If calling, please ask for Democratic Services

Transport Committee

Thursday 24 October 2024, 9.30am

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

Quorum: *Seven Members*

Members

Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

Appointee

Andrew Lensen

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

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 needed[1], 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 24 October 2024, 9.30am

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

Public Business

Please note these minutes remain unconfirmed until the Transport Committee meeting on 24 October 2024.

Report 24.522

Public minutes of the Transport Committee meeting on Thursday 19 September 2024

Taumata Korero - Council Chamber, Greater Wellington Regional Council | Te Pane Matua Taiao
100 Cuba St, Te Aro, Wellington at 9.31am

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (until 10.08am)
Councillor Bassett
Councillor Connelly (from 9.31am until 11.00am, from 11.27am)
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban (from 9.35am)
Councillor Lee
Councillor Ropata
Councillor Saw (from 9.31am until 11.00am, from 11.27am)
Councillor Staples

Andrew Lensen

Councillors Bassett, Laban and Ropata participated at this meeting remotely via Microsoft Teams and counted for the purpose of quorum in accordance with clause 25B of Schedule 7 to the Local Government Act 2002.

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Staples/ Cr Kirk-Burnnand

That the Committee accepts the apologies for absence from Councillors Duthie and Ponter, apology for lateness from Councillor Laban and apology for early departure from Councillor Woolf.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Fred Macdonald spoke to transport services north of Waikanae.

4 Confirmation of the Public minutes of the Transport Committee meeting on 15 August 2024 – Report 24.436

Moved: Cr Saw / Cr Kirk-Burnnand

That the Committee confirms the Public minutes of the Transport Committee meeting on 15 August 2024 - Report 2024.436

The motion was **carried**.

5 Update on the Progress of Action Items from Previous Transport Committee Meetings – September 2024 – Report 24.482 [For Information]

Samantha Gain, Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink, spoke to the report.

Noted: The Committee requested officers to advise when there is a confirmed date to meet with the Maymorn community about the temporary closure of Maymorn Station.

Noted: The Committee requested that a letter be drafted to the Kāpiti Coast District Council Mayor about the planning for the Paraparaumu railway station following the release of the National Land Transport Plan funding decisions.

Noted: The Committee requested that officers consider including the non-financial benefits of the use of public transport, in future updates on emerging trends in transport.

Councillor Woolf left at 10.08am at the conclusion of the above item and did not return.

6 Metlink Bus Fleet Emissions – Report 24.462 [For Information]

Paul Blane, Principal Advisor Bus Fleet Assets & Infrastructure, Fiona Abbott, Senior Manager Assets & Infrastructure and Tamsin Mitchell, Senior Environmental Scientist, spoke to the report.

Noted: The Committee requested a future workshop item on the disposal of batteries from electric buses.

7 Public Transport Performance Update – September 2024 – Report 24.452 [For Information]

Matthew Chote, Senior Manager Operations, spoke to the report.

8 Public Transport Operator Update – Transdev – Report 24.454 [For Information]

Ian Ladd, Managing Director Transdev, and Matthew Chote, Senior Manager Operations, spoke to the report.

The meeting adjourned at 11:00am at the conclusion of this item and resumed at 11:25am.

9 Bus Driver Toilet Facilities Update – Report 24.511 [For Information]

Fiona Abbott, Senior Manager Assets & Infrastructure, and Hamish Burns, Manager Bus & Ferry Assets, spoke to the report.

Moved: Cr Nash / Cr Gaylor

That the Committee:

1 Notes the importance of public transport workers for the region and its economy.

2 Notes that Council's construction of driver toilets is competitively tendered and subject to robust value for money and whole of life cost assessments.

3 Notes that the investment in driver toilets is part of a wider programme to improve the public transport network for both bus drivers and passengers.

4 Reconfirms the Committee's commitment to continued improvements to, and investments in, bus driver safety and wellbeing.

The motion was **carried.**

Councillors Connelly and Saw returned to the meeting at 11:27am during the above item and were present for the vote on the above motion.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 11:42am.

Councillor T Nash

Chair

Date:

Transport Committee
24 October 2024
Report 24.577

For Information

UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – OCTOBER 2024

Te take mō te pūrongo
Purpose

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

Te horopaki
Context

2. Items raised at Committee meetings that require actions from staff are listed in the table of actions from previous Committee meetings (**Attachment 1** – Action items from previous Transport Committee meetings – October 2024). All action items include an outline of the current status and a brief comment.

Ngā hua ahumoni
Financial implications

3. There are no financial implications arising from this report, but any implications arising from specific action items will be discussed in the brief comment in **Attachment 1**.

Ngā tūāoma e whai ake nei
Next steps

4. Completed items will be removed from the action items table for the next report.
5. Items not completed will be added to the table following this Committee meeting and circulated to the relevant business group(s) and functions for action.

Ngā āpitihanga
Attachment

Number	Title
1	Action items from previous Transport Committee meetings – October 2024

Ngā kaiwaitohu
Signatory

Approver	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

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

Attachment 1 to Report 24.577

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	**Transport Committee Update – Public Participation** **Noted**: The Committee requested a report on East/West connectivity of public transport.	**Status:** In progress **Comment:** East/West connectivity will be considered as part of the Council's review of the Regional Public Transport Plan
22 June 2023	**Public Transport On-Demand Review – Report 23.229** **Noted:** The Committee requested that a matrix be prepared with criteria for assessing future Public Transport On-Demand options, including population density, demographics, topography, value of money.	**Status:** Completed **Comment:** Metlink commissioned an independent piece of work to assess the viability of On Demand services in the Wellington Region. A copy of the independent report, which includes criteria for assessing On Demand services in included as Attachment 1 to Report 24.537 Public Transport On Demand Trial Review, which is on the agenda for today's meeting.
14 September 2023	**Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448** **Noted:** The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line	**Status:** On hold **Comment:** This work is on hold pending more information about RiverLink construction phasing.
22 February 2024	**Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2**	**Status:**

Action items from previous Transport Committee meetings

	Noted: The Committee requested: • That the action plan be shared with the Committee That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.	In progress **Comment:** We have detailed asset health information that has been shared with us. The information is technical, spans 10 years, and involves thousands of assets. We will look for ways to interpret and present this information in a meaningful way potentially as part of the service impact scenario analysis we are working on with KiwiRail and Transdev. Service reduction based on Temporary Speed Restriction forecast modelling has taken place. However, the additional funding in Budget 2024 was more than forecast and additional work is required to understand how this additional funding changes the forecasts (if at all).
20 June 2024	**Emerging Trends in Transport – Report 24.310** [For Information] **Noted:** The Committee requested officers to include in the next presentation in six months' time, a cost comparison between private motoring and using public transport.	**Status:** Noted **Comment:** Officers have noted this request and will include the information in the next presentation scheduled for November 2024.
15 August 2024	**2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386** [For Information]	**Status:** In progress **Comment:**

Action items from previous Transport Committee meetings

	Noted: The Committee requested that officers reach out to gender diverse advocacy groups to learn more about gender diverse communities' experiences using public transport and referred the survey results to the Public Transport Advisory Group for discussion.	Officers have requested and received analysis of the Passenger Satisfaction survey results for people identifying as Gender Diverse. There is some variance with results for the general population. This could also be influenced by the younger age, higher level of disability and much smaller sample size (and therefore higher margin of error) for this cohort. Perceptions of personal security were similar to the general population (3% lower). Officers will engage with the LGBTQIA+ community in due course to understand more about specific community needs. Survey results will be presented to PTAG for discussion at its next meeting on 7 November 2024.
15 August 2024	**2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386** [For Information] **Noted:** The Committee requested officers to provide an update on the RTI 2.0 roll out at a future Committee or workshop.	**Status:** Noted **Comment:** Officers have noted this request and have scheduled an RTI 2.0 update for the next Transport Workshop on 28 November 2024.
15 August 2024	**Review of Wellington Regional Public Transport Plan - Update – Report 24.389** [For Information] **Noted**: The Committee requested that staff include councillors in engagement with communities, including briefings with territorial authorities.	**Status:** In progress **Comment:**

Attachment 1 to Report 24.577

Action items from previous Transport Committee meetings

		Councillors will be advised of upcoming engagements with communities and territorial authorities. Note, due to the NLTP funding decisions, the RPTP review timeframes are being reassessed.
15 August 2024	**Delivery of Wellington Regional Public Transport Plan - Update – Report 24.391** [For Information] **Noted:** The Committee requested that it receive an end of term report on the implementation of the current Regional Public Transport Plan.	**Status:** Noted **Comment:** Officers have noted this request and will include the information in the next scheduled Regional Public Transport Plan update (28 November 2024).
15 August 2024	**Public Transport Performance Update – Report 24.390** [For Information] **Noted:** The Committee requested staff consult with and look at ways to better serve passengers that use the Maymorn Station in Upper Hutt with the upcoming temporary closure for the Wairarapa line upgrade and the distance from the station to the Bus Replacement stop.	**Status:** In progress **Comment:** Officers have undertaken analysis of boardings at Maymorn Station; on weekdays there is a maximum of 15 boardings, but boardings are as low as 1-2 boardings on some weekdays and weekends. Wednesdays were shown to be the busiest day of the week for boardings. Officers will visit Maymorn Station on Wednesday, 30 October 2024 to engage with passengers.
19 September 2024	**Update on the Progress of Action Items from Previous Transport Committee Meetings – September 2024 – Report 24.482** [For Information]	

Action items from previous Transport Committee meetings

	Noted: The Committee requested officers to advise when there is a confirmed date to meet with the Maymorn community about the temporary closure of Maymorn Station	**Status:** Completed **Comment:** Committee members have been advised of the confirmed date (see above)
	Noted: The Committee requested that a letter be drafted to the Kāpiti Coast District Council Mayor about the planning for the Paraparaumu railway station following the release of the National Land Transport Plan funding decisions.	**Status:** Completed **Comment:** A letter from Council Chair Daran Ponter was sent to Mayor Holborrow, Kāpiti Coast District Council on 27 September 2024. A copy of the letter is available on Greater Wellington's website here
	Noted: The Committee requested that officers consider including the non-financial benefits of the use of public transport, in future updates on emerging trends in transport.	**Status:** Noted **Comment:** Officers have noted this request and will include the information in the next presentation scheduled for November 2024.
19 September 2024	**Metlink Bus Fleet Emissions – Report 24.462** [For Information] **Noted:** The Committee requested a future workshop item on the disposal of batteries from electric buses**.**	**Status:** Noted **Comment:** A workshop will be held in mid-2025 to discuss the disposal of batteries from electric buses.

