



If calling, please ask for Democratic Services

Transport Committee

Thursday 25 March 2021, 9.30am

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington

Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

Transport Committee

Thursday 25 March 2021, 9.30am

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington

Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport committee meeting on 11 February 2021	21.53	3
5.	Update on the progress of action items from previous meetings	21.106	9
6.	Report of the Public Transport Advisory Group meeting – 4 March 2021	21.88	13
7.	Progress against the Transport Committee’s Strategic Priorities - Update	21.86	16
8.	Transport Committee Strategic priorities: Mid term review	21.99	23
9.	Metlink Contactless Payment Initiatives – update	21.87	34
10.	Operator update – Mana Coach Services	Oral	
11.	Public Transport performance – January	21.85	48
Resolution to Exclude the Public			
12.	Resolution to Exclude the Public	21.105	57
Public Excluded Business			
13.	Lower North Island Rail Integrated Mobility – Business case update	PE21.90	58



Please note these minutes remain unconfirmed until the Transport Committee meeting on 25 March 2021.

Report 21.53

Public minutes of the Transport Committee meeting on 11 February 2021

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 9.30am

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly (until 10.52am, remotely via Teams)
Councillor Gaylor
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Lamason
Councillor Nash
Councillor Ponter (from 9.44am)
Councillor Staples
Councillor van Lier (remotely via Teams)

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

Karakia timatanga

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

Public

1 Apologies

Moved: Cr Lamason / Cr Nash

That the Committee accepts the apology for absence from Councillor Laban, apology for lateness from Councillor Ponter, and apology for early departure from Councillor Connelly.

The motion was **carried**

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Mayor Campbell Barry spoke to agenda item 7 – Airport Bus Service – Report 21.18

Chris Bishop MP spoke to agenda item 7 – Airport Bus Service – Report 21.18

Mike Mellor spoke to agenda item 8 – Wellington Regional Public Transport Plan Review, and tabled a supporting document.

Councillor Ponter arrived at the meeting at 9.44 am, during public participation.

4 Confirmation of the Public minutes of the Transport Committee meeting of 3 December 2020 – Report 20.496

Moved: Cr Kirk-Burnnand / Cr Staples

That the Committee confirms the Public minutes of the Transport Committee meeting of 3 December 2020 - Report 20.496.

The motion was **carried**.

5 Update on the progress of action items from previous meetings – Report 21.13 [For information]

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

6 Report of the Public Transport Advisory Group Meeting – Report 21.30 [For information]

Andrew Lensen, Chair, Public Transport Advisory Group, spoke to the report.

7 Airport bus service – Report 21.18

Bonnie Parfitt, Manager, Network and Customer, and Scott Gallacher, General Manager, Metlink, spoke to the report.

Moved: Cr Brash / Cr Lee

That the Committee:

- 1 Notes that in accordance with the process outlined in the Land Transport Management Act 2003, NZ Bus issued a notification of a proposal to withdraw the exempt Airport Flyer service (trading as the Valley Flyer) on 9 November 2020.
- 2 Notes that the service ceased operating on 28 November 2020 and the withdrawn exempt service was removed from Greater Wellington's register of exempt services.
- 3 Notes that the current Wellington Regional Public Transport Plan 2014 provides that in the event that NZ Bus ceases operating the existing airport bus service, a service from Wellington Station to Wellington Airport would be provided under contract to Greater Wellington.
- 4 Endorses the approach undertaken by officers to commence the process of establishing a unit to provide a targeted bus service from Wellington Station to Wellington Airport as an integral part of the Metlink network.
- 5 Notes that such a service would provide significant benefits with it operating as an integral part of the Metlink network, including incorporation of Metlink's electronic ticketing system, as well as its integration with Metlink's Real Time Information system.
- 6 Notes that a proposed Airport Unit has been included in the draft Wellington Regional Public Transport Plan 2021-31.
- 7 Notes that officers are working with Wellington Airport to determine (in the event that the Airport Unit is established) the parameters within which we would be able to successfully launch a targeted bus service that would operate between the Wellington Station and the Airport as an integral part of the Metlink network.
- 8 Notes that Metlink will work with our communities in the Hutt Valley and Porirua, as well as all other parts of Greater Wellington, to ensure that regional connectivity is maintained and enhanced.

Moved as an amendment (to be an additional motion): Cr Lamason / Cr van Lier

That the Committee:

- 9 Notes that the draft Regional Public Transport Plan will invite submitters to comment on the extension of the Airport bus service beyond Wellington Station to other parts of the Wellington Region.

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

Moved as an amendment (to be an additional motion): Cr Ponter / Cr Nash

That the Committee:

- 10 Notes that the Wellington airport service will, pursuant to previous decisions of Council, be delivered by electric buses.

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

Moved: Cr Brash / Cr Lee

That the Committee:

- 1 Notes that in accordance with the process outlined in the Land Transport Management Act 2003, NZ Bus issued a notification of a proposal to withdraw the exempt Airport Flyer service (trading as the Valley Flyer) on 9 November 2020.
- 2 Notes that the service ceased operating on 28 November 2020 and the withdrawn exempt service was removed from Greater Wellington's register of exempt services.
- 3 Notes that the current Wellington Regional Public Transport Plan 2014 provides that in the event that NZ Bus ceases operating the existing airport bus service, a service from Wellington Station to Wellington Airport would be provided under contract to Greater Wellington.
- 4 Endorses the approach undertaken by officers to commence the process of establishing a unit to provide a targeted bus service from Wellington Station to Wellington Airport as an integral part of the Metlink network.
- 5 Notes that such a service would provide significant benefits with it operating as an integral part of the Metlink network, including incorporation of Metlink's electronic ticketing system, as well as its integration with Metlink's Real Time Information system.
- 6 Notes that a proposed Airport Unit has been included in the draft Wellington Regional Public Transport Plan 2021-31.
- 7 Notes that officers are working with Wellington Airport to determine (in the event that the Airport Unit is established) the parameters within which we would be able to successfully launch a targeted bus service that would operate between the Wellington Station and the Airport as an integral part of the Metlink network.
- 8 Notes that Metlink will work with our communities in the Hutt Valley and Porirua, as well as all other parts of Greater Wellington, to ensure that regional connectivity is maintained and enhanced.
- 9 Notes that the draft Regional Public Transport Plan will invite submitters to comment on the extension of the Airport bus service beyond Wellington Station to other parts of the Wellington Region.
- 10 Notes that the Wellington airport service will, pursuant to previous decisions of Council, be delivered by electric buses.

The substantive motion was **carried**.

The meeting adjourned at 10.52am during the debate on the above item, after the amendments were proposed, and resumed at 11.12am.

Councillor Connelly left the meeting at 10.52am and did not return to the meeting and was not present for the vote of the above item.

8 Wellington Regional Public Transport Plan Review – Report 21.39

Emmett McElhatton, Principal Advisor, Policy and Scott Gallacher, General Manager, Metlink, spoke to the report.

Mr Gallacher advised the Committee of an additional officer recommendation to provide the Committee Chair with authority to approve minor editorial amendments to the draft Wellington Regional Public Transport Plan 2021-31 for consultation.

Moved: Cr Lee / Cr Staples

That the Committee:

- 1 Notes that on 22 October 2020, the Committee approved the policies and actions set out in Section 6 *Achieving our goals: objectives, policies and actions* for inclusion in the draft Wellington Regional Public Transport Plan 2021-31.
- 2 Notes that on 3 December 2020 the Committee endorsed the proposed Final Draft Wellington Regional Public Transport Plan 2021-31.
- 3 Notes that the narrative of the Final Draft Wellington Regional Public Transport Plan 2021-31 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.
- 4 Notes that since the 3 December 2020 Committee meeting, the Final Draft Wellington Regional Public Transport Plan 2021-31 has had additional key measures added to better articulate Greater Wellington’s decarbonisation, and health and safety targets, and to better align with the draft Regional Land Transport Plan 2021-31.
- 5 Notes that the Final Draft Wellington Regional Public Transport Plan 2021-31 signals Metlink’s establishment of a new unit to provide an airport service to and from Wellington Station.
- 6 Approves the Final Draft Wellington Regional Public Transport Plan 2021-31 as set out in Attachment 1 to this report.
- 7 Agrees that the Final Draft Wellington Regional Public Transport Plan 2021-31 will be consulted on using the Special Consultative Procedure, with public consultation scheduled to occur from 15 February to 19 March 2021.
- 8 Delegates to the Chair of the Transport Committee authority to approve minor editorial amendments to the draft Wellington Regional Public Transport Plan 2021-31 for consultation.
- 9 Notes that officers will be holding a series of joint Regional Land Transport Plan 2021-31 and Wellington Regional Public Transport Plan 2021-31 public drop-in events across the region during the consultation period. Officers will notify Councillors of the dates and venues for these once they are confirmed.
- 10 Notes that hearings on the Final Draft Wellington Regional Public Transport Plan 2021-31 are scheduled to occur from 20 to 22 April 2021.

