their journey and payment information
h) Apply consistent Conditions of Carriage	- Maintain consistent Conditions of Carriage across all modes

6.2 Partnering with Mana Whenua

For over a quarter of a century mana whenua and Greater Wellington have worked together. Te Pane Matua Taiao (Greater Wellington Regional Council) and our six mana whenua partners work together in a unique way. This partnership is important to us, as it ensures our partners can be recognised and supported in maintaining their role as kaitiaki (guardians) of their ancestral lands.

Policy	Actions
Objective: An effective partnership with mana whenua	
a) **Partner with mana whenua to improve our responsiveness to Māori customers**	- Build strong enduring relationships with mana whenua through all facets of public transport delivery - Explore Māori values and sustainability interface within a Responsiveness to Māori framework - Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy - Work with mana whenua to reach communities and build relationships to encourage public transport use - Ensure that Māori values are considered in the built environment through our design principles - Extend the use of Te Reo Māori in customer information channels and fare payment methods

6.3 Easy to access network design and planning

Policies in this area guide the planning and development of public transport services over time, and our overall approach to the design of the network. Our proposed policies are intended to provide greater clarity and a more consistent approach to how we plan, monitor and adjust public transport services in order to:

- Facilitate more coherent and principle-based decision making
- Clarify for customers what they can expect from the network, thereby improving transparency
- Support stronger partnering with operators to deliver services
- Support greater use of customer insights and data in the planning of services.

Metlink uses design principles to guide the planning, review and adjustment of services.

Design principles

The design of the public transport network of services is based on an integrated approach, which aims to provide a simple, cohesive and consistent route structure, where routes meet at logical transfer points, and where arrival and departure times are coordinated. With this approach, the network of services is designed so that customers will experience:

- A simple network with a clear structure that is easy to understand
- A connected network that enables anywhere-to-anywhere travel, and where it is easy and affordable to transfer between services
- A consistent network that provides a consistent customer experience across the network that recognises demand and wider community outcomes
- An optimal network that improves journey times and makes the most efficient use of resources to achieve the best outcome and value for money.

Metlink uses Service Delivery Thresholds when planning for new or amended services.

Criteria	Definition	Weighting
Appropriate density and land use characteristics	- Minimum 15 dwellings per hectare; and - Minimum 2,700 usual resident population within the catchment area* - Location of urban hubs, employment and education centres, and other destinations of significance	**30%**
Sufficient demand	- Minimum regular use of 4+ passengers per trip and at least 20% cost recovery - Whether demand for any one trip exceeds total vehicle capacity - Specific cultural, sporting and social events	**30%**
Increased transport network efficiency and improved environmental outcomes	- Improved efficiency of key transport spines, particularly during peak - Consideration of route location, speed and directness - Developed network access to encourage mode shift	**20%**
Inherent social utility – improved network access and demographic considerations	- Proportion of people living in disadvantaged areas, without private vehicles, or other accessibility issues - Services providing for travel to school in urban areas where the school is not on the regular network or where additional capacity is required to meet demand - Bringing public transport to within a 5-10 minute walk of passengers	**10%**
Other Considerations	- Upcoming developments and population growth	**10%**

	- Connecting the regions - Efficient transfers and trip chaining	

***** Catchment area can be identified as 400-800 metre buffer around stops on the proposed route. If there is employment in the area this can be added to the population to meet threshold.

Proposed policies – Service design and planning

Policy	**Actions**
Objective: A simple, connected and integrated public transport network that attracts and retains customers and encourages mode shift	
a) Provide a simple, layered network of services (core, local, and targeted) that is easy to understand and meets a diverse range of travel needs	- Plan an integrated network using the following layers of services: ○ Core services: the urban rail network and frequent bus services, providing high capacity services between centres and along key corridors ○ Local services: include all day medium to low frequency services connecting residential areas, town centres, activity centres, and feeding core routes ○ Targeted services: to meet specific access demands, including peak only services, school services, night bus services, and community services to provide access where regular all-day services are not viable or appropriate - Consider introducing or trialling new technologies or innovative options to provide travel solutions for customers whose needs cannot be met by standard public transport services
b) Provide a public transport network that maximises the range of travel options and destinations	- Design routes that provide easy access to nearest town and city centres for local shopping, services and employment. - Design routes, interchanges, timetables, and provide accessible services, infrastructure, and fares that make it convenient and safe to connect between services - Work with local councils to integrate land use and public transport planning to facilitate the provision of services in new development areas and provide for bus layover - Provide communities with the most appropriate type and frequency of services in line with the Service Delivery Thresholds
c) Monitor and review services to ensure they meet customer needs and are affordable for	- Monitor the performance of services, operating units and the network and undertake regular service reviews and adjustments to ensure services are provided in line with the Service Delivery Thresholds and available funding - Use travel data and customer insights and community engagement to inform the review and planning of services

users and communities	
d) Provide achievable timetables and reliable, punctual and customer focused services	- Ensure that timetables are based on actual monitored travel times and provide adequate time for connections between services - When carrying out service reviews, develop timetables that enable, where possible, services depart at regular intervals - Continue to make real-time information available to operators for performance monitoring and fleet management
e) Consider environmental and health outcomes when planning the public transport network	- Ensure that environmental, sustainability and health outcomes are considered in the planning and provision of the public transport network - Ensure planning that is consistent with mana whenua values as kaitiaki

6.4 High frequency, high quality core network

This policy area is focused on providing a high quality, high frequency core network that attracts new users by improving public transport journey times and reliability.

When bus services mix with traffic, journey times and reliability are affected. Measures that give priority to public transport services, such as bus lanes and traffic signal priority are important tools. Greater Wellington will continue to work with our partners, including Wellington City Council and Waka Kotahi NZ Transport Agency to plan and prioritise public transport on the most congested sections of the core public transport network, and develop dedicated bus priority where needed.

We will also increase the capacity of the existing rail network, through shorter and longer term initiatives. This approach to delivering public transport applies across all modes, including rail and bus, and potential new modes such as Mass Rapid Transport.

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Proposed policies – High quality, high capacity, high frequency core network

Policy	Actions
Objective: A high quality , high frequency core public transport network that improves journey times and reliability and attracts more users	
a) Provide mass rapid transit from Wellington Station to Wellington Hospital and the east and south	- Work with Let's Get Wellington Moving to progress investigation and design of Mass Rapid Transit between the Railway Station and the Wellington Hospital and the east and south
b) Provide infrastructure and services to support a high quality, high capacity, high frequency core network	- Develop a growth strategy to inform investment in public transport services, fleet and infrastructure, and provide for the long term development of services on the core public transport network - Implement currently identified improvements to introduce the new rail service patterns to improve frequency and capacity - Develop detailed business cases to support increased rail services to Palmerston North and Masterton - Continue investigating the provision of public transport connections between Porirua and Hutt Valley - Develop a bus layover strategy to plan for changes to the urban environment, asset ownership and changes to patronage and service provision
c) Improve public transport journey times, reliability and resilience on the core public transport network	- Work with KiwiRail and other stakeholders to improve the reliability, resilience, accessibility, punctuality, frequency and speed of rail services - Work with Let's Get Wellington Moving to progress investigation and design of the public transport components of the programme, focused on bus priority measures on the core network including along the Golden Mile and to Thorndon Quay / Hutt Road - Work with Let's Get Wellington Moving to provide high quality high frequency, attractive public transport on a second spine along the waterfront quays - Work with Wellington City Council to deliver the Bus Priority Action Plan of bus priority improvements on core corridors in Wellington City in alignment with the Lets Get Wellington Moving programme

	- Work to develop bus priority programmes in Porirua and Hutt Cities - Work with other Councils to develop and deliver a prioritised programme of bus priority improvements on core bus corridors across the region - Work with Capital and Coast District Health Board to identify opportunities to make it easier for people working at Wellington Regional Hospital campus to use public transport to get to and from work - Identify opportunities to improve journey times by optimising service levels and the spacing of bus stops in relation to demand. - Work to remove duplication in the Wellington CBD to minimise bus congestion on the Golden Mile - Specify consistent standards for reliability and punctuality and incentivise good service performance through operator contracts - Work with operators to implement operational practices that allow the monitoring of journey times and modification of timetables as required to provide customers with reliable services - Develop and improve processes for managing planned and unplanned service disruptions to minimise impacts on customers, including processes for communicating with them

6.5 Quality of services, infrastructure and vehicles

Quality of Services

A high-quality, accessible public transport system that gets customers quickly to where they want to go, and provides reliable whole-of-journey travel times.

Surveys and research show that the most important consideration for public transport users is reliability – that is, a trip leaves on time and arrives at, or very close to, the scheduled time. Reliability is particularly important when trips require connections with other services. Other important considerations for users are that the service arrives, services on a route are evenly spaced with a consistent time between services, and customers are not left behind because services are too full at the times they choose to travel.

Operational and fleet improvements will reduce journey times and increase service reliability. Minor timetable adjustments can also reduce waiting times and improve the reliability of connections between services, and can be undertaken as needed subject to operator agreement.

Infrastructure and vehicle quality

A high quality, reliable, accessible and modern public transport network relies on the provision of fit for purpose, well designed and maintained infrastructure and facilities. This includes roads, bus stops and shelters, transport interchanges and hubs, rail tracks and associated infrastructure, rail stations, ferry terminals and wharves, park and ride facilities, cycle paths and footpaths, and door-to-door transport services for those with limited access to public transport.

Infrastructure and facilities need to provide good access, safety and personal security at all stages of the journey, particularly for people with impairments. Public transport elements also require clear and consistent branding with services and levels and information to meet customer needs for an integrated, easy-to-use customer focused system. As different agencies have ownership or control of elements of the system, communication and cooperation between all parties is required to achieve this.

All buses entering the contracted public transport fleet need to comply with Waka Kotahi NZ Transport Agency's Requirements for Urban Buses (national standards for bus quality and accessibility) and other relevant standards.