Transport Committee
24 October 2024
Report 24.537

For Decision

PUBLIC TRANSPORT TAWA ON DEMAND TRIAL: ASSESSMENT AND FUTURE OPTIONS

Te take mō te pūrongo
Purpose

1. To present the Transport Committee (the Committee) with:
   a the findings of the MRCagney report, which assessed potential for On Demand Public Transport in the Wellington Region
   b an assessment of the Tawa On Demand Public Transport Trial, which is scheduled to end on 31 December 2024
   c options for future public transport service provision in Tawa.

He tūtohu
Recommendations

That the Committee:

1 **Notes** the Tawa On Demand Public Transport Trial ends on 31 December 2024.

2 **Notes** that Greater Wellington did not receive National Land Transport Funding for Tawa On Demand Public Transport.

3 **Notes** that Greater Wellington has received a report from MRCagney (refer Attachment 1) which advises that there are currently no opportunities in the Wellington Region where On Demand Public Transport would be more cost effective than current fixed route services.

4 **Notes** that the Tawa On Demand Public Transport Trial has demonstrated that there is demand for public transport beyond the coverage of current bus and train services.

5 **Notes** that a new bus route for Tawa aligns with the Wellington Regional Public Transport network access considerations for walking access to public transport.

6 **Notes** that a new bus route for Tawa, which provides at a minimum a weekday day hourly service can be funded within existing budgets.

7 **Agrees** to establish a new fixed route for Tawa, which provides at a minimum a weekday day hourly service.

Te tāhū kōrero
Background

Strategic context

Wellington Regional Public Transport Plan

2. The Wellington Regional Public Transport Plan (RPTP) 2021-31, 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 current RPTP's Mode Shift strategic priority.

3. The RPTP 2021-31 commits to exploring the provision of On Demand Public Transport to complement or replace some public transport services or to provide services in areas not currently served by public transport.

4. Council is in the process of reviewing the RPTP 2021-31 and current policy positions are being revised to reflect and give effect to the public transport management changes introduced by the Land Transport Management (Regulation of Public Transport) Act 2023. These changes, which amend the parent Land Transport Management Act 2003 (LTMA), include an amendment to the legal definition of public transport (see paragraphs 7 and 8 below).

5. A variation to the RPTP 2021-31, adopted by Council on 16 May 2024, added On-Demand Public Transport Tawa (Unit 22) as a targeted service to reflect LTMA changes (refer report 24.181 Not Significant Variations to Wellington Regional Public Transport Plan).

Recent legislative and national policy changes

Land Transport Management (Regulation of Public Transport) Amendment Act 2023

6. The LTMA was enacted by Parliament in August 2023. The LTMA expanded the definition of public transport to include unscheduled (on-demand) public transport services and shuttle services.

7. This change clarifies the treatment of on demand public transport services and enables public transport authorities to provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not.

NZ Transport Agency Waka Kotahi Development Guidelines for Regional Public Transport Plans

8. Section 124(a)(ii) of the LTMA requires regional councils to prepare RPTPs in accordance with relevant guidelines issued by NZ Transport Agency Waka Kotahi (NZTA). New NZTA Development Guidelines for Regional Public Transport Plans (the Guidelines), finalised in September 2024, clarify the treatment of On-demand public transport as provided by a public transport authority (PTA).

9. The requirements relating to the provision of On-demand in the Guidelines are:

    a On-demand public transport are services identified in an RPTP as integral

b These services are allocated into a unit and provided by, or under contract to, a PTA

c The PTA's RPTP must include objectives and policies within its regional public transport plan that:

i outline the use cases for which a PTA may deploy on-demand public transport

ii the accessibility standards that will apply to the scheme and vehicles utilised within the scheme

iii signal how on-demand public transport schemes may be adjusted in response to changing customer demand to promote good customer experience. This may include replacing the service or adjusting: fares and payment methods; operating catchment; operating mode; hours of operation; eligibility to utilise the service.

10. Adherence with the Guidelines' requirements serve to either meet the statutory provisions within the LTMA or comply with direction under statutory powers granted to NZTA under the LTMA. These powers include defining conditions of receiving funding from the National Land Transport Fund (NLTF) and approving procurement procedures.

National Land Transport Plan Funding

11. The National Land Transport Plan (NLTP) funding allocations for the three years 2024-2027 were announced in September 2024.

12. Greater Wellington made an application to NZTA for NLTP funding to provide on-demand services for the Wellington Region. No funding was received.

Potential for On Demand Public Transport in Wellington Region

13. On 22 June 2023, the Committee requested that a matrix be prepared with criteria for assessing future Public Transport On Demand options, including population density, demographics, topography, value for money.

MRCagney report

14. MRCagney, a specialist Australasian transportation consultancy, was commissioned by Greater Wellington to assess "The Potential for On Demand Public Transport in Greater Wellington".

15. MRCagney carried out a case study and literature review of New Zealand and international On Demand Public Transport services and investigated which locations in the Wellington Region would be appropriate for an On-demand public transport service. A copy of the MRCagney report is attached as **Attachment 1.**

Tawa On Demand Public Transport Trial

16. On 14 October 2021, the Transport Committee (the Committee) was advised that Metlink would undertake an On Demand Public Transport Trial in Tawa - including Grenada North (refer Report 21.449 On Demand Public Transport Initiative). The Tawa Trial implemented a commitment in the then recently adopted Wellington RPTP.

17. The purpose of the Tawa Trial was to explore the potential application of On Demand Public Transport services in the Wellington Region.

18. At the time the Tawa Trial was implemented, On Demand Public Transport was not a public transport mode under the LTMA, and NLTF funding for On Demand Public Transport trials was only available on a limited basis. The Tawa Trial was funded entirely by Greater Wellington.

Review of Tawa Trial and extension to Porirua city centre

19. On 22 June 2023, the Committee was provided with a review of the Tawa Trial and asked to consider next steps for the Tawa Trial (refer Report 23.229 Public Transport On Demand Trial Review).

20. The Committee resolved "to continue the trial for a 12-month period, at a cost of $1.5-1.9 million per annum, and to extend the trial catchment area to include Porirua city centre" (refer Report 23.294 Public minutes of the Transport Committee meeting on Tuesday 22 June 2023).

21. The Porirua City centre extension commenced on 6 November 2023.

22. On 11 December 2023 a Sunday service from 9am to 4pm was added and the Saturday service was changed to operate from 9:30am-8pm.

Extension to duration of the Extended Trial

23. On 4 April 2024, the Committee was provided with a report which provided an update on the status of the On Demand Public Transport Trial in Tawa and asked to consider the extension of the Trial period (refer Report 24.122 Public Transport On-Demand Trial: Proposed Six Month Extension).

24. The Committee resolved to "extend the current extended On Demand Public Transport Trial in Tawa for a 6-month period from 30 June 2024 at an estimated cost of approximately $750,000." (refer Report 24.163 Public minutes of the Transport Committee meeting on Thursday 4 April 2024). The resolution brought the end date of the trial to 31 December 2024; contracts were amended accordingly.

Te tātaritanga
Analysis

Extended Trial - Findings

Phase two – extension to Porirua city centre and Sunday service

25. Key findings for the Extended Trial follow:

    a The cost to operate the Trial increased from $0.9million per annum to $1.2million per annum

    b Patronage Increased 27%

    c Subsidy per passenger increased from $17.00 to $19.00

    d Average wait times and journey times increased 40% from 15 minutes to 21 minutes

e Met demand, (a ride proposal presented within the service parameters) dropped from 98.3% to 93.6%

f Completed ride rate (a ride proposal resulting in a ride which is taken) dropped from 80% to 74%

g While Porirua was a popular destination, 70% of journeys remained in the original Tawa zone

h The Sunday service was poorly used with an average of 35% of Saturday usage for the same cost.

i Anecdotal evidence gained through conversations with customers suggests the extension cannibalised existing bus and rail services between Tawa and Porirua.

26. A number of commuter users stopped using the service to connect with trains due to issues around seat availability and extended wait and journey times. (Driver feedback – some long-term customers stopped using the service). The seat unavailable phenomenon occurred despite the additional van and efforts to ensure four vehicles were in service for most of the day. (see graph below)

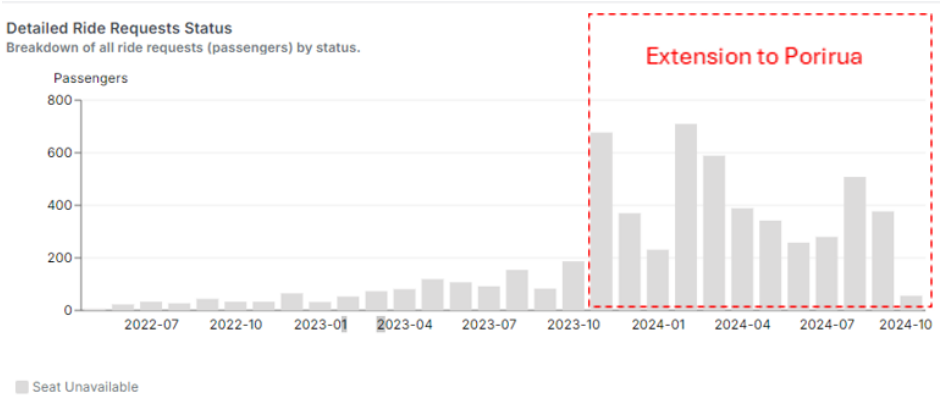


Figure 1: Users not able to be picked up in the required time

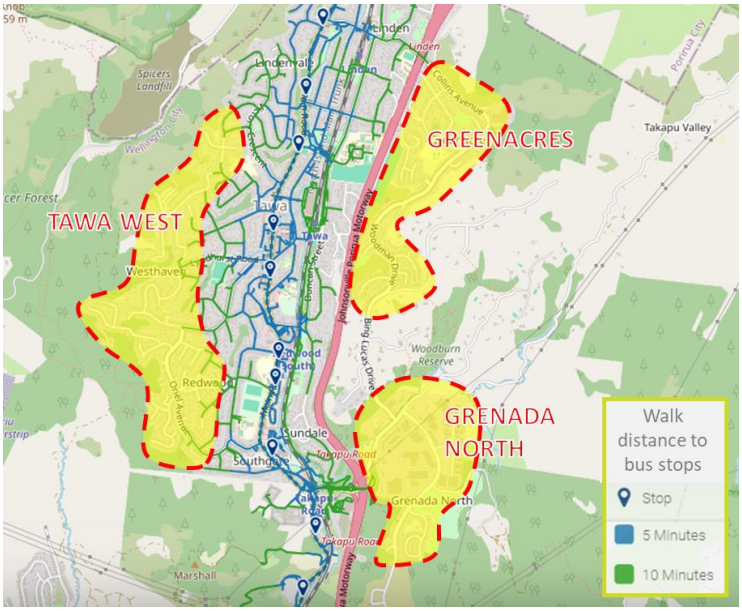
27. The Extended Trial provided extended public transport access. Approximately 3,300 residents gained local public transport service coverage as defined in the RPTP 2021-31 "Bringing public transport to within a 5–10 minute walk of passengers". These are located in the areas of:

a Grenada North (approximately 200 residents)

b Greenacres (approximately 1200 residents)

c Tawa West (approximately 1900 residents)