- 11 Agrees to convene as a hearing committee to consider the submissions on the Final Draft Wellington Regional Public Transport Plan 2021-31 and to make its recommendations to Council.

The motion was **carried**.

9 COVID-19 Metlink Response Update – Report 21.25 [For Information]

Melissa Anderson, Manager, Operations, spoke to the report.

10 Public Transport Performance – Report 21.25 [For Information]

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

The Committee Chair invited Councillor Lee to close the meeting with a proverb.

The meeting closed at 12.05pm

Councillor Blakeley

Chair

Date:

Transport Committee
25 March 2021
Report 21.106



For Information

**UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS MEETINGS –
MARCH 2021**

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Ngā hua ahumoni

Financial implications

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

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga
Attachment

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

Ngā kaiwaitohu
Signatory

Approver	Scott Gallacher - Kaiwhakahaere Matua Waka/General Manager, Metlink
----------	---

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

Attachment 1 to Report 21.106

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
17 September 2020	<p>Regional Rail Rolling Stock replacement – Report 20.192</p> <p>Noted</p> <p>That the Committee requested that Metlink seek advice from KiwiRail as to how government would prioritise timeframes regarding electrification to Ōtaki.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>This action will be undertaken as part of the Detailed Business Case and Procurement Strategy to support a funding application for new rolling stock.</p>
17 September 2020	<p>Round the Bays 2021 – Public Transport Support – Report PE20.295</p> <p>Noted</p> <p>The Committee requested that the ‘Operational guidelines – requests for sponsorship or free fares for events’ be reviewed.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>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.</p>

Transport Committee
25 March 2021
Report 21.88



For Information

REPORT OF THE PUBLIC TRANSPORT ADVISORY GROUP MEETING – 4 MARCH 2021

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 4 March 2021.

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's most recent meeting occurred on 4 March 2021.

Matters considered by the Advisory Group

Wellington Rail Station access ramp (topic brought to the agenda by a PTAG member)

5. The Advisory Group discussed KiwiRail's proposal to locate a ramp on the southern side of the main Wellington Rail Station frontage to improve accessibility.
6. Members supported the introduction of a ramp at the front entrance in the short-term, and also favoured enhancing accessibility around the Station in the long-term.
7. PTAG requested that the Transport Committee advocate to the property owners (the Crown/KiwiRail and Wellington City Council) in support of this.

'Cash off board' bus services - (wording as per Council report in Sept 2020)

8. Cody Waihape, Customer Experience Advisor, Metlink, introduced the concept of cash off board bus services, and outlined how the initiative could benefit both customers and Metlink. This was followed by a workshop on cash off board bus services focusing on the benefits and risks of the proposed initiative, and the circumstances under which cash off board services could operate effectively.
9. A number of members disagreed in principle to removing cash options. Commenting that this could further disadvantage already disadvantaged communities, and limit access to public transport.

Metlink customer satisfaction survey results

10. David Boyd, Customer Experience Lead, Metlink, presented the results of Metlink's latest customer satisfaction survey results. This was followed by a workshop that focused on the findings, asked the group if there were any surprising results, and what actions that can be taken to improve the worst performing aspects of the service over the short and medium term.

General discussion

11. Marko Garlick, PTAG member representing youth and tertiary students, for information only purposes presented on transit-orientated developments around Waterloo and Porirua Stations in his capacity as an advocate for Generation Zero.
12. The Group further discussed the opinions from a number of the membership against the removal of cash options.

**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
<p><i>Fit with Council’s roles or Committee’s terms of reference</i></p> <p>The Advisory Group’s relevant responsibilities are stated in paragraph 3 of the Terms of Reference.</p>
<p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report but may be implications arising from the PTAG work programme.</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>The Advisory Group is one tool that enables Metlink to achieve a key focus area set out in the Long Term Plan 2018—28 - “Creating connected and consistent customer experience across modes, and building a direct relationship with customers”. In addition, a stated goal in the Wellington Regional Public Transport Plan is “An effective connection with customers”.</p>
<p><i>Internal consultation</i></p> <p>There was no internal consultation needed.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Transport Committee
25 March 2021
Report 21.86



For Information

PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

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

- ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 50 percent of all patronage by 2022 (from 47 percent in 2018/19).
 - iii Undertaking workplace travel programmes for six major regional employers by 2022.
 - c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM , including:
 - i Decisions on mass rapid transit route and mode by December 2020.
 - ii Implementation of pilots and early wins for bus priority on core bus routes by 2022.
 - d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) for Lower North Island regional rail by June 2021.
 - e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets set out in a – d above, by June 2021.
4. The last update of progress against the Committee's stated strategic priorities was presented to the Committee on 3 December 2020.
5. This report updates the Committee on progress from the date of the last report (3 December 2021) until 1 March 2021.

Te tātaritanga Analysis

Progress against strategic priorities

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

Carbon Emissions

100 electric buses in fleet by December 2023

7. The 98 electric buses which have already been agreed to with NZ Bus and Tranzurban, will start to arrive during the third quarter of 2021 through to the first quarter of 2023 (calendar year). Note that we had originally expected that the buses would start to arrive during the second quarter of 2021, however, COVID-19 is causing delays to shipping of buses into New Zealand.
8. In addition, on 10 December 2020, Council agreed to an increase in fleet requirements by the addition of up to four new buses in financial year 2021/22 in order to meet projected patronage growth, subject to receiving Waka Kotahi funding approval.
9. Officers are in the process of obtaining funding approval from Waka Kotahi and discussions regarding the additional EV have started with the operators.

Acceleration of decarbonisation of 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. On 10 December 2020, Council agreed to two further decarbonisation initiatives for future fleet. Namely:
 - a Council agreed to enable a new electric ferry to be brought in to service by East by West. This ferry will be the first operating electric passenger ferry in the Southern Hemisphere. The replacement of a diesel ferry with an electric ferry will avoid an estimated 275,000kg of CO₂ per year from diesel use. While this is a small amount relative to Greater Wellington's total corporate carbon footprint, it is roughly the same as the decarbonisation benefit of eight electric buses.
 - b Council supporting a trial by one of our operators (Tranzurban) to convert diesel buses to electric. Subject to successful conversion, Council will consider converting more diesel buses to electric. The converted double decker bus will have the following anticipated benefits in addition to the decarbonisation identified in the B1 and B2 scenarios (see Report 20.371):
 - i Removal of 84 tons CO₂e per year more than the B1 and B2 scenarios.
 - ii This trial will inform Council of further decarbonisation options for example, it might prove to be more cost effective to convert existing diesel vehicles rather than to procure new electric vehicles, in order to meet the Council's decarbonisation targets.
 - iii The trial bus that will be converted was a new bus at the commencement of the Partnering Contacts and has a life beyond the term of the contracts. Therefore, converting the trial bus from diesel to electric means that the carbon footprint is greatly reduced (both now and beyond the contract term).

Mode Shift

Increase in boardings

12. Prior to the emergence of COVID-19 in late March 2020, Metlink 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 a rate averaging between 80% to 85% of pre-COVID-19 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. Metlink will continue to monitor patronage and update the 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 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. The previously suspended 'Earlybird off-peak bus fares trial' (Trial), recommenced on 22 February 2021. The Trial has been proposed as a way of potentially spreading peak demand on the Wellington City bus network. The Trial will run for a four month period from 22 February 2021. Immediately before and after the start of the Trial, there were two transient changes to COVID-19 Alert Levels (14-17 February 2021 and 28 February to 7 March 2021). The changes to Alert Levels have affected the patronage levels and travel pattern. As a result the data for the first months of the Trial may not be suitable for the assessment of the success of the Trial.

Workplace travel programmes

19. Travel plan initiatives are currently underway with Capital and Coast District Health Board, Hutt Valley District Health Board, Victoria University and Ministry for the Environment. The Wellington Regional Hospital Travel Action Plan and a Single Stage Business Case were delivered at the end of February. Planning for the implementation phase is underway.
20. Support to Victoria University of Wellington students and staff continues by way of attending events, advising on sustainable transport options and routes, and offering e-bike trials and skills training.
21. The next meeting of the Workplace Travel Forum (chaired by the Greater Wellington Travel Choice team) will be held on Wednesday 17 March 2021. Key discussion points will include: an invitation to forum members to submit on the Draft Regional Land Transport Plan and Draft Regional Public Transport Plan; an update on the new Wellington City Council Active Transport Workplace Fund; and a link to a webinar on intelligent mobility through Mobility as a Service (MaaS) and what working from home adds to sustainability.
22. In partnership with Switched On Bikes and Wellington City Council, one-hour e-bike hire is being subsidised. Two workplaces from the Workplace Travel Forum have taken up this offer to date with their employees enjoying a free lunchtime ride.
23. As a result of COVID-19, we are seeing changes in travel behaviour. Changes in travel behaviour and the emergence of flexible working arrangements will impact our ability (and potentially need) to undertake workplace travel programmes. Furthermore, advances in technology offer new ways to promote travel behaviour change.