Proposed policies – Quality of services, infrastructure, and vehicle quality

Policy	Actions
Objective: High-quality, reliable, safe, accessible and customer focused public transport services using modern vehicles and infrastructure	
a) Improve the accessibility and safety of the public transport system for customers, workers and the general public	- Ensure that accessibility and safety is incorporated in the planning and provision of all services and infrastructure including station upgrades - Work with operators, stakeholders and infrastructure providers to ensure that safety is part of everything we do - Engage with the disability community and other stakeholders to ensure a best practice approach is taken to providing a barrier free transport system
b) Ensure that all vehicles and vessels continue to meet vehicle and vessel	- Ensure all contracted bus services to comply with Waka Kotahi NZ Transport Agency's Requirements for Urban Buses, the Vehicle Quality Standards set by Greater Wellington, and other relevant standards - Ensure all rail maintenance and services comply with Rail Safety Licence requirements, vehicle minimum operating standards, and other relevant standards

quality standards	- Ensure all vehicles meet sizing specifications for specific bus routes to match geography or demand, as appropriate - Ensure operators comply with vehicle cleanliness and maintenance standards - Ensure that all vehicles meet minimum customer service standards in accordance with the levels of service
c) Provide a low emissions public transport network	- Consider low emissions technology in replacement strategies for end of life assets - Business case early replacement of assets to decarbonise public transport - Provide an efficient public transport network that minimises route complexity - Improve the energy efficiency of service delivery by providing low-emission vehicles, improving fleet fuel efficiency, deploying new technologies, and monitoring vehicle performance and maintenance
d) Continually improve accessibility and standards of vehicles, and access to infrastructure and facilities	- Follow the Waka Kotahi NZ Transport Agency public transport infrastructure guidelines, the New Zealand Urban Design Protocol and New Zealand Crime Prevention through Environmental Design guidelines when developing public transport facilities - Require operators to ensure that vehicles comply with vehicle quality standards and meet standard accessibility requirements - Work to improve the accessibility of public transport services, including by providing priority seating, low floor access on trains, access to bus stop kerbs and standing pads - Encourage and coordinate improvements in the design and capacity of stops, shelters, stations and terminals to meet service requirements and future needs - Use consistent and clear signage and branding - Provide an accessible rail and bus fleet, and supporting infrastructure - Provide accessible buses as train replacement services for planned replacements - Work with local councils to develop station access plans to improve accessibility of rail stations, subways and underpasses
e) Monitor and continuously improve	- Monitor and manage Greater Wellington assets in accordance with the Greater Wellington Public Transport Asset Management Plan

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infrastructure assets	- Work with local councils, New Zealand Police, Waka Kotahi NZ Transport Agency, and community groups to review, and where appropriate, create a plan to adapt infrastructure to enhance personal security
f) Enhance multimodal access to the public transport network	- Work with local councils and stakeholders to ensure access to public transport is factored in when new development areas are proposed - Work with local councils and developers to ensure that street networks are designed to accommodate public transport services and are well connected with walking and cycling facilities - Work with local councils to ensure effective integration of walking, cycling and public transport services when designing, delivering and upgrading stations, interchanges and other facilities - Work with local councils to provide convenient connections and visible signage between public transport and walking and cycling networks - Require operators to provide for the safe carriage of micro-mobility devices on appropriate bus, rail and ferry services - Apply a graduated approach to park and ride demand management, involving setting of terms and conditions for use, enforcement measures, and charging as required - Ensure new and existing park and ride facilities are designed to enhance safety, accessibility, multimodal connectivity and urban form and enable potential future technologies - Incorporate environmentally sensitive design and stormwater management measures to mitigate the negative impact of car parks on the land - Invest in new and existing park and ride facilities in accordance with the criteria and Investment Prioritisation Framework outlined in the Smarter Connections Strategy - Assess additional revenue opportunities to potentially reduce fare increases, such as through digital billboard placements, working with landowners, local councils, and Waka Kotahi NZ Transport Agency

6.6 Fares and funding

The policies and actions in this area aim to attract and retain customers, provide value for money and promote fairness for fare payers and public funding.

Achieving these outcomes requires an integrated fares and ticketing system that provides for a consistent experience for customers planning, paying for and undertaking travel by public transport.

In the period covered by the RPTP, we will continue working to improve fares and deliver integrated ticketing for all public transport travel. The integrated ticketing solution is expected to be delivered through the National Ticketing Programme[1].

The integrated fares and ticketing will mean a more convenient and seamless journey experience for customers with simpler and more rewarding fare products. The ticketing solution is also expected to provide more consistent pricing and smarter ways of connecting between buses, trains, ferries and other sustainable modes of transport.

Since 2014 we have made significant progress in simplifying and aligning our fare products. We extended the existing Snapper ticketing to all Metlink bus services as an interim bus ticketing system. Metlink bus customers are now able to transfer buses and complete a journey with a more affordable fare. As part of the fare changes in 2018, Greater Wellington also introduced an off-peak discount and a consistent suite of concessions for tertiary students and those who are most dependent on public transport.

Our next focus for fares and ticketing will be to identify an approach for optimal and consistent pricing for fares, and a capping scheme to encourage greater use of public transport, contactless payments, and off-peak travel.

While we are aiming to attract more people to public transport, funding constraints make it a challenge to maintain service levels and grow patronage. The COVID-19 pandemic has also had significant impacts on our patronage and fare revenue.

There is an expectation that delivering services more efficiently and effectively can help reduce pressure on budgets and public funding. At the same time, we need to be able to deliver sufficient capacity on our network and services to provide for the travel needs of our peak commuters. There is continued demand for increases in the frequency and coverage of services, particularly during off-peak periods.

[1] A collaborative initiative of regional public transport authorities and the Waka Kotahi

Greater Wellington's ability to control costs is limited by the availability of funding and resources, and our reluctance to reduce services or increase fares as costs increase. Oil price volatility is also a constant pressure on operating budgets. Greater Wellington must balance the costs and benefits of meeting these demands and establish sustainable funding arrangements that balance user contributions (fares) with public funding.

In the past, we were required to set regional targets and policy for farebox recovery as a condition of funding under a National Farebox Recovery Policy. With the changes to national funding policy since mid-2018, we have no longer been required to comply with a national farebox recovery target. Therefore we have no regional targets for farebox recovery set for the term of this plan.

Greater Wellington will continue making its funding decisions in accordance with the policies set out in the Long Term Plan (LTP).

By operating more efficiently we can reduce our costs and more effectively align our costs with revenue and demand.

Operating efficiencies will be addressed primarily as part of our rolling programme of area-wide service reviews, as well as through targeted service reviews and service performance reviews.

Service reviews will identify routes with low demand and revenue to cost ratio and assess whether any changes are required. They will also consider the need to maintain the consistency of service levels, particularly those for frequency, hours of operation and route-level commerciality ratios and performance.

Proposed policies – Fares and funding

Policy	**Actions**
Objective: A fares and ticketing system that attracts and retains customers and balances user contribution with public funding	
a) Participate in an integrated ticketing solution that supports integration of fares and the public transport network	- Subject to a satisfactory business case approved by Greater Wellington, and through the National Ticketing Programme, implement an integrated ticketing solution that enables seamless journeys across the network using a single means of payment - Integrate fares so that the cost of a journey is independent of the number of modes or services involved - Develop and implement a transition plan to facilitate the changeover to the integrated fares and ticketing - Simplify fare products in the lead up to the integrated ticketing
b) Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport	- Monitor customer experience of the fare structure and their perception of fares relative to the benefits they receive - Review fares and use customer insights to ensure the current fare structure and pricing approach is fit for purpose and promotes fairness and affordability for customers, ratepayers and funding partners - Identify an approach for optimal and consistent pricing for fares, and a capping scheme to encourage greater use of public transport, contactless payments, and off-peak travel - Provide greater clarity for customers on how fares are set, reviewed and adjusted, and what they can expect from the fare structure
c) Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport	- Provide free travel for children under five - Provide concessions for school children - Provide concessions for full-time tertiary students - Provide concessions to people with disabilities - Support the Government scheme providing free off-peak travel for SuperGold card holders - Work with the Government on national concession schemes including initiatives to enable cross regional concession schemes and provide concessions to Community Services Card holders
d) Provide incentives to encourage more	- Provide an off-peak discount to spread peak demand - Provide discounts to reward regular users through fare capping or other incentive schemes

frequent use of public transport, more off-peak travel and greater use of electronic ticketing	- Price fares to encourage greater use of electronic ticketing and ensure reload options are available - Enable flexibility for potential fare promotions and products - Investigate innovative pricing and incentive options to encourage greater use of public transport and smarter connections between public transport and other sustainable transport modes - Develop products for corporate customers to encourage mode shift - Explore mobility as a service options to facilitate access to public transport
e) Ensure public transport users make a sustainable and equitable contribution towards funding of the network	- Review fares annually through the Annual or Long Term planning process to determine the extent of any fare adjustments required to balance the user contribution with public funding, with a preference for regular, rather than infrequent and substantial adjustments - Amend fare levels annually with inflation within 1% to 3%, subject to reviews and Council decisions, through annual fares review and annual plan long term plan process - Consider the likely impacts of any fare adjustments on patronage, affordability and mode shift, and on overall integrity of the fare structure within a wider policy and operational context - Review and adjust fares to be competitive with the cost of using a private vehicle for the same journey to encourage greater use of public transport - Investigate potential new funding and financing mechanisms (including advertising revenue) to reduce pressure on fare payers, ratepayers, and funding partners - Advocate for a higher government contribution to the funding of public transport service and network improvements through the National Land Transport Fund
f) Ensure that all users pay the correct fares	- Include measures in the integrated ticketing solution that simplify and automate, where possible, the collection of the correct fare - Implement the Metlink fare revenue protection strategy - Encourage customers to pay the correct fare and make it easier and more convenient to pay - Implement ticket checks and enforcement action, where required - Incentivise operators to collect fares and apply Metlink fare policies - Develop operational policies, guidelines and procedures, including a policy on refunds - Improve reporting and data analysis to better respond to fare evasion

g) Improve operating efficiencies to increase cost effectiveness of the public transport network to balance operating costs with funding sources	- **Undertake annual network efficiency reviews, looking at service effectiveness, utilisation and value for money** - **Undertake targeted service reviews to identify poorly performing services, i.e. those services with high costs and/or low patronage** - **Investigate alternative ways of providing services, such as dial-a-ride, taxis and Total Mobility**
h) Ensure the advertising policy balances the needs of the Metlink brand while maximising revenue opportunities	- Encourage businesses and other potential advertisers to advertise across the network in line with the Metlink Advertising Policy - Encourage advertising from organisations that align with Metlink values - Maximise both static and digital channels across bus, rail, assets and infrastructure creating a commuter and public transport user journey
i) Have a sponsorship policy specific to Metlink	- Ensure the sponsorship policy supports the Metlink brand and aligns with Metlink values

6.7 Providing for people with limited access to public transport

An important focus of the RPTP is meeting the needs of people who are least able to travel to basic community activities and services – people experiencing transport disadvantage. Transport disadvantage can occur on a temporary or an ongoing basis, and can involve a mix of health and contextual factors. We provide services for those customers who have trouble accessing the network.

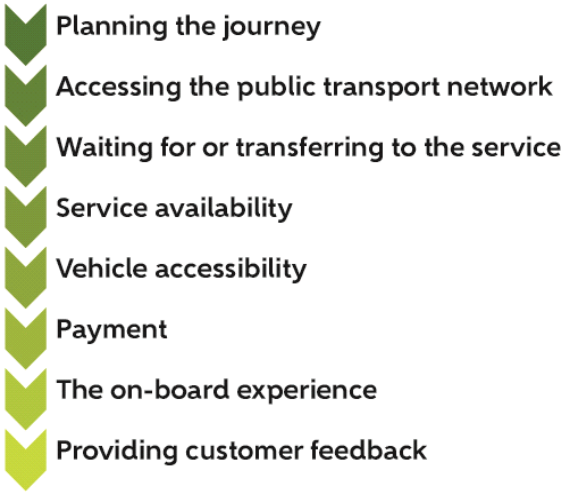
Greater Wellington considers the following groups are more likely to have limited access to public transport than the average Wellington Region population:

- People with accessibility needs
- People aged 65 and above
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People in households without private transport

People with accessibility needs

All Metlink customers should be able to use our public transport network with ease and dignity. People with accessibility needs includes people with impairments, older persons and others who can find the independent use of public transport services difficult or impossible without appropriate accessibility considerations for each stage of the journey.