28. For context, around 14,800 residents live in the wider Tawa catchment area (based on 2018 Census data).



29. Extended Trial results measured against the initial success criteria are listed in the table below

Success Criteria	Target	Phase one Tawa Trial	Phase two Extended Trial
Patronage (peak)	240 trips/day	185 trips weekday	205 total 85 peak 120 inter-peak
Patronage (off-peak)	20 trips/day		
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	Not measured
Total Mobility Uptake (as % of total mobility users in area)	25%	Not measured	Not measured
Fare box recovery	25%	15-20%	8.2%
Subsidy per passenger - target	$13	$15-17	$19
Customer satisfaction with the overall trip	91%	96%[1][1]	98% [4]

1 [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.

Likelihood of customers recommending	88%	84%[2]	Not measured
Customer satisfaction with convenience of ordering and paying for service	82%	96%[3]	98%[4]

Summary of key findings

30. Public transport demand in Tawa has been confirmed by the 153,487 trip requests which resulted in 118,652 complete rides (4,237 per month) across 28 months. As per current RPTP walkability guidance three significant areas of Tawa were without Public Transport coverage before the Trial and won't have coverage when the trial ends.

31. The total cost of providing On Demand Public Transport is high ($19 subsidy per trip) and does not meet current RPTP 2021-31 Service Delivery Thresholds (RPTP 2021-31 Farebox Recovery target is 20%; Trial achieved 8.2%).

32. On Demand Public Transport presented its own unique set of operational challenges and costs for Metlink. In phase two these were somewhat mitigated through a combination of paying for additional support in Mana's operation team $80,000 p.a. pro rata and additional training for Metlink's customer contact centre. This helped reduced both the number of complaints and inquiries coming to Metlink officers and the time required to support the on-demand service.

33. The Trial has been positive for a wide cross section of the community including older people, families, and students. There is also a core of commuters who use the service, this is demonstrated by Takapu Road Station being consistently one of the most popular drop off/pick up locations.

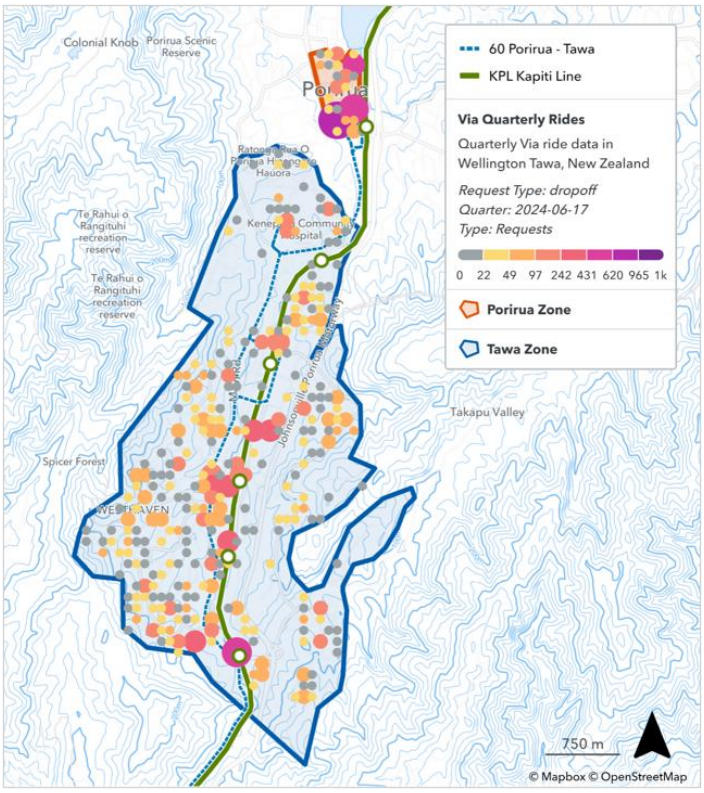
34. The Tawa Trial and Extended Trial highlighted that a section of the population is excluded from public transport when technology and credit cards are required for access to the service.

35. To provide access to existing customers without access to smartphones or data a call centre operation would need to be implemented which would add further significant cost. It was not possible to implement a call centre for this pilot due to financial services compliance and set up costs estimated to be in the Wellington Region of $150,000 per annum to implement for On-demand.

36. The results from the Trial support the findings from the MRCagney report.

37. The Trial has provided detailed insight into the On Demand Public Transport mode and customer demand for Public Transport in the Tawa area. The rich data source can be used to design future Public Transport services in the suburb – see below.

[4] In app rating



MRCagney report

38. The MRCagney report considered where On Demand Public Transport might be feasible in the Wellington Region. The report investigated a long list of potential areas with a focus on areas with lowly utilised bus routes, high subsidy per passenger, gaps in public transport coverage and areas with an identifiable catchment that is suitable for On Demand Public Transport. The most suitable areas were shortlisted, and concepts developed. The findings for the most suitable areas are in the table below:

SHORTLIST OF POTENTIAL AREAS	SIZE & POPULATION	CURRENT APPROX PT COST	ESTIMATED ON DEMAND COST	ON DEMAND SERVICE QUALITY
Ōtaki	8km2, 4,000	$1,284,000	$1,736,000	Better, although adds transfer to the 290
Waikanae	10km2, 7,000	$884,000	$1,548,000	Better
Paraparaumu beach	12km2, 15,000	$1,827,300	$2,657,000	Better
Raumati Beach	11km2, 10,000	$1,094.300	$1,847,000	Better
Whitby	10km2, 11,000	$1,828.000	$2,305,000	Better
Western Hills	10km2, 8,000	$2,034,000	$2,180,000	Better
Upper Hutt North	11km2, 12,000	$737,000	$1,548,000	Similar
Masterton	16km2, 16,000	$123,000	$1,548,000	Much better

39. The MRCagney report concluded that there are very few places where On Demand Public Transport could be justified over fixed route buses, especially when considering value for money across the region as a whole.

40. The MRCagney study indicated that while On Demand Public Transport has potential to provide a better customer service in a number of areas, there are currently no opportunities in the Wellington Region where On Demand Public Transport would be more cost effective than current fixed route services.

Potential establishment of permanent On Demand service

41. As noted, the MRCagney report findings suggest there is no suitable location for a permanent On Demand service in the Wellington Region. However, for completeness the process requirements for establishment of a permanent On Demand service in Tawa / Porirua are outlined here.

42. A unit for on demand was established though a variation to the current RPTP 2021-31 adopted by Council on 16 May 2024 (refer report 24.181 Not Significant Variations to Wellington Regional Public Transport Plan). This makes it possible to establish a permanent service.

43. The process to secure funding under NZTA procurement rules requires a competitive tender process to appoint an operator. This would require a business case, and funding would still not be guaranteed as the service is unlikely to pass other measures such as farebox recovery and value for money.

44. Currently, there is no funding in the NLTF for a permanent on demand service.

45. There are two service level options:

    a Current service level continues at a cost of $1.4 million per annum (this includes forecast indexation for the next 12 months).

    b Cost is reduced to approx. $1 million per annum. by reducing service levels to provide a minimum viable On-demand service through a combination of:

        i Reduced service coverage with removal of Porirua extension (30% trips)

        ii Reduced days of operation to Monday to Friday only (90% of trips)

        iii Fewer vehicles (two to three vans)

        iv More time in vehicle with less direct journey that combine more customer journeys (more people on each van),

        v More walking distance with less virtual stops (reduces kilometres each van has to travel to service customers)

46. A fare increase could be considered to raise cost recovery (current $3 per trip, free for SuperGold) noting that the current fare is already significantly higher than standard Metlink fares for non-SuperGold travellers (peak fares with Snapper; Adult $2.02, Child and Accessible $1.01 and Tertiary $1.52, with a 50% discount applying off off-peak).

