



If calling, please ask for Democratic Services

Transport Committee

Thursday 22 June 2023, 9.30am

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

Quorum: Seven Members

Members

Cr Nash (Chair)

Cr Woolf (Deputy Chair)

Cr Bassett

Cr Connelly

Cr Duthie

Cr Gaylor

Cr Kirk-Burnnand

Cr Laban

Cr Lee

Cr Ponter

Cr Ropata

Cr Saw

Cr Staples

Andrew Lensen

Transport Committee (A Committee of the Whole)

1 Purposes

- 1.1 Oversee the development, implementation and review of Council's strategic direction and policies for transport and mode-shift.
- 1.2 Set the operational direction to deliver public transport and mode-shift.
- 1.3 Provide input into joint transport-related projects and initiatives.
- 1.4 Ensure these matters promote the social, economic, and environmental well-being of the Wellington Region.

2 Specific responsibilities

- 2.1 Apply Council's Te Tiriti o Waitangi principles when conducting the Committee's business and making decisions.
- 2.2 Prepare the Wellington Regional Public Transport Plan (and variations) and recommend its adoption by Council.
- 2.3 Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan.
- 2.4 Approve transport strategies, policies, plans, programmes, initiatives and indicators related to transport demand management and active mode promotion.
- 2.5 Review performance trends related to public transport and transport demand management activities.
- 2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:
 - a Delivery of the Wellington Regional Public Transport Plan, including:
 - i Inter-regional transport initiatives
 - ii Fare strategies and methods
 - iii Increased mode share to public transport and active modes
 - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
 - v Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)
 - b Transport demand management, including Vehicle Kilometres Travelled (VKT) reduction, and active mode promotion initiatives.
- 2.7 Oversee Council's involvement in jointly-managed regional and national transport programmes and projects, including Let's Get Wellington Moving and the National Ticketing Solution.
- 2.8 Consider matters relating to public ownership of public transport and recommend on these to Council.

- 2.9 Consider regional, national and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.
- 2.10 Consider and endorse business cases for submission to Waka Kotahi NZ Transport Agency or other agencies on strategic transport projects with the potential for significant financial impact.
- 2.11 Inform Council's representatives on matters going forward to the Regional Transport Committee to assist that committee in developing the Wellington Regional Land Transport Plan.
- 2.12 Ensure that the Committee's decision-making:
 - a Considers climate change-related risks (mitigation and adaptation)
 - b Is consistent with Council's plans and initiatives to give effect to Council's declaration of a climate emergency on 21 August 2019, including agreed emissions reduction targets.
- 2.13 Advocate:
 - a For the alignment of initiatives across the Wellington Region with transport implications, including for spatial planning and land use planning
 - b To support the Wellington Region's territorial authorities in their traffic resolution processes that reallocate road space for public transport and active modes.
- 2.14 Review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.

3 Delegations

- 3.1 Subject to sections 3.3 to 3.7, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities (except those that must not be delegated, have been retained by Council, have been delegated to another committee, or have been delegated to the Chief Executive).
- 3.2 The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.
- 3.3 The Committee may make decisions on matters with a financial impact only where the related costs are:
 - a Budgeted for in the relevant business group's budget
 - b Not budgeted for in the relevant business group's budget, but can be met from savings within that budget.
- 3.4 Where the Committee considers a decision with a material financial impact is needed¹, the Committee must refer the matter to Council for its decision.

¹ That is, where savings are identified from other business groups' budgets to meet the related costs; or no savings are identified across Greater Wellington's overall budget to meet the related costs.

- 3.5 The Committee may not make a decision that is materially inconsistent with Council's Annual Plan or Long Term Plan.
- 3.6 Where a matter proposed for consideration by the Committee (including during the development of proposed Greater Wellington plans and policies) is of strategic importance to the Wairarapa Constituency, that matter shall first be referred to the Wairarapa Committee or its members for their consideration.
- 3.7 The Committee shall ensure that it acts under the guidance of the Memorandum of Partnership in working with Greater Wellington's mana whenua partners of the Wellington Region to ensure effective Māori participation in the Committee's deliberations and decision-making processes.

4 Members

- 4.1 All thirteen Councillors.
- 4.2 The Chair of the Public Transport Advisory Group.

5 Voting entitlement

The Chair of the Public Transport Advisory Group member sits at the table and has full speaking rights, but has no voting rights at any Committee meeting.

6 Quorum

Seven Committee members.

Transport Committee

Thursday 22 June 2023, 9.30am

Taumata Kōrero, 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 Thursday 4 May 2023	23.173	6
5.	Update on Progress of Action Items from Previous Transport Committee Meetings – June 2023	23.227	10
6.	Public Transport on-Demand Trial Review	23.229	18
7.	Public Transport Advisory Group Meeting – 24 May 2023	23.228	32
8.	Transport Officers	23.230	36
9.	Frontline Public Transport Staff Workforce Issues - Update	23.231	41
10.	Public Transport Performance – Update	23.232	46
11.	Public Transport Operator update – East By West	23.233	63



Please note these minutes remain unconfirmed until the Transport Committee meeting on 22 June 2023.

Report 23.173

Public minutes of the Transport Committee meeting on 4 May 2023

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

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (until 10.25am)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor (remotely, via MS Teams until 12.04pm)
Councillor Kirk-Burnnand
Councillor Laban (until 11.01am and from 11.25am)
Councillor Lee
Councillor Ponter
Councillor Saw

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Laban / Cr Duthie

That the Committee accepts the apologies for early departure from Councillor Woolf and absence from Councillor Ropata and Councillor Staples.

The motion was **carried**.

Noted: Councillor Staples was absent on council business.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Steve Cosgrove spoke to item 11 – Rail replacement services, focusing on the availability of bike racks on buses replacing trains services.

Patrick Morgan spoke to item 11 – Rail replacement services on behalf of the cycling action network. In particular, ensuring all buses replacing train services have the ability to carry bikes.

Rod Badcock spoke to item 11 – Rail replacement services focusing on the Regional Public Transport Plan and it's aims to increase multi-modality.

Jill Day, Tawa Community Board Chair, Tim Davin, Deputy Chair, Rachel Allen, Jackson Lacy and Tony Randle spoke on the Tawa OnDemand service trial on behalf of the Tawa Community Board. They shared anecdotal evidence of the success of this trial from Facebook posts and comments. A print-out of these comments was tabled.

Councillor Ben McNulty, Wellington City Council, spoke on the Tawa OnDemand service trial and asked that the service trial to be extended by 12 months.

Wesley Gyles-Bedford spoke on the Community Connect programme and the increase in demand services will receive once Community Connect goes live in two months' time. He also discussed the importance of having consistent branding for this programme.

Councillor Woolf departed at 10.25am at the conclusion of the above item and did not return.

4 Confirmation of the Public minutes of the Committee meeting on 23 March 2023 - Report 23.125

Moved: Cr Kirk-Burnnand / Cr Bassett

That the Committee confirms the Public minutes of the Transport Committee meeting on 23 March 2023 - Report 23.125

The motion was **carried**

5 WellingtonNZ presentation [For Information]

Simon Perry and Steve Dunbar, WellingtonNZ spoke to the FIFA Women's World Cup.

The FIFA Women's World Cup is being co-hosted between Australia and New Zealand. A steering group has been set up which has representatives from Wellington City Council, WellingtonNZ, Wellington Regional Stadium and Capital Football, as well as including a football representative and a mana whenua representative.

There will be integrated ticketing for Public Transport with a game day ticket and the Sweden and South Africa teams will be based in Wellington.

There is an expected 30,000 visitors to Wellington from overseas and a similar number visiting domestically, for a total of 60,000 visitors expected as a response to this event.

6 Public Transport Services Plan for FIFA Women's World Cup – Report 23.135 [For Information]

Matthew Lear, Network Operations Manager, spoke to the report.

Councillor Laban left at 11.01am during the above item.

Noted: The Committee noted that a large number of international visitors will be visiting the Region and requested information on the contingency plans and emergency management during this event. In particular, noting that a language barrier may impact on managing the event in an emergency.

The meeting adjourned at 11.08am and resumed at 11.25am. Councillor Laban returned as the meeting resumed.

In accordance with standing order 3.5.2, the Chair accorded priority to agenda item 11 – Rail Replacement Services – Report 23.139.

11 Rail Replacement Services – Report 23.139 [For Information]

Mel Anderson, Manager Operations and Partnerships and Fiona Abbott, Manager Assets and Infrastructure, spoke to the report.

Noted: The Committee requested information on the number of drivers required to be able to use Metlink branded buses for bus replacing train services.

Noted: The Committee noted that the issue regarding the current bus replacement services is more than just the lack of bike racks on these buses but also an accessibility and equity issue.

In accordance with standing order 3.5.2, the Chair accorded priority to agenda item 8 – Public Transport Operator Update – NZ Bus – Report 23.142.

8 Public Transport Operator Update – NZ Bus – Report 23.142 [For Information]

Calum Haslop, CEO, NZ Bus spoke to the report.

Driver recruitment has been the main focus of NZ Bus and significant progress has been made in the last six months. Currently, NZ Bus has more than the number required to cover the shortfall of drivers in the pipeline for recruitment or training. By the start of July, they are forecasting having a surplus of drivers. The increase in driver wages has helped with recruitment and retention of drivers. However, there has been an increase of anti-social behaviour being seen by drivers.

At the conclusion of the above item, Councillor Gaylor left the meeting at 12.04pm and did not return.

7 Draft submission on Charging our Future – A Draft Long-term Electric Vehicle Charging Strategy for Aotearoa New Zealand – Ministry of Transport – Report 23.167

Emma Hope, Senior Strategic Advisor, spoke to the report.

Moved: Cr Saw / Cr Connelly

That the Committee:

- 1 Approves the submission to the Ministry of Transport on the Charging Our Future: draft long-term electric vehicle charging strategy for Aotearoa New Zealand (Attachment 1).
- 2 Authorises the Transport Committee Chair to make minor editorial amendments to the submission.

The motion was **carried**.

9 Public Transport Performance – Update – Report 23.140 [For Information]

Mel Anderson, Manager Operations and Partnerships and Matthew Chote, Principal Account Manager Operations and Partnerships, spoke to the report.

Noted: The Committee requested more information regarding temporary speed restrictions, particularly on the Wairarapa line.

Noted: The information provided in this report is relating to March 2023. Officers have advised that the situation has improved since then.

10 Frontline Public Transport Staff Workforce Issues – Update Report 23.138 [For Information]

Mel Anderson, Manager Operations and Partnerships, Matthew Chote, Principal Account Manager Operations and Partnerships, spoke to the report.

Noted: The information provided in this report is relating to March 2023. Officers have advised that the situation has improved since then.

12 Delivery of Wellington Regional Public Transport Plan – Update – Report 23.141 [For Information]

Samantha Gain, General Manager, Metlink, spoke to the report.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.30pm

Councillor T Nash

Chair

Date:

Transport Committee
22 June 2023
Report 23.227



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – JUNE 2023

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on the progress of action items relating to Metlink’s functions and responsibilities arising from previous Committee and Council 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. Any financial implications will be advised against the relevant action item.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

4. Any implications for Māori will be described against the relevant action item.

Ngā tūāoma e whai ake nei

Next steps

5. 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 meetings – June 2023

Ngā kaiwaitohu
Signatory

Approver	Fiona Abbott – Kaiwhakahaere Matua Waka-a-Ātea Group Manager, Metlink (Acting)
----------	---

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>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 23.227

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p>Transport Committee Update – Public participation</p> <p>Noted:</p> <p>The Committee requested that it receive a report on bus replacements on the rail network, including capacity, availability of bus racks, health and safety standards of the buses used, and real time tracking of buses.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Report presented to Committee on 4 May 2023 (Report 23.139)</p>
16 February 2023	<p>Transport Committee Update – Public Participation</p> <p>Noted:</p> <p>The Committee requested a report on East/West connectivity of public transport.</p>	<p>Status:</p> <p>Not started</p> <p>Comment:</p> <p>This work will be undertaken when network stability has been achieved</p>
16 February 2023	<p>Transport Committee Update – Report 23.11</p> <p>Noted:</p> <p>The Committee requested an overview of the abatement and bonus regime for bus companies.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Item workshopped with Councillors</p>
16 February 2023	<p>Transport Committee Update – Report 23.12</p> <p>Noted:</p> <p>The Committee requested a brief timeline of the Regional Public Transport Plan and Regional Land Transport Plan reviews.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Provided in Report 23.141 presented to Committee on 4 May 2023</p>

Attachment 1 to Report 23.227

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p>Transport Committee Update Report 23.9</p> <p>Noted:</p> <p>The Committee requested more information, including timelines for delivery, on the four projects outlined in Paragraph 18 of the report.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information provided to Committee members at meeting on 23 March 2023</p>
23 March 2023	<p>Transport Committee Update – Public participation</p> <p>Noted:</p> <p>The Committee requested an update on implementing push notifications through the Metlink app.</p>	<p>Status:</p> <p>Information provided below</p> <p>Comment:</p> <p>This action was requested in relation to the roll-out of The Community Connect concession for Community Service Card holders.</p> <p>Push notifications through the Metlink app are reserved for operational information (e.g. cancelled services).</p> <p>We are promoting the Community Connect concession through banners and pop-ups on the app and website (in addition to all customer comms channels).</p>
23 March 2023	<p>Transport Committee Update – Report 23.85</p> <p>Noted:</p> <p>The Committee requested:</p>	

Attachment 1 to Report 23.227

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
	<p>a. more information regarding the future of bus replacements for train services and the increase in service design rail complaints.</p>	<p>Status: Completed</p> <p>Comment: Report presented to Committee on 4 May 2023 (Report 23.139)</p>
	<p>b. a report be presented at a future meeting with more information about the budget, including the impact of half-price fares.</p>	<p>Status: Completed</p> <p>Comment: Information provided in Report 23.140 presented to Committee on 4 May 2023</p>
	<p>c. a workshop to discuss what information should be contained within the performance reports.</p>	<p>Status: Completed</p> <p>Comment: Workshop held see Report 23.232 (on agenda for today's meeting).</p>
<p>4 May 2023</p>	<p>Transport Committee Update – Report 23.135</p> <p>Noted:</p> <p>The Committee noted that a large number of international visitors will be visiting the Region and requested information on the contingency plans and emergency management during the event. In particular,</p>	<p>Status: Completed</p> <p>Comment: Officers have attended two emergency preparedness and planning workshops for FIFA Women's World Cup. One was a national workshop facilitated by the FIFA</p>