Let's Get Wellington Moving

Mass rapid transit route and mode

24. Indicative Business Case development has continued, with draft technical documentation reviewed by partners. The reports assess mode, route (Programme Business Case 'Baseline' route, plus alternate route options), and integration options with strategic highway improvements.
25. The current focus is on programme level integration, modelling, and assessment. This work is being completed in the context of new information from the draft business case

work completed to date, emerging affordability constraints, increasing baseline costs, Ministerial changes, and COVID-19 impacts.

26. Consultation on options is planned for later in 2021.
27. The final Indicative Business Case is scheduled for completion by late 2021.

Bus priority

28. 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.
29. The City Streets work package is focusing on Indicative Business Case development. Draft technical documents are currently being reviewed by partners.
30. 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.
31. The current focus is on integrating City Streets into wider programme level options for transport modelling, consultation, and assessment. There has been particular focus on initiatives that can be delivered within the next three years.
32. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. The next step is for multi criteria assessment of the short list options outcomes to be presented to LGWM governance for decision and staging planning to commence.
33. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement is currently being planned from May 2021.

Lower North Island Regional Rail

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

34. 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.
35. 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.
36. Following a competitive tender process, prior to Christmas, GWRC appointed a consortium headed by RPS Group to lead the Detailed Business Case preparation.
37. The Detailed Business Case is expected to be completed by June 2021.

Regional Public Transport Plan

- 38. 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.
- 39. A final consultation draft of the RPTP was adopted by this Committee on 11 February 2021.
- 40. Public consultation via Have Your Say is running from 15 February to 19 March 2021 supported through a series of digital public engagement events held via Teams as a result of the move to Alert Level 2 on 7 March 2021.
- 41. Public submissions to a Council hearing committee are scheduled for 20-22 April 2021.

Ngā kaiwaitohu

Signatories

Approvers	Scott Gallacher - General Manager, Metlink Luke Troy – General Manager, Strategy
-----------	---

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>This report updates the Committee on progress against its stated strategic priorities</p>
<p><i>Implications for Māori</i></p> <p>There are no known implications for Māori stemming from this report.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>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.</p>
<p><i>Internal consultation</i></p> <p>Sustainable Transport and Customer Experience Departments were consulted in drafting this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks.</p>

Transport Committee
25 March 2021
Report 21.99



For Decision

TRANSPORT COMMITTEE STRATEGIC PRIORITIES: MID TERM REVIEW

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (the Committee) of the findings of a mid-term review of the Committee's stated priorities, and the amendments to the key performance indicators.

He tūtohu

Recommendations

That Transport Committee:

- 1 **Agrees** that the current Transport Committee strategic priorities for the 2019-22 triennium remain appropriate.
- 2 **Adopts** the following the key performance measures to achieve the strategic priorities, to replace the current key performance measures, as follows:
 - a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
 - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
 - ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
 - iii Including a new requirement in the tender documents for the next PTOM bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31).
 - iv Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:

- i Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23.
- ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20).
- iii Undertaking workplace travel programmes for at least four major regional employers by 2022.
- iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - Progressive roll-out of cash-free bus routes commencing mid-2021
 - Pilot of electronic ticketing on rail by the end of September 2021
- v Improving the integration of rail bus replacements into the network, including:
 - Developing detour maps for customers by August 2021
 - Integration of timetable and signage displays into Metlink BAU by November 2021
- vi Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
 - Initiating the tender process by September 2021
 - Commencing operation of service by 1 July 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
 - i Decisions on mass rapid transit route and mode by December 2021.
 - ii Commence implementation of Bus Priority Action Plan, City Streets work package, Golden Mile and Thorndon Quay/Hutt Road by July 2022.
- d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest.
- e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets by June 2021.

Te tāhū kōrero Background

2. On 20 February 2020 the Committee agreed to the following strategic priorities for the 2019-2022 triennium:
 - a A reduction in transport-generated regional carbon emissions.
 - b An increase in regional mode share for public transport and active modes.

- c Early delivery of public transport elements of Let's Get Wellington Moving programme.
 - d Funding commitment to the Lower North Island Regional Rail trains.
3. The Committee agreed to the following key performance measures for the 2019-2022 triennium being stretch targets:
- a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
 - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
 - ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
 - i An increase in regional public transport boardings to 44 million passenger boardings in 2022 (from 40 million passenger boardings in 2019).
 - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 50 percent of all patronage by 2022 (from 47 percent in 2018/19).
 - iii Undertaking workplace travel programmes for six major regional employers by 2022.
 - c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM , including:
 - i Decisions on mass rapid transit route and mode by December 2020.
 - ii Implementation of pilots and early wins for bus priority on core bus routes by 2022.
 - d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) for Lower North Island regional rail by June 2021.
 - e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets set out in a – d above, by June 2021.
4. A report providing an update of progress against the Committee's stated strategic priorities will be presented to the Committee at today's meeting (refer Report 21.86).

Context for review of strategic priorities

- 5. As it has been just over a year since the Committee adopted its strategic priorities it is timely to review the stated strategic priorities for this Committee. In December 2020 the Committee members considered a mid-term review of the current strategic priorities.
- 6. The paragraphs below provide context of the changing operating environment and set out my thoughts on challenges we face.

Changes in our transport operating environment from the time the priorities were set

COVID-19

7. 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, 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).
8. During COVID-19 Metlink has undertaken a huge amount of work to ensure the provision of public transport as an essential service in a way that responds to Government directives, customer needs, and the safety of passengers and Metlink staff.
9. As we emerge from the highest levels of lockdown, we have seen sustained patronage growth. Patronage in the Wellington Region has increased at a rate higher than anticipated. In fact, Wellington's recovery in terms of patronage is the strongest in the country and one of the strongest in the world.
10. At Alert Level 1 patronage is at approximately 80-85 percent of levels from the equivalent period in 2019. At Alert Level 2 patronage is at approximately 70 percent of levels from the equivalent period in 2019.

Strong improvement in customer satisfaction

11. In November 2020 the annual passenger satisfaction survey occurred (delayed from May 2020 due to COVID-19). This showed a significant improvement since the last annual survey in May 2019 (from 87 percent to 94 percent).
12. Satisfaction with Wellington City bus services increased from 85 to 95 percent, and satisfaction with rail services increased from 89 percent to 95 percent. The increases were driven by perceptions of improvement across most aspects of the journey (reliability, capacity, access, and comfort levels).
13. The survey asked passengers to rate their satisfaction with Metlink's COVID-19 response – 90 percent of passengers were satisfied with the response.
14. These are very pleasing results, which reflect the hard work that Metlink and operators put in on a daily basis to provide a world class public transport network.

Stronger focus on decarbonisation across the whole network

15. A stronger focus on decarbonisation continues to emerge from both central government and Greater Wellington.

Central Government

16. On 2 December 2020 the Government declared a climate emergency, committing to urgent action on reducing emissions.
17. On 28 January 2021 the Government announced that it was committing \$50 million to help councils fully decarbonise the public transport bus fleet by 2035.
18. In its Draft Advice for Consultation, issued on 31 January 2021, the Climate Change Commission has also outlined a number of recommendations regarding public transport and the need to increase travel by active modes.

Greater Wellington

19. Work on a 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.
20. All new growth buses, and age replacement buses will be electric. The remaining legacy diesel buses will be phased out as historic contracts come up for renewal from 2027 – 2031.
21. We are also supporting the trial of Wellington’s largest bus operator to convert diesel buses to electric. If successful, we will take more carbon off the road, sooner, removing the emission of existing diesel buses without having to replace the entire asset.
22. Greater Wellington will halve ferry carbon emissions by replacing one of the East by West ferries. This new ferry, built in Wellington, will be the first electric passenger ferry in the Southern Hemisphere.
23. Greater Wellington is proposing significant rolling stock improvements, including exploring locomotives deploying hybrid electric propulsion, and electrification of infrastructure to both the Capital Connection and the Wairarapa train lines. We are working to advance these plans with Waka Kotahi NZ Transport Agency (Waka Kotahi) and KiwiRail. The Government has committed funding to a business case for this work.

Other focus areas identified for the remainder of the triennium

24. The following are Councillors’ assessments of other focus areas for the Committee for 2019-2022, i.e. by October 2022.
25. *Rest and Meal Breaks Provisions of the Employment Relations Amendment Act:* Follow up to workforce strategy workshop in early 2020 with representatives from operators, unions, industry advocates, Waka Kotahi and the Ministry of Transport, to respond to a national driver shortage. Continue to provide national and regional leadership to prepare for the implementation of the rest and meal breaks provisions as set out in the Employment Relations Amendment Act - including ensuring there are adequate toilet facilities. Host another workforce strategy workshop at Ramaroa, Queen Elizabeth Park, e.g. consider Driver National Award.
26. *Government’s Review of PTOM Model:* Follow up to Greater Wellington’s Briefing to Incoming Ministers (BIM), referring to previously announced review of the Public Transport Operating Model (PTOM), working together with other regional councils and government agencies.
27. *Preparation for New Contracts Under PTOM due 2027/28:* Recognising that we are now 2.5 years into the 2018 PTOM contracts, consider measures under the contracts that may be required to ensure provision of appropriate wages and conditions of drivers and other staff.
28. *Delivery of Digital Information:* Development of an open-data application Programming Interface (API) for enabling the public and developer community to access and consume our real-time information data, and the upgrading of the Metlink website to improve its accessibility and usability. A live prototype of the ‘on-bus next stop announcement’ system was completed during May-June 2019.