Funding options:

47. Greater Wellington could choose to 100% fund On Demand, out of existing service improvements budget, at the expense of other service provision across the Wellington Region

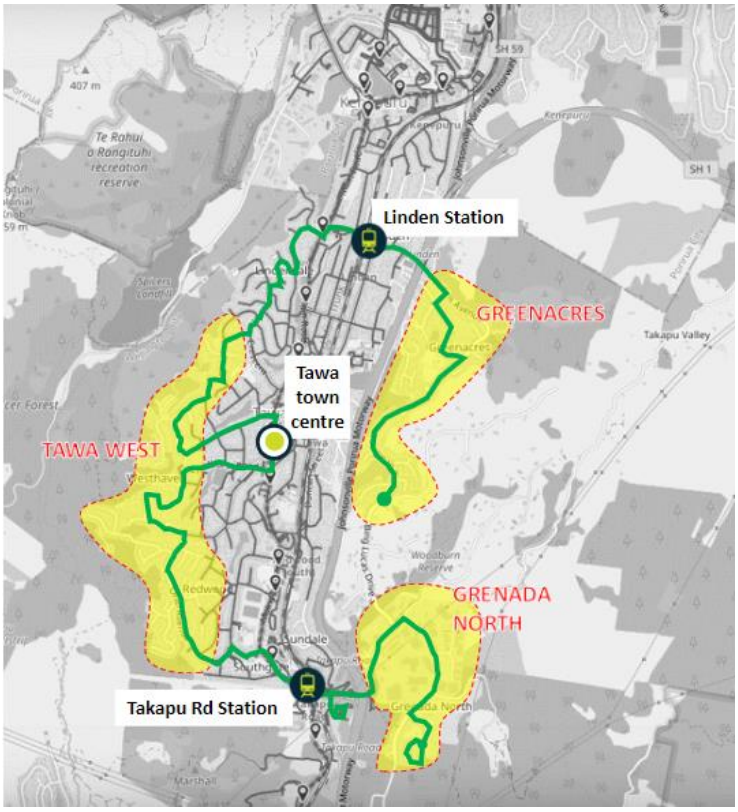
48. The service enhancements budget is already under pressure as patronage returns to and exceeds pre-covid levels. Better value and equity will be achieved from this budget by supporting service enhancements that are FAR funded in areas where services are under pressure from increasing patronage.

49. Greater Wellington could consider implementing a local targeted rate on the Tawa community benefitting from the On Demand service noting this option would require engagement and consultation through the Annual Plan 2025/26 (at the earliest).

Potential establishment of fixed route service in Tawa to replace On Demand

50. As set out above, the Trial has demonstrated that there is demand for public transport services in Tawa beyond the reach of the current fixed route bus and train services.

51. Officers have investigated the viability of establishing a new fixed route bus service covering the areas of Tawa that would lose public transport coverage with the cessation of the Tawa On-demand service on 31 December 2024. Specifically, a service that would provide coverage for Grenada North, Greenacres and Tawa West.



52. This potential route would connect Grenada North, Greenacres and Tawa West to local stations at Takapu Road and Linden as well as provide access to the Tawa town centre and Woolworths Tawa.

53. This route design utilises insight into localised customer demand made possible by the On-demand trial not normally available when designing a new greenfield bus service.

54. The service would be able to be delivered through a variation to existing Mana Unit 18 services which would have the following benefits:

    a The route would receive the 51% NZTA FAR funding as part of the continuous programme as a variation to the existing Tawa unit fixed route provision.

    b The route could be commenced with a minimum of set up time through the established Unit Timetable Change Process.

55. Existing vans and drivers already familiar with the area could be utilised noting that they would require the fitting of Snapper and RTI equipment to allow Snapper fares to be collected and real time tracking of vehicle arrives for the Metlink app.

56. Efficiencies could be gained by combining the new service with the existing route 402 Tawa school bus.

57. The service would be stood up as a 'hail and ride' service utilising existing bus stops in Grenada North, at Takapu Road and Linden Stations, and in the Tawa town centre. At all other locations virtual stops along the route will be defined at regular

intervals aligned with side streets and locations of established passenger demand. Virtual stops are used by the current On-demand service so should be familiar for current On-demand customers. Passengers will be able to request the bus stop anywhere along the route (where safe and legal to do so) in line with established practice on other 'hail and ride' services that operate in the Wellington Region.

58. A range of service level options are feasible subject to affordability ranging from targeted interpeak only through to a regular seven day a week service.

    a Weekday interpeak only – hourly between 10am and 3pm (approximately $0.2 million per annum).

    b Weekday only – hourly between 6am and 7pm (approximately $0.5 million per annum).

    c Monday to Saturday – Weekdays half hourly peak and hourly off peak between 6aman 8pm, and Saturday between 7am and 7pm (approximately $0.9 million per annum).

    d Monday to Sunday – Weekdays half hourly 6am to 7pm and hourly till 8pm, Saturday from 7am am to 7pm (half hourly between 9am and 6pm), and Sunday hourly between 7am and 7pm (approximately $1.3 million per annum).

Nga kōwhiringa
Options

59. The following reasonably practicable options to provide a public transport service to the Tawa community have been identified:

    a Option 1: Establish a new fixed route: Provide a new hail and ride fixed route service In Tawa (as part of the current Tawa Unit 18) utilising existing vehicles (Recommended option)

    b Option 2: No Service: Revert to pre-trial situation in Tawa when trial comes to an end on 31 December 2024

    c Option 3: Establish a permanent On-demand service for Tawa: Retain On-demand services in Tawa and consider measures to decrease cost.

60. An analysis of these options follows:

Option	Advantages	Disadvantages
Option 1 recommended *(Establish a new fixed route)*	Extended local coverage retained (aligns with RPTP coverage goals) Becomes part of Greater Wellington's Public Transport Network (smartphone requirement removed)	Reduced level of customer service compared with On-Demand Some cost to Greater Wellington

	FAR funding available for this service Greater Wellington funding can be met from within existing budget Utilises existing vehicles Minimal requirement for infrastructure upgrades to support	
Option 2 not recommended *(No service)*	This option provides a cost saving for Greater Wellington of $1.4m pa, indexed for 2025 (fully funded by Greater Wellington without NZ Transport Agency 51% FAR support).	Approximately 3,300 residents would lose local public transport service coverage (pre-trial situation).
Option 3 not recommended *(establish permanent on demand service)*	Continuity of service Extended coverage retained (aligns with RPTP coverage goals) Utilises existing vehicles and infrastructure	Cost of service provision and 100% Greater Wellington funded

Preferred Option - Summary

61. Option 1 is the recommended option because it maintains services to approximately 3,300 residents who would otherwise lose local public transport service coverage, attracts FAR funding from the NLTP, could be implemented quickly as a variation to unit 18, using existing vehicles and drivers, provides service to residents excluded from On Demand due to technology barriers, and would provide a cost-effective service to suburbs that were not covered by public transport prior to the Trial.

Ngā hua ahumoni
Financial implications

62. The Long Term Plan 2024-2034 adopted in June 2024, includes a funding allowance for Tawa On Demand of $1.2 million per annum; this assumed National Land Transport Programme Funding Assistance Rate (FAR) funding of 51%.

63. National Land Transport Funding was not received, this leaves the Greater Wellington share ($588,000) available for On Demand or other Public Transport services for years 24/25, 25/26 and 26/27.

64. The current forecast gross cost (excluding revenue) for the Trial to 31 December 2024 is approximately $600,000 (revenue expected to be $60,000), which will utilise all the budget available24/25.

65. Providing the proposed bus service for Tawa (weekday, hourly) from February 2025 will be able to be met from within existing budgets through the deferral of other service enhancements and/or deferring potential cost savings until the 25/26 financial year.

66. Providing the proposed bus service for Tawa through the existing operating unit will receive FAR funding.

Ngā Take e hāngai ana te iwi Māori
Implications for Māori

67. 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 including the roll out of the Tawa on Demand Trial.

68. While the cessation of the Trial may limit access to public transport services for Māori who reside within the area of the trial of On Demand services in Tawa and Porirua City centre, officers consider that introducing a fixed route service will compensate for that loss, and may even provide a more resilient service.

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

69. On Demand services could help Greater Wellington achieve its climate change and related mode shift goals. However, the provision of a fixed route service in Tawa could also help Greater Wellington achieve its climate change and related mode shift goals as it increases service coverage to currently unserved parts of Tawa.

70. 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 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 whakatau
Decision-making process

71. 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

72. 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*.

73. Officers consider that the matter is of low significance, on the basis that the On Demand service was a Trial, and the provision of an extra fixed route service also aligns with 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

74. Metlink has engaged the Tawa Community Board throughout the Trial; they have been advised of the recommendation in this report to replace the On Demand service with a fixed bus route. Metlink has also advised Summerset on The Landing (retirement village) at their request. Both parties are supportive of On-demand and may be interested in making a public representation to the Transport Committee on this paper.

75. There is an opportunity to engage the Tawa community in the design of a fixed route bus service.

Ngā tūāoma e whai ake nei
Next steps

76. Subject to Committee decision, officers will communicate with affected customers and communities as regards the end of the Trial and the decision made by the Committee.

77. Officers will work with the On Demand operator (Mana) to give effect to the Committee's preferred option, likely from February 2025.

Ngā āpitihanga
Attachment

Number	Title
1	MRCagney Report: The Potential for On Demand Public Transport in Greater Wellington

Ngā kaiwaitohu
Signatories

Writers	Alex Campbell – Principal Advisor Network Design, Network & Customer Michael Freemen – Senior Business Development Special, Commercial, Strategy & Investments
Approvers	David Boyd – Senior Manager Network & Customer, Metlink (Acting) Tim Shackleton – Senior Manager Commercial, Strategy & Investments Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea | Group Manager Metlink

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference 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.
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies Delivery of public transport services is a key activity in the Long Term Plan 2024-2034.
Internal consultation Metlink has consulted within its functions and the Finance and Risk Group
Risks and impacts - legal / health and safety etc. There are no known risks and impacts from the activities aside from those covered in this report.

Attachment 1 to Report 24.537

MRCagney

BETTER TRANSPORT • BETTER PLACES • BETTER CHOICES

The Potential for On Demand Public Transport in Greater Wellington

Final Report

Prepared for: Greater Wellington Regional Council

Prepared by: MRCagney (NZ) Ltd

Document Information

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Attachment 1 to Report 24.537

Quality Assurance Register

Issue	Description	Prepared by	Authorised by	Assured by	Date
1	Draft Report	FN	KL	RLG	29/07/2024
2	Final Report	FN	KL	RLG	29/08/2024
3	Final Report edits	KL	KL	RLG	03/09/2024

Executive Summary

This report provides an assessment of which locations in the Greater Wellington region would be appropriate for an On Demand public transport service (On Demand).

After reviewing a long list of 25 areas, we found that only one area in the Wellington region, Hutt Valley Western Hills, could be expected to offer equal or better public transport service for a similar level of investment to the existing public transport on offer.

This is largely due to the difficult terrain, street layout, and cost of providing existing fixed route services in the Hutt Valley Western Hills area.

Our analysis looked for areas in Wellington that have gaps in public transport services, lowly utilised bus routes, a high public transport subsidy per passengers, and which have a catchment of the right size and shape to be served by On Demand.