Attachment 1 to Report 23.227

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
	noting that a language barrier may impact on managing the event in an emergency.	tournament organising committee, the second a regional workshop facilitated by Wellington Regional Emergency Management Office. In regard to any language barriers during an emergency, the Police confirmed they have access to translation services to support this aspect.
4 May 2023	<p>Transport Committee Update – Report 23.139</p> <p>Noted:</p> <p>The Committee requested information on the number of drivers required to be able to use Metlink branded buses for bus replacing train services</p>	<p>Status:</p> <p>Under consideration</p> <p>Comment:</p> <p>This figure is difficult to determine due to the nature of BRT services (planned and unplanned)</p>
4 May 2023	<p>Transport Committee Update – Report 23.140</p> <p>Noted:</p> <p>The Committee requested more information regarding temporary speed restrictions, particularly on the Wairarapa line.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information contained in Report 23.232 on the agenda for 22 June 2023 meeting</p>
18 May 2023	<p>Council meeting – Public Participation</p> <p>Noted: Council requested that officers consider the installation of a bus shelter outside East Harbour Kindergarten (stops 8848 and 9848), and report to the Transport Committee.</p>	<p>Status:</p> <p>Information provided below</p> <p>Comment:</p> <p>We understand there is a need for a shelter to be installed at the inbound stop #8848. However, we are unable to use the Mahina Bay shelter suggested, as this is wider than can be accommodated in the space.</p>

Attachment 1 to Report 23.227

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
		<p>Metlink is unable to approve the Kindergarten installing its own shelter; PT assets need to be properly built and maintained to our safety and service standards. We have been working with both Hutt City Council and the Eastbourne Community Board to find a suitable space for the shelter and we will rekindle this discussion.</p> <p>The outbound stop #9848 is predominately a stop for people getting off the bus; it has very low boarding numbers. Therefore, we do not plan to install a shelter at this stop.</p> <p>East Harbour Kindergarten will be updated via Councillor Duthie.</p>

Transport Committee
22 June 2023
Report 23.229



For Decision

PUBLIC TRANSPORT ON-DEMAND TRIAL REVIEW

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (the Committee) of the review of the Tawa Public Transport On-Demand Trial (the Trial) and next steps (if any) of the Public Transport On-Demand trials in the Wellington Region.

He tūtohu

Recommendations

That the Committee:

- 1 **Notes** that the Tawa Public Transport On-Demand Trial produced a variety of both operational and strategic insights into a potential new form of public transport
- 2 **Notes** that on-demand public transport is not currently entitled to be funded through the National Land Transport Fund.
- 3 **Notes** that the Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 proposes to amend the definition of public transport to include on-demand public transport.
- 4 **Notes** that officers consider that progressive extension of the Tawa Public Transport On-Demand Trial to surrounding suburbs will build on the learnings from the Trial.
- 5 **Notes** that officers' preferred option is to extend the Tawa Public Transport On-Demand Trial with a progressive extension to surrounding suburbs for a 12-month period with a total project budget cap of \$2.0 million.
- 6 **Agrees** to: [either]
 - a Discontinue the current Tawa Public Transport On-Demand Trial and introduce a limited fixed route targeted service at an estimated cost of \$280,000, which is able to be met from within existing budgets.
[or]
 - b Continue the current Tawa Public Transport On-Demand Trial for an additional 12-month period at an estimated cost of \$1.2million, which is able to be met from within existing budgets (as part of the bus network growth funding).
[or]

- c Extend the Tawa Public Transport On-Demand Trial into Porirua CBD for a 12-month period \$1.5 million - \$1.9 million per annum, which is able to be met from within existing budgets (as part of the bus network growth funding).
- 7 **Notes** that Greater Wellington Long Term Planning process will define the long term permanency of the service as well as any future expansions.

Te tāhū kōrero

Background

Strategic context

2. The Regional Public Transport Plan (RPTP) 2021, adopted by Council on 29 June 2021, contains the high-level goal that Metlink “will improve access to public transport by tailoring services to meet community needs including through demand responsive services”. This goal is part of Metlink’s response to the RPTP’s Mode Shift strategic priority.
3. The RPTP commits to exploring the provision of On-Demand Public Transport (ODPT) to complement or replace some public transport services or to provide services in areas not currently served by Public Transport. The ODPT characteristics that the RPTP primarily commits to exploring are:
 - a A service that is demand driven, providing flexibility for route coverage and scheduling
 - b The ability to use smaller, more efficient vehicles to service lower patronage areas and urban areas, which conventionally-sized buses struggle to access
 - c Booking and payment facilitated through an app, guaranteeing a customer’s ride regardless of the number of other users
4. ODPT is not currently a public transport mode under the Land Transport Management Act 2003 (LTMA) and National Land Transport Funding for ODPT trials is only available on a limited basis. The Tawa ODPT trial was unilaterally funded by Greater Wellington.
5. The Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 (the Bill) is currently progressing through Parliament. The Bill expands the definition of public transport to include unscheduled (on-demand) public transport services and shuttle services. This change clarifies the treatment of on-demand public transport services, enabling regional councils to provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not.
6. The Bill also ensures that regional councils can procure, contract, and deliver on-demand services separately to timetabled services. This is achieved by amending the definition of unit and removing the requirement for every unit to be contracted on an exclusive basis.
7. Greater Wellington officers are currently working with Waka Kotahi NZ Transport Agency (Waka Kotahi) to develop policy frameworks for implementation of the changes the Bill introduces including the ability to plan, procure and fund on-demand services as part of public transport networks. These policies will come into force on the Bill getting Royal assent.

8. Current draft policy relating to ODPT is that and ODPT scheme must:
 - a address a suitable use case and represent good value for money
 - b be identified as an integral service in a RPTP and be allocated into a unit
 - c comply with relevant Waka Kotahi policies and procurement rules.

Tawa Trial

9. On 14 October 2021, the Transport Committee was advised that Metlink would undertake an ODPT trial in Tawa (including Grenada North).
10. The Trial commenced in May 2022; a 12-month review was undertaken and recommendations on the Trial completed in May 2023.
11. Locating the Trial in the Tawa area allowed Metlink to explore the potential application for ODPT services in the Wellington Region, targeted to an area with demonstrated need for flexibility of public transport coverage. The Trial used a known international technology platform (Via) and one of Metlink's currently contracted bus operators (Mana) to provide public transport services in that part of the Wellington Region.
12. This service consists of four (plus one spare) minibuses providing a flexible route service that is booked via a smartphone-based app. The service picks up passengers from within a catchment area and delivers them to another destination within the same suburb area.
13. The initial aim for the Trial was to test two value key propositions that could make it easier to travel without driving and increase public transport's mode share. These were:
 - a **At peak:** An on-demand service that provides easy first and last mile access to peak rail services at Linden and Redwood Stations, making it easier to access public transport
 - b **Off peak:** An on-demand service that provides improved all-day access to services and social connections in Tawa and enables easier access to public transport into Wellington and Porirua.

Trial overview

14. The key features of the Trial were:
 - a Deployment of a smartphone application allowing users to book a pick-up from 'virtual bus stops' located at frequent points (e.g. every 100 metres) across the suburb
 - b A standard trip fare of \$2.50 paid through an account-based payment system (paid through the application via credit card)
 - c Deployment of four (plus one spare) Metlink-branded, wheelchair accessible Mercedes Sprinter vans to service the area, allowing transport of up to 14 passengers per trip
 - d An initial service offered 6:30am – 7:30 pm Monday to Friday, Saturday 8am – 9:30pm, with a target of an average maximum 10-minute wait time for pick-up.

Objectives of the Tawa Trial

15. At the Trial's initiation, a number of objectives were defined that ranged from understanding its value for modeshift, through to reaching community areas that were difficult to access from a typical public transport perspective.
16. The key strategic findings of the trial were to understand ODPT's potential to:
 - a Extend reach: Provide a public transport solution to areas not currently within existing public transport catchments, including Granada North.
 - b Modeshift: Understand ODPT's ability to effect mode shift in an urban area with high private car travel through first mile/last mile public transport provision and a new feeder service offering to train stations.
 - c Optimise Network: Develop a more convenient solution in high operating cost / lower patronage areas of the network for the same or lesser operating cost to Greater Wellington.
 - d Optimise Asset Utilisation: Understand ODPT's ability to reduce pressure on existing Park and Ride facilities to reduce the need to invest in further facilities.
 - e Extend reach / affordability of Total Mobility: Identify if ODPT can provide a reliable, more cost-efficient alternative for Total Mobility customers.
 - f Provide a local service: Understand ODPT attractiveness to provide a convenient local service to support key regional destinations such as hospitals and shopping centres.

Trial Success Criteria

17. Indicative success criteria for the Trial were developed to monitor trial progress and to aid evaluation of success and determination of the future of the service following the Trial period.

Te tātaritanga Analysis

Performance against Key Success Criteria

18. Results below are based on performance up to 16 April 2023, cost are based on forward projection.
19. Information and metrics for the analysis was obtained from a number of sources, including:
 - a The Via app (for ride numbers and data)
 - b Customer satisfaction (customer questionnaire survey and in-app survey metrics)
 - c Metlink bus service data (comparison of financial performance against other bus modes).

Success Criteria	Target	Results
Patronage (peak)	240 trips/day	Average 185 trips
Patronage (off-peak)	20 trips/day	weekday
Mode-shift - # people within trial area substituting car-based transport and moving to public transport options in Tawa	50 return trips/day	31 return trips/day
Total Mobility Uptake (as % of total mobility users in area)	25%	Not measured
Fare box recovery	25%	15-20%
Customer satisfaction with the overall trip	91%	96% ¹
Likelihood of customers recommending	88%	84% ²
Customer satisfaction with convenience of ordering and paying for service	82%	96% ³

Table 1: Tawa ODPT results

Findings against individual success criteria

Patronage

- 20. The overall patronage figures for the Trial are lower than our original targets. However, we are still seeing consistent growth; by the time the Trial reaches the one-year mark, the overall numbers will be close to matching the targets set.
- 21. The greatest discrepancy with original targets is in the on-peak vs. off-peak numbers. The original proposition was that the Tawa Trial would be a commuter service, getting people to and from the railway stations during the peak times; while, in the off peak, it would operate as a social service helping a small number of people get around Tawa. However, the Trial has shown that the service also has a high off-peak use, with a much greater focus on using the ODPT service as a Community Travel Service.
- 22. The service has shown continual growth over the period of the trial, growing from just under 500 rides a month at initiation through to approximately 5,500 rides per month. This is approximately a 17% month-on-month growth in patronage of the service

Modeshift and comparison against other transport modes

- 23. Given COVID-19 recovery and the smaller area of Tawa, it is difficult to measure modeshift based on rail or bus boardings. As part of the customer survey run at the end of the trial, questions on how customers would have travelled if the ODPT service was not available were included to gauge any changes in travel patterns.
- 24. The responses indicated that a large number (approximately 62% of the survey sample) would have travelled by car (either personal or taxi/Uber) if they did not have the ODPT

¹ Based on the end of trial survey results the average score was 8.8 out of 10 with 96% of respondents scoring 5 or higher.

² Over 84% of respondents to the survey scored their satisfaction as 8-10. Scores in the 8-10 range are considered “promoters” of the service.

³ Based on the end of trial survey results, 96% of respondents scored 5 or higher.

service. While this is not conclusive, it does indicate that the ODPT option being available facilitates modeshift away from car-based transport.

25. The convenience of the service meant there was also some movement away from active modes, which was expected, given the public transport availability for the Tawa hill suburb and its geographic makeup.

Total Mobility uptake

26. As set out in Table 2 above, this has not been measured. It has been difficult to assess Total Mobility users due to the low numbers.
27. Feedback from customers has been very positive with some noting they would not be able to travel without on demand.

Customer experience outcomes

28. Feedback on the service has been overwhelmingly positive. The app gives passengers the opportunity to rate each trip out of 5 stars. Approximately 15% of trips have been rated with a rating average of 4.8 out of 5.
29. A wide demographic of parents, elderly and children used the service to get to school, shopping or social engagements.
30. Survey respondents noted that they would have driven, or would have been driven, if the Trial had not existed.
31. The most common feedback from non-users about why they do not use the Tawa ODPT service is that they lack a smartphone. This feedback mostly, but not exclusively, comes from older members of the Tawa Community.
32. Additionally, a more detailed survey was undertaken towards the end of the trial (March 2023). This was targeted at people who had downloaded the On Demand application and included both those who has used the service and those that hadn't.
33. Customer survey results: When asked "Overall, how satisfied were you with the most recent journey on Metlink On Demand?", customers scored the service an average of 88% (96% of people scored 5 out of 5). The highest scoring areas were cleanliness of the vehicle and driver friendliness/helpfulness. The lowest scoring areas were operating hours and "availability when I need it."

Performance against Project Objectives

34. The Trial provided a significant learning opportunity which can help Metlink extend the reach, efficiency and attractiveness of its network.
35. Below is an assessment of the Trial performance against project objectives.

Extend reach

36. An objective of the Trial was to provide a public transport solution to areas not currently within existing public transport catchments, including Grenada North.
37. Officers consider that this objective of the Trial has been met. Previous access to transport for some areas was a 26 minute walk; this has reduced to approximately 100m and has given public transport options for those who previously did not have any.

Modeshift

38. An objective of the Trial was to understand ODPT's ability to effect mode shift in an urban area with high private car travel through first mile/last mile public transport provision and a new feeder service offering to train stations. Customer surveys showed a 62% of patrons had shifted from private car use.
39. Officers consider that this objective of the Trial has been met. Peak data indicates that the Trial service is used as part of commuter transit. Highest destinations/origins are train stations.

Optimise Network

40. An objective of the Trial was to develop a more convenient solution in high operating cost / lower patronage areas of the network for the same or lesser operating cost to Greater Wellington.
41. Officers consider that this objective of the Trial has been met. The Trial has showed that ODPT can replace some fixed services, primarily within the suburb area.

Provide a local service

42. An objective of the Trial was to understand ODPT attractiveness to provide a convenient local service to support key regional destinations such as hospitals and shopping centres.
43. Officers consider that this objective of the Trial has been met. Community feedback and use indicates high attractiveness for the community, particularly for those with few transport options.