Figure 6.1 Stages of an accessible journey



School bus policy

In urban areas where the Ministry of Education does not provide services, travel to school is primarily done through active modes such as walking, cycling, walking school buses, and by using existing public transport services. Greater Wellington policy is to provide targeted school bus services only when these are required to supplement school student travel on the public transport network.

Metlink provides targeted school bus services in urban areas only where there is sufficient demand, there is not enough capacity or coverage provided by nearby public services, and when it is more cost-effective to provide such a service than a regular public service.

Services are provided to schools within zone or nearest to the suburbs served. Secondary school students are generally more capable of independent travel and wayfinding than younger school students, and these needs are taken into account when planning school services. Metlink will endeavour to accommodate reasonable requests by schools for school bus timetable changes. Sufficient notice, usually one year ahead, needs to be provided to enable changes to be made within contracted mandatory minimum planning, costing and negotiation timelines. When services are shared between schools, all potentially affected schools must agree to the requested change.

We are developing school service guidelines which set out the Metlink school bus policy and the procedures to be followed by schools when requesting service changes, e.g requests for bus route changes, earlier or later bus times, or different bus times on one day of the week, and our expectations for student behaviour on school services. Expectations for student behaviour on public services are outlined in Metlink's Conditions of Carriage.

Proposed policies – Providing for people with limited access to public transport

Policy	**Actions**
Objective: Information, facilities, and services that are increasingly available to all members of the public	
Provide a public transport network that is accessible and safe for all users	Use universal design principles to ensure the network is barrier free and accessible for all customers Specifically consider the needs of people with limited access to public transport when network changes are proposed and implemented, and take proactive steps to communicate changes to groups who may find it difficult to adapt Work with stakeholders to identify and where possible co-design solutions to accessibility and safety issues
Continually improve accessibility for people with disabilities across all stages of a journey	Work with stakeholders to develop an Accessible Journey Plan to guide the development of a fully accessible network over all stages of a journey Provide open-source public transport information so third-parties can create innovative websites and apps to meet the specific needs of customer groups, including the disability community
Provide targeted school bus services to supplement the public network	A majority of school students using public transport will travel on public Metlink services Where there is enough demand supplementary school bus services are provided in urban areas to nearest public or zoned schools not served by the public transport network *or* where capacity on the public network cannot meet school demand, *and* it is more cost-effective to provide a targeted school bus service than a regular public service For travel to nearest public and zoned schools Metlink will work to minimise the need to transfer between services. For travel to other schools with lower demand it may continue to be necessary to connect between services

	Metlink will review safety guidelines for high speed travel Develop guidelines on the provision of school bus services, including when a school service can or will not be provided, and requirements for service or timetable changes Undertake regular assessment and review of the provision of services Work with schools to find effective solutions to school travel issues, in line with the guidelines Encourage the trial and uptake of walking, part-walking (Park and Stride), cycling/scooting, walking school buses and other active modes for students' school travel
Continue to support the provision of Total Mobility services to optimise inclusion, opportunity, and independence for people with impairments	Continue to support Total Mobility, including contracting transport operators to provide adequate and appropriate assistance to people with impairments Require specialist accessibility and safety training to drivers Ensure appropriate signage and equipment is installed in all participating vehicles Continue to support and provide information on available payment methods
Provide community transport services by delivering integrated public and active transport solutions that are accessible and less expensive than private vehicles, empowering communities to mode shift	Consider the provision of accessible community transport services, including demand responsive and shopper and specialty services for health and wellbeing where regular scheduled local public transport services are not viable Consider the provision of On-demand Public Transport to enhance access across the Wellington region Ensure that transport networks align to new and existing papakāinga developments and existing marae within the region Develop relationships with key stakeholders such as Kāinga Ora to ensure suitable access to the network is considered when building new community housing developments When public transport services are removed, consider providing support to people who experience transport disadvantage and were previously reliant on those services

6.8 Procurement, service delivery, and monitoring

The procurement related policies and actions in the 2014 RPTP were developed for the transition to the new Public Transport Operating Model (PTOM) and have largely been completed. The policies now need to be updated to reflect where we are at in the procurement cycle, where the focus has moved to ensuring the efficient and effective delivery of services under the new operating framework.

Procurement of unit contracts

Based on the principles developed for the establishment of units in the current RPTP, Metlink's public transport network consists of 19 units - 17 bus units, 1 rail unit and 1 harbour ferry unit. Appendix 1 provides an outline of the units.

All unit contracts have been procured and operators and Metlink are now operating and managing these contracts. Rail services are operating under a PTOM based unit contract with the initial 9 year period expiring mid-2025. Bus services commenced operating under PTOM based unit contracts from mid-2018. Ferry services commenced operating under a PTOM based unit contract from July 2019

Nine bus units and the rail unit were contracted after a competitive tender. Seven bus units and one ferry unit were directly appointed in accordance with the provisions of PTOM. A further cross-regional bus unit was established in 2016, and is contracted and managed by Horizons. Appendix 2 provides procurement information for each unit.

During the lifespan of the PTOM contracts there will be variations to existing unit contracts and/or new units established to provide for future service changes, including the deployment of new vehicles.

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Proposed policies – Approach to procurement, delivery and monitoring of services

Policy	Actions
Objective: An approach to procurement and monitoring of services that supports the efficient delivery of services and provides value for money	
a) Establish new units or amend existing units for the Metlink public transport network as required[2]	- Work with operators to establish any new or amended units for the Metlink public transport network in line with legislative and major network planning requirements - Actively review current exempt services to determine whether they are now integral to the public transport network
b) Procure contracts for units in accordance with a partnering approach	- Take a partnering approach to procuring contracts for new units or amending existing unit contracts - Ensure Greater Wellington Procurement Strategy and relevant Procurement Plans are current and reflect the stage we are at in the procurement cycle - Ensure the updated Procurement Strategy and transition plans take into account the impacts on competition, including mitigation of barriers to entry for incoming operators - Comply with Waka Kotahi NZ Transport Agency's procurement requirements and Greater Wellington's Procurement Strategy when procuring or amending units
c) Phase procurement and changeover to new contracts to achieve an orderly transition with limited disruptions	- Develop pragmatic and customer focused transition plans in collaboration with partners as required
d) Develop and implement effective financial incentives and other regulatory mechanisms and performance regimes to ensure compliance with service level requirements	- Ensure the appropriate allocation of roles, responsibilities and risk between Metlink and operators within the contract framework - Develop an appropriate financial model so that the payment to the operator is the contract price as adjusted by the application of a financial incentive mechanism and key performance indicator (KPI) regime - Maintain a KPI regime to reflect Waka Kotahi NZ Transport Agency's requirements and incentivise contract performance and continually improved customer experience

[2] A unit refers to a Metlink service or group of services, established for contracting purposes.

e) Apply a partnering approach to the planning and operation of services	- Apply agreed partnering principles and objectives to guide successful partnering with operators and effective joint annual business planning - Develop and approve joint annual business plans - Work with partners to ensure the successful delivery of planned network improvements

f) Monitor performance of services and network, and customer satisfaction	- Ensure Metlink has the necessary capability to collect, manage, utilise and share public transport travel and performance data and customer insights and feedback and use this to inform improvements to planning and delivery of service
	- Utilise state-of-the-art data and knowledge management technologies and services to streamline access, use and sharing of public transport data, information and knowledge
	- Publish service quality and performance information
	- Work with operators to ensure that they collect and use reliable and sufficient performance information and customer insights to continually improve the services they provide to customers
	- Under PTOM and Total Mobility contracts, require operators to provide timely operational and performance data, information and reporting as required, including on
	  ○ patronage
	  ○ passenger kilometres
	  ○ reliability and punctuality
	  ○ farebox revenue
	  ○ safety, security and incidents
	  ○ driver training and behaviour
	  ○ compliance with vehicle quality standards
	  ○ other measures as required
	- Provide contractual mechanisms to vary and improve standards of services, products and processes

7. Implementation and review

To meet the legislative requirements, the RPTP should be reviewed every three years. The reviews themselves do not require consultation or notification, but any variations resulting from the reviews do. Greater Wellington can refer to our significance policy (see below) for guidance on what consultation is needed (if any). The RPTP will generally be monitored as part of the monitoring of the Regional Land Transport Plan and the Greater Wellington Long Term Plan.

7.1 Significance policy

The RPTP can be varied at any time. However, if a variation is found under our significance policy to be 'significant', consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation. Significance is a continuum, from variations of high significance through to variations of low significance. If the significance threshold under this policy is not met, Greater Wellington will undertake targeted consultation on matters affecting specific communities and stakeholders.

Greater Wellington will determine the significance of variations to the RPTP on a case-by-case basis, taking into account the extent to which the variations:

- Signal a material change to the planned level of investment in the public transport network
- Affect the purpose of the Land Transport Management Act
- Affect residents (variations with moderate impacts on a large number of residents, and those with major impacts on a small number of residents will be more significant than those with minor impacts)
- Affect the integrity of the RPTP, including its overall affordability.

Consideration will be given to the costs and benefits of any consultative process or procedure and the extent to which consultation has already taken place.

Significant and non-significant matters

Matters that will always be considered 'significant' are:

- Variations that amend the significance policy
- Any increases in fares above those provided for in the farebox recovery policy and Greater Wellington's Long Term Plan.

Matters that will always be considered 'not significant' are:

- Minor editorial and typographical amendments to the RPTP
- Minor changes to fare levels in accordance with current policy and funding levels, as set out in Greater Wellington's Long-Term Plan.

Matters that will usually be considered 'not significant' are:

- Those that have recently been consulted on, i.e. the addition, removal or amendment of any matter on which there has already been consultation in accordance with the special consultative procedure
- Minor changes to service descriptions after a service review, e.g. changes to the frequency and hours of a service that result in the same, or a better, level of service
- Changes to the descriptions of services or service groupings as a result of an area-wide service review, as long as there is no significant increase in cost.

Targeted consultation on non-significant variations

If Greater Wellington determines that a proposed variation is not significant, targeted consultation will still be undertaken as follows:

- **Consultation for service reviews:** as service reviews affect only a part of the region, full consultation will generally not be required. Instead, key stakeholders (including the relevant operators, local councils and community boards or committees) will be included in preliminary consultation as the sector plan is developed. Targeted public consultation may follow once options have been identified
- **Consultation for minor changes in the delivery of public transport services:** minor changes in service delivery that are required to improve efficiency, such as the addition or deletion of trips and minor route changes, have only local impacts. In these cases, consultation will generally be undertaken at a low level with the operators involved, and may also include the relevant local councils and passengers who use the services
- **Changes in procurement policies:** Greater Wellington is currently updating its procurement policy and targeted consultation for this will be undertaken once an updated draft policy is available
- **Other non-significant variations:** Greater Wellington will work through any proposals for changes that affect only a sector of the community or the industry (such as a change in Total Mobility provision or a change to specific vehicle quality standards) with those most likely to be affected, as well as other relevant stakeholders.