We found the following areas to fit these requirements to some degree:

- Otaki – Otaki Beach
- Paraparaumu Beach – Paraparaumu
- Raumati – Paraparaumu
- Whitby
- Hutt Valley Western Hills
- Upper Hutt - Tōtara Park - Te Mārua
- Masterton

These areas were all assessed using a hypothetical On Demand service area, with costings based on the existing Metlink On Demand trial in Tawa.

In all cases except for Hutt Valley Western Hills, we found that On Demand services would cost significantly more than the existing fixed route services. In most cases, it would provide a better public transport service, but not without significant extra investment.

Our ultimate conclusion is that there are very few places where On Demand can be justified over fixed route buses, especially when considering value for money across the region as a whole.

The Hutt Valley Western Hills may be an exception to this due to its specific characteristics, but understanding how the local fixed route network could be improved would be an important step in deciding whether to invest in On Demand in this area.

Our analysis also identified locations where On Demand is not appropriate. It is not appropriate in locations where fixed route public transport is already functioning productively – generally these are areas where public transport can run along direct routes covering large catchments of people and destinations. We do not advise trialling On Demand in areas where it would directly compete with existing public transport. It is also not appropriate if, to be useful, it is required to run along long trunk routes, as this will be an expensive addition to the catchment. Small residential pockets without a range of destinations within them are unlikely to work well for On Demand services; they are unlikely to be big enough to justify the associated costs and to provide value to customers would require duplication of existing fixed routes in places or multiple transfers. In some cases, investment in improvements to existing targeted or low frequency services would provide better value for money.

Although On Demand is a popular service with the public who receive it, it is expensive and less scalable than fixed route public transport. On Demand systems come with their own set of administrative costs and complications separate to the existing fixed route systems and require additional work from regional councils to implement.

Contents

1 Introduction

MRCagney was commissioned by Greater Wellington Regional Council to investigate potential locations for On Demand Public Transport in the region. On Demand Public Transport (On Demand) is an app-enabled public transport service that lets passengers order a ride as they need it. Metlink is already operating an On Demand service in the Wellington suburb of Tawa.

This work outlines what On Demand is, the experience of On Demand in New Zealand already, and provides analysis of which parts of Wellington may be suitable for On Demand in the future. It includes analysis of the costs of On Demand, provided by case studies, and high-level cost assumptions for potential On Demand services in Greater Wellington.

2 What is On Demand?

On Demand Public Transport (called "On Demand" throughout this report) is a demand responsive form of public transport where passengers can book a ride as needed within a defined area. Instead of using standard buses, the service generally uses smaller vans, with several running at once. Passengers book their trips using an app and journeys are allocated to drivers using an algorithm that ensures set parameters (such as maximum wait time and walking distance) are met. Vans do not follow a fixed route.

On Demand is defined by Waka Kotahi as a service with "flexible routes and timetables which change based on the location and destinations of passengers who book a trip."[1]

Beyond this, the services generally include the following:

- A defined catchment or service area
- Journeys bookable by smartphone app or website and facilitated by a third-party provider (such as Via)
- Large passenger vans (not standard fixed route buses) serving the catchment area. Usually (but not always) the area is served by several vans at once
- Shared trips, where multiple people are picked up and dropped off along the way
- 'Virtual stops' – On Demand is rarely "door to door" but instead has virtual stops that are more closely spaced than bus stops

Figure 1- Metlink On Demand (Wellington) and MyWay (Timaru) vehicles. Source: GWRC and ECan

2.1 How can On Demand be structured?

There are a few options for how an On Demand service can be set up. These variations are generally:

Routes are not defined. Instead, drivers are directed to pick up and drop off locations based on who has ordered a ride, via an algorithm. This service, along with the app, is one of the key services provided by technology companies such as Via and Liftango.

[1] https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/public-transport-design-guidance/getting-to-and-from-public-transport/feeder-public-transport-services/#:~:text=On%2Ddemand%20public%20transport%20services%20have%20flexible%20routes%20and%20timetables,passengers%20who%20book%20a%20trip.

Drop off and pick up points are called "virtual stops" and are spaced more densely than standard bus stops. These are generally not door to door, but offer very short walking distances for passengers, such as every street corner or every 100m. These start points and destinations are within a set boundary or zone.

Bookings are made through smart phones and web apps. Booking assistance is sometimes also provided by call centre phone support. Some services allow pre-booking up to a set number of days in advance of the ride (for example, up to 30 days before). Largely, though, the expectation with On Demand services in New Zealand is that rides are booked as needed in real time.

Payment is largely made through either cash fares or public transport cards (such as Snapper). In some On Demand services, fares are integrated with the wider public transport network, while in other cases they are standalone.

2.1.1 Service quality adjustments

On Demand Public Transport offers transport agencies the ability to offer improved metrics in a number of areas that can be pain points for standard fixed route services.

Walking distance to access public transport can be much less than what is provided for fixed route services, through the provision of 'virtual stops' on every corner, or another small distance.

Wait times can be much less than regular bus frequencies. Often On Demand systems advertise waits "up to" a certain time (such as 30 minutes).

Route efficiency can be better than fixed route services: if there are no other passengers to pick up, the bus can take passengers straight to their destination without picking other up.

These are also the components of On Demand that transport providers can adjust to meet demand as it increases. This could include increasing the walking distance to virtual stops (reducing the number of pick-up spots), increasing the expected wait time, and adjust the algorithm that allocates rides to focus on efficiency (requiring each van to carry more people and, therefore, take longer, more circuitous rides).

An alternative option to some of these adjustments is adding more vehicles to the system, which is expensive. Some providers have found that these adjustments become necessary as the service gets very popular.

2.2 On Demand characteristics vs fixed route characteristics

The sections below compare some particularly relevant of On Demand/fixed route service characteristics. This list is not exhaustive but highlights components of each we feel are most relevant for this work.

2.2.1 Coverage service

On Demand can provide public transport to a larger coverage area than fixed route services. This can be a positive for areas that are very difficult or impossible to serve with large buses and can help transport agencies to meet their goals of providing transport within a certain distance of people's homes.

2.2.2 Inclusive access

On Demand offers the opportunity to better serve people who are physically unable to use fixed route public transport. More than one New Zealand region has experienced positive feedback from disabled people using the service. This, partnered with the existing difficulties of accessing Total Mobility in some locations, means On Demand can offer a greater range of options to this group.

2.2.3 Cost

On Demand is generally a more expensive way of providing public transport compared to fixed route services.

2.2.4 Scalability

On Demand public transport services do not scale well when compared to fixed route services. Each On Demand area is likely to have a "sweet spot" where demand matches what can be delivered within desired level of service and cost. Once demand exceeds a certain point, adjustments to the service are required including virtual stop spacing, wait times thresholds, time on vehicle parameters, etc. These all tend to reduce the service quality. At some point, the service can be so constrained that it turns away users, and ultimately requires an additional vehicle to meet expected service levels. An additional van in service adds a significant cost to the On Demand programme. Although additional vehicles are also, eventually, needed for fixed route services, this is likely to happen much earlier and at a higher cost per ride for On Demand services.

2.2.5 Availability of service

Comparing On Demand service with fixed route bus service is difficult. Walking conditions and distance to the nearest stop, weather, travelling with small children are some the factors that might differentiate service quality.

In most cases the walking distance to On Demand is shorter than fixed route buses. The on-board time of On Demand is usually less than fixed route as well. Based on the case study review, the responsiveness for pick-ups appears to be comparable to a 15-minute frequent fixed route service.

On Demand responsiveness and time on board the vehicle are key operational levers. Both have direct implications for the programme cost and reliability of the service. To maintain high quality of service levels, more On Demand vehicles are required at a significant ongoing cost.

Fixed route bus technology has also improved with the advent of real time apps. This gives passengers the ability to reduce time waiting at bus stops. In busy On Demand service areas, sometimes ride requests cannot be fulfilled. In most cases, fixed route buses can be relied upon to make the journey.

3 Value for money in transport in New Zealand

A goal for public transport providers is always to provider good value for taxpayers in the spending on services.

Under the 2024 GPS on Land Transport, there is a clear focus on increased value for money in spending on land transport. Listed under the Strategic Priority of Value for Money, the GPS 2024 states that "increased public transport fare box recovery and third-party revenue will be expected from local government". This includes "better use of existing capacity".

Although value for money is highlighted as a specific focus area with the new GPS, scrutiny on the spending of public funds is not new and the allocation of scarce financial resources sits at the heart of public transport planning.

3.1.1 What does this mean for delivery of services?

This report shows that On Demand Public Transport is, in many cases, a more expensive option for delivering public transport when compared to fixed route services.

Because of this, it is important that GWRC considers the trade-offs of that spending. A higher spend on On Demand Public Transport may come at the cost of:

- Increased service coverage in other places
- Increased service frequency in other locations
- Improved service quality on the routes that On Demand has replaced (including adjusting the route)

In some case studies, justification for the higher spend on On Demand services was provided. This included:

- Existing public transport in some locations is performing very poorly in financial terms
- On Demand is providing insights into how people in certain areas travel, which can be used to inform future services
- On Demand is providing an option for people who otherwise would not have one (as they can't use a conventional fixed route service
- On Demand is able to access areas that are not serviceable by a standard bus (for reasons either of geography/terrain or for political reasons like very strong opposition from local residents)
- On Demand can appeal to people who had never considered using traditional public transport
- Reduced in-vehicle time compared to coverage routes (depending on number of other riders)

These points are all worth considering, but within the context of the opportunity cost to the wider network/region. Investment in On Demand services may preclude spending that investment elsewhere.