29. *Innovation in Public Transport Delivery models*: Explore opportunities for innovation in public transport delivery models, such as “public transport on demand” and “mobility as a service” utilising digital technologies, e.g. to provide connection for customers between home and rail, and other major transport stations.
30. *Assessment of alternatives of procurement or in-house provision of services*: provide advice in reports by officers of assessment of alternatives of procurement or in-house provision of services.
31. *Transit Oriented Developments*: Work with Wellington City Council, Porirua City Council and Hutt City Council to begin planning for Transit Oriented Developments, within the context of the Wellington Regional Growth Framework and Long Term Plans, at Porirua, Johnsonville and Waterloo Station.
32. *Wellington Region Transport Alignment Project*: Work with Ministry of Transport (MoT), Waka Kotahi and territorial authorities to seek policy alignment on major transport related projects between central government and local government, modelled on the very effective Auckland Transport Alignment Project (ATAP).
33. *Regional Passenger Rail Services between Auckland and Wellington*: Feasibility Study and Business Case developed jointly between KiwiRail and the 17 Chairs and Mayors of regional councils, unitary councils, territorial authorities on the NIMT- Follow up to BIM.

Review of strategic priorities 2019-2022 triennium

34. I consider that the Committee’s four strategic priorities, as set out above (refer paragraph 3) remain appropriate. They align with strategic priorities and key measures that Council has endorsed through the draft Regional Public Transport Plan and draft Regional Land Transport Plan. It is likely that these priorities will also align with the draft Long Term Plan. These draft Plans are scheduled to be adopted by 30 June 2021.
35. The following paragraphs set out my thoughts on the key performance measures; amendments that I consider necessary to reflect the new operating environment, and additional measures that I think should be included.

Key performance measures: Carbon Emissions

36. *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport generated carbon emissions by 2030 through:
 - a Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
 - b 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.

Comment

37. Based on the information provided by officers in the update reports, I consider that appropriate work is being undertaken to achieve these key performance measures.
38. I consider that two additional key performance measures be added as follows:

- a Including a new requirement in the tender documents for the next PTOM bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31)
- b Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.

Key performance measures: Mode Shift

39. *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:
- a An increase in regional public transport boardings to 44 million passenger boardings in 2022 (from 40 million passenger boardings in 2019).
 - b 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).
 - c Undertaking workplace travel programmes for six major regional employers by 2022.

Comment

40. Based on the information provided by officers in the update reports, and reflecting the changing environment set out above, I consider that the key performance measures targets relating to mode shift need to be amended as follows to reflect targets that are achievable (while still being stretch targets):
- a Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23
 - b Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20)
 - c Undertaking workplace travel programmes for at least four major regional employers by 2022.

Note: these targets assume no further waves of community transmission and significant changes to alert levels.

41. I have also reviewed recent reports and issues which may have an impact on encouraging public transport use. I am proposing that three new key performance measures be added to the mode shift strategic priority:
- a Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - i Progressive roll-out of cash-free bus routes commencing mid-2021
 - ii Pilot of electronic ticketing on rail by the end of September 2021.
 - b Improving the integration of rail bus replacements into the network, including:
 - i Developing detour maps for customers by August 2021

- ii Integration of timetable and signage displays into Metlink BAU by November 2021.
- c Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
 - i Initiating the tender process by September 2021
 - ii Commencing operation of service by 1 July 2022.

Key performance measures: Let's Get Wellington Moving

42. *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM , including:
- a Decisions on mass rapid transit route and mode by December 2020.
 - b Implementation of pilots and early wins for bus priority on core bus routes by 2022.

Comment

43. Based on the information provided by officers in the update reports, I consider that these key performance measures should be amended as follows:
- a Decisions on mass rapid transit route and mode by December 2020.
 - b Implementation of pilots and early wins for bus priority on core bus routes by 2022.

Key performance measure: Lower North Island Regional Rail

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

Comment

45. Based on the information provided by officers in the update reports, I recommend that the key performance measure be amended as follows:
- a *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including funding) by Budget 2022 at latest.

Key performance measure: Regional Public Transport Plan

46. *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets, by June 2021.

Comment

47. This key performance measure should be achieved; the Committee is currently in the process of consulting on its draft Regional Public Transport Plan. The Regional Public Transport Plan is scheduled to be adopted in June 2021.

Ngā hua ahumoni

Financial implications

48. There may be financial implications associated with matters raised in this report. However, any non-budgeted financial costs will be brought to the appropriate decision making body as required.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

49. The strategic priorities and key performance measures contribute to Council and Greater Wellington's policies and commitments relating to climate change.
50. The strategic priorities and key performance measures advance the commitment to provide a low emissions public transport network.
51. The strategic priorities and key performance measures policies have no negative implications for greenhouse gas emissions over their lifetime and therefore do not require an approach to reduce them.
52. Climate change impacts will not have any direct effect upon the strategic priorities and key performance measures over their lifetime.

Ngā tikanga whakatau

Decision-making process

53. The matters referenced in this report may have a high degree of importance to affected or interested parties.
54. The matters requiring decision in this report have been considered 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

55. The significance of the matters have been considered, taking the Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-Making Guidelines* into account. It is recommended that the matter be considered to have low significance, due their administrative nature.

Te whakatūtakitaki

Engagement

56. In addition to considering a mid-term review of strategic priorities with Councillors at a workshop, I have consulted with the General Managers of each of the Metlink and Strategy Groups. Each General Manager is comfortable with the matters proposed in this report.

Ngā tūāoma e whai ake nei

Next steps

57. As is currently the practice, officers will report on progress against the priorities and key performance measures, and other relevant matters, on a quarterly basis.

Ngā kaiwaitohu

Signatory

Author	Councillor Roger Blakeley - Chair, Transport Committee
--------	--

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> Standing order 3.5.4 provides that the Chairperson, by report, has the right to direct the attention of the Council or the relevant committee as the case may be, to any matter or subject within the role or function of the Council or committee respectively. This report provides the Committee with a mid-term review of its stated strategic priorities
<i>Implications for Māori</i> There are no known implications for Māori stemming from this report.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> See paragraph 35 of the report.
<i>Internal consultation</i> Metlink and Strategy groups were consulted in drafting this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks.

Transport Committee
25 March 2021
Report 21.87



For Information

METLINK CONTACTLESS PAYMENT INITIATIVES - UPDATE

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on progress made to date regarding advancing Metlink contactless payment initiatives.

Te tāhū kōrero

Background

2. On 17 September 2020 the Committee considered the report Metlink resilience and preparedness: preparing for national ticketing solution (Report 20.233) ([Attachment 1](#)).
3. The Committee agreed to a set of principles to guide Metlink initiatives to reduce on board cash fare payment, and increase the use of 'contactless' fare payment. The principles can be found at paragraph 41 of Attachment 1.
4. The Committee noted that officers would undertake the development and implementation of initiatives for increasing current contactless fare payment across the Metlink bus, ferry and rail network provided that such initiatives:
 - a align with the endorsed principles; and
 - b are able to be accommodated within existing budgets.

Contactless payment initiatives - update

Rail

5. A feasibility assessment continues for the trialling of contactless payment on the rail network using Snapper payment.

Bus

6. In an effort to encourage and increase contactless payment methods across the bus network, Metlink is proposing to trial removing cash payment on a number of services.
7. Cash payment on bus services varies greatly (from one percent to 22 percent), reflecting the travel needs of the broad range of communities the bus network services.
8. Bus services that serve peak travel, especially express services, have low cash payment (below three percent for express services). Most passengers on these services have a strong preference and imperative for shorter travel times.

Peak express services - pilot

9. Peak express services provide a low risk short-term opportunity for trialling the removal cash payment on-board to understand the appetite of customers to adopt cashless payment.
10. Trialling cashless peak express services, all designated with an 'X' in their name, will enable customers to easily identify these services. It will also ensure people who retain a cash preference can be assured public transport access by using the non-express services that also service the neighbourhoods where express services run.
11. Metlink will undertake a three to six month pilot of making express peak services (30x, 31x, 32x, 85x) cashless to understand how customers respond.
12. The pilot will inform whether a further roll-out of cashless bus services to other low cash payment services is feasible.
13. As part of the pilot, officers will observe the chosen services and gather customer insights before going live, during the trial, and at the end of the trial to understand:
 - a Why some customers choose to pay with cash on peak services (i.e forgotten to top up, one-off travellers?)
 - b What challenges or risks might be involved going cashless.
 - c How customers feel about making these services cashless. Is the value proposition of improving travel times a perceived benefit?
 - d What the impacts have been of patronage and revenue.