Glossary

Accessibility	The ability to reach a destination by a transport mode. Another meaning used more narrowly in relation to public transport is "the ease with which all categories of passenger can use public transport" as defined by the Human Rights Commission in The Accessible Journey 2005. Of specific relevance to people with disabilities.
Bus Rapid Transit	A network of corridors with priority measures (including dedicated lanes and signal priority) used by high-quality, high-capacity buses.
Farebox recovery rate	The proportion of the cost of operating a public transport service that is covered by public transport fares paid by passengers.
GPS	Government Policy Statement on Transport outlines the government's strategy for investment in land transport over the next 10 years, which is then implemented by Waka Kotahi through the National Land Transport Programme.
Greater Wellington	Greater Wellington Regional Council.
LGWM	Let's Get Wellington Moving, the regional programme to improve transport flows and experience in, to and from Wellington City
NTS	National Ticketing Solution.
NLTF	National Land Transport Fund is the dedicated fund for maintaining and developing local and national transport services.
NLTP	National Land Transport Plan - A three-year programme that sets out how Waka Kotahi NZ Transport Agency, invests in national land transport funding.
LTMA	Land Transport Management Act 2003
Metlink	The greater Wellington public transport network.
Off-peak period	All time periods other than peak periods.
Peak Period	Generally refers to the time periods between 7am and 9am and 4pm and 6pm, Monday to Friday.
RPTP	The Wellington Regional Public Transport Plan, a ten-year policy plan for public transport implementation.

PTOM	The Public Transport Operating Model developed by the Government and the Waka Kotahi NZ Transport Agency.
Public transport route	A grouping of related public transport services.
Public transport service	A public transport service scheduled to operate at a specified time and available to the public generally.
Regional Transport Committee	The Committee promotes the objectives of the LTMA within the Greater Wellington region, linking it to other regions of New Zealand and other transport systems. It provides the Regional Council with any advice and assistance the Regional Council may request in relation to its transport responsibilities. The Transport Committee has specific responsibility for developing the RLTP.
RLTP	Regional Land Transport Plan. Provides the strategic direction for land transport in the region. The RPTP must give effect to the public transport service components of the RLTP.
RPTP	Regional Public Transport Plan - guides the design and delivery of public transport services, information and infrastructure in the Greater Wellington region.
Route	Public transport route, a grouping of related public transport services.
Service review	A review of public transport routes and services within an area or a review of any other grouping of services.
Total Mobility	Total Mobility subsidises door-to-door transport for disabled people who cannot independently use regular public transport services, all or some of the time.
Transport Agency	Waka Kotahi New Zealand Transport Agency
Transport disadvantaged	People whom Greater Wellington believes are least able to get to basic community activities and service for example, work, education, health care, welfare and food shopping.
Unit	A grouping of related routes operating within a certain geographic area or along a shared corridor.
Vehicle	A public transport service vehicle, including bus, train, ferry and cable car

Appendices

Appendix 1: Services integral to the Greater Wellington public transport network

Core Bus

Core bus routes provide high-capacity, frequent, all-day services within urban areas. These meet all-day travel demand. They operate at least every 15 minutes during the day, and often more frequently during busy periods.

Core Rail

Core rail routes provide high-capacity, long-distance, time-competitive commuter services connecting key urban areas across the region.

Local Bus

Local routes include all-day medium- to low-frequency services connecting town and activity centres along the lower-demand corridors, providing local access to town and activity centres within the suburban areas. These routes complement the core network by covering areas it does not serve and by collecting and distributing passengers to and from it.

Targeted services

Targeted services provide services to areas or link destinations where there is not enough demand to justify core or local routes, or where normal services cannot meet the peak demand.

Targeted services include:

- **Targeted Rail and Ferry services:** these are services that don't currently justify core or local levels of service.
- **Peak-only services**: commuter services that provide additional capacity at peak times. They may provide increased capacity on a section of an existing route, or the only public transport service to an area where there is not enough demand to justify a service at other times of the day
- **School services**: bus services in urban areas to schools not served by regular bus routes, or where capacity on those routes cannot meet demand
- **Night services**: services for after-midnight travel on weekends
- **Special event services**: services deployed when additional demand caused by, for example, major public events, concerts, festivals and sport events, would exceed the capacity of regular services

- **Community services**: services that include discounted taxi services for people who are transport disadvantaged, demand-responsive and shopper services, and services to outlying urban and rural areas where scheduled core or local services are not viable.

Network Layer	Bus Core	Bus Local	Rail Core	Targeted
Key Features and hours	All day frequent direct services Weekday 6am – 11pm Saturday 7am – 11pm Sunday 7am – 9pm	All day local coverage and access. Weekday 7am-9pm Saturday 8am – Sunday 9am – 6pm	All day rapid direct services Weekdays 5.00am – Midnight Saturday 6am – 1am Sunday 7am - Midnight	School buses provide specialised routes during term times. Night buses – Midnight – 5am Other services according to demand.
Frequency	Daytime every 10-15 minutes (more frequent in peaks depending on demand)	Daytime 20-60 minutes (more frequent in peaks depending on demand)	Daytime Every 20-30 minutes (more frequent in peaks depending on demand)	Subject to demand and term times.
Destinations	Connecting key town and activity centres along higher demand corridors	Provide local access and coverage to town and activity centres along the lower-demand corridors	Connecting key town and activity centres along the regional rail network	As required to meet targeted demand including schools town centres and medical facilities

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The units set out below are integral to the public transport network.

Current Unit Structure

Route number		Long Name	Type
1	Unit 01	Island Bay - Johnsonville West/Churton Park/Grenada Village	Core*
2	Unit 02	Miramar/Seatoun - Hataitai - Wellington - Karori	Core*
3	Unit 06	Wellington - Newtown - Kilbirnie - Lyall Bay/Rongotai	Core*
7	Unit 07	Wellington - Brooklyn - Kingston	Core
12	Unit 02	Newtown - Kilbirnie - Strathmore Park	Local
12e	Unit 02	Wellington - Hataitai - Kilbirnie - Strathmore Park	Targeted
13	Unit 03	Brandon Street - Glenmore Street - Mairangi	Targeted
14	Unit 05	Kilbirnie - Hataitai - Roseneath - Wellington - Wilton	Local
17	Unit 07	Wellington - Brooklyn - Kowhai Park	Local
18e	Unit 02	Karori - Kelburn - Newtown - Miramar	Targeted
19	Unit 01	Johnsonville - Churton Park - Johnsonville	Local
19e	Unit 01	Johnsonville - Churton Park - Johnsonville (Wellington extension)	Targeted
20	Unit 03	Courtenay Place - Mt Victoria - Kilbirnie	Local
21	Unit 03	Courtenay Place - Kelburn - Karori (Wrights Hill)	Local**
22	Unit 03	Wellington - Kelburn - Mairangi - Johnsonville	Local***
23	Unit 01	Wellington - Newtown - Houghton Bay	Local
24	Unit 04	Miramar Heights - Wellington - Broadmeadows - Johnsonville	Local
25	Unit 04	Highbury - Aro Valley - Wellington - Khandallah	Local
26	Unit 04	Brandon Street - Ngaio - Khandallah	Targeted
27	Unit 01	Wellington - Vogeltown	Local

Attachment 1 to Report 20.460

28	Unit 02	Strathmore Park Shops - Beacon Hill	Targeted
29	Unit 07	Wellington - Newtown - Southgate - Island Bay - Owhiro Bay - Brooklyn	Local
30x	Unit 02	Wellington - Scorching Bay/Moa Point (Express)	Targeted
31x	Unit 02	Wellington - Miramar North (Express)	Targeted
32x	Unit 01	Wellington - Berhampore - Island Bay - Houghton Bay (Express)	Targeted
33	Unit 02	Brandon Street - Karori South	Targeted
34	Unit 02	Brandon Street - Karori West	Targeted
35	Unit 02	Wellington - Hataitai	Targeted
36	Unit 06	Wellington - Hataitai - Kilbirnie - Lyall Bay	Targeted
37	Unit 03	Brandon Street - Kelburn - Karori (Wrights Hill) (via The Terrace)	Targeted
39	Unit 07	Wellington - Brooklyn - Owhiro Bay - Island Bay	Targeted
52	Unit 08	Wellington - Newlands - Johnsonville	Local
56	Unit 08	Wellington - Paparangi - Johnsonville	Targeted
57	Unit 08	Wellington - Woodridge	Targeted
58	Unit 08	Wellington - Newlands	Targeted
60	Unit 18	Johnsonville - Tawa - Porirua	Local
60e	Unit 18	Wellington - Johnsonville - Tawa - Porirua	Targeted
81	Unit 12	Wellington - Petone - Eastbourne	Targeted
83	Unit 12	Wellington - Petone - Lower Hutt - Eastbourne	Local
84	Unit 12	Wellington - Petone - Gracefield - Eastbourne	Targeted
85x	Unit 12	Wellington - Eastbourne (Express)	Targeted
110	Unit 10	Petone - Lower Hutt - Upper Hutt - Emerald Hill	Core****
111	Unit 10	Upper Hutt - Totara Park - Upper Hutt	Local
112	Unit 10	Upper Hutt - Maoribank - Timberlea - Te Marua	Local

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113	Unit 10	Upper Hutt - Riverstone Terraces	Local
114	Unit 10	Upper Hutt - Elderslea - Trentham	Local
115	Unit 10	Upper Hutt - Pinehaven - Upper Hutt	Local
120	Unit 09	Lower Hutt - Epuni - Taita - Stokes Valley	Core
121	Unit 09	Seaview - Lower Hutt - Naenae - Stokes Valley Heights	Local
130	Unit 09	Petone - Lower Hutt - Waterloo - Naenae	Core
145	Unit 09	Lower Hutt - Melling - Belmont	Targeted
150	Unit 09	Petone - Maungaraki - Lower Hutt - Kelson	Local
154	Unit 09	Petone - Korokoro - Petone	Targeted
160	Unit 11	Lower Hutt - Waterloo - Wainuiomata North	Local
170	Unit 11	Lower Hutt - Wainuiomata South - Lower Hutt	Local
200	Unit 15	Martinborough - Featherston - Greytown - Masterton	Targeted
201-203 & 206	Unit 15	Masterton Town	Targeted
204	Unit 15	Woodside Station - Greytown	Targeted
210	Unit 13	Porirua - Titahi Bay	Local
220	Unit 13	Ascot Park - Porirua - Titahi Bay	Core*****
226	Unit 13	Sievers Grove - Elsdon - Sievers Grove	Local
230	Unit 13	Porirua - Aotea - Whitby (The Crowsnest)	Local
236	Unit 13	Porirua - Papakowhai - Paremata - Whitby (Navigation Drive)	Local
250	Unit 14	Paraparaumu - Raumati South - Paraparaumu	Local
251	Unit 14	Kapiti Health Centre - Paraparaumu - Paekakariki	Targeted
260-262	Unit 14	Paraparaumu - Paraparaumu Beach	Local

264	Unit 14	Kapiti Health Centre - Paraparaumu - Paraparaumu East	Targeted
280	Unit 14	Waikanae - Waikanae Beach - Waikanae	Local
281-290	Unit 14	Waikanae area	Targeted
291	Unit 19	Levin – Waikanae[3]	Targeted
300	Unit 13	Titahi Bay - Porirua - Whenua Tapu Cemetery	Targeted
309-315	Unit 15	Wairarapa school buses	Targeted
400-499	Unit 13 & 18	Porirua and Tawa Schools	Targeted
500-599	Unit 14	Kapiti school buses	Targeted
600-799	Unit 1-8	Wellington school buses	Targeted
800-999	Unit 9-11	Hutt Valley school buses	Targeted
N1	Unit 01	After Midnight (Wellington - Island Bay - Houghton Bay - Lyall Bay)	Targeted
N2	Unit 02	After Midnight (Wellington - Miramar - Strathmore Park - Seatoun)	Targeted
N22	Unit 10	After Midnight (Wellington - Naenae - Stokes Valley - Upper Hutt)	Targeted
N3	Unit 03	After Midnight (Wellington - Kelburn - Karori - Northland)	Targeted
N4	Unit 04	After Midnight (Wellington - Wadestown - Ngaio - Khandallah)	Targeted
N5	Unit 01	After Midnight (Wellington - Newlands - Churton Park - Johnsonville)	Targeted
N6	Unit 13	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	Targeted

[3] The portion of the service from the southern boundary to and from Waikanae is included in the Wellington Regional Public Transport Plan. The portion of the service from the southern boundary to and from Levin is included in the Horizons Regional Public Transport Plan.