4 On Demand in New Zealand

On Demand trials are currently running across several locations in New Zealand. This report outlines details of On Demand trials in:

- Hastings
- Bay of Plenty
- Timaru
- Devonport (decommissioned)
- Takaanini
- Tawa

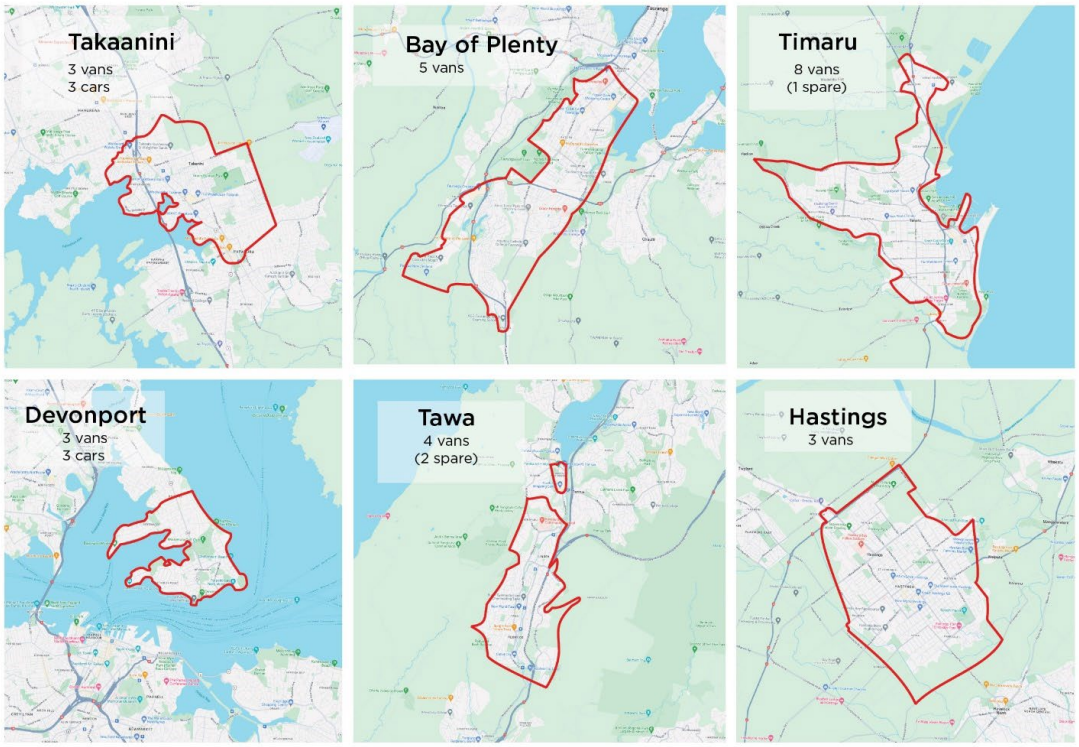


Figure 2 - Service areas and peak vehicle requirements for On Demand trials in New Zealand. Images are all at the same scale.

There are other areas in New Zealand where On Demand has been trialled that are not included in this report. Notably, the Stoke OnDemand service. We were not able to obtain sufficient information about the Stoke trial to contribute the same level of detail to this report as was available for the other case studies. It is worth understanding, though, that the Stoke trial was discontinued due to low patronage and high costs per journey (reported as $215 per journey in April 2024). A press release from Nelson City Council stated that "The

OnDemand service has not worked because the new eBus route along Nayland Road has met much of the need and local retirement villages have good courtesy coaches".

4.1 Service Areas

Service areas across New Zealand On Demand trials span from 7km^2 at the smallest to approximately 22km^{2}at the largest.

The areas are all uniquely shaped, depending on the area being served. Each area is served by a minimum of 3 vans. Some trials also have a spare van to allow for maintenance of the fleet, but this is not universal. Some trials use a mixture of electric and ICE vehicles, the Bay of Plenty trial is the only one to have a fully electric fleet.

4.2 Costs

Annual costs for providing On Demand services in New Zealand vary across the case studies. The way of measuring or reporting these costs is also varied. The costs provided below include relevant context and do not compare like for like services, so should be considered with each individual case study in mind.

On Demand trial example	**Annual operating cost** **(Taken from latest available information – not consistently reported)**	**Detail**
Tawa (Metlink On Demand)	Approximately $1.2 million	Estimated fixed route targeted service alternative: $280,000 (Source Transport Committee Paper 22 June 2023)
Timaru (MyWay)	Current blended network (some fixed route buses still in use) annual cost (2021): $1.85 million	Previous Timaru fixed route service $985,305 In reporting to Waka Kotahi, Timaru forecast that annual additional costs would include: Call centre (run by operator): $136,521 Technology costs: $65,053
Hastings (MyWay Hawkes Bay)	$263,167	Set up costs:[2] Via set up: $72,500 Decals: $15,000 Fare tech: $57,000 Marketing: $50,000 Trial overlap: $10,769 Source: Personal communication

[2] https://hawkesbay.infocouncil.biz/Open/2024/03/RTC_15032024_ATT_EXCLUDED.htm#PDF2_ReportName_16919

On Demand trial example	Annual operating cost (Taken from latest available information – not consistently reported)	Detail
Bay of Plenty (Baybus On Demand)	$2 million cap for 18 months	One service in the service area removed – annual operating cost approximately $140,000 Two other services currently operate partially within the On Demand zone. Source: Personal communication
Devonport (AT Local)	Approximately $852,000 per year.	Implemented in parallel with existing services. Additional $103,400 one off set up costs.
Takaanini (AT Local)	$1,170,752	Replaced fixed route service. Annual cost of running fixed route service was $460,000.

4.3 Stops

All On Demand services in New Zealand make use of virtual stops, with a range of distances between them. None of the services offer a door-to-door service as standard and range from 34m to 200m average walking distance for users. This spacing is less the smallest recommended walking distance under Waka Kotahi's advice on walking catchments for public transport (which recommends less than or equal to 400m for low frequency public transport stops as a minimum, and up to 800m for services that come every 15 minutes).[3]

Stop spacing is one of the levers that transport providers are able to adjust in order to manage demand for the service: wider spacing will make the service more efficient to operate but less convenient for individuals.

Service	Approximate/average distance to stops
Metlink On Demand	100m
Baybus On Demand	150m
MyWay Timaru	Usually less than 100m
AT Local Takaanini	150m
AT Local Devonport	34 – 78 metres during different parts of the trial
MyWay Hawkes Bay	200m

[3] https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/public-transport-framework/integrated-planning-and-design/public-transport-design-guidance/getting-to-and-from-public-transport/walking/

4.4 Hours

Service	Monday to Friday	Saturday	Sunday
Metlink On Demand	6:30am to 8pm	8:30am to 7:30pm	9am to 4:30pm
Baybus On Demand	6am to 7pm	6am to 7pm	6am to 7pm
MyWay Timaru	Mon-Thurs: 6am – 7pm, Fri: 6am – 9pm	8am – 9pm	8am – 6pm
MyWay Hawkes Bay	6am to 6pm	-	-
At Local Devonport	5:40am – 9:20pm	8:25am – 6:50pm	8:25am – 6:20pm
AT Local Takaanini	5:30am to 9:30pm	6:30am to 8:30pm	6:30am to 8:30pm

4.5 Bookings

All New Zealand case studies make use of an app, provided by a third party, to book the service. On top of this, some offer the option to phone a call centre to make bookings in person. In more than one case, this service includes organising locations for those phone calls to be made (for example in supermarkets and stores).

Some services, such as Auckland, have the option to pre-book up to 2 weeks in advance. The Bay of Plenty service offers pre-booking a week in advance and allows people to book on behalf of others.

In Auckland, pre-booking has created some difficulties during busy times of day, with people pre-booking rides to the point that there are not many spaces available for passengers wanting a service at the time of booking. Additionally, some people are pre-booking and then cancelling at the last minute, leaving other people without a ride. This has not been an issue so far for Bay of Plenty.

The Bay of Plenty service has noticed the ability to book on behalf of others has allowed at least one employer to book and pay for a ride every day for employees as a workplace benefit.

Other case studies, such as Tawa, do not allow pre-booking at all.

4.6 Patronage

As with costs, patronage across the different case studies in New Zealand varies and is also highly context specific. Different areas run different numbers of vans, serve different sized populations, and connect with different other transport modes.

With the exception of Timaru, all the case studies listed below are made up of a single service area. Timaru runs a full network of mostly on-demand services and, therefore, has much higher patronage than the other case studies.

On Demand trial example	Patronage	Approximate catchment population (calculated from 2018 census SA1)	Catchment size (km^2)	Number of vans
Tawa	55,332 (full second year patronage)	15,000 (provided)	10	6 (2 spare)
Timaru	220,836 for the 2023/2024 financial year (whole network)	23,000	18	8 (1 spare)
Hastings	34,644 (from June 2022 to June 2023)	32,000	22	3
Bay of Plenty	Not yet available	20,000	19	5
Devonport	Approximately 39,000 per year (reported as 87,940 in 27 months)	12,000	7	3 Vans 3 Cars
Takaanini	27,000 at the end of the first year	19,000	13	3 Vans 3 Cars

4.7 Lessons from New Zealand (case study findings)

4.7.1 Customer pool

Some case studies experienced changes in the types of people who used On Demand once the switch away from fixed route was made.

Increases (for some case studies):

- Disabled people
- People living in areas difficult to reach/serve by fixed route public transport
- School students
- Workers at locations with limited parking availability (e.g. hospitals)

Decreases (for some case studies):

- People without access to smartphones or mobile internet
- People without access to landlines
- People who are uncomfortable with technology

In the example of Hastings, the former fixed route bus service's main patronage base included people who largely do not have access to smartphones or, in some cases, landlines at home. This meant that a switch to a system that required booking and did not serve set bus stops regularly alienated this user group from the new service. While the Hastings trial still saw an increase in terms of overall patronage, there was concern from council staff that the people unable to use the new option now had no other choice.

4.7.2 Unexpected costs

Some trials reviewed as part of this work ran into unexpected costs as the trial went on. These costs include:

- Call centres – a number of the trials investigated as part of this work made use of call centres to help people book rides and provide other help to users. In some instances, call centres found they received extremely high volumes of calls. This either required more staff, more time, or was a distraction from other call centre work. In some cases, calls were also abusive. The additional costs of running such call centres and the time to address complaints was not anticipated.

- Vehicle maintenance issues – for some trials, the costs of maintaining the vehicle fleet have been high and will be one of the main reasons for ending the trial. Programme managers believe the cause of the problem is the high use of the vans in the trial. The nature of On Demand means the vehicles are in use for significant portions of the day with little respite. As a result, in some case studies the vehicles are requiring more regular maintenance than expected, which both costs more money and leaves the service with fewer vehicles on the road. In some cases, this has increased the price of renting vehicles (due to councils being charged a faster rate of depreciation on the vehicles). Some councils have spare vehicles available for this eventuality. At the time of writing, the Tauranga South trial (Baybus OnDemand), which has been running all electric vans, has not had any maintenance issues in its first three months since starting in March 2024.