Extend reach / affordability of Total Mobility

44. An objective of the Trial was to identify if ODPT can provide a reliable, more cost-efficient alternative for Total Mobility customers.
45. It is difficult to determine if this objective has been met. It has been difficult to assess Total Mobility users due to the relatively low numbers. Feedback from customers has been very positive with some noting they would not be able to travel without ODPT

Optimise Asset Utilisation

46. An objective of the Trial was to understand ODPT's ability to reduce pressure on existing Park and Ride facilities to reduce the need to invest in further facilities.
47. The achievement of this objective with the Trial is inconclusive. The Trial occurred during Covid restrictions with reduced demand for transport and Park and Ride carparking. While customer surveys indicates a reduced demand for private car use, it cannot be verified exactly how customer may have otherwise used Metlink facilities.

Financial cost of the Trial

48. The cost of the Trial from May 2022 through to March 2023 (10 months) was \$743,0000; approximately \$357,000 (32%) lower than the original forecast cost of \$1,100,000 due to services being initially scaled back from planned levels (not all five vehicles were required).

49. Increased rail revenue was not included in the financial performance as it was too difficult to define the changes and extract this information from rail boarding data.
50. Overall subsidy per ride was higher than targeted (\$16/trip with a target of \$13/trip). However, the subsidy is currently the lowest in New Zealand of any on- demand trial after its first year.
51. As patronage grows the overall subsidy is likely reduce to between \$10-15 / trip. This put the service in around the lower 20 percentile in cost efficiency when compared to existing fixed cost bus routes.
52. In accordance with Metlink's Service Delivery Thresholds as set out in the RPTP, by achieving 15-20% farebox recovery, the Trial demonstrates potential for sufficient demand (set at 20%).

Next steps for the Trial/On Demand Services

53. Metlink has identified the following options and potential impacts in relation to the future of the Trial:
 - a Stop the Trial
 - b Continue the Trial
 - c Continue and grow the existing Trial
 - d Grow the Trial Area and/or identify new location.
54. Each option is detailed below.

Option one: Stop the Trial

55. On Demand services in Tawa would be stopped and the service discontinued. The current PT service options (route 60 bus and train) would remain for public transport. To mitigate the trial cessation the introduction of a limited fixed route targeted service though the surrounding hills would be recommended. The cost would be around \$280,000.

Option two: Continue the Trial

56. This will see the trial continue in its current form for an additional period. This would allow patronage levels to increase, further small enhancements and trial design changes to be tested and would allow more granular learnings around the service. It would also continue to meet the higher level of expectations from the Tawa community around public transport that have been built during the trial.
57. The estimated cost for an additional 12-month period is \$1.2 million.
58. Note that as patronage levels increase beyond 300 trips per day this would require further capital investment for additional vehicles or limiting the service

Option three: Continue and enhance

59. A number of general enhancements could be considered to the existing service. All of these enhancements were considered prior to Trial launch but were discounted due to high levels of upfront cost / setup complexity relative to short Trial duration, including:

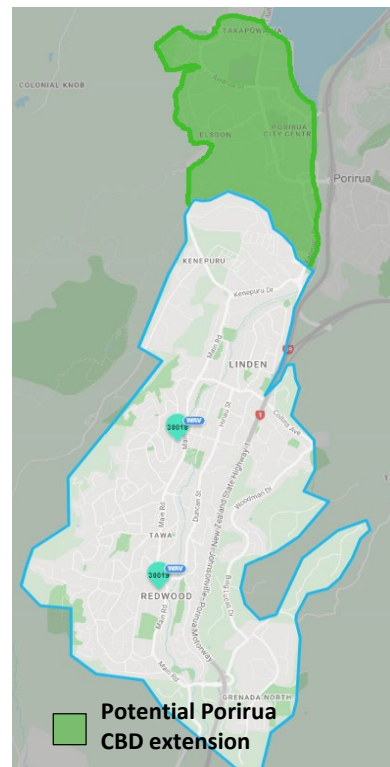
- a Onboard payment / ticketing options (\$100,000 capex)
 - b Call centre bookings (\$150,000 – 250,000 p.a. opex), generally this will also require the above onboard payment implementation
 - c “Ride pre-booking” app application (\$10,000-20,000)
 - d Converting the current fleet to new electric vehicles (\$1.5 million capex), and
 - e Operational support and troubleshooting (TBD: \$100,000-150,000 per year opex).
60. The Trial currently utilises smaller diesel vans to deliver the service; these are lower emission than larger buses, but not zero emission. While these were relatively cheap and quick to purchase, they do not necessarily align with the Council’s longer term direction towards electric vehicles. The existing five On Demand vehicles could be replaced with electric vehicles and the diesel buses either moved to a new trial area to further the On Demand reach or sold/scrapped.
61. Replacing with current vehicles with zero emission vehicles would come at a cost, as noted above—the five fleet vehicles would also need charging infrastructure installed to support them at the depot and potentially in route.

Option four: Grow the Trial and /or identify a new location

62. The reach of the service could be extended and provide the convenience and accessibility of ODPT to a wider community and connect these users with a wider range of useful destinations.
63. This could be done on an incremental basis which allows the expansion to be done easily and the ability to assess the impact on services. An incremental basis would also allow the slow expansion of the On Demand fleet to cater for increased patronage growth, or changes in service levels (pickup time, etc.) to do more with the same fleet. It would offer improved accessibility and convenience for a wider area, which could attract customers who previously couldn’t access bus services easily.
64. ODPT lends itself to multiple applications which could change depending on the time of day or day of the week. There are possibilities of partly fixed timetable (peak connections), school services, night bus applications, Total Mobility support, and more. Hybrid solutions have shown success overseas.

Sub-option: Extension into Porirua CBD

65. Trial performance metrics (pickup times at less than 10 mins) show that there is existing fleet capacity for moderate catchment expansion. Given the strong value proposition as a “social service,” there is an opportunity to progressively extend the trial into Porirua to cover the CBD and shopping centre precinct. This will require



additional drivers, but not buses—there is also the ability to extend the trial hours of services (evening services).

66. The estimated cost for extending through to Porirua is an additional \$200,000 on top of current operational cost.

Sub-option - Progressive extension to surrounding suburbs

67. In addition to a Porirua extension, the other two most effective suburbs to expand using the existing trial footprint are Aotea and Cannons Creek.
68. Maintaining the <10 minute target wait time would require both additional buses and drivers, leading to a relatively significant increase in cost, but the costs/effort of establishing a new geographic 'base of operations' would be avoided.
69. Costs for extending into Aotea/Cannons creek are expected to be approximately \$600,000 capex for additional vehicles and an additional \$400,000 per year operational cost.

Sub option: Identify a new Trial location

70. The Trial has illustrated the popularity of ODPT for both peak and inter peak local community travel, rather than just first and last mile travel for commuting. This is reinforced by the success of the Environment Canterbury ODPT service in Timaru.
71. There are a number of locations that could be explored for ODPT potential; Masterton and some Kāpiti townships have been highlighted (but not proven) as possible candidates.
72. This approach would likely be at high cost and complexity, particularly if existing bus services would be terminated. This would require a new fleet of buses and service enhancements, and a very thorough behaviour-change campaign.
73. Business casing and Long-Term Plan/ National Land Transport Fund funding considerations would also be significant.
74. Setup costs for a new service are approximately \$2 million based on five vehicles. Operating costs are expected to be approximately \$1.2 million per year.

Preferred option

75. Officers consider that option four: Grow the Trial and /or identify a new location - with the sub-option of progressive extension to surrounding suburbs is preferred option.
76. Officers consider that progressive extension of the Trial to surrounding suburbs will build on the learnings from the Trial.
77. At this stage, officers propose the Trial be extended for an additional 12 months.

Ngā hua ahumoni

Financial implications

78. Financial implications of each of the options are set out above.
79. On demand services do not currently receive Financial Assistance Rate (FAR) funding from Waka Kotahi.

80. The current Trial was funded from existing bus service enhancement budgets
81. Extending the Trial would cost between \$1.2 million and \$1.9 million.
82. There is an allowance for continuation of the service in the 23/24 budget.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

83. Metlink is working with Greater Wellington's Te Hunga Whiriwhiri to ensure mana whenua perspectives are built into Public Transport planning including the RPTP and associated initiatives like the roll-out of ODPT in the Wellington region.
84. The current RPTP includes a key ODPT-relevant policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:
 - a Build strong enduring relationships with mana whenua through all facets of public transport delivery
 - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework
 - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy
 - d Work with mana whenua to reach communities and build relationships to encourage public transport use
 - e Ensure that Māori values are considered in the built environment through our design principles
 - f Extend the use of Te Reo Māori in customer information channels and fare payment methods.
85. Mana whenua collaboration will focus on ensuring the RPTP objectives, outcomes and policies, including the roll-out of ODPT, adequately reflect mana whenua perspectives and aspirations.

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

86. Officers consider ODPT to be a public transport mode that can help Greater Wellington achieve its climate change and related mode shift goals. For example, the Tawa ODPT trial has been designed to provide an alternative mode shift to public transport for the 44% of local residents who currently drive a private car to work on a highly peak-congested road route to Wellington CBD.
87. Climate change mitigations are a key focus for the current RPTP with its strategic priority an 'efficient, accessible and low carbon public transport network'. Current ODPT-relevant RPTP Strategic Focus Areas related to climate change are:

- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet
 - b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction.
88. Current ODPT-relevant RPTP key measures related to climate change are:
- a 40% increase in mode shift to public transport by 2030
 - b 60% reduction in public transport emissions by 2030
 - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
 - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.

Ngā tikanga whakataua Decision-making process

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

Te hiranga Significance

90. 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*.
91. Officers consider that the matter is of low significance, on the basis that ODPT implements a key action in the Regional Public Transport Plan that was consulted on in accordance with the Special Consultative Procedure before being adopted by Council on 29 June 2021.

Te whakatūtakitaki Engagement

92. There has been significant engagement with the community on the Trial. The Tawa Community Board has been very supportive and helped facilitate engagement with the wider community.
93. Further engagement approaches will be dependent on the Committee's decision on the options and the future of ODPT.

Ngā tūāoma e whai ake nei

Next steps

- 94. Future provision of ODPT across the Wellington region will require careful consideration and planning to meet Waka Kotahi policy and funding requirements. ODPT-provision is a focus for the current RPTP review with potential ODPT unit structure to be included in the reviewed RPTP for adoption by Council in August 2024.
- 95. Subject to the Committee’s decision, Officers will undertake planning for discontinuation, enhancement or expansion of the trial. Implementation will depend on the options chosen and timeframes will be reported back to the Committee.

Ngā kaiwaitohu

Signatories

Writers	Craig Fairhall, Principal Advisor Strategy, Metlink Emmet McElhatton – Manager Policy, Metlink David Boyd – Manager Customer Experience, Metlink
Approvers	Tim Shackleton – Senior Manager Commercial, Strategy and Investment, Metlink Bonnie Parfitt – Senior Manager Network & Customer, Metlink Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager Metlink (Acting)

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> A specific responsibility of the Transport Committee in its Terms of Reference is to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Development of On Demand (Demand Responsive) services is an activity in the Regional Public Transport Plan 2021 adopted by Council on 29 June 2021.
<i>Internal consultation</i> Metlink has consulted within its departments and Finance.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks and impacts from the activities aside from those covered in this report.

Transport Committee
22 June 2023
Report 23.228



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 24 MAY 2023

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 24 May 2023.

Te tāhū kōrero

Background

2. On 24 November 2022, Council re-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 Advisory Group's Terms of Reference provides that:
 - a The Council appoints the Chair of the Advisory Group
 - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
 - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
4. The Transport Committee's Terms of Reference provides that Chair of the Advisory Group will be a non-voting member of the Transport Committee.
5. The Advisory Group's most recent meeting occurred on 24 May 2023, and its business is set out in the following paragraphs.

Meeting agenda and matters considered by the Advisory Group

Welcome

6. Metlink officers welcomed nine returning and 13 new members to our inaugural Advisory Group meeting of the new triennium.

Introductions

7. Councillor Nash, Chair of the Transport Committee, formally welcomed members to the Advisory Group. He talked to members about the value of the Public Transport Advisory Group in helping create solutions that shape the future of the public transport network for the Wellington Region.

8. Samantha Gain, Kaiwhakahaere Matua Waka-ā-Atea | Group Manager, Metlink, welcomed members and thanked them for agreeing to participate in the Advisory Group. Metlink looks forward to gaining customer and community insights from members at an exciting time with lots happening in public transport.
9. Members and Metlink officers each had an opportunity to introduce themselves with a greeting or mihi, including their interest in the Advisory Group. Officers thanked members for openly sharing and acknowledged the diversity of the Advisory Group's membership.

Public Transport Advisory Group's role

10. Officers described how the Advisory Group is a key reference point providing advice, from a community perspective, to inform the business of Metlink and the Transport Committee.
11. Officers outlined how the Advisory Group is governed by the *Public Transport Advisory Group Terms of Reference*, its operating rhythm and the role of members as advisors. Members are expected to discuss topics from their unique perspectives rather than to reach agreement or consensus.
12. The special role of the Chair of the Public Transport Advisory Group was acknowledged by officers. In addition to ensuring all members have a 'voice', the Chair also sits at the table of the Transport Committee and has full speaking rights (but no voting rights). They are an independent voice of the community appointed for their knowledge, skills and experience.

Interactive workshop

13. Officers facilitated a workshop enabling members to explore opportunities for the future of our public transport network through the Wellington Regional Public Transport Plan, 2021-23. The workshop was a 'quick fire' exercise to gain views on more equitable access to transport.
14. Members divided into five groups depending on their location of residence - Wellington City (two groups), Hutt Valley, Porirua/Kāpiti and the Wairarapa.
15. Groups were asked to consider the opportunities in their local areas to provide more equitable access to public transport. This included how we could create better connections with recent and planned residential developments, commercial/retail developments, education facilities, community facilities and to the wider region. At a high level, groups identified the following focus areas:
 - a Wellington City (Group 1) focused on the need to increase frequency of services across Wellington City, particularly in the off-peak and later hours of the night.
 - b Wellington City (Group 2) focused on how equity for customers because of changes to roading infrastructure (transitional cycleways and Let's Get Wellington Moving). The Group also discussed routes, service frequencies, and ways to optimise/rationalise the network.
 - c Hutt Valley focused on equity issued for Wainuiomata residents, as well as those with accessibility needs.