Attachment 1 to Report 20.460

N66	Unit 11	After Midnight (Wellington - Lower Hutt - Waterloo - Wainuiomata)	Targeted
N8	Unit 12	After Midnight (Lower Hutt - Petone - Wellington)	Targeted
N88	Unit 12	After Midnight (Wellington - Petone - Lower Hutt - Eastbourne)	Targeted
WHF	Unit 17	Wellington Harbour Ferry (Queens Wharf - Days Bay)	Targeted
HVL	Unit 16	Hutt Valley Line (Wellington - Upper Hutt)	Core
JVL	Unit 16	Johnsonville Line (Wellington - Johnsonville)	Core
KPL	Unit 16	Kapiti Line (Wellington - Waikanae)	Core
MEL	Unit 16	Melling Line (Wellington - Melling)	Targeted
WRL	Unit 16	Wairarapa Line (Wellington - Masterton)	Targeted

* Local on branches

** Core between Wellington Station and Kelburn

*** Core between Courtenay Place and Kelburn

**** Local between Upper Hutt and Emerald Hill

***** Local between Titahi Bay and Porirua

Potential unit changes

- **Airport flyer (Wellington Station to Wellington Airport)** – This is an exempt route tendered by Wellington Airport and currently provided commercially by NZ Bus. This service may need to be reviewed in relation to Let's Get Wellington Moving's Mass Rapid Transport planning.

Total Mobility Services

The following taxi and shuttle operators provide Total Mobility services for people with disabilities.

Company Name	**Area where this service is available**
Airport & City Shuttles Limited	Wellington City
Driving Miss Daisy	Kapiti Coast
	Wellington City – Porirua
	Wairarapa
	Upper Hutt
Freedom Companion Drivers	Kapiti Coast
	Wellington City – Porirua
	Kapiti
	Lower Hutt and Upper Hutt
Golden Oldies Ltd	Wellington City
	Upper Hutt
Hutt & City Taxis Ltd	Lower Hutt and Upper Hutt
Kiwi Cabs Ltd	Wellington City
Masterton Radio Taxis Ltd	Wairarapa
Paraparaumu Taxis Ltd	Kapiti Coast
Porirua Taxis Ltd	Porirua
Wellington Combined Taxis Ltd	Wellington City – Porirua

This list is kept up to date on our website, at https://www.metlink.org.nz/getting-around/accessibility-guide/total-mobility/.

Appendix 2: Exempt services

These services are existing commercial services that are exempt from the need operate under contract to Metlink. This is not intended to be a complete list of existing commercial services that do not form part of the Metlink network.

Route Type	Route name	Route Description
Bus	80	Wainuiomata commuter to Wellington CBD via Petone
Bus	91	Airport Flyer (Lower Hutt to Wellington Airport)
School Bus	970	Papakowhai - Chilton
School Bus	971	Porirua - HIBS
School Bus	973	Paremata – HIBS (via St Patrick's Silverstream)
Rail	Capital Connection*	Inter-regional service.
Ferry	Harbour Explorer Excursion	Primarily a tourist excursion trip
Funicular	Wellington Cable Car	

*Partially funded and potentially subject to change.

Any exempt service to be replaced by a unit, is to be deregistered by the date on which the relevant unit is to start operating.

Attachment 1 to Report 20.460

For more information please contact Metlink:

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Greater Wellington
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Facebook
Twitter

December 2020

Transport Committee
3 December 2020
Report 20.455

For Information

PUBLIC TRANSPORT NETWORK PERFORMANCE – OCTOBER 2020

Te take mō te pūrongo
Purpose

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

Te horopaki
Context

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

Te tātaritanga
Analysis

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

Operational performance

Bus performance

8. Bus passenger boardings for October 2020 were 1.9 million. Boardings over the period were 83.5 percent of October 2019 boardings. This compares to September boardings being 77.4 percent of boardings for the same month the previous year.
9. In October 2020, operators used the correct bus size 98 percent of the time, the same as in September 2020. Reliability for October was 99.4 percent and punctuality 95.5 percent, close to September results of 99.5 percent and 95.8 percent respectively.

Reliability this month was impacted by service cancellations, and punctuality was impacted by traffic and weather events.

Rail performance

10. Rail passenger boardings for October were 1.0 million. Boardings over the period were 81.6 percent of October 2019 boardings. This compares to September boardings being 68.4 percent of boardings for the same month the previous year.

11. Reliability and punctuality were both lower in October 2020, compared to September 2020.

    Weather related incidents affected reliability this month, with fallen trees leading to cancelled services on two separate occasions. There were also some disruptions due to mechanical faults on vehicles. The overall improvement is still partly due to fewer passenger boardings, which reduces dwell times at stations.

    Punctuality on the Kāpiti line was significantly affected by a speed restriction near Pukerua Bay caused by a significant risk of a slip above the line – this problem was compounded by the fact that it was on a single track section on the line. The Wairarapa line remains a focus for service improvements - with delays due to network speed restrictions and worksites being in operation while services are running.

Ferry performance

12. Boardings for October 2020 were 83.9 percent of boardings for the same month last year. In September 2020 boardings were 68.4 percent of the previous September.

Ngā āpitihanga
Attachment

Number	Title
1	Metlink's performance report – October 2020

Ngā kaiwaitohu
Signatories

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

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

Metlink performance report

Attachment 1 to Report 20.455

October 2020 – for the GWRC Transport Committee

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

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

Patronage

Bus Passenger boardings

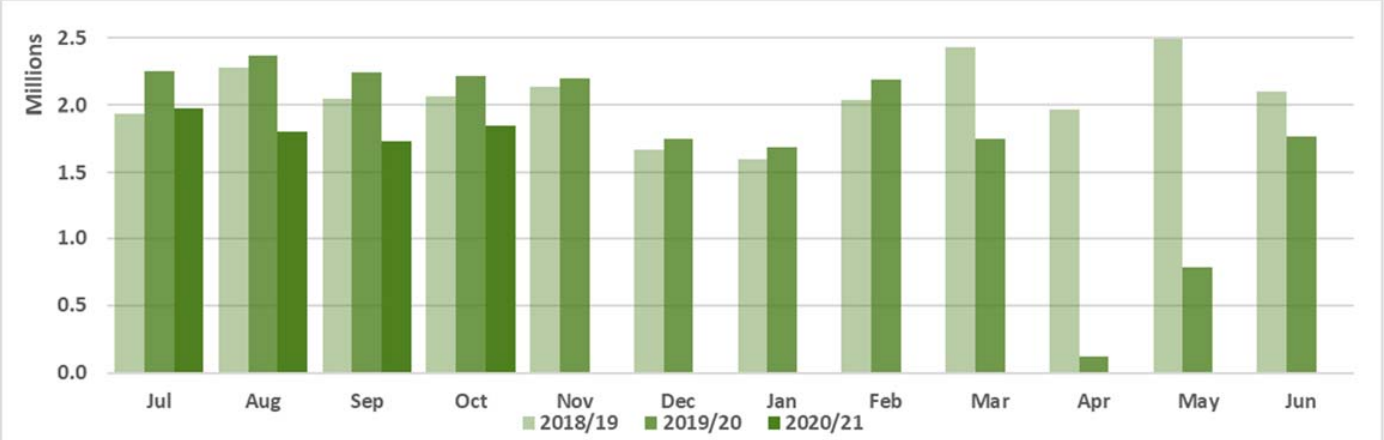
Under alert level 1, October passenger boardings were 16.5% lower than the same month last year, and 18.8% lower for the year to date. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Oct

	Oct-20	Oct-19	% Change
Wellington	1,348,003	1,640,221	-17.8%
Hutt Valley	368,772	423,435	-12.9%
Porirua	75,735	85,730	-11.7%
Kapiti	46,291	54,765	-15.5%
Wairarapa	13,604	14,149	-3.9%
Total	**1,852,405**	**2,218,300**	**-16.5%**

By area - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Wellington	5,341,924	6,686,487	-20.1%
Hutt Valley	1,472,039	1,738,133	-15.3%
Porirua	312,295	360,627	-13.4%
Kapiti	189,287	233,691	-19.0%
Wairarapa	53,005	61,054	-13.2%
Total	**7,368,550**	**9,079,992**	**-18.8%**



Rail Passenger boardings

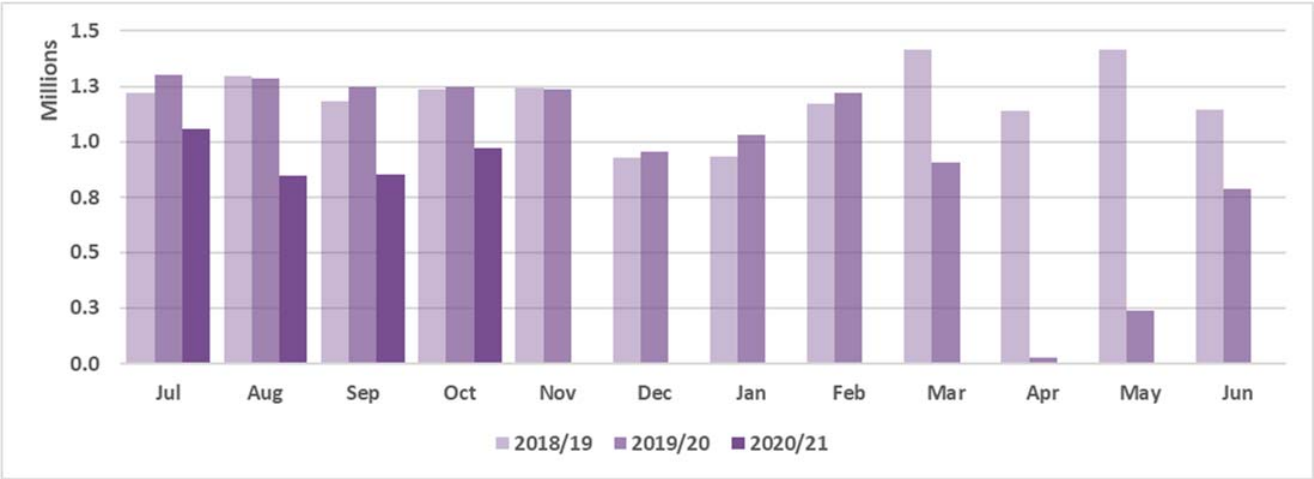
Under alert level 1, rail recorded a decrease in passenger boardings of 21.9% for the month, and 26.4% for the year to date. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Oct