Ngā tūāoma e whai ake nei

Next steps

14. Officers will engage with operators to advise them that Metlink staff will be conducting interviews on board express services and start their investigation into removing cash from express services in April 2021 by interviewing customers on-board. Customer communications will be prepared in advance of a pilot targeted for June 2021.

Ngā āpitihanga

Attachment

Number	Title
1	Report 20.233 Metlink Resilience and Preparedness: Preparing for National Ticketing Solution

**Ngā kaiwaitohu
Signatories**

Writers	Cody Waihape – Customer Journey Advisor, Customer Experience David Boyd – Customer Experience Lead
Approvers	Bonnie Parfitt – Manager, Network and Customer Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council's roles or Committee's terms of reference</i></p> <p>This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below:</p> <p>“To ...set the operational direction to deliver public transport and mode-shift;”</p>
<p><i>Implications for Māori</i></p> <p>A guiding principle of the proposal is “Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices”.</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>This report provides an update on measures which are being taken to progressively strengthening the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the National Ticketing Solution (a major initiative in the Long Term Plan and Public Transport Plan).</p>
<p><i>Internal consultation</i></p> <p>No internal consultation was required outside of the Metlink Group.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no legal or health and safety risks associated with this report.</p>

Transport Committee
17 September 2020
Report 20.233



For Decision

METLINK RESILIENCE AND PREPAREDNESS: PREPARING FOR NATIONAL TICKETING SOLUTION

Te take mō te pūrongo

Purpose

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

He tūtohu

Recommendations

That the Transport Committee:

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

Te tāhū korero

Background

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

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

Te tātaritanga Analysis

Strategic context

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

Preventing Revenue Loss

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

Fare collection across the network

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

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

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

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

* SuperGold and Under 5s

[^] Metlink Explorer and Monthly

[~] Discretionary, Metlink Inspector, Metlink Staff

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

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

Opportunities for developing initiatives for increased contactless payment

Increased Snapper use on bus services

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

Extension of Snapper to the rail network

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

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

Ferry

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

Key considerations

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

Customer Experience

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

Data

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

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

Transition to National Ticketing Solution

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

Principles

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

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

Ngā hua ahumoni Financial implications

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

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

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

Mitigation and adaptation assessment

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

**Ngā tikanga whakatau
Decision-making process**

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

**Te hiranga
Significance**

47. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that the matter is of low significance; the Committee is being asked to agree to a set of principles to guide the design and implementation of initiatives which are aimed to progressively strengthen the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the NTS.

**Te whakatūtakitaki
Engagement**

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

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

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

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

Ngā āpitihanga

Attachments

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

Ngā kaiwaitohu

Signatories

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

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

Transport Committee
25 March 2021
Report 21.85



For Information

PUBLIC TRANSPORT PERFORMANCE – JANUARY 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

Operational performance

2. Metlink now has access to a growing array of information that helps 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 January 2021. The performance report for February was not available at the timing of writing this report; the February performance report will be tabled at the meeting.

Te tātaritanga

Analysis

Operational performance

Bus performance

6. Bus passenger boardings for January 2021 were 1.3 million. Boardings over the January 2021 period were 79.7 percent of January 2020 boardings. December 2020 boardings were 91.0 percent of boardings for the same month the previous year.
7. In January 2021, operators used the correct bus size 97 percent of the time, compared to 99 percent in December 2020. Reliability for January was 98.9 percent and punctuality 96.3 percent, close to December results of 98.7 percent and 95.5 percent respectively.

8. Service cancellations in Wellington impacted reliability this month, while no material events affected punctuality.

Rail performance

9. Rail passenger boardings for January 2021 were 0.7 million. Boardings over the period were 65.4 percent of January 2020 boardings. This compares to December 2020 boardings being 84.4 percent of boardings for the same month the previous year.
10. Reliability in January 2021 (97.7 percent) was slightly lower and punctuality (91.6 percent) higher compared to December 2020, (98.8 percent and 88.8 percent respectively).
11. Reliability was affected this month by a change in separation requirements between freight and passenger trains, on the Wairarapa line to 60 minutes, which led to delays and some cancellations of services. The freight timetable has since been amended to ensure sufficient separation.
12. Services on the Kāpiti Line continued to be affected by a speed restriction through a slip site near Pukerua Bay - this has since been removed.
13. The Wairarapa Line remains a focus for service improvements.

Ferry performance

14. Boardings for January 2021 were 91.2 percent of boardings for the same month last year. In December 2020 boardings were 84.2 percent of the previous December.

Ngā āpitihanga

Attachments

Number	Title
1	Metlink’s performance report – January 2021

Ngā kaiwaitohu

Signatories

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

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

Metlink performance report



January 2021 – for the GWRC Transport Committee

This report contains a summary of key information for January and the year to date (July 2020 to January 2021). 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

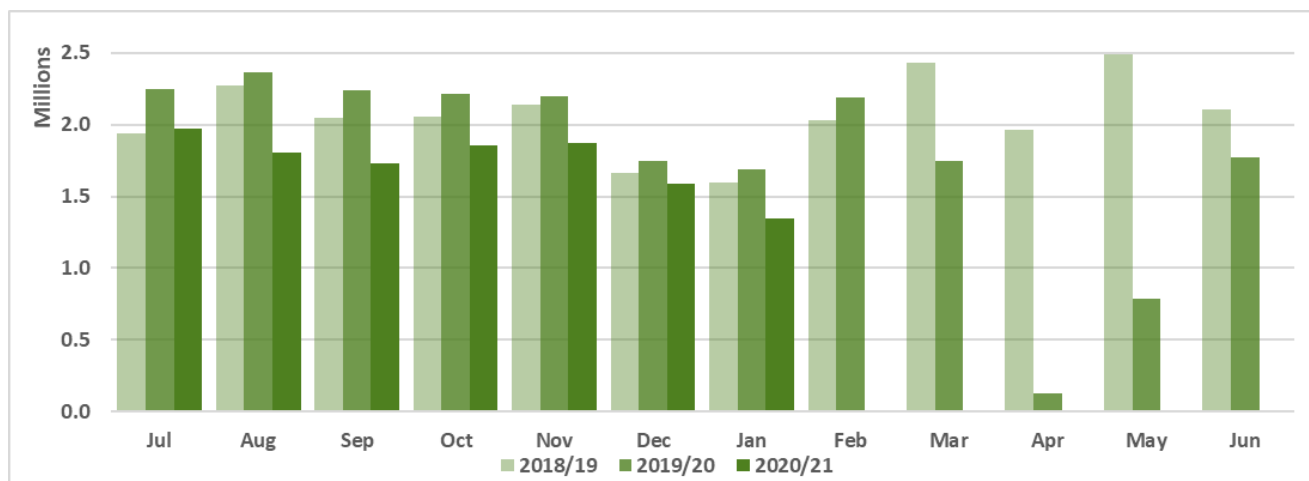
Under Alert Level 1, January passenger boardings were 20.3% lower than the same month last year, and 17.3% lower for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jan

	Jan-21	Jan-20	% Change
Wellington	1,005,648	1,262,190	-20.3%
Hutt Valley	260,969	321,444	-18.8%
Porirua	47,116	58,957	-20.1%
Kapiti	26,408	37,932	-30.4%
Wairarapa	6,193	9,027	-31.4%
Total	1,346,334	1,689,550	-20.3%

By area - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Wellington	8,885,921	10,841,454	-18.0%
Hutt Valley	2,417,034	2,845,270	-15.1%
Porirua	496,085	573,627	-13.5%
Kapiti	298,395	366,052	-18.5%
Wairarapa	81,726	94,390	-13.4%
Total	12,179,161	14,720,793	-17.3%