- d Porirua/Kāpiti focused on the need for a wide-scale network review given the rapid development that has occurred in both parts of the region.
 - e Wairarapa focused on the equity issues created by the central public transport ‘spine’ that runs through the region, especially for those living rurally on the periphery of this spine.
16. Detailed insights will be reported to Metlink and Advisory Group members in the meeting minutes.

Closing and next meeting

17. Officers thanked Advisory Group members for their attendance and positive participation.
18. The next Advisory Group meeting is scheduled to take place on 3 August 2023.

Ngā kaiwaitohu

Signatories

Writer	Leigh-Ann Harris – Community Engagement Advisor, Metlink
Approvers	Melissa Anderson – Manager, Network and Customer, Metlink (acting) Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink (acting) Andrew Lensen – Chair, Public Transport Advisory Group

<p>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>The Committee's Terms of Reference sets out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.</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 result area set out in the 2021-31 Long Term Plan - "Improving the customer experience across all areas of the public transport network". In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, "Continue to improve customer experience across all aspects of the network".</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
22 June 2023
Report 23.230



For Information

TRANSPORT OFFICERS

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee (the Committee) on the roll out of Warranted Transport Officers on the Wellington public transport network.

Te horopaki

Context

2. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP), adopted by Council on 29 June 2021, includes the policies 'ensure that all users pay the correct fares' and 'implement ticket checks and enforcement action, where required'.
3. Revenue protection has been a significant focus in the roll-out of Snapper on the rail network. Experience in Auckland and across international jurisdictions is that revenue loss from passive and active fare evasion can be significant when electronic ticketing is introduced without an adequate range of mitigations including the ability to introduce financial penalties (infringements) for active fare evasion.
4. Revenue 'leakage' through fare evasion has been shown to be particularly acute on 'open-system' (i.e. non-gated) networks like Wellington's.
5. Metlink, through its operators, has previously had very limited powers to manage fare evasion on the Wellington public transport network. As a regional council, Greater Wellington does not have the ability under the Local Government Act 2002 to introduce Bylaws for transport infringements similar to those available to territorial authorities for areas like parking.
6. Greater Wellington's public transport partners, including Transdev and Waka Kotahi NZ Transport Agency (Waka Kotahi), strongly believe the deployment of a New Zealand Police supported model for fare evasion will be necessary to mitigate increases in evasion under electronic ticketing.
7. To that end, in November 2021, the General Manager Metlink signed a Letter of Agreement (LoA) with New Zealand Police for delegated powers for dealing with fare evasion under the Land Transport Amendment Act 2017 (LTAA).
8. The legislation created infringement offences for failing to pay a passenger or public transport service fare, offences for failing to comply with a request to provide

identifying details, to disembark or not to board, and created new powers for enforcement officers in relation to public transport service fares.

9. The LoA has set up a framework for Metlink to deploy these LTAA powers once further operational measures have been finalised with the Police regional command structure. The agreed fare evasion enforcement model to be adopted for the Metlink public transport network will take a community education and awareness approach using a four-step Graduated Response Model for revenue protection: Engage, Encourage, Educate, Enforce.

Te tātaritanga Analysis

10. A contracted team of Transport Officers has been working on the network since November 2021 as an interim measure prior to implementation of the fare evasion system. This temporary team has focussed on the engage, encourage and educate aspects of the model agreed under the LoA and have not held delegated powers.
11. New Zealand Police policy is that warranted enforcement officers must be employees of the Public Transport Authority and that enforcement powers be only provided to staff who have completed a prescribed Police vetting process and an agreed programme of training. Limits to authority for Transport Officers and Police regarding fare evasion are set out in the LoA.
12. With operational frameworks now in place, Metlink is preparing to recruit a new team of full-time Transport Officers who will hold warrants from NZ Police once they have completed their mandatory training programme. Recruitment commences 30 June 2023 with deployment of the new team expected to commence in late 2023.
13. Initial recruitment will be for nine Transport Officers (including one Team Leader) and one team co-ordinator. Team size will be reviewed as the operating model is tested.
14. While the team will have a strong focus on the revenue protection and enforcement functions, the Transport Officers will have a broad customer experience focus including security and monitoring of passenger safety and information provision and assistance on and off-board. Transport Officers will be deployed on rail and bus.
15. Transport Officers' functions will be complemented on rail by Transdev Train Managers and Passenger Operators. Transdev staff are responsible for on-board service operation, on-board safety, revenue collection (cash sales), fare enquiries and passenger assistance.
16. In addition, Metlink will work closely with Māori Wardens to explore the potential for joint deployments and customer initiatives between the Transport Officers and Wardens. Metlink previously worked successfully with Māori Wardens during the protests at Parliament in 2022.
17. Metlink will continue to work with Transdev to introduce further measures to improve customer service and experience as we prepare to introduce the National Ticketing Solution to the Wellington Public Transport network.

Ngā hua ahumoni Financial implications

18. International research from comparable societies to New Zealand's indicate that both active and opportunistic fare evasion on public transport networks is higher than many governments and Public Transport Authorities (PTAs) appreciate. Researchers from Monash University, Melbourne have recently stated that between 20% and 40% of a city's residents admit to fare evading at some point in their lives, with subsequent negative impact on PTA revenues.
19. International and New Zealand (particularly Auckland) evidence shows that PTAs and their operational and policy partners need to deploy a broad suite of revenue protection measures to deter fare evasion, particularly the more opportunistic forms of evasion that are both most common and most readily deterred.
20. Evidence from Auckland shows that the deployment of enforcement powers is a powerful tool to mitigate opportunistic and some degree of active fare evasion.
21. Warranted Transport Officers are currently funded by the Snapper on Rail budget until FY25. Transport Officers will be funded as BAU under the Operation and Partnerships operating budget from 2025. Transport Officer Business unit budget is:

Establishment & Operational costs	FY23	FY24	FY25	FY26	FY27
New Staff (10)		\$ 790,317	\$ 1,121,618	\$ 1,193,850	\$ 1,270,734
Recruitment, Training, Costs of Employment		\$ 35,849	\$ 38,158	\$ 40,615	\$ 43,231
Uniforms, Equipment, Travel		\$ 101,533	\$ 108,072	\$ 115,032	\$ 122,440
Project: Privacy, Legal, HR, Project Management	\$ 200,000	\$ 100,000	-	-	-
TOTAL	\$ 200,000	\$ 1,027,699	\$ 1,267,847	\$ 1,349,497	\$ 1,436,404

Establishment & Operational costs

Snapper on Rail Project, Revenue Protection	-	\$ 850,000	\$ 850,000	-	-
Snapper on Rail Project, Contingency	\$ 200,000	\$ 177,699	\$ 417,847	-	-
Operations & Partnerships Opex Budgets	-	-	-	\$ 1,349,497	\$ 1,436,404
TOTAL	\$ 200,000	\$ 1,027,699	\$ 1,267,847	\$ 1,349,497	\$ 1,436,404

Ngā Take e hāngai ana te iwi Māori Implications for Māori

22. Cultural awareness and an understanding of Te Ao Māori will be a focus of the Transport Officer recruitment process and training programme. The Team's development and maintenance of an operational relationship with Māori Wardens will ensure the needs of Māori continue as an operational focus for the Transport Officers.

Te whakatūtakitaki
Engagement

- 23. In addition to ongoing work with Human Resources on recruitment and the operating model, Metlink has engaged internally with the Project Management Office, Health and Safety, Finance and Customer Engagement Departments on the new team and function.
- 24. Metlink will workshop the operating model with the Public Transport Advisory Group on Thursday 3 August 2023

Ngā tūāoma e whai ake nei
Next steps

- 25. Following the recruitment and training period, Metlink will work with NZ Police to complete the warranting process and commence deployment of the new Transport Officer function.
- 26. The Committee will be updated on data and insights from the initiative through the regular Public Transport Performance report.

Ngā kaiwaitohu
Signatories

Writer	Christine Bulmer – Manager Revenue Protection, Metlink Emmet McElhatton – Manager Policy, Metlink
Approvers	Melissa Anderson – Senior Manager Operations & Partnerships, Metlink Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink (acting)

<p>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>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This aligns with the RPTP's policies 'ensure that all users pay the correct fares' and 'implement ticket checks and enforcement action, where required'.</p>
<p><i>Internal consultation</i></p> <p>Metlink has engaged internally with the PMO, HR, Health and Safety, Finance and Customer Engagement on the new team and function.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>Metlink has worked closely with Health and Safety on the operating model and safety mitigations for Transport Officers.</p>

Transport Committee
22 June 2023
Report 23.231



For Information

FRONTLINE PUBLIC TRANSPORT STAFF WORKFORCE ISSUES - UPDATE

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on the current status of frontline staff workforce issues impacting the Metlink public transport network.

Te tāhū kōrero

Background

2. Metlink public transport services are provided under partnering contracts with operators.
3. Under the partnering contracts, it is the responsibility of the operators to recruit and train its frontline public transport staff.

Rail

4. To operate the Metlink rail network timetable, Transdev require approximately 310 frontline staff made up of Locomotive Engineers (train drivers), Train Managers and Passenger Operators.
5. Transdev now has sufficient frontline staff to operate the Metlink rail network timetable.
6. In response to the new post COVID working environment (impact on staff sick leave), Transdev continues to review its new frontline staff requirement levels and is continuing to recruit to increase cover staff for each shift.

Bus

7. To operate the full Metlink bus network timetable, approximately 675 bus drivers (are required).
8. As at May 2023, we are approximately 88 bus drivers short of the full establishment required to reinstate the full 2020 bus network service levels. ¹
9. [Attachment 1](#) provides a visualisation of driver numbers.

¹ Note, this number is being reviewed and monitored as we work with operators to assess their final establishment numbers to deliver a network that meets 2020 bus network service levels within a 2023, post-COVID environment.

10. The table below outlines current driver numbers and expected driver recruitment numbers as provided by our operators:

Operator	Approx Required Drivers (2020 Service levels)	Shortfall of Drivers – excluding drivers in training (as at May 2023)	Expected Additional Drivers (by end Sept 2023)
NZ Bus	262	48	56
Tranzurban	328	39	42
Mana	58	0	n/a
Uzabus	27	1	1
TOTAL	675	88	99 (allows for attrition)

11. The paragraphs below outline the efforts undertaken by our operators to recruit frontline staff.

Operator recruitment activity

NZ Bus

12. NZ Bus is undertaking the following measures to improve driver numbers:
- a NZ Bus is continuing its domestic recruitment activities in the Region, undertaking a series of recruitment advertising campaigns and direct targeting initiatives over recent and coming months to supplement the overall recruitment focus. The company is seeing a significant lift in local driver applications. A number of these recruits have completed driver training and are now driving buses in Wellington.
 - b NZ Bus has run a successful overseas recruitment campaign. Currently, these off-shore recruits are either in training or they have started driving buses in Wellington.

Tranzurban

13. Tranzurban is undertaking the following measures to improve driver numbers:
- a Tranzurban is continuing their local recruitment campaign which launched in February 2023 – via multiple channels including radio, social media, community engagement, bus advertising, and at universities (with students coming back to Wellington). The campaign focused on attracting new talent into the industry and encouraging a younger demographic to take up driving roles across the network.
 - b Tranzurban has seen an uptake in local interest in driving roles and is optimistic about the results this campaign will achieve.

Return to full timetabled services

14. Planning for what constitutes returning to 2020 bus network service levels is already underway.
15. In order to return the network to 2020 service levels for each operator, Metlink will primarily require evidence of each Operator achieving KPI performance for reliability for two months in a row. We will also be monitoring staffing numbers with a view to the Operator achieving full establishment to a variance of 5% within this same period.
16. Once an operator has achieved these requirements (in accordance with paragraph 15 above), Metlink will commence planning a return to full timetables.
17. Once Metlink has confirmed, with the Operator, a return to the full timetable; it is estimated that this will take six weeks from the time that the operator publishes its driver rosters.
18. Officers currently estimate that Metlink should be in a position to start rebuilding timetables from September 2023.

Ngā tūāoma e whai ake nei

Next steps

19. Officers will work closely with our partner operators to monitor recruitment numbers, cancellation levels and other contributing factors that could impact delivery of the Network (such as drivers with high leave balances that need to be taken, current levels of sickness).
20. Officers will provide the Committee with updates as required.