	Oct-20	Oct-19	% Change
Hutt Valley	411,645	537,160	-23.4%
Kapiti	409,555	518,781	-21.1%
Johnsonville	98,314	121,642	-19.2%
Wairarapa	54,959	70,192	-21.7%
Total	**974,473**	**1,247,775**	**-21.9%**

By line - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Hutt Valley	1,573,151	2,192,119	-28.2%
Kapiti	1,569,091	2,119,079	-26.0%
Johnsonville	389,188	494,428	-21.3%
Wairarapa	205,766	273,557	-24.8%
Total	**3,737,196**	**5,079,183**	**-26.4%**



Ferry Passenger boardings

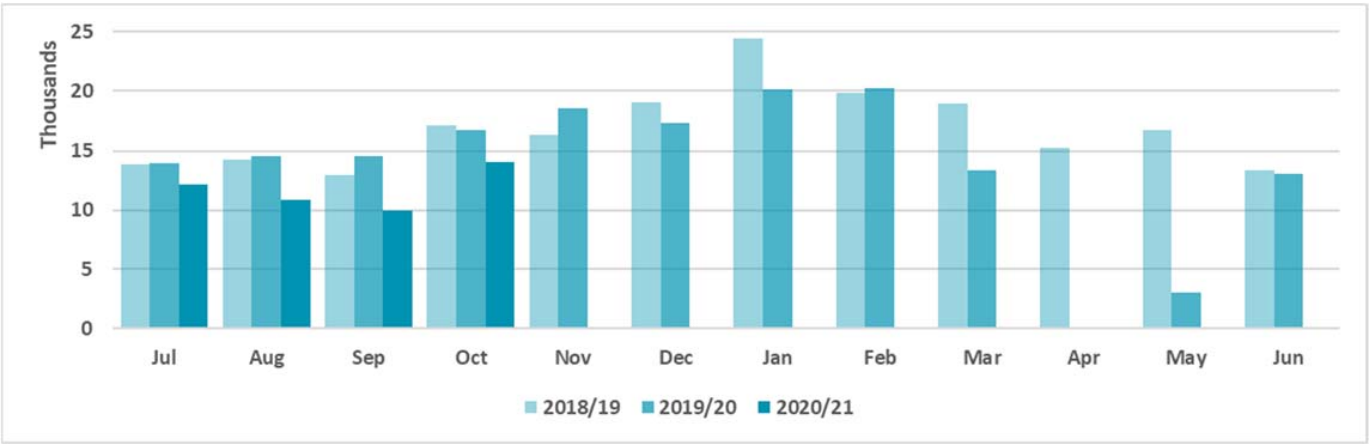
October boardings show a decrease of 16.1% on the same month last year. Year to date boardings show a decrease of 21.3% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020).

For Oct

	Oct-20	Oct-19	% Change
Total	14,050	16,743	-16.1%

Year to date (Jul - Oct)

	2020/21	2019/20	% Change
Total	47,034	59,748	-21.3%

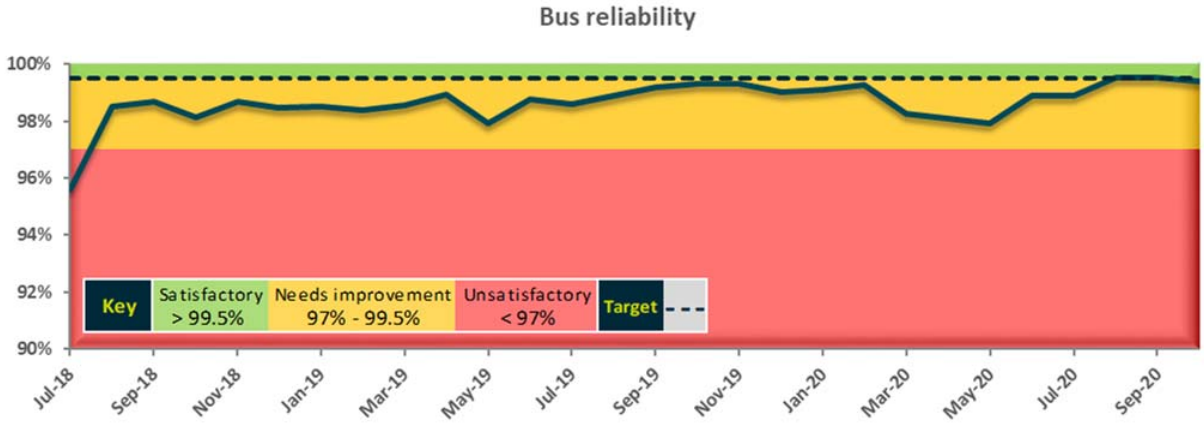


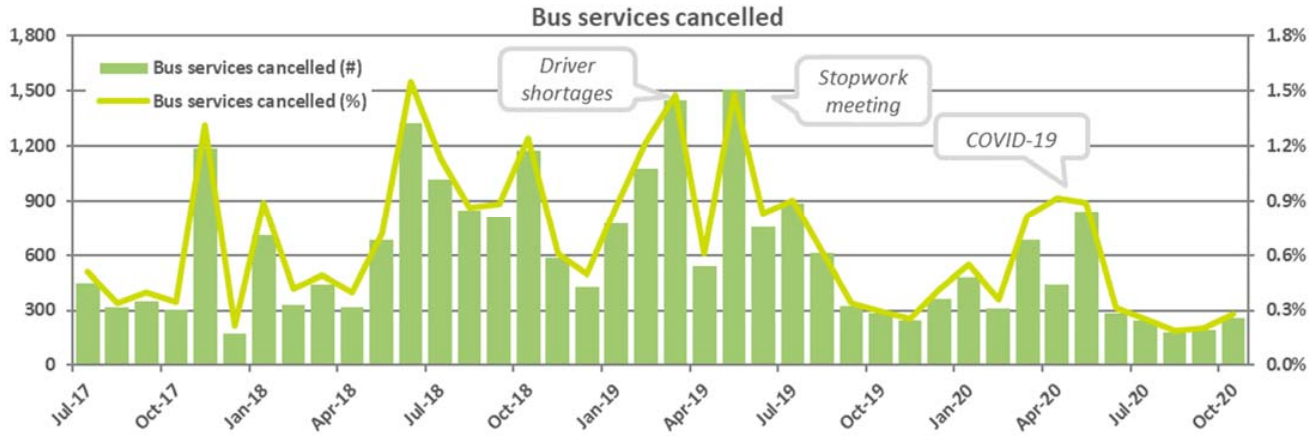
Bus service delivery

Reliability

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

99.4% of bus services were delivered reliably in October 2020. Reliability this month was impacted by service cancellations.

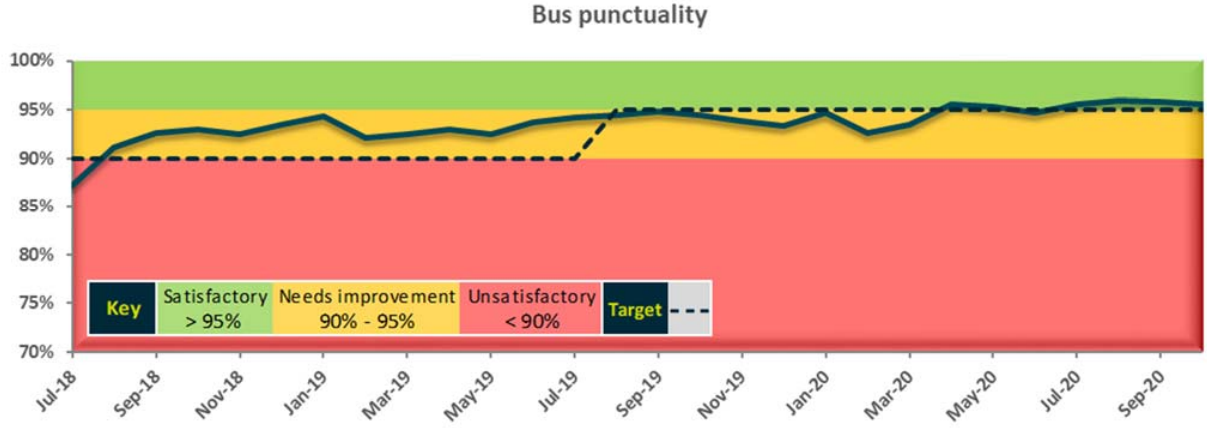




Punctuality

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

Bus service punctuality in October was 95.5%, with an improvement of 1.0% on the same month last year. During the month, punctuality was impacted by traffic and weather events.