4.7.3 Transport staff time

The implementation of On Demand trials has taken up large amounts of staff time in all of the case study areas we spoke to. The time spent on the On Demand trials in terms of internal staff has not been formally recorded, but anecdotally the service has ended up taking up large portions of the role of the people implementing it.

4.7.4 "The Sweet Spot"

There was a theme among the case study providers that there is a point at which On Demand services can become so popular that it becomes difficult to maintain service quality, or prevent costs rising. Some transport operators identified the point where On Demand is working well as the "sweet spot" – where demand can be met by On Demand vehicles while maximising efficiency. However, several interviewees also identified that their services had moved beyond this point, and had become so popular that demand was now difficult to manage or would require additional investment (such as additional vans). In different locations, moving beyond this "sweet spot" comes about as a result of different factors.

For example, in Takaanini/Conifer Grove, moving past the "sweet spot" is partly a result of overloading on the service in order to meet with train services at peak times. This has meant the service has had to adjust its service quality parameters, and the service has seen an increase in unfulfilled rides. In other cases, the services have become so popular during other parts of the day (such as during commute or school pick up times) that various parts of the service offering need to be tweaked to keep up. These tweaks can include:

- Spreading virtual stops further away from one another
- Adjusting preferences for rides towards efficiency (meaning it is more likely people will share rides and potentially have longer rides to collect other users travelling to similar locations)
- Increasing wait times
- Lowering the grace period for drivers waiting for passengers from 2 minutes to 1 minute (for example)

At the most extreme end of these tweaks, the service will increasingly resemble a fixed route service. For example, people will be expected to walk a longer distance to a location that is more direct for the van. To increase efficiency of the vehicle, transport operators may decide to increase waiting times, decrease dwell times of vans (e.g. only allowing drivers to wait a short time to meet booked rides), increase journey times, and maximise the number of people each van journey is likely to pick up.

More than one service provider stated that they had either reached a point where they were having to reduce the quality of service in order to keep up with demand, or felt they were on the brink of doing so.

In other cases, service providers felt they were either unable to offer the level of service they would like without adding additional vehicles to the On Demand fleet.

4.7.5 KPIs

In general, the KPIs used for On Demand public transport include:

- Patronage
- Fare Revenue
- Operating Cost
- Subsidy per trip
- Average wait time
- Booking acceptance percentage
- User survey results

Some staff spoken to as part of the case study work for this report felt the KPIs that On Demand services were being measured against did not reflect the reality of some of the outcomes of On Demand. In particular this included:

- Limited measurement of journey requests that the service could not offer or deeper analysis of why journeys were not accepted by passengers.
- Limited measures of the type of passenger using the service and whether anyone who relied on previous fixed route services was being left without a transport option. This was mentioned anecdotally in some case studies but not formally measured in most cases.

Note: there was a difference between formal KPIs for the services, and components that were measured but not used in decision making. Several of the measures listed in the sections above were not formally included in decision making about the service, but still provided useful information to providers.

4.7.6 Public sentiment

Several regional councils discussed the role that public sentiment plays in both the starting of a service, and the influence this has on whether services continue. Media attention focuses on the new service and is often favourable, with journalists riding the service and reporting on their experiences. The public who are new to the service also often consider it to be better than a large bus on a set route.

There is concern among transport staff we spoke to about the implications of removing an On Demand service once it is found to be unaffordable or infeasible. The concept of On Demand is popular with the public and removing it is seen, in part, as a communications challenge.

4.7.7 Affordability

The case studies showed On Demand to be a much more expensive method for running public transport in the areas where it has been trialled in New Zealand. More than one public transport authority no longer

considers it to be a feasible option for their area and will be ending the service once the trial period comes to an end.

4.8 International literature

The experience with On Demand in New Zealand is consistent with that written about in international literature. A 2019 review of nine On Demand services, spread internationally, was conducted by Fredrik Pettersson on behalf of the Swedish Knowledge Centre for Public Transport.

Many of the case studies were attempting to improve public transport services in low density, low-demand peri-urban or semi-rural areas. The analysis was attempting to understand whether the introduction of On-Demand technology (in other words, being able to book vans using an app) would improve the economic efficiency of a different variation to public transport, called Demand-Responsive Transport (DRT) which is a type of service where passengers call ahead for a ride. DRT has generally been found to be a higher cost alternative to fixed route public transport. This review found the case was no different for On-Demand public transport.

Generally, the services reviewed did not meet with initial expectations and were expensive to run, especially on a per-passenger basis. Some particular examples were more successful than others and more worthy of further exploration. This included the Northern Beaches service in Sydney, which was designed to act as a feeder service for the rest of the fixed route network, specifically the very frequent B Line. The frequency of the B Line service (3-4 minutes at peak) means the On Demand service, which has a number of B Line stops within its catchment, can easily meet up with the frequent bus services without a large amount of planning for passengers. The geometry of the area and the layout of streets, which would be difficult for larger buses to serve, is believed to help with the success of the service.

In 2017, TransLoc (an On Demand software provider) released a "MicroTransit Simulator", designed to help public transport agencies forecast what On Demand services might look like in their areas. In a promotional piece for the simulator, the vice president for TransLoc generated several simulations in the tool and published them. Of note in these results are the rides per hour per vehicle (ranging from 1.5 to 4.5) and the costs per trip (ranging from USD$14 to USD$43). The full example is shown in Figure 3 below. It should be acknowledged that this data comes from an On Demand software provider, as does much of the literature about On Demand results. There appears to be limited research into On Demand outside of these providers (with the Pettersson review being one exception).

Performance parameters from a recent MicroTransit Simulation:

# OF TRIPS	# OF VEHICLES	HRS OF SERVICE	RIDES PER HR. PER VEHICLE	AVG. WAIT TIME (MIN)	AVG. RIDE TIME (MIN)	COST PER TRIP ($)	RIDE POOLING (%)
50	2	11	2.3	2	17	28	25
100	2	11	4.5	10	24	14	41
100	4	11	2.3	2	15	28	20
100	6	11	1.5	0	15	43	15
300	6	11	4.5	8	23	14	40
300	10	11	2.7	2	16	24	25

Note:
- Ride pooling represents the percent reduction in number of vehicle stops due to pooling of rides
- Cost per trip is based on $65 per vehicle hour

Figure 3 - TransLoc MicroTransit Simulation result example. Accessed 2024

As a comparison to this, similar data from the Metlink trial in Tawa has been included in Table 1 below.

Table 1 - Metlink On Demand data replicating that of the TransLoc MicroTransit simulation. Note this includes the On Demand trial both beofre and after Porirua was included as part of the On Demand catchment

	Actual Average number of trips of trips per day weekday	Number of Vehicles PVR	Hrs of Service	Utilization	Average Wait time (min)	Average Ride Time (min)	Subsidy per trip	Ride Pooling
Metlink On Demand including Porirua	250*	4	13.5	5.1	13.4	7.5	$20.00	39%
Metlink On Demand before Porirua was added	155**	3	13.5	3.8	8.3	6.1	$18.00	30%

*taken as an average weekday trip over 9 month since Porirua expansion

**taken as an average number of weekday trips over 15 months excludes first 3 months startup up to Porirua expansion start.

5 Where On Demand is not appropriate

There are several areas where we suggest that On Demand is not appropriate or feasible. These are:

- Areas where fixed route public transport is already working well
- Areas where fixed route public transport is serving a large number of people and destinations along a direct corridor
- Areas where On Demand as a first/last leg would require multiple transfers
- Areas where On Demand is required to travel a long distance without picking up customers to reach useful destinations
- Neighbourhood pockets which are too small to serve without duplicating existing fixed routes nearby

Areas where fixed route public transport is already working well

On Demand is not suitable in areas where fixed route public transport is naturally productive, or has naturally high ridership. Such areas are places where a bus can follow a straight route through areas with large catchments of potential users. These routes tend to have many destinations along the way, including town centres, schools, and connections to other transport. The combination of bus route directness and population able to access the service means buses are both useful and cost effective. This is especially true when routes go to major nodes like city centres where there are many destinations.

A main feature of fixed bus routes is that passengers are expected to walk a short distance to a stop, to allow the bus to follow the most direct overall route. This enables individual stops to potentially serve hundreds of people while minimising bus route distance and travel time. This leads to public transport routes that can serve many people with a small operating budget, typically measured by operating cost per passenger.

The ridership of bus routes also depends on the geographic context. Public transport is more popular in areas where it as attractive as car travel. Public transport is also popular in areas with street patterns and land use that was shaped by historic public transport (likely trams). These areas often have denser housing, less space for parking, lower overall car ownership levels and households that self-select to live where public transport is convenient.

In such areas, high demand for public transport leads to ongoing investment in improved bus frequencies, partly because the incremental cost of additional service per passenger is low.

For the reasons above, the conditions for productive fixed route public transport exist mostly in the Wellington City Council area.

Areas where fixed route public transport is serving a large number of people and destinations along a direct corridor

There are also places across the Greater Wellington region where fixed route buses can directly serve large populations along a direct route. Often these routes connect to, and pass-by multiple destinations like rail stations, malls, colleges, and hospitals. Though not as busy as the Wellington City Council area, these bus routes are successful due to their legibility, directness, and usefulness. Examples in the Greater Wellington region include frequent routes such as Route 110, which runs the length of the Hutt Valley, Route 220 in Porirua, and Route 120 in Stokes Valley.

We see no rationale for replacing even moderately performing bus routes that have any of these characteristics. We are not aware of any On Demand programmes in New Zealand that have replaced this type of service.

On Demand is also not appropriate in places where it competes with (instead of replacing) existing fixed route public transport. Cannibalising ridership from existing bus routes would lead to lower overall ridership per dollar invested in an area.

Areas where On Demand as a first/last leg would require multiple transfers

On Demand might make sense as a first/last leg solution connecting a local population catchment to a more frequent public transport route. However, On Demand is unlikely to be appropriate to serve as a first and last leg connection if the journey requires an additional transfer to the train or other frequent route. Most people would find two transfers on this type of trip to be too inconvenient. This would be the case in Otaki where an On Demand service would take people to a connecting bus route in order to get to the Waikanae Station. Continuing the On Demand service from Otaki to Waikanae Station would significantly extend the service area and require one or two more On Demand vehicles.