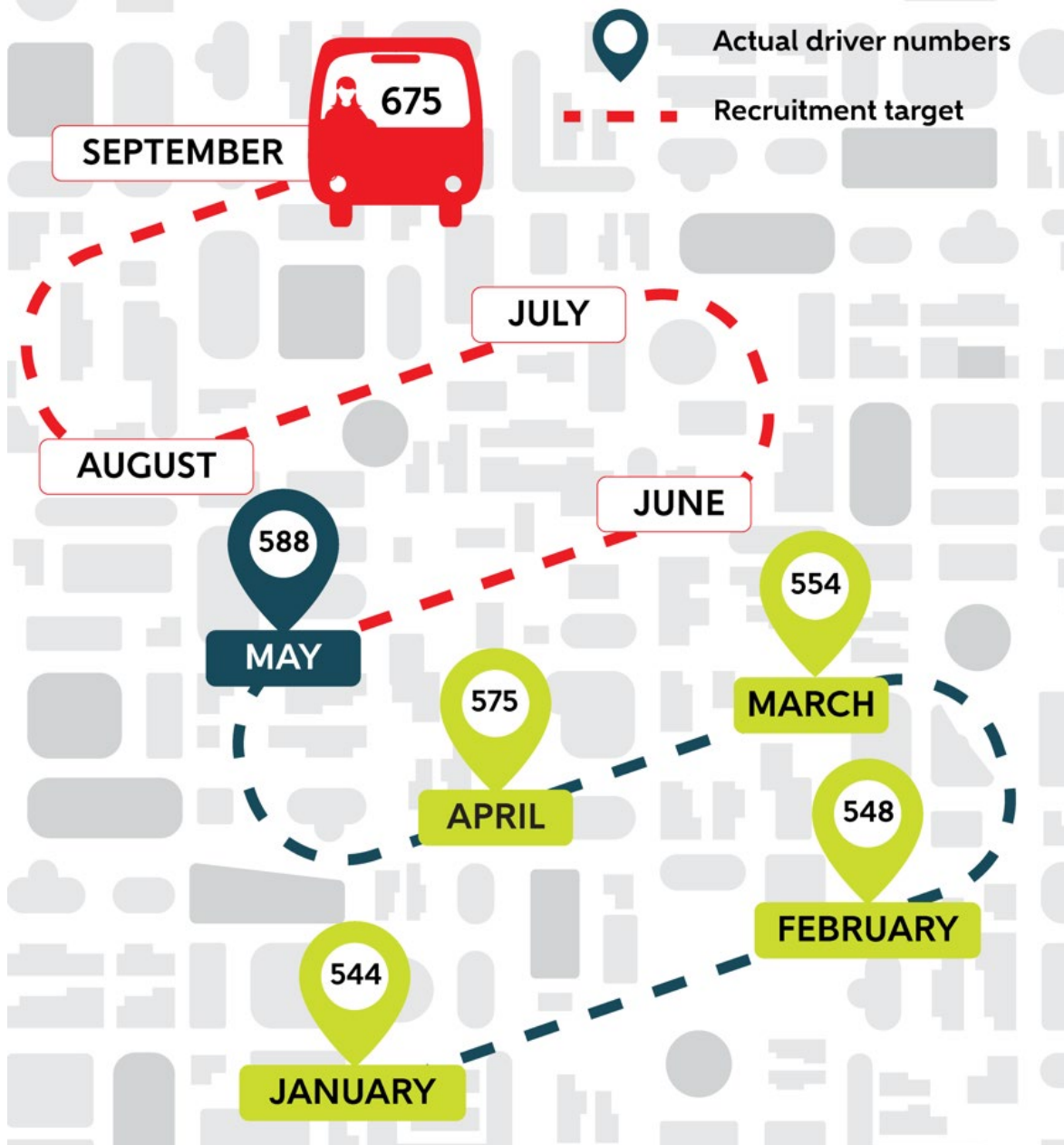
Ngā kaiwaitohu

Signatories

Writer	Matthew Lear – Manager, Network Operations, Metlink
Approvers	Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink (Acting)

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> Frontline workforce issues have a direct impact on service levels. "Reviewing performance trends related to public transport activities" is a specific responsibility set out in the Committee's Terms of Reference.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Frontline workforce issues have a direct impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.
<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.

Bus driver numbers visualisation – May 2023



Transport Committee
22 June 2023
Report 23.232



For Information

PUBLIC TRANSPORT PERFORMANCE - UPDATE

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

2. Since the introduction of the Public Transport Operating Model (PTOM) bus partnering contracts in July 2018, Metlink has had access to information that helps us to better appreciate and understand the performance of our public transport network.
3. Monthly operational performance reports were developed in early 2019; drawing on available information to provide performance reporting at the level provided in other authorities.
4. Monthly performance reports are published on the Metlink website to enable the public to easily access this information
5. Over time, Metlink has amended the content of these operational reports to respond to requests from transport committees and to make improvements/changes identified by officers.
6. At recent meetings, members of the Committee have requested that the information provided in these performance reports be reviewed and amended to ensure that the information is reported on in the most useful and meaningful way possible.
7. Metlink met with relevant Committee members to better understand the performance outcome reporting Councillors would like to see and what performance data Metlink has to facilitate that requirement. It was agreed to include reporting on:
 - a driver numbers;
 - b note on graphs the reasons for major spikes in performance
 - c add a quarterly report on Health, Safety and Wellbeing
 - d add 'target' patronage on the 12 month rolling graph
 - e show suspended trips along with cancelled trips
 - f accessibility
 - g bus capacity

- h emissions/decarbonisation.
- 8. The performance report for April 2023 incorporates the following requested changes:
 - a 2018/19 patronage line added to ‘all modes’ graph
 - b brief comments added on graphs for reliability and punctuality
 - c section added on driver numbers
 - d explanation of what is included under ‘Other’ in the complaints section.
- 9. Metlink expects to be able to provide the Committee with further changes over the next few months as data required for the additional sections is sourced and collated.
- 10. **Attachment 1** contains an overview (including commentary) of the key results in Metlink’s monthly performance report for April 2023.
- 11. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Current network status – suspended services

Ferry

- 12. There are currently no suspended services on the Harbour Ferry Services.

Rail

- 13. There are currently no suspended services on the Metlink rail network.

Bus

- 14. As a result of the driver resource shortages and in an effort to provide more certainty for customers, Metlink has, in partnership with bus operators, made a number of temporary service suspensions on the network.
- 15. In September 2021, Metlink made a number of changes to NZ Bus trips including a mix of temporarily suspended trips and consolidation and/or permanent removal of others (mainly school bus services); these services were predominantly in Wellington City and Eastbourne (at the same time, Metlink increased the number of interpeak trips, to enable more full-time driver shifts).
- 16. Since October 2022, a further 67 NZ Bus trips have been temporarily suspended; these services were also predominantly Wellington City bus services.
- 17. Since November 2022, a further 114 Tranzurban trips have been temporarily suspended; these services were in Wellington City and Porirua.
- 18. The Frontline Staff Workforce Issues (Report 23.231) report sets out our approach to returning to a full timetable.

Rail network - Temporary Speed Restrictions

- 19. At its meeting on 4 May 2023, the Committee requested that it be provided with more information regarding temporary speed restrictions, particularly on the Wairarapa Line.
- 20. Temporary Speed Restrictions (TSRs) are imposed on the Rail network to minimise the risk to rail services travelling over an area where work has happened or will happen. This can be for an emergency, e.g. broken rail, or general maintenance and projects.

21. TSRs, usually reduce speeds between 10 – 45 kph depending on the type of work that is taking place. As the track or work settles in, the TSRs can be removed for trains to run at line speed (Max allowed).
22. On the Wairarapa Line, the KiwiRail upgrade project Wellington Metro Upgrade Programme 3 (WMUP 3) is continuing; track and bridge upgrades have caused the main reasons for TSRs on Wairarapa Line.
23. The Wairarapa Line is a rolling work site and will continue to have multiple TSRs applied for the WMUP 3 project until the end of 2023 when this phase of the project will near completion (note that Maoribank and Remutaka tunnel track will still have TSRs in place until February 2024 and February 2025 respectively in accordance with KiwiRail's current programme
24. Note that an additional programme of works (WMUP 6B) will shortly commence in the Wairarapa. This programme of works will predominately be signalling upgrades to the Wairarapa Line between Featherston and Masterton. This work will be less disruptive than WMUP 3 but will still require TSRs to be added if the track is affected.
25. Metlink works with KiwiRail to minimise the level of TSRs in place at one time.

Te tātaritanga Analysis

26. Bus service levels continue to be impacted by frontline staff workforce issues. A report entitled Frontline Staff Workforce Issues (Report 23.231) is on the agenda for consideration at this Committee meeting.

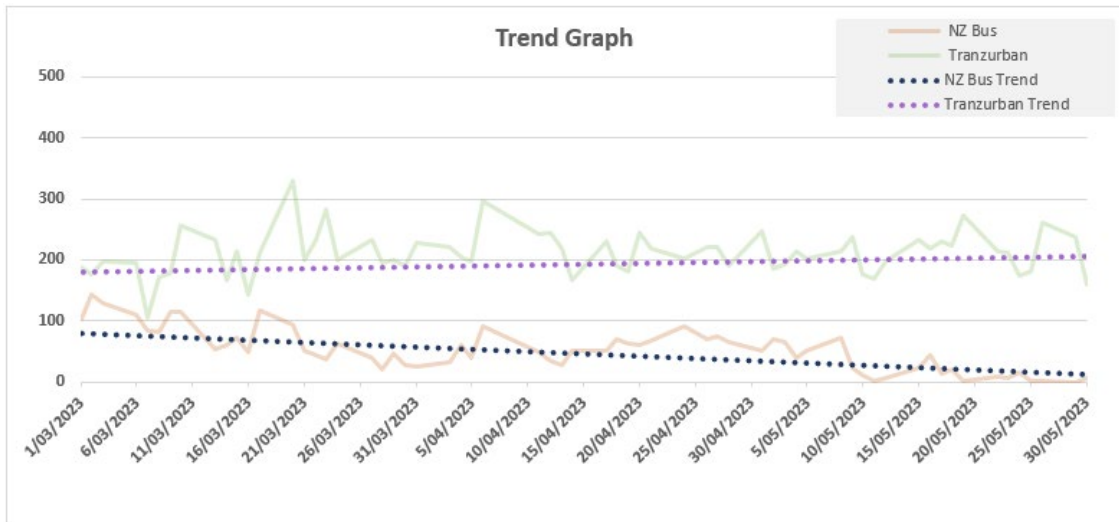
Bus performance – April 2023

Patronage

27. Bus passenger boardings for April 2023 were 1.7 million, this compares to boardings of 2.0 million in April 2019 (pre-COVID-19). Patronage for the year to date is at 86.8% of pre-COVID-19 levels, which shows good recovery despite significantly reduced service levels due to driver shortages.

Reliability

28. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%. Reliability for April 2023 was 92.6% and 92.0% for the year to date. Reliability this month (and year to date) reflects the underlying bus driver shortages of drivers.
29. The graph below provides information on cancellation trends by the two largest operators. Note, this reports against timetabled services and does not therefore include suspended services.



Punctuality

30. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Bus service punctuality was 94.4% in April, and 94.6% for the year to date. Punctuality this month reflects reduced traffic congestion connected with school holidays, but also the continued effect of cancellations on the network, and some network disruption due to road works, events and weather.

Rail performance – April 2023

Patronage

31. Rail passenger boardings for April 2023 were 0.8 million, this compares to boardings of 1.1 million in April 2019 (pre-COVID-19). Patronage for the year to date is at 74% of pre-COVID-19 levels, which shows good recovery and may indicate changed travel behaviour.

Reliability

32. 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.

33. Rail service reliability was 98.6% in April, and 90.5% for the year to date.

34. Illness and absence issues have continued to impact services, but at much lower levels than in previous months - in April 1% of services were affected by staff shortages.

Punctuality

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

36. Punctuality for April was 83.5%, and 79.8% for the year to date.

37. A number of speed restrictions were removed between Plimmerton and Pukerua Bay at the end of February 2023 - although performance has improved, the remaining speed restrictions are still impacting punctuality on the Kapiti Line. The Wairarapa Line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work.

Bus replacements

- 38. In April 2023, 16.6% of rail services were replaced by buses (planned and unplanned):
 - a 0.9% of rail services were unplanned rail replacements
 - b 15.7% of rail services were planned rail replacements.
- 39. Unplanned rail replacement services have reduced significantly in comparison to February 2023; during April 2023 all lines had bus replacements over four days at Easter and over Anzac Day weekend for planned KiwiRail Maintenance and upgrade work.
- 40. Planned bus replacements are used to allow upgrade works across the network continue on a regular basis.

Ferry performance – April 2023

- 41. Ferry services have operated as per their usual timetable.
- 42. Boardings were 125.6% of April 2019 numbers (pre COVID-19).

Fare revenue

- 43. In April 2023, there was a budget shortfall of \$5.4 million for the month across bus and rail services.
- 44. For the year to date (1 July 2022 to 30 April 2023), the budget shortfall is \$23.3 million due to lower patronage post COVID-19.
- 45. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services. However, given the nature of net contracts, any significant fluctuation in ferry fare revenue may impact the amount of subsidy required to recover the operating costs. Year to date, there has been no major change to operator payments.

Ngā āpitihanga

Attachments

Number	Title
1	Metlink performance report – April 2023

Ngā kaiwaitohu

Signatories

Writers	Matthew Lear – Manager Network Operations, Metlink Andrew Myers – Manager Customer Insights & Assets, Metlink
Approvers	Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink (acting)

<p>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>“Reviewing performance trends related to public transport activities” is a specific responsibility set out in the Committee’s Terms of Reference.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.</p>
<p><i>Internal consultation</i></p> <p>No other departments were consulted in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p>

Metlink

performance report

Attachment 1 to Report 23.232

April 2023

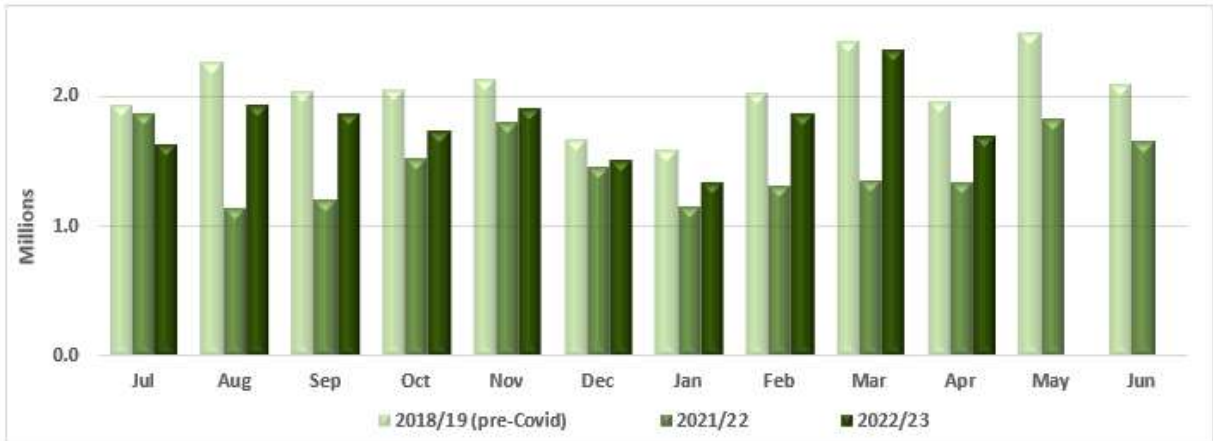
Patronage

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

In April 2023, we saw increased passenger boardings when compared to the same month last year – in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework.

Bus passenger boardings

April bus passenger boardings were 27.4% higher than the same month last year, and 26.4% higher for the year to date - in a April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 86.8% of April 2019 numbers (pre-Covid).