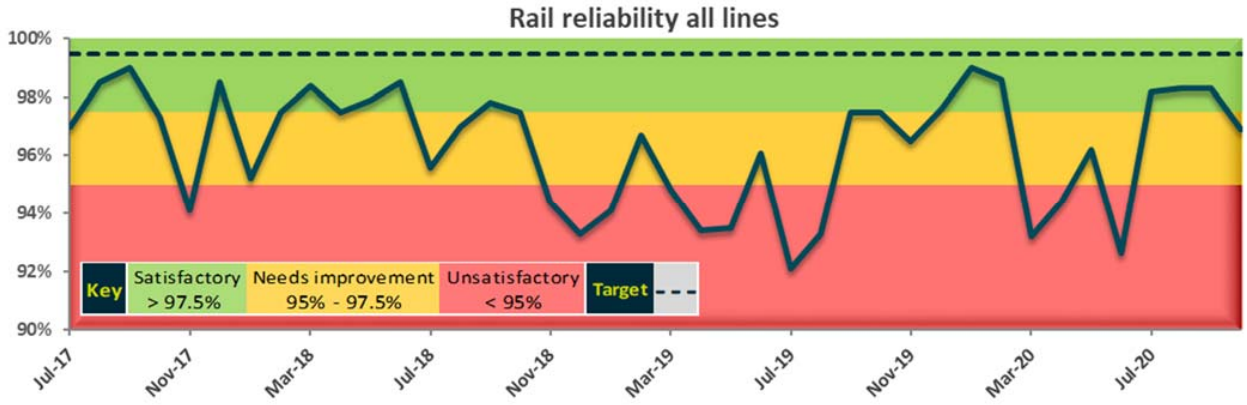


Rail service delivery

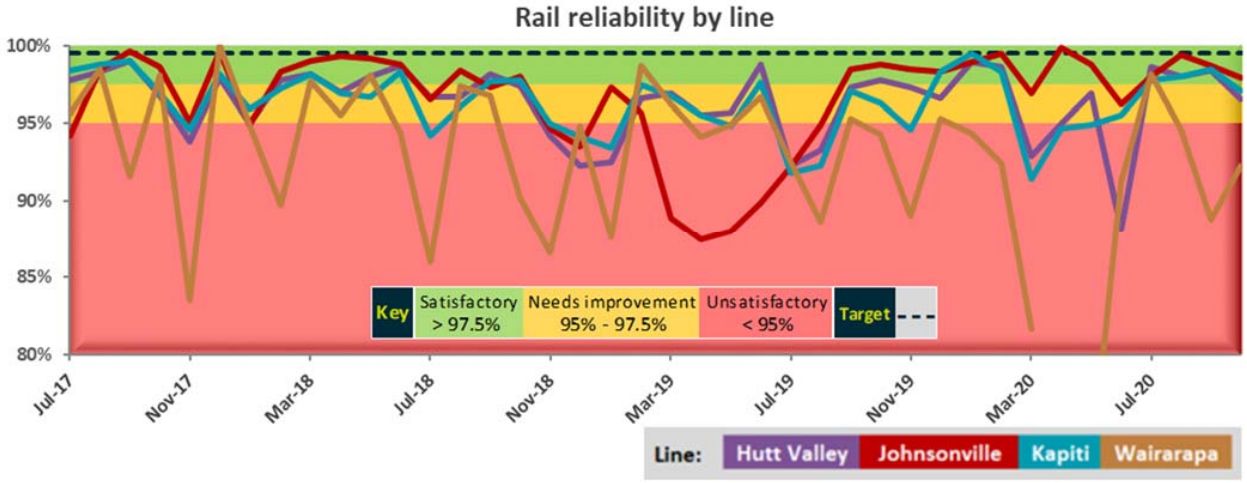
Reliability

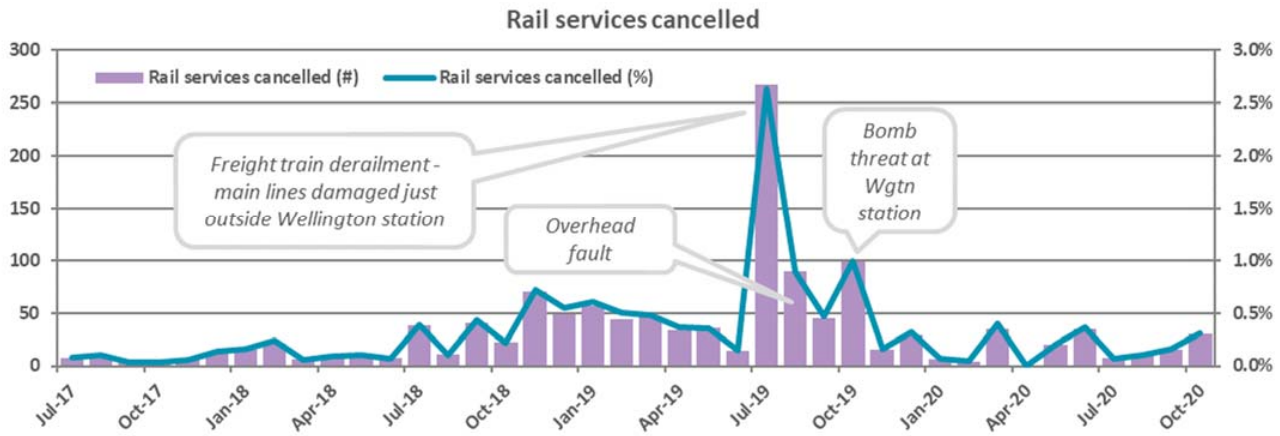
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 96.9% in October, and 98.0% for the year to date. Weather related incidents affected services this month, with fallen trees leading to cancelled services on two separate occasions. There were also some disruptions due to mechanical faults on vehicles.



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



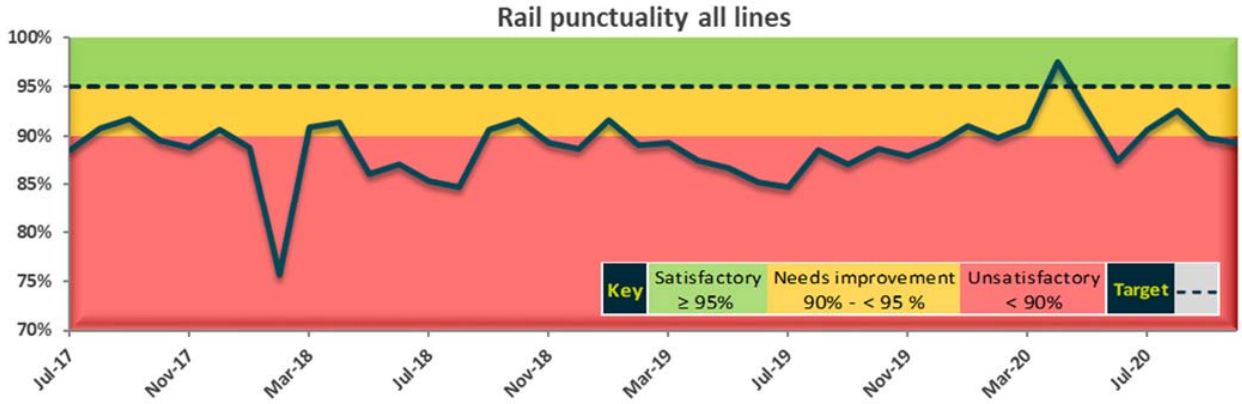


Punctuality

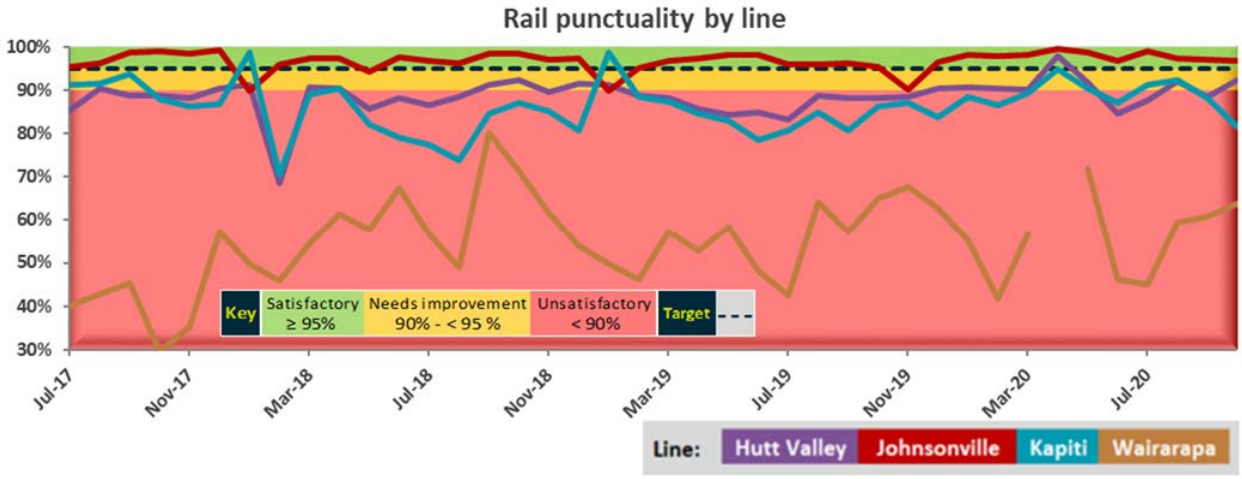
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for October was 89.3%, and 90.5% for the year to date. The overall improvement is still partly due to fewer passenger boardings, which reduces dwell times at stations.

Services on the Kapiti line were significantly affected by a speed restriction near Pukerua Bay caused by a significant risk of a slip above the line – this problem was compounded by the fact that it was on a single track section on the line. The Wairarapa line remains a focus for service improvements - with delays due to network speed restrictions and worksites being in operation while services are running.



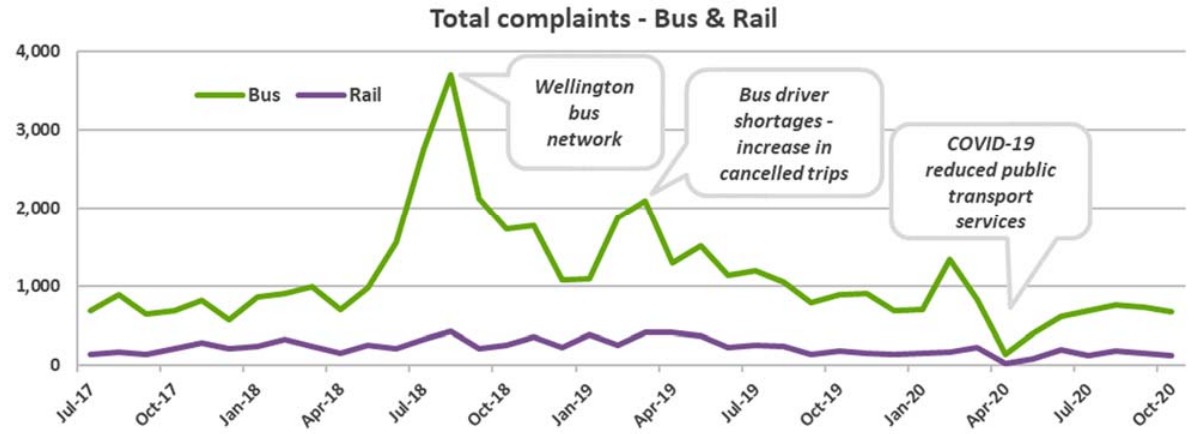
The following graph shows punctuality by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



Complaints

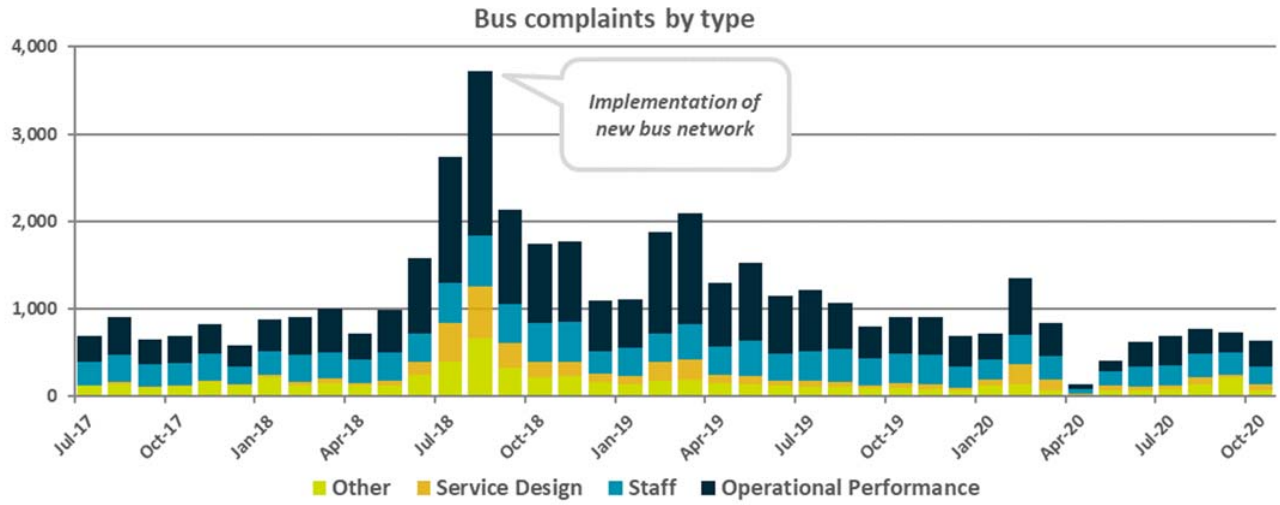
Complaints volume

Complaints for both bus and rail continue to trend downwards.