Rail Passenger boardings

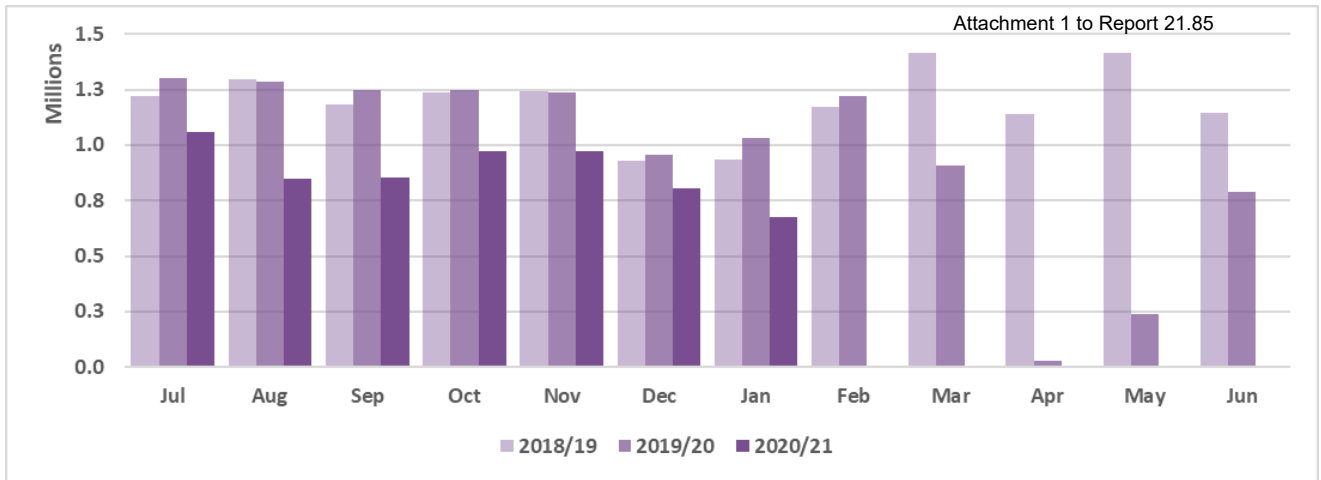
Under Alert Level 1, rail recorded a decrease in passenger boardings of 34.6% for the month, and a decrease of 25.4% for the year to date. There were reduced services early in the month due to block of lines, and therefore reduced patronage. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Jan

	Jan-21	Jan-20	% Change
Hutt Valley	285,784	444,242	-35.7%
Kapiti	286,623	430,286	-33.4%
Johnsonville	62,602	97,486	-35.8%
Wairarapa	39,219	58,319	-32.8%
Total	674,228	1,030,333	-34.6%

By line - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Hutt Valley	2,612,422	3,571,648	-26.9%
Kapiti	2,595,390	3,474,392	-25.3%
Johnsonville	635,424	803,386	-20.9%
Wairarapa	348,923	453,661	-23.1%
Total	6,192,159	8,303,087	-25.4%



Ferry Passenger boardings

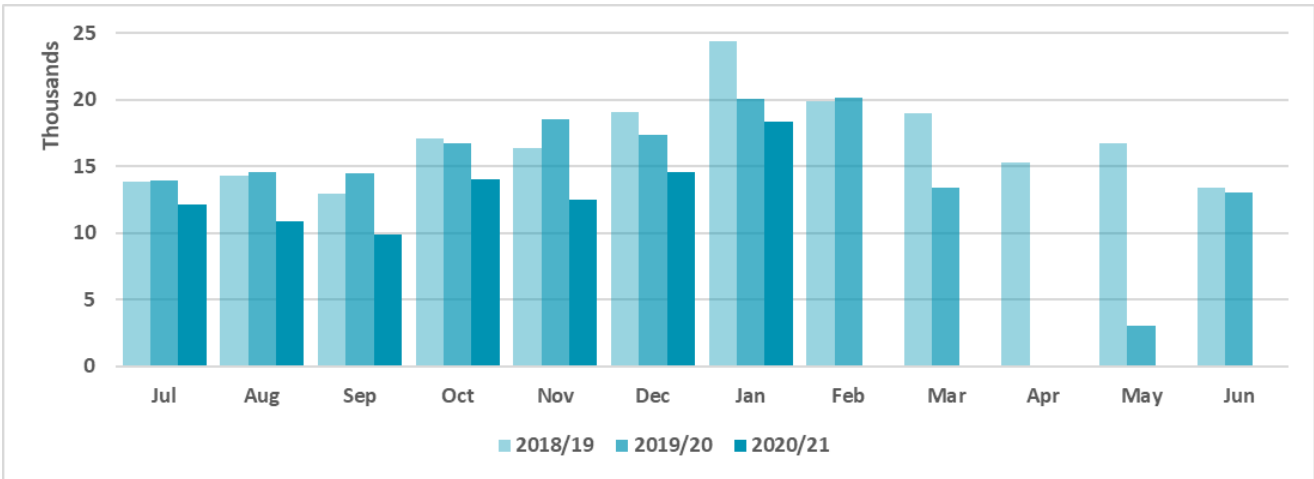
January boardings show a decrease of 8.8% on the same month last year. Year to date boardings show a decrease of 20.1% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

For Jan

	Jan-21	Jan-20	% Change
Total	18,332	20,096	-8.8%

Year to date (Jul - Jan)

	2020/21	2019/20	% Change
Total	92,426	115,704	-20.1%



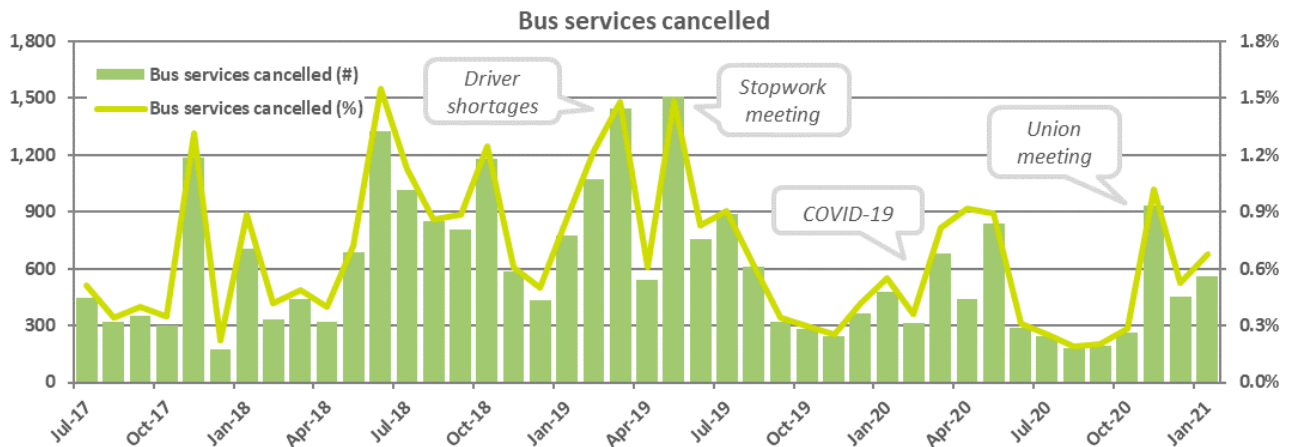
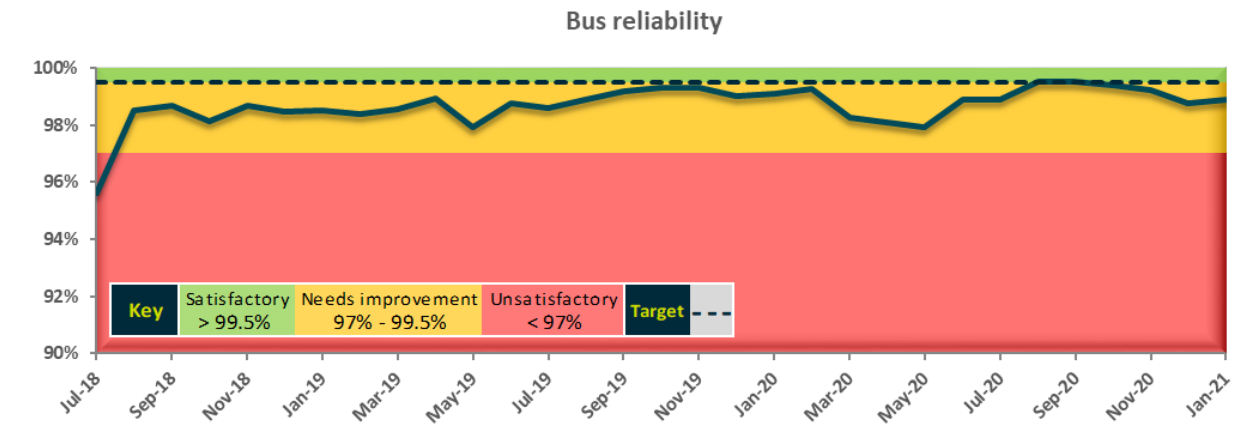


Bus service delivery

Attachment 1 to Report 21.85

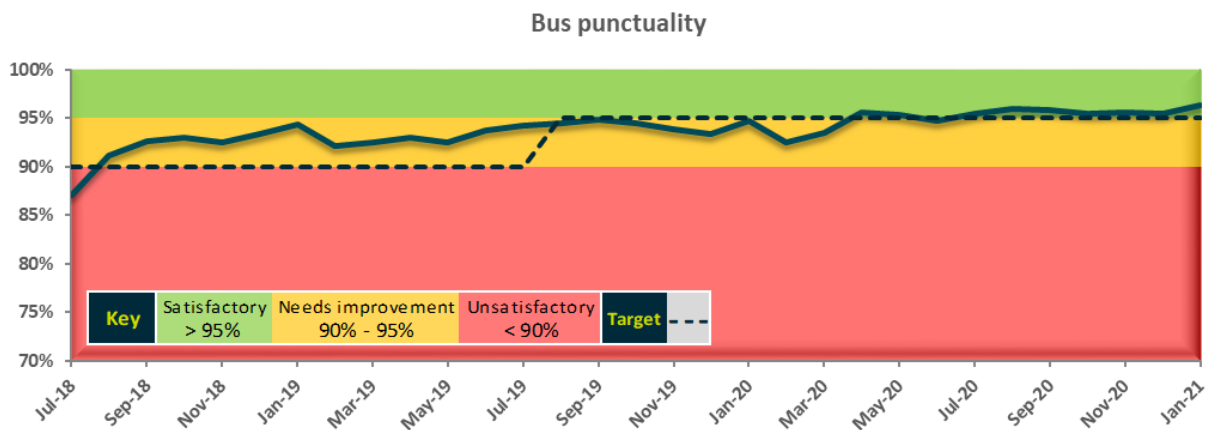
Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.9% of bus services were delivered reliably in January 2021. Service cancellations in Wellington affected reliability this month.