Boardings by area - current month

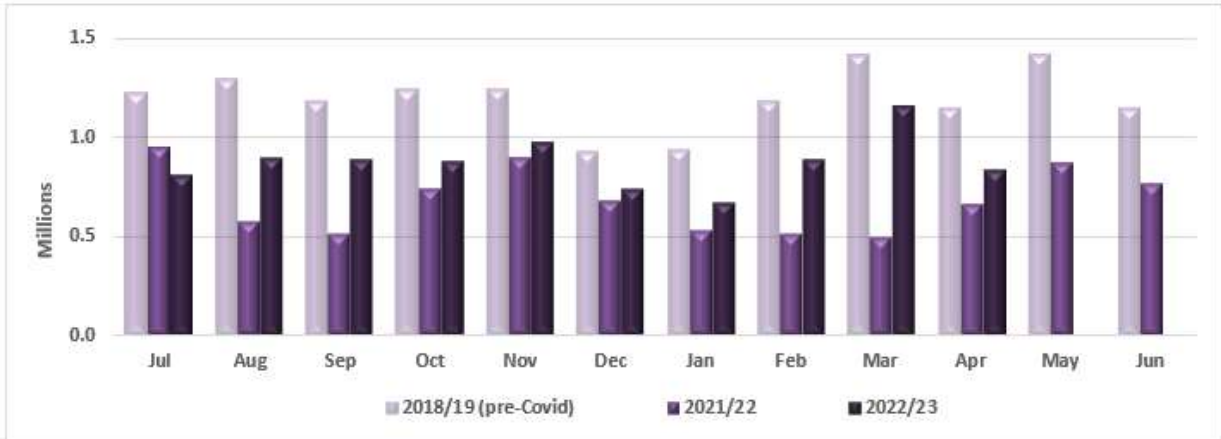
	Apr-23	Apr-22	% Change
Wellington	1,284,474	967,519	32.8%
Hutt Valley	313,426	270,866	15.7%
Porirua	56,427	54,593	3.4%
Kapiti	40,169	34,845	15.3%
Wairarapa	10,017	9,734	2.9%
Total	1,704,513	1,337,557	27.4%

Boardings by area - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Wellington	13,232,623	10,284,184	28.7%
Hutt Valley	3,423,363	2,828,385	21.0%
Porirua	648,332	577,583	12.2%
Kapiti	471,404	372,307	26.6%
Wairarapa	125,186	101,274	23.6%
Total	17,900,908	14,163,733	26.4%

Rail passenger boardings

April rail passenger boardings were 26.9% higher than the same month last year, and 33.5% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 72.7% of April 2019 numbers (pre-Covid).



Boardings by line - current month

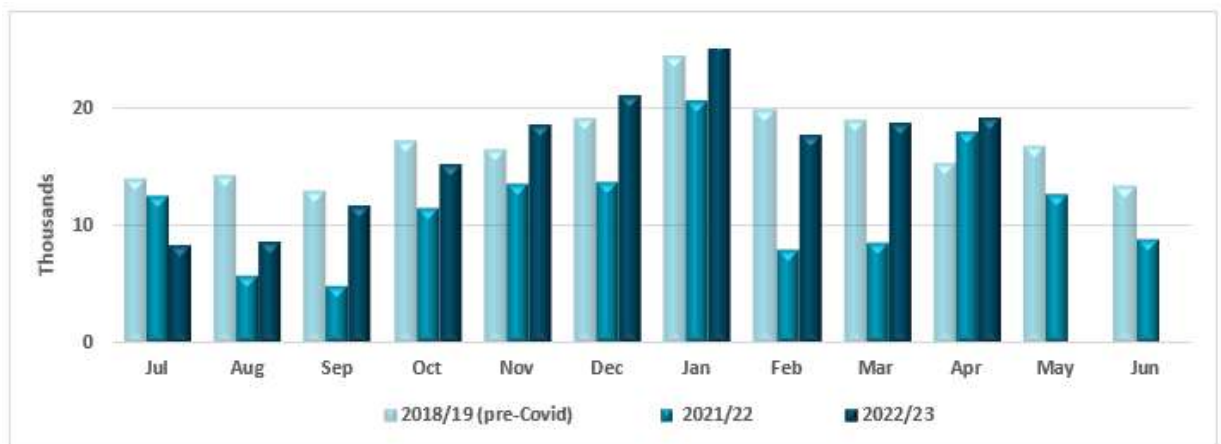
	Apr-23	Apr-22	% Change
Hutt Valley	357,943	274,241	30.5%
Kapiti	331,715	256,032	29.6%
Johnsonville	97,241	90,702	7.2%
Wairarapa	41,398	31,558	31.2%
Total	828,297	652,533	26.9%

Boardings by line - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	3,729,621	2,814,065	32.5%
Kapiti	3,466,532	2,614,519	32.6%
Johnsonville	1,010,435	722,334	39.9%
Wairarapa	472,932	352,839	34.0%
Total	8,679,520	6,503,757	33.5%

Ferry passenger boardings

Ferry boardings show an increase of 7.4% on the same month last year, and a 42.3% increase for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 125.6% of April 2019 numbers (pre-Covid).



Boardings - current month

	Apr-23	Apr-22	% Change
Total	19,175	17,862	7.4%

Boardings - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Total	165,076	115,966	42.3%

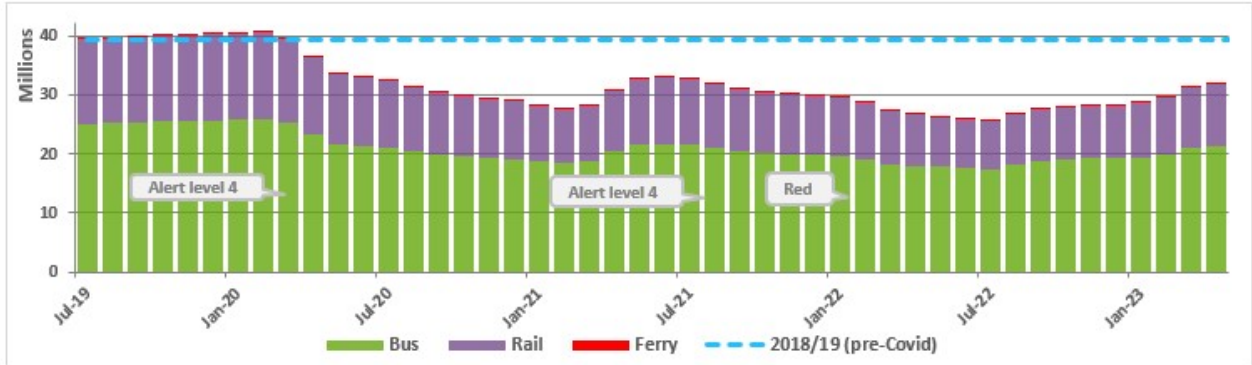
Passenger boardings trend

Attachment 1 to Report 23.232

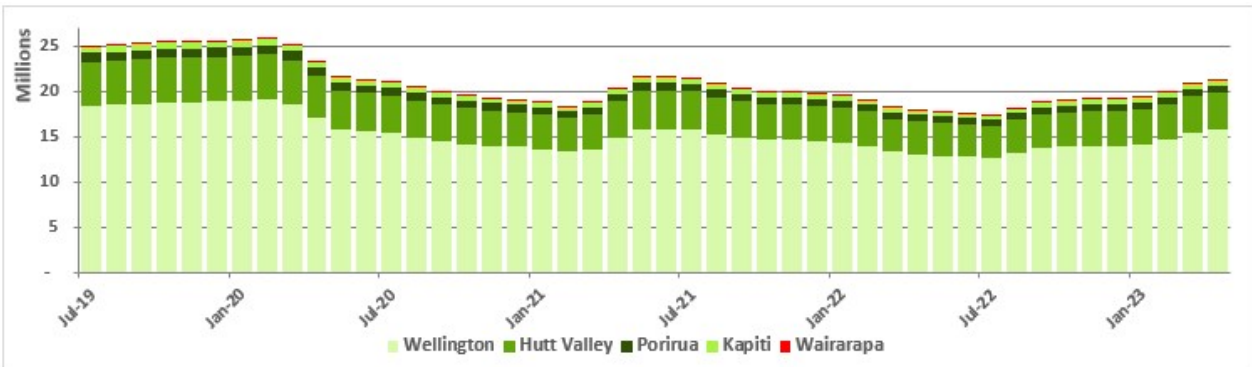
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) - we can now see trending growth again for all modes, but growth has not yet reached pre-Covid levels, as shown by blue dotted line in the graph below.

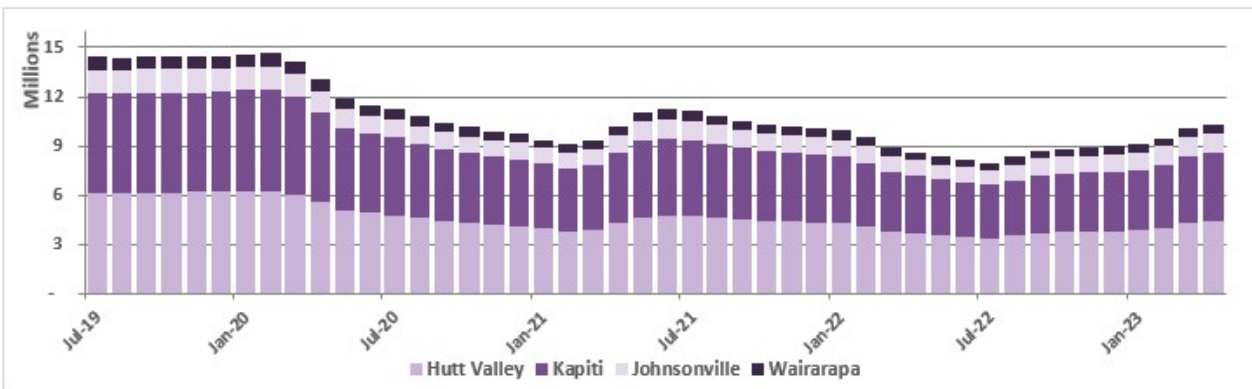
All modes



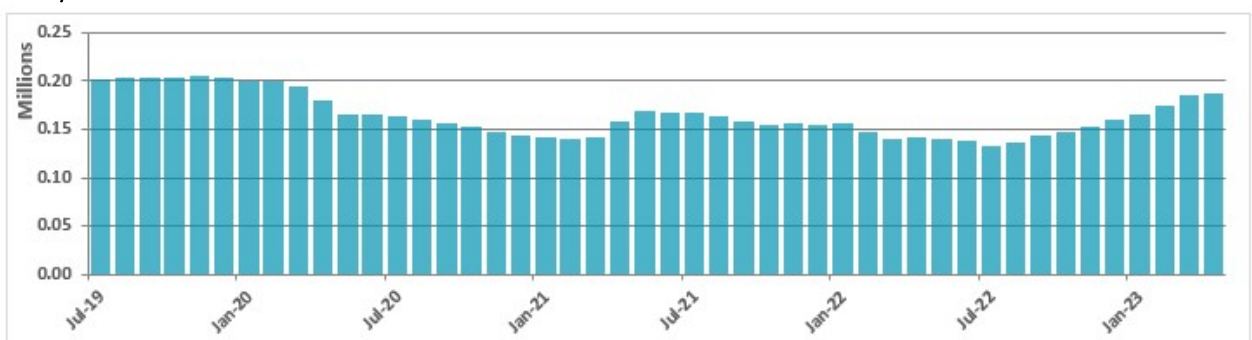
Bus



Rail



Ferry

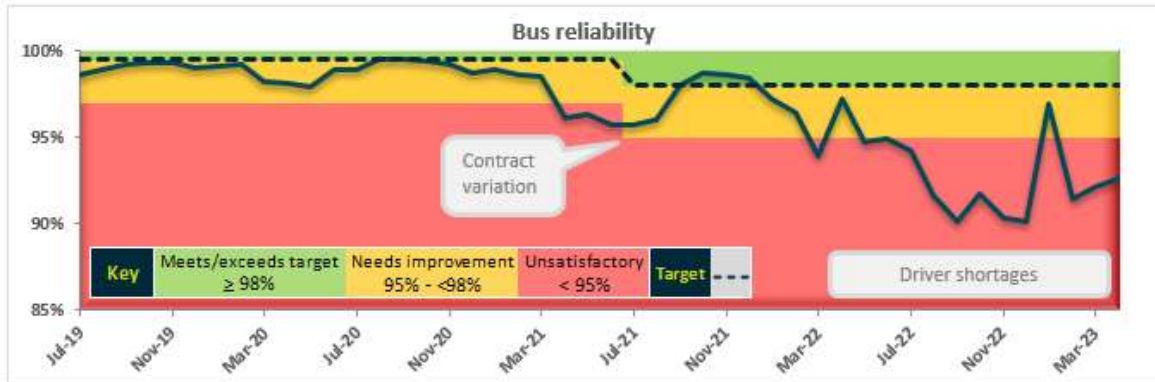


Bus service delivery

Reliability

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

In April, 92.6% of bus services were delivered, and 92.0% for the year to date. Reliability this month reflects again the underlying shortage of drivers.

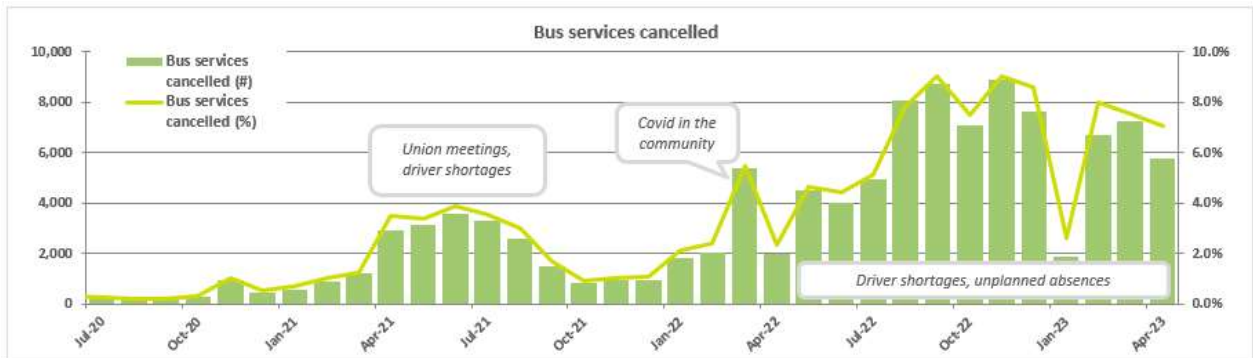


Reliability - current month

	Apr-23	Apr-22	% Change
Wellington City			
Newlands & Tawa	98.9%	99.6%	-0.7%
East, West & City	96.3%	96.1%	0.2%
North, South, Khandallah & Brooklyn	82.5%	97.0%	-14.5%
Hutt Valley	95.3%	97.7%	-2.4%
Porirua	86.4%	97.4%	-11.0%
Kapiti	99.7%	99.9%	-0.2%
Wairarapa	98.0%	98.6%	-0.6%
Total	92.6%	97.2%	-4.7%

Reliability - year to date (Jul - Apr)

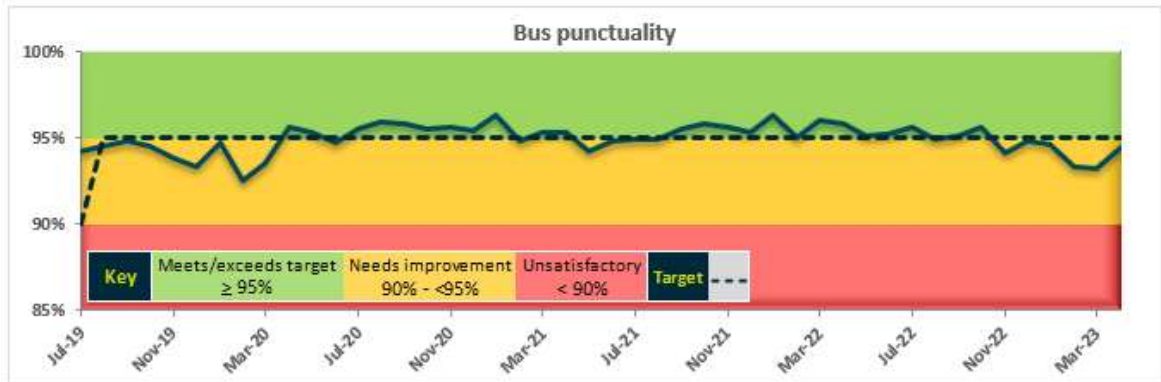
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.7%	99.4%	-0.7%
East, West & City	90.1%	96.5%	-6.4%
North, South, Khandallah & Brooklyn	87.3%	95.9%	-8.6%
Hutt Valley	95.5%	97.2%	-1.7%
Porirua	89.7%	97.3%	-7.6%
Kapiti	99.5%	99.7%	-0.2%
Wairarapa	98.7%	98.9%	-0.2%
Total	92.0%	97.0%	-5.0%



Punctuality

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

Bus service punctuality was 94.4% in April, and 94.6% for the year to date. Punctuality this month reflects reduced traffic congestion connected with school holidays, but also the continued effect of cancellations on the network, and some network disruption due to road works, events and weather.



Punctuality - current month

	Apr-23	Apr-22	% Change
Wellington City			
Newlands & Tawa	94.8%	96.6%	-1.8%
East, West & City	96.7%	97.3%	-0.7%
North, South, Khandallah & Brooklyn	89.6%	91.8%	-2.2%
Hutt Valley	94.7%	96.5%	-1.8%
Porirua	95.7%	96.5%	-0.8%
Kapiti	94.4%	97.4%	-3.0%
Wairarapa	90.0%	92.6%	-2.6%
Total	94.4%	95.9%	-1.5%

Punctuality - year to date (Jul - Apr)

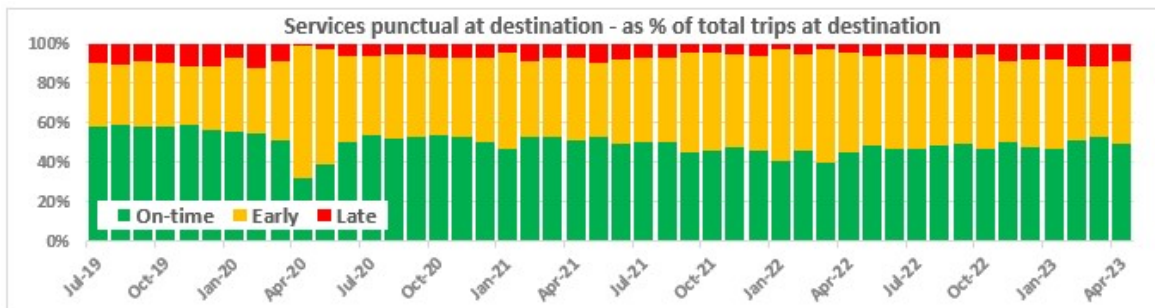
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	95.6%	95.3%	0.3%
East, West & City	96.2%	96.7%	-0.5%
North, South, Khandallah & Brooklyn	90.1%	92.2%	-2.1%
Hutt Valley	95.2%	96.1%	-0.9%
Porirua	95.6%	95.5%	0.1%
Kapiti	95.6%	98.1%	-2.5%
Wairarapa	92.7%	92.3%	0.4%
Total	94.6%	95.6%	-1.0%

Punctuality at destination

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

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

In April, 49.2% of bus services recorded at destination arrived on time, with a further 42.1% arriving more than one minute early, while 8.7% of services arrived more than five minutes late.



Punctuality at destination - current month

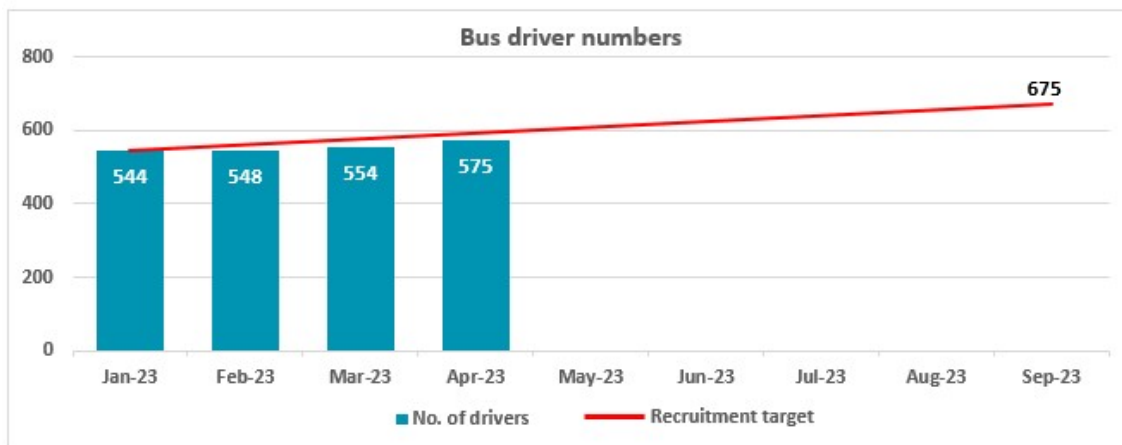
	Apr-23	Apr-22	% Change
On-time	49.2%	44.9%	4.3%
Early	42.1%	51.0%	-8.9%
Late	8.7%	4.1%	4.6%

Punctuality at destination - year to date (Jul - Apr)

	2022/23	2021/22	% Change
On-time	49.0%	45.6%	3.4%
Early	43.2%	49.6%	-6.4%
Late	7.9%	4.8%	3.0%

Bus driver shortages

There is currently a shortage of bus drivers in the Greater Wellington Region – this impacts the ability to be able to run all timetabled services. The graph below shows the total number of bus drivers each month, against the recruitment target of having 675 drivers by September 2023.



Te Hunga Whaikaha Total Mobility

Te Hunga Whaikaha Total Mobility

In April 2023 there were 30,872 Te Hunga Whaikaha Total Mobility trips, an increase of 43.6% compared to the same month of the previous year. This reflects a marked and continuing increase in the use of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative.





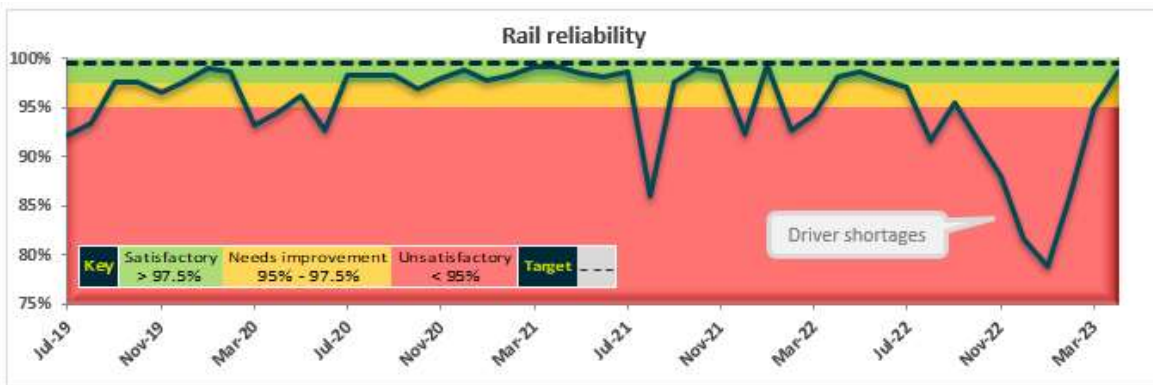
Rail service delivery

Reliability

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

Rail service reliability was 98.6% in April, and 90.5% for the year to date.

Staff issues have continued to affect services, but at much lower levels than in previous months. There were a few mechanical issues but nothing major in April. There were two full network shutdowns for Easter and Anzac weekend - all lines had bus replacements running.

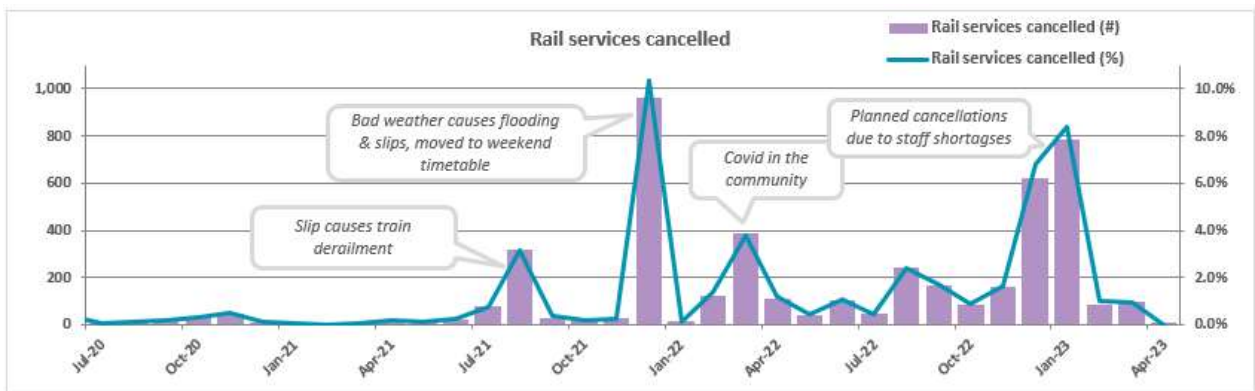


Reliability - current month

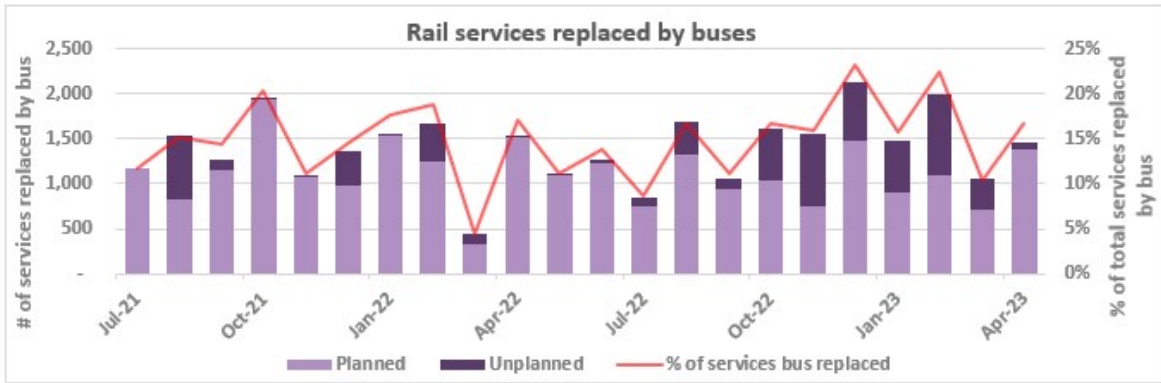
	Apr-23	Apr-22	% Change
Hutt Valley	98.7%	97.9%	0.8%
Johnsonville	98.5%	98.0%	0.5%
Kapiti	98.5%	98.6%	-0.1%
Wairarapa	97.4%	96.5%	0.9%
Total	98.6%	98.1%	0.5%

Reliability - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	93.0%	97.2%	-4.2%
Johnsonville	87.5%	95.1%	-7.6%
Kapiti	89.2%	94.9%	-5.7%
Wairarapa	95.8%	93.3%	2.5%
Total	90.5%	95.8%	-5.3%



In April, 16.6% of rail services were replaced by buses, compared to 10.4% the month before.

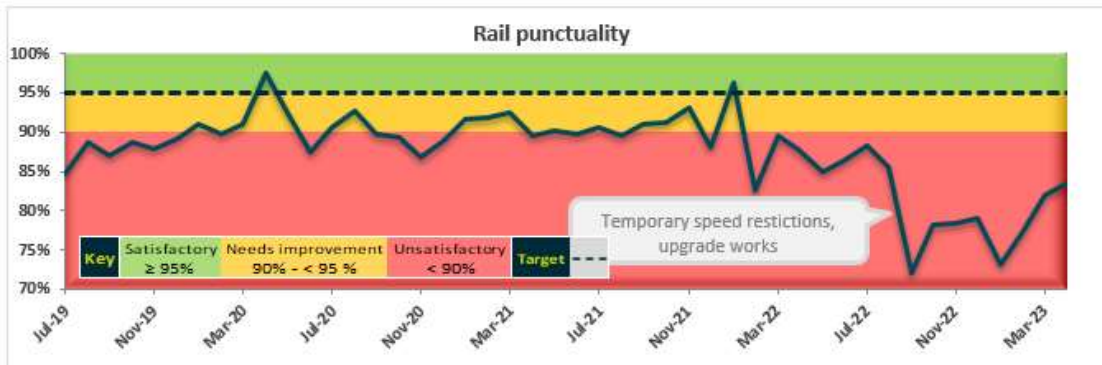


Punctuality

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 April was 83.5%, and 79.8% for the year to date.