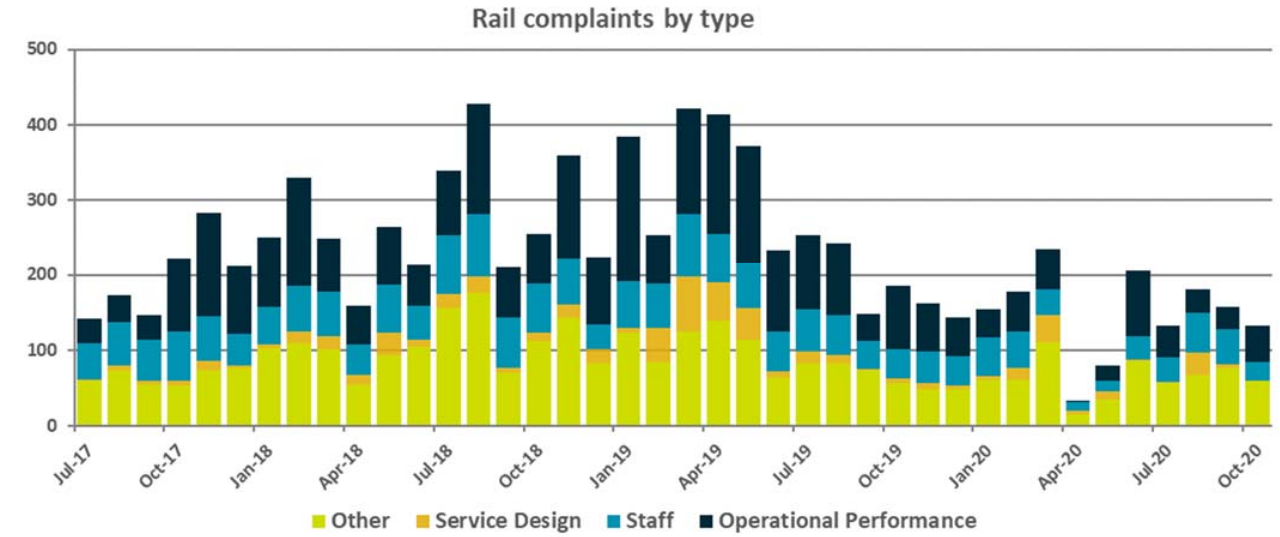
Bus complaints

Bus complaints for the month were 25.1% lower than in October last year, and 27.7% lower for the year to date.



Rail complaints

Rail complaints for October were 28.1% lower than the same month last year, and 27.1% lower for the year to date.



Transport Committee
3 December 2020
Report 20.451

For Information

PROGRESS AGAINST TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES – UPDATE

Te take mō te pūrongo
Purpose

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

Te tāhū kōrero
Background

2. On 20 February 2020, the Committee agreed to the following strategic priorities for the 2019-2022 triennium:
    a A reduction in transport-generated regional carbon emissions.
    b An increase in regional mode share for public transport and active modes.
    c Early delivery of public transport elements of Let's Get Wellington Moving programme.
    d Funding commitment to the Lower North Island Regional Rail trains.
3. The Committee agreed to the following key performance measures for the 2019-2022 triennium being stretch targets:
    a *Carbon Emissions:* Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
        i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
        ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
    b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
        i An increase in regional public transport boardings to 44 million passenger boardings in 2022 (from 40 million passenger boardings in 2019).
        ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 50 percent of all patronage by 2022 (from 47 percent in 2018/19).

iii Undertaking workplace travel programmes for six major regional employers by 2022.

c L*et's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM , including:

i Decisions on mass rapid transit route and mode by December 2020.

ii Implementation of pilots and early wins for bus priority on core bus routes by 2022.

d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) for Lower North Island regional rail by June 2021.

e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets set out in a – d above, by June 2021.

4. The last update of progress against the Committee's stated strategic priorities was presented to the Committee on 17 September Council workshop on 14 May 2020.

5. This report updates the Committee on progress from the date of the last report (17 September) until 30 November 2020.

Progress against strategic priorities

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

Carbon Emissions

100 electric buses in fleet by December 2023

7. The contract variation process for NZ Bus and Tranzurban was completed in June 2020. The contract variation process for Mana is yet to be started; it will benefit from the work done with NZ Bus and Tranzurban.

8. The 98 electric buses which have already been agreed to with NZ Bus and Tranzurban, will start to arrive during the second quarter of 2021 through to the first quarter of 2023 (calendar year).

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

9. There have been a number of Council workshops to determine the pathway for further acceleration of decarbonisation of the vehicle fleet to achieve net zero carbon emissions by 2030.

10. Work on pathway to achieve a net zero carbon public transport vehicle fleet by 2030 will continue as part of the Public Transport Plan review and Long Term Plan .

11. Officers will be presenting a report to Council on 10 December 2020, outlining a number of decarbonisation initiatives for future fleet.

Mode Shift

Increase in boardings

12. Prior to the emergence of COVID-19 in late March 2020, we had been seeing record patronage growth for both bus and rail.

13. The COVID-19 restrictions during Alert Levels 4 and 3 reduced patronage by approximately 16% in 2019/20. Patronage has since been recovering at on average 80% of pre-COVID levels.

14. With the current recovery rate, we expect patronage levels to return to 2018/19 levels (39 million) by 2021/22 (the first year of the next Long Term Plan).

15. We will continue to monitor patronage and update our forecast of the future patronage levels as we move through the pandemic recovery process (this may require an adjustment to the baseline assumption or target for modeshift).

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

16. Due to changes in travel patterns and patronage resulting from COVID-19 we are not in a position to implement a marketing acquisition campaign to increase off-peak and inter-peak bus travel numbers. We will revisit the campaign timelines in 2021 based on the impact of COVID-19 - note that we still are working towards delivering a campaign during the the current triennium.

17. We are also working with event providers such as Round the Bays (which usually take place in the off-peak) to actively promote public transport use for events and to ensure that public transport is the mode of choice for event attendees to get to and from major events in the region.

18. On 21 May 2020, Council agreed to suspend the 'Earlybird off-peak bus fares trial' (Trial), which had been proposed as a way of potentially spreading peak demand on the Wellington City bus network. The Trial was originally scheduled to run for a four month period from 10 February. However, as a result of the impacts of COVID-19 on patronage, the Council agreed to suspend the Trial until February 2021 when travel patterns should have started to regain stability.

Workplace travel programmes

19. Travel plan initiatives are currently underway with Capital and Coast District Health Board, Hutt Valley District Health Board, Ministry for the Environment and Victoria University of Wellington.

20. The Workplace Travel Forum was held on Wednesday 9 September 2020. Key discussion points were the effect of COVID-19 on future work from home trends, and the subsequent impact on travel demand; the October Greater Welly BikeFest; the new Wellington City Council Active Transport Workplace Fund; and ongoing participation in the all of government e-Bike purchase scheme. The next Forum is scheduled for 9 December 2020 hosted at the new Greater Wellington office at Cuba Street, with a tour of the end-of-trip facilities.

Let's Get Wellington Moving

Mass rapid transit route and mode

21. Indicative Business Case development has continued, with draft technical documentation provided for partner technical review at the end of October. The reports assess mode, route (Programme Business Case 'Baseline' route, plus alternate route options), and integration with strategic highway improvement options .

22. The current focus is on integrating mass rapid transit into wider programme level options for transport modelling, consultation, and assessment. Consultation on options is planned for early 2021.

23. The final Indicative Business Case is scheduled for completion by mid 2021.

Bus priority

24. The Bus Priority Action Plan forms part of the City Streets work package within LGWM as well as some elements of the Early Delivery programmes focused on the Golden Mile and Thorndon Quay / Hutt Road.

25. The City Streets work package is focusing on Indicative Business Case development. Draft technical documents were provided for technical partner review at the end of October.

26. The Indicative Business Case will define a package of public transport (bus), and active mode interventions for further development and delivery. The business case sets out the case for investment along with the economic assessment of a recommended package of options and an indicative implementation strategy for the next steps.

27. The current focus is on integrating City Streets into wider programme level options for transport modelling, consultation, and assessment. Consultation on options is planned for early 2021.

28. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. Conversations with Golden Mile stakeholders continue. Work to better understand the economic impact of the options on retailers is under way. The next step is for multi criteria assessment of the short list options with the outcomes to be presented to LGWM governance for decision in early 2021.

29. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement is currently being planned from April 2021.

Lower North Island Regional Rail

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

30. An interim business case was prepared and released in December 2019, which proposed the purchase of hybrid longer distance trains to replace the current aging Wairarapa and Capital Connection fleets and boost service levels to increase the options for travel and lift the capacity across the network.

31. In February 2020, the Government announced $211 million for further KiwiRail network infrastructure upgrades which included $126 million for the elements required from Greater Wellington's new train fleet business case. The most tangible elements will see

new track and a second platform at Featherston, and a signalling system being installed between Featherston and Masterton to provide for more frequent services. Work is underway to develop a team to deliver these improvements.

32. We have now established a multi stakeholder governance structure, and endorsed the project plan. As a result, a tender has been released to obtain the necessary professional services advice required to complete the investigations and the detailed business case. We are expecting to award the contract prior to Christmas 2020.

Regional Public Transport Plan

33. The review of the Regional Public Transport Plan (RPTP) is currently underway to meet the Transport Committee's strategic priority of adopting a new Public Transport Plan by June 2021.

34. Completing the written draft of the RPTP to schedule has been the focus in this period. The core policies chapter of the RPTP was endorsed by the Transport Committee on 22 October 2020.

35. A full draft of the RPTP will be presented to this Committee on 3 December.

Consultation on the draft RPTP

36. A joint public consultation framework for the RPTP and the Regional Land Transport Plan has been developed with the Strategy Group. Two webinars showcasing both plans will be delivered to invited public stakeholders in December 2020.

37. Official public consultation via Have Your Say will run from 15 February to 22 March 2021 supported through a series of public engagement events held across the region.

38. Public submissions to a Council hearing committee are scheduled for 20-22 April 2021.

39. We are continuing to work with Te Hunga Whiriwhiri on mana whenua engagement planning for both transport plans. Further details on this enagement will be provided to the Committee in the Public Transport Plan report, which is on the agenda for this meeting.

Ngā kaiwaitohu
Signatories

Approvers	Scott Gallacher - General Manager, Metlink Luke Troy – General Manager, Strategy

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