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 January was 96.3%, an improvement of 1.6% on the same month last year. There were no material impacts on punctuality this month.



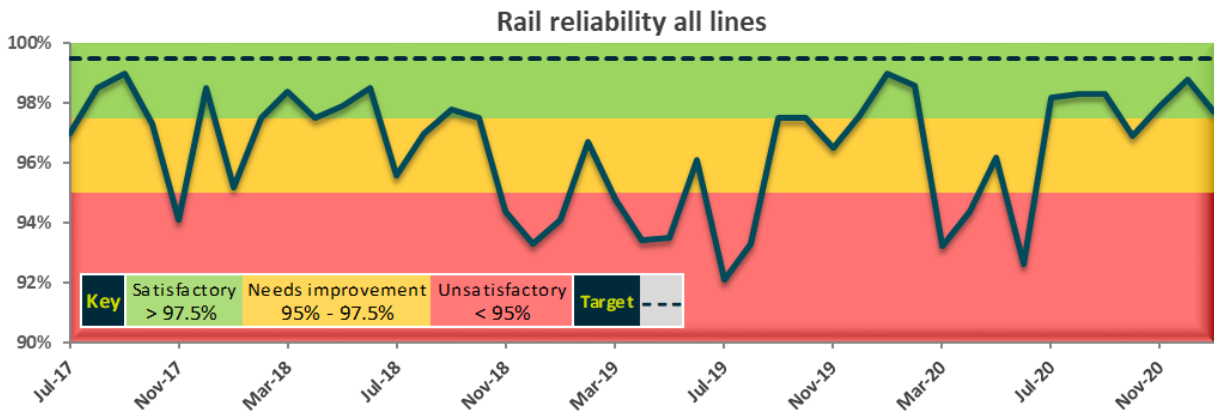


Rail service delivery

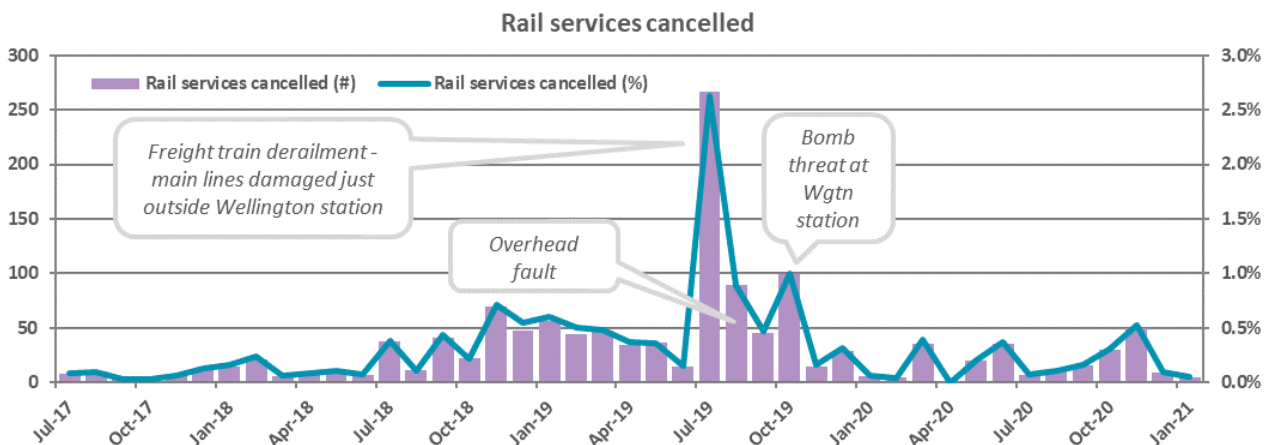
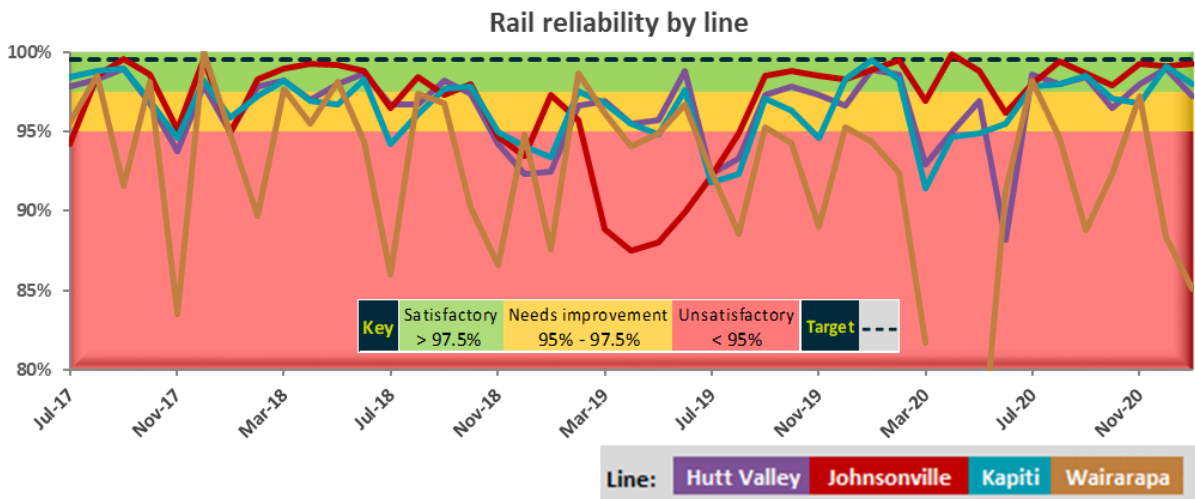
Reliability

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 97.7% in January, and 98.1% for the year to date. A number of issues affected reliability on the Wairarapa line this month - including a loco failure, and a collision between a train and a motor vehicle that led to the line being closed. A WorkSafe change to the gas levels in the Remutaka tunnel required 60 minutes of separation between freight and passenger trains, which in turn led to delays and cancellations of services. The freight timetable has now been amended to ensure sufficient separation.



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.