The remaining speed restrictions are still impacting punctuality on the Kapiti line - these are due to be removed in May. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work.



Punctuality - current month

	Apr-23	Apr-22	% Change
Hutt Valley	87.0%	88.8%	-1.8%
Johnsonville	96.0%	86.0%	10.0%
Kapiti	71.3%	91.2%	-19.9%
Wairarapa	51.8%	46.8%	5.0%
Total	83.5%	87.7%	-4.2%

Punctuality - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	88.2%	92.8%	-4.6%
Johnsonville	92.6%	94.8%	-2.2%
Kapiti	61.1%	85.1%	-24.0%
Wairarapa	53.3%	60.3%	-7.0%
Total	79.8%	90.0%	-10.2%

Fare revenue

Bus and rail fare revenue

The table below compares revenue received for fares on bus and rail, compared to budgeted fare revenue.

In April 2022 the Government introduced half-price fares – numbers reported here are for actual fare revenue, without adjustment for any additional Waka Kotahi funding during the half-price fares period. Funding for half price fares is claimed through Waka Kotahi within grants and subsidies.

In April there was a budget shortfall of \$5.4m - \$3.0 million is attributable to the half price fares scheme and \$2.4 million is attributable to lower patronage post Covid-19.

For the year to date there is a shortfall of \$53.9m - \$30.6m is attributable to the half-price fares scheme and \$23.3m to lower patronage post Covid-19.

Fare revenue - current month

	Apr-23	Budget	Excess/Shortfall
Bus	1,154,329	4,095,194	- 2,940,864
Rail	1,875,855	4,357,420	- 2,481,565
Total	\$ 3,030,185	\$ 8,452,614	-\$ 5,422,429

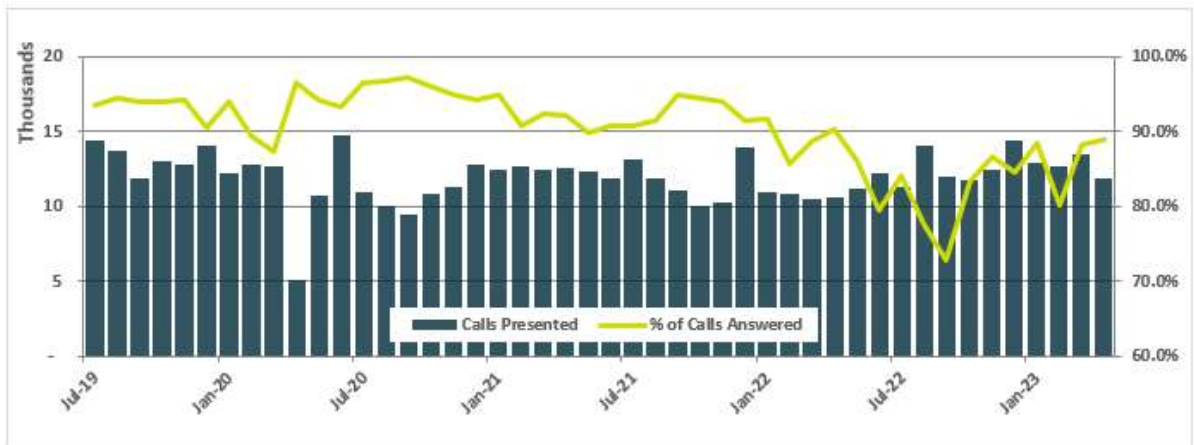
Fare revenue - year to date (Jul - Apr)

	2022/23	Budget	Excess/Shortfall
Bus	15,727,630	40,951,936	- 25,224,306
Rail	14,891,743	43,574,203	- 28,682,461
Total	\$30,619,373	\$84,526,139	-\$ 53,906,767

Customer Contact

Call centre incoming calls

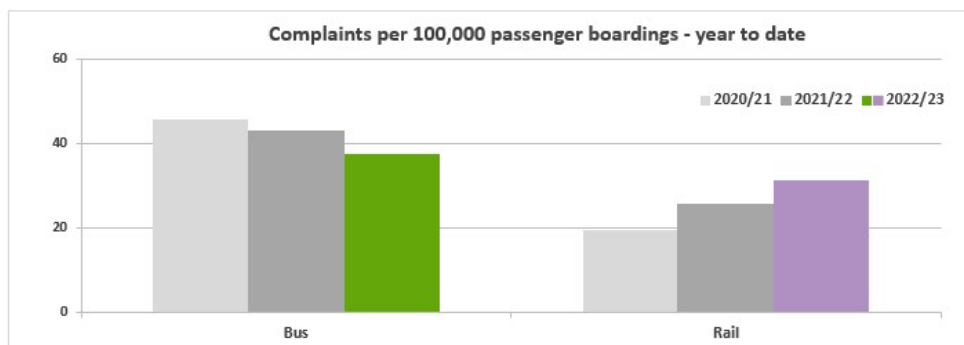
Metlink answered 89.0% of the 12,000 calls received in April.



Complaints

Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than rail.



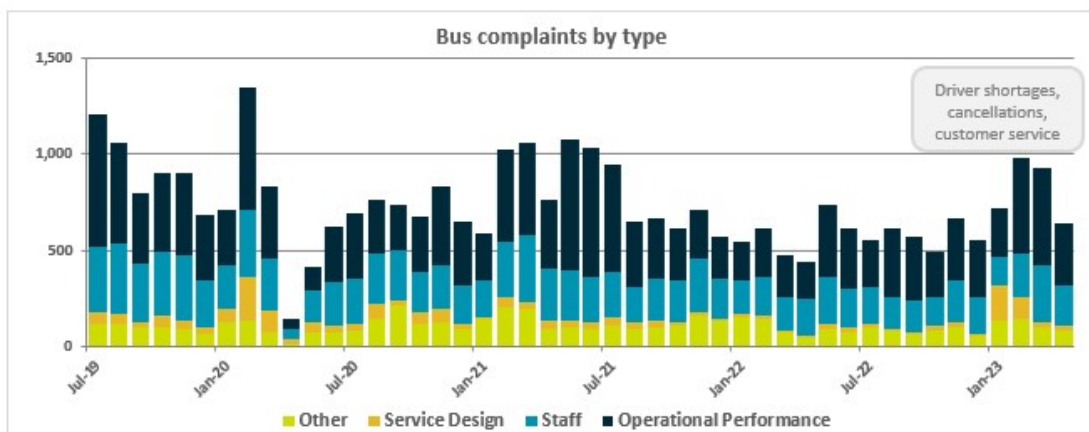
Complaints for both bus and rail have trended downwards overall, although they have increased in recent months during driver shortages & illness.



Bus complaints

Bus complaints for the month were 47.5% higher than in April last year, and 7.8% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework and there were less people travelling.

Operational performance and staff related complaints were 86% of bus complaints for the month – relating mainly to service cancellations and customer service.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Bus complaints - current month

	Apr-23	Apr-22	% Change
Wellington			
Newlands, Tawa	14	16	-12.5%
East-West, City	176	157	12.1%
North-south, Khandallah, Brooklyn	223	111	100.9%
Hutt Valley	169	121	39.7%
Porirua	44	20	120.0%
Kapiti	16	8	100.0%
Wairarapa	1	3	-66.7%
Total	643	436	47.5%

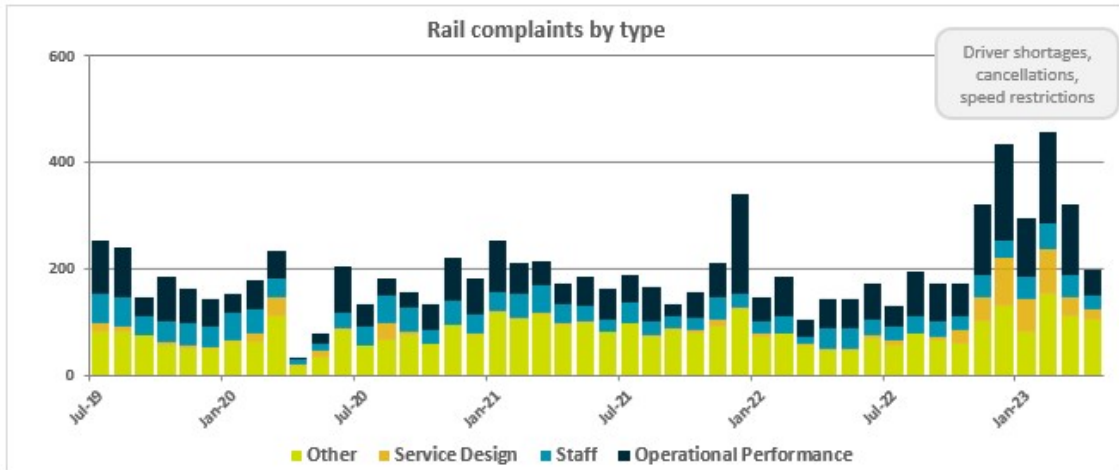
Bus complaints - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	199	225	-11.6%
East-West, City	1,973	2,054	-3.9%
North-south, Khandallah, Brooklyn	2,464	1,896	30.0%
Hutt Valley	1,408	1,674	-15.9%
Porirua	445	264	68.6%
Kapiti	199	101	97.0%
Wairarapa	35	22	59.1%
Total	6,723	6,236	7.8%

Rail complaints

Rail complaints for April were 38.9% higher than the same month last year, and 52.5% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework and there were less people travelling.

With cancellations due to staff shortages, and speed restrictions due to slope issues, we have seen a higher number of complaints in recent months, although there has been a drop over the last couple of months. Complaints in April mainly related to the poor operational performance on the KPL.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Rail complaints - current month

	Apr-23	Apr-22	% Change
Hutt Valley	44	38	15.8%
Kapiti	57	57	0.0%
Johnsonville	13	11	18.2%
Wairarapa	16	16	0.0%
General	70	22	218.2%
Total	200	144	38.9%

Rail complaints - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	807	499	61.7%
Kapiti	931	630	47.8%
Johnsonville	256	147	74.1%
Wairarapa	178	185	-3.8%
General	531	311	70.7%
Total	2,703	1,772	52.5%

Transport Committee
22 June 2023
Report 23.233



For Information

PUBLIC TRANSPORT OPERATOR UPDATE – EAST BY WEST

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with a brief overview of public transport harbour ferry operator East by West’s business.

Te tāhū kōrero

Background

2. Both the Council Chair and Chair of the Transport Committee have expressed a desire for there to be ongoing opportunities for interaction between Councillors and public transport operators.
3. Each of our six public transport operators are scheduled to attend a Transport Committee meeting in 2023 to provide a brief overview of their business.

Ngā tūāoma e whai ake nei

Next steps

4. A senior manager from East by West will speak to **Attachment 1** at the Committee’s meeting on 22 June 2023.

Ngā āpitihanga

Attachment

Number	Title
1	East by West presentation

Ngā kaiwaitohu

Signatories

Writer	Margaret Meek – Principal Advisor Public Transport Governance, Metlink
Approvers	Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Fiona Abbott – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink (Acting)

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> It is appropriate for the Committee to receive an overview of its public transport operators' businesses
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> This overview provides information that will help inform delivery of public transport.
<i>Internal consultation</i> There was no internal consultation.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks and impacts.



Operator Update - GWRC Transport Committee



East By West Ferries

June 2023

Company overview

Company

- ▶ Started operating in 1989, after a gap of 40 years.
- ▶ One boat service initially, second boat added 2008, third boat added last year.
- ▶ 18-19 staff
- ▶ Passenger numbers 70-80k p.a. in 1990, 120-130k in 2003, 190-200k in 2019.

Operation

- ▶ Weekdays. 15 return sailings/day.
- ▶ Weekends & public holidays. 5-10 return sailings
- ▶ 9,500 harbour crossings per year
- ▶ Hugely variable passenger volumes

Broader context

- ▶ Operator with a balanced focus
- ▶ Wellington wharf infrastructure is a challenge and less fit for purpose than other locations
- ▶ Wellington comparatively underserved by waterborne transport.

2022/23 financial year

- ▶ Introduction of Ika Rere.
- ▶ Substantial impact from covid (24 months) & cost increases (36 months)
 - ▶ We met the resource challenge
 - ▶ Huge impact to patronage
 - ▶ Opex up 90%
 - ▶ Patronage starting to revert
- ▶ Protecting our human resource
 - ▶ There's a labour shortage?
 - ▶ Wages & benefits structure, catch-up, market positioning
 - ▶ Effective fatigue management
- ▶ Performance remains high
 - ▶ High rate of iterative change
 - ▶ SLAs reliably over 95%

Attachment 1 to Report 23.233

Ika Rere

- ▶ First year of service
 - ▶ Extensive commissioning & training period (eight months vs. normal two weeks).
 - ▶ Outperforming design criteria.
 - ▶ Overachieving its business case.
 - ▶ 220,000kg less carbon emitted.

- ▶ Significant operational learnings from use.

- ▶ Many technical learnings. One major service interruption, two minor service interruptions.

- ▶ Some work to Days Bay wharf still required for full use.

- ▶ East By West remains years ahead of other operators.

2023/24 current financial year

- ▶ Maritime Operator Safety System audit completed and passed with zero deficiencies.
 - ▶ Continuing improvement in risk score
 - ▶ Close to industry best practice

- ▶ Stabilisation of Ika Rere and growth to a full three-boat service.
 - ▶ Seatoun service vs. service expansion to Days Bay (Seatoun wharf requires changes)
 - ▶ Drop-off/pick-up of Shelly Bay construction workforce
 - ▶ First/last mile trials between Eastbourne & Days Bay wharf (shuttle, carpooling, micromobility)
 - ▶ 18-month trial underway to manage a sustainable increase to Matiu/Somes visitation

- ▶ Future planning
 - ▶ Develop five-year capex plan for existing fleet
 - ▶ Shelly Bay commuter service & second e-ferry (for 2025)
 - ▶ Next tri-annual PT funding agreement with GWRC/Metlink