Areas where On Demand is required to travel a long distance without picking up customers to reach useful destinations

On Demand is unlikely to work if it needs to travel a long distance without the opportunity to pick up customers (for example, travelling along a stretch of motorway away from the pick-up catchment in order to reach useful destinations). This would take the vehicle out of service for other users and effectively increase the overall service coverage requirements, requiring additional On Demand vehicles.

Bus routes that follow a less direct route are described as “coverage routes”. These typically follow a C- or U-shaped pattern. They often serve local trips as well as connecting to more frequent routes or train lines. They are less well utilised than the more frequent and straight routes described above. However, many of these routes have high boarding levels in the peak periods. In some cases, there may be more than 100 people using a particular route over a peak hour. Because of the vehicle size and operational dynamics, On Demand cannot replace these trips.

On Demand could supplement or replace these routes across the middle of the day when demand is low. However, because of the additional operational costs, programme costs, and implications for customer information, we do not think running two unique public transport services in one area can be justified.

Neighbourhood pockets which are too small to serve without duplicating existing fixed routes nearby

In the Wellington City Council area there are several neighbourhood pockets with low frequency bus routes, or only targeted services like school buses or shopping buses. These areas tend to be along remote valleys, or on the top of hills . These places are not appropriate for On Demand as they have few internal destinations, and would require travelling outside of the area to connect to either main destinations or a frequent transport service. Running an On Demand service in such areas would be very expensive, given the high programme costs of other On Demand trials, for such a small service area already close to good public transport services.

Across the region there are several residential pockets that are not within 500m walk of public transport routes. Some of these areas are typified by recent housing developments at the end of a road. These houses have off-street carparks, and it can be assumed people living in these places expect to drive for most of their journeys. People living in these areas have longer walks to access public transport due to the nature of the land use and street layouts. The nearest buses run along main roads near these areas, and do not deviate along small routes/cul de sacs, or into small residential pockets. Providing an On Demand service that covers these small pockets would inevitably duplicate the existing functional fixed route services in the area, so is not considered practical or cost effective.

5.1 The empty bus issue

There is a common perception that empty buses observed outside of the peak are wasteful and unnecessary and that smaller vehicles, or a different system entirely, would be appropriate in the middle of the day. In some cases, bus ridership may be so low that considering whether to maintain the service is justified. However, in most cases, these bus routes have low ridership in the middle of the day but modest or even substantial ridership in the peak period.

In these cases, it does not make sense to use a different sized bus in the middle of the day than in the peak period. This would require bus operators to own, maintain and store an additional vehicle fleet to serve quieter periods. Maintaining a variable fleet of vehicles would significantly increase public transport vehicle ownership and depot costs.

The largest operational cost of public transport service is driver wages. Employing drivers for only short periods of time is difficult and expensive. Designing the span of service across the day, with two main shifts, is easiest and the most cost effective.

Even in areas with low public transport use across the day, On Demand vehicles may not have the seating capacity to serve the peak commuting and school times. This means that large buses would have to be retained or added alongside On Demand. So, it usually makes sense to run the existing buses during the middle of the day even if ridership is typically low because the marginal driver and other operational costs are low while still maintaining service for some passengers in the middle of the day.

6 Where might On Demand work in Wellington?

Based on case study research and international experience we find that On Demand has potential to replace or supplement fixed route transport in limited situations. These locations are places where public transport serves as a 'coverage' and/or 'lifeline' service. A coverage service means that an area is harder to provide useful bus service since the routes are indirect, serve fewer people, have lower frequency and often require a transfer to a more regular and direct public transport service. A 'lifeline' service provides public transport to people with no other means of transport.

These areas typically have high car ownership rates because driving is more convenient and relatively inexpensive. The bus service is limited to providing a social service or lifeline purpose since it allows people to travel that cannot drive due to age, ability or income. Because of this geographic context, these areas are unlikely to see significant public transport use. We have developed a set of criteria that define the characteristics of where On Demand can be most effective. These criteria also form the basis of the long list for assessing where in the Wellington region could suit an On Demand service.

Urban rated land with limited or no public transport

On Demand could be useful in locations where large buses are unable to serve the full area due to geographic constraints like long and disconnected streets and no provision for turning buses around. In some areas public transport is limited to 'targeted services'. These bus services might only run for a few hours in the morning and afternoon.

Compact area of at least 7km^2.

In order to justify the investment, the area needs to be a minimum size. The area served also needs have a compact extent (square or circle shaped) instead of a long and skinny shape which tends to be easier to serve with a fixed route alignment. The 7km^2 size is based on analysis of New Zealand and Australian On Demand examples. This catchment size factors in the cost and effort required to set up a service and takes into account how the significant programme overhead costs can be spread across multiple vehicles.

Relatively Low Demand

Although a certain level of uptake is desirable, for On Demand to be successful, the patronage demand needs to be low enough for vehicles to serve the area reliably.

High costs to provide existing public transport.

Because of the geographic context, these areas are harder to serve by public transport and have lower ridership making the service relatively higher cost per passenger compared to other areas or routes.

7 Assessment

To understand the areas where On Demand might work in the Greater Wellington region, we developed both a long list and a short list of potential candidate areas for such a service. This process is outlined below, followed by the results.

7.1 Long list

The long list was developed by conducting a geographic scan of the region, comparing demographic, public transport route, ridership and cost data, as well as considering other relevant criteria. Where appropriate, these factors were mapped in a way that let us compare areas and identify places with the relevant mixture of factors.

The long list assessment looked for areas that met a combination of the below criteria:

Urban areas with gaps in public transport coverage or only targeted services.

These are areas currently identified as urban (and likely paying urban rates) but which are not served by regular scheduled, fixed route public transport. These are included because On Demand may be able to offer a service improvement.

Urban areas with lowly utilised bus routes

These areas do not have strong patronage of the existing bus routes, i.e. fewer than 5 passengers per vehicle service hour. This criteria was included in the long list to identify locations where the existing public transport is likely not serving the needs of many people.

Urban areas where the regional council is paying a high subsidy per passenger for the services

Measured as farebox recovery of less than 20%, these areas were included as they are locations where Greater Wellington Regional Council is paying a high price per journey to provide public transport. This may be because the routes are expensive to run, or because they are utilised so poorly.

Areas with an identifiable catchment that is an appropriate size and shape for On Demand

The long list process did not identify clear On Demand catchments, but through a desktop scan we could identify areas that would be small enough to suit On Demand services. Equally, we could also identify areas that would be suitable, or not, based on shape. Long, skinny service areas, for example, were excluded at this point due to the expected high cost of serving them with On Demand vehicles travelling up and down the length regularly.

We developed a series of maps which included any available data showing the above criteria, and were able to use these to highlight areas meeting multiple criteria or areas which stood out strongly for particular criteria.

Table 7.1 below lists the areas that made up the long list, identified by a desktop scan of the Wellington region based on the above criteria. Those which were carried forward to the shortlist met several of the long list criteria and were therefore appropriate for further consideration. Some areas listed below were included in the long list because they met some criteria, but on further analysis did not meet enough to be carried forward.

Table 7.1 - Long list locations

Long list area	Reason included in long list	Carried through to short list?	Reasoning
Pukerua Bay	Gaps in PT coverage.	No	Too small
Plimmerton	Gaps in PT coverage.	No	Too small
Camborne	High passenger subsidies. Lowly utilised routes. Gaps in PT coverage.	No	Too small
Whitby	Gaps in PT coverage.	Yes	
Tawa – Grenada North	Gaps in PT coverage.	No	N/A existing service
Ngauranga - Newlands	Gaps in PT coverage.	No	
Hutt Valley Western Hills	Lowly utilised routes. High passenger subsidies.	Yes	
Wainuiomata	Some gaps in PT coverage. Medium passenger subsidies. Potentially suitable shape for On Demand.	No	Fixed route ridership here is fair (higher than 5 passengers per vehicle hour). On Demand could not cost effectively travel over the hill to meet with train services while also serving this catchment.
Naenae	Some gaps in PT coverage.	No	Fixed route ridership here is fair (higher than 5 passengers per vehicle hour).
Stokes Valley	Some gaps in PT coverage.	No	Long, skinny catchment that is well covered by two bus routes.

Pine Haven - Silverstream	Medium passenger subsidy. Some gaps in PT coverage.	No	Fixed route ridership here is fair (higher than 5 passengers per vehicle hour). Long, skinny catchment that is served by one bus route.
Trentham – Wallaceville – Kingsley Heights	Gaps in PT coverage. Lowly utilised routes. Medium passenger subsidy in places.	No	Very small areas with poor service coverage
Upper Hutt – Tōtara Pk – Te Mārua	Gaps in PT coverage. Lowly utilised routes.	Yes	
Otaki Beach – Otaki	Gaps in PT coverage. Lowly utilised routes. High passenger subsidies.	Yes	
Waikanae	Gaps in PT coverage. Medium/high passenger subsidies. Lowly utilised routes.	Yes	
Paraparaumu – Paraparaumu Beach	Some gaps in PT coverage.	Yes	
Raumati – Paraparaumu	Gaps in PT coverage. Lowly utilised routes in some areas.	Yes	
Paekākāriki	Gaps in PT coverage. Lowly utilised routes. High passenger subsidies.	No	Too small
Lansdowne	Gaps in PT coverage. Lowly utilised routes. Medium passenger subsidies.	No	Included in Masterton concept
Masterton	Gaps in PT coverage.	Yes	

	Lowly utilised routes.		
Solway - Kuripuni	Gaps in PT coverage. Mediumly utilised routes. Medium passenger subsidies.	No	Included in Masterton concept
Carterton	Gaps in PT coverage.	No	Too small
Greytown	Gaps in PT coverage. Lowly utilised routes.	No	Too small
Featherston	Gaps in PT coverage. Lowly utilised routes. Medium passenger subsidies.	No	Too small

7.2 Short list

For each location on the short list, we developed an On Demand concept (see Appendix 1 Short List On Demand Concepts). This involved identifying a