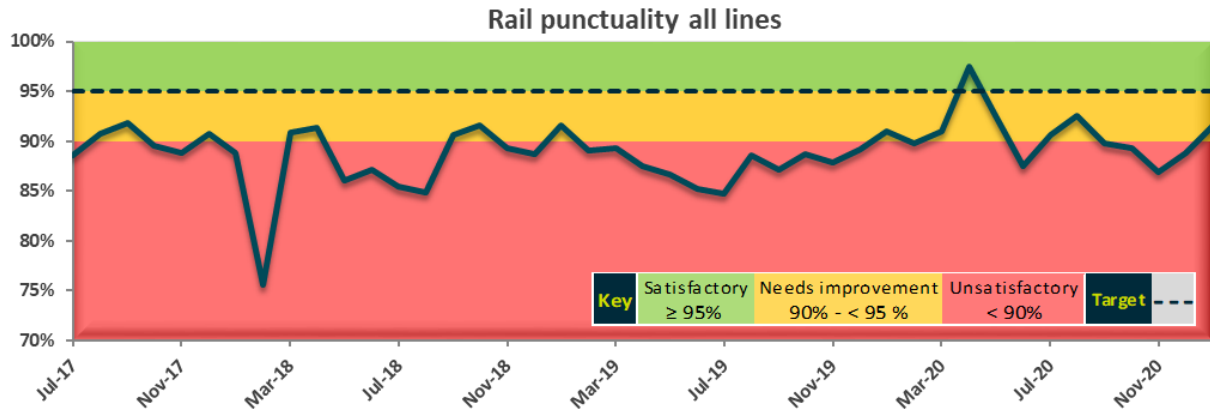


Punctuality

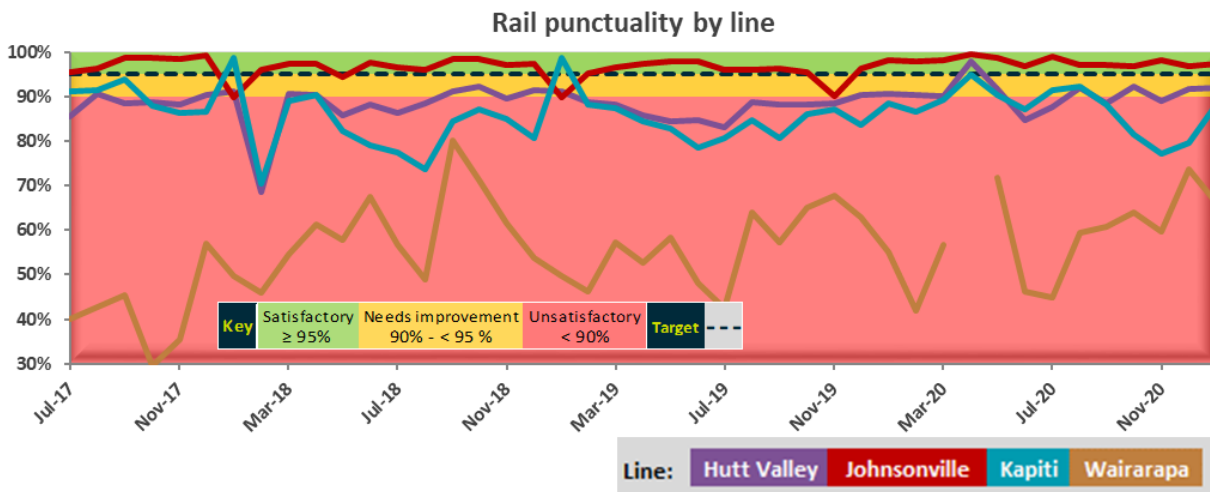
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for January was 91.6%, and 89.9% for the year to date.

Services on the Kāpiti line continue to be affected by a speed restriction through a slip site near Pukerua Bay - this speed restriction was removed in February. The Wairarapa line remains a focus for service improvements - with delays due to the gas monitor alarm and heat speed restrictions.



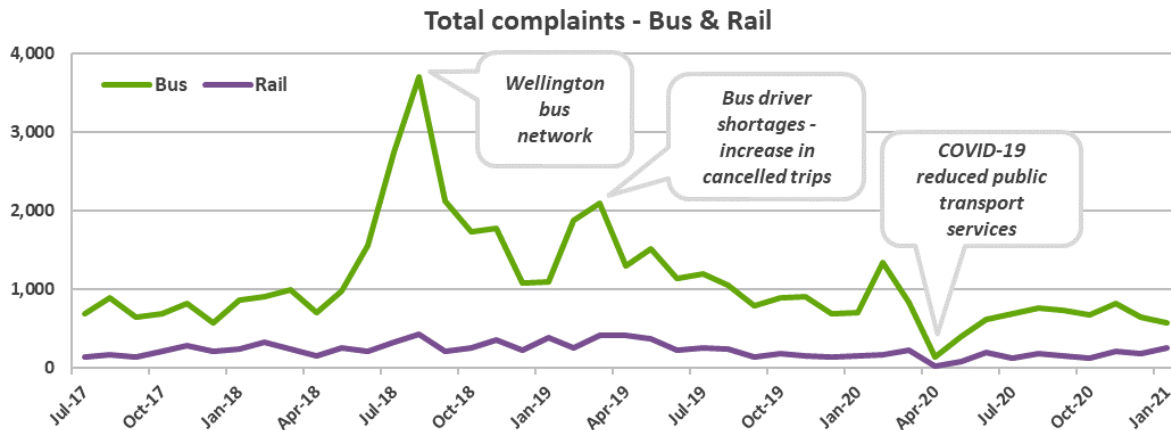
The following graph shows punctuality by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



Complaints

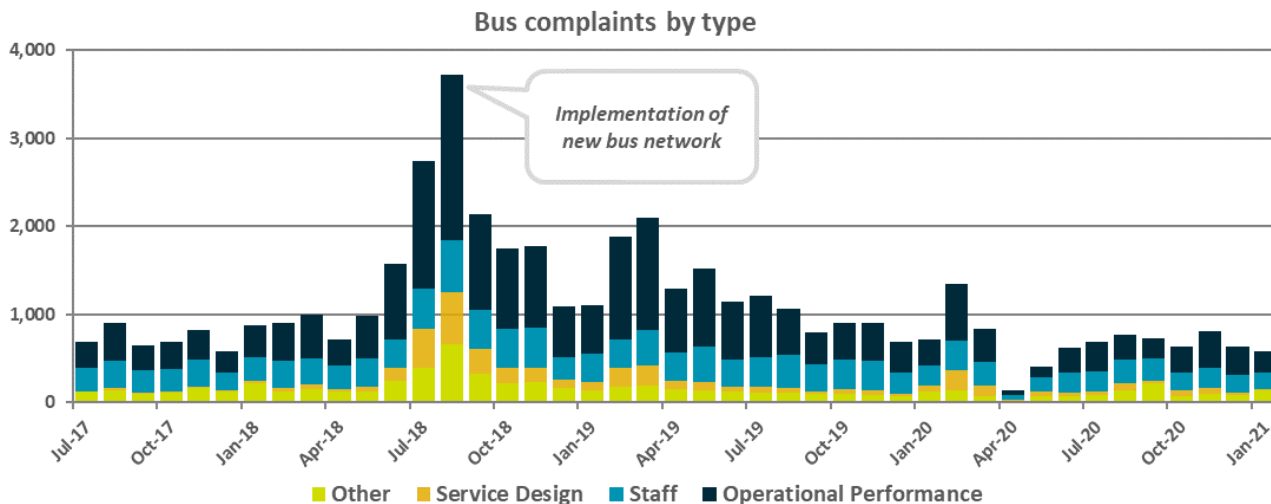
Complaints volume

Complaints for both bus and rail continue to trend downwards overall.



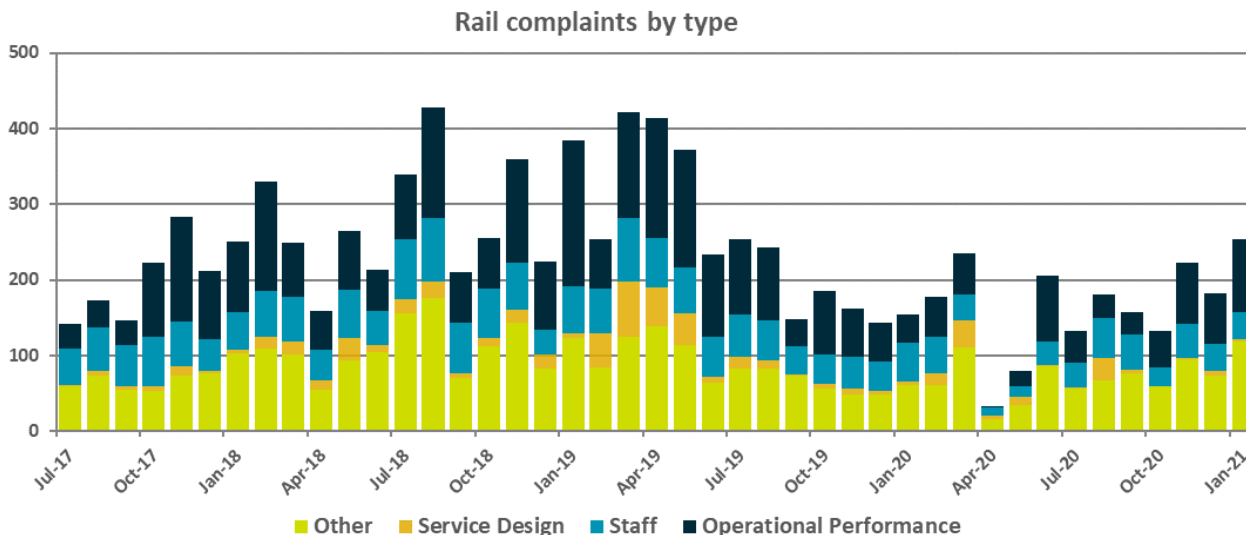
Bus complaints

Bus complaints for the month were 17.7% lower than in January last year, and 21.4% lower for the year to date.



Rail complaints

Rail complaints for January were 64.9% higher than the same month last year and 2.0% lower for the year to date. Complaints for the month were higher due to capacity issues on bus replacements as people returned to work in early January, and network issues.



**Transport Committee
25 March 2021
Report 21.105**



For Decision

RESOLUTION TO EXCLUDE THE PUBLIC

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

North Island Rail Integrated Mobility – Business Case - Report PE21.35

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

North Island Rail Integrated Mobility – Business Case – Report PE21.35	
<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground(s) under section 48(1) for the passing of this resolution</i>
<p>Certain information contained in this report relates to future rail service procurement and contracting in the Wellington Region. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington to carry on negotiations with potential suppliers of rolling stock for the Metlink public transport network.</p> <p>Greater Wellington has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	<p>The public conduct of this part of the meeting is excluded as per section 7(2)(i) of the Act – to enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations.</p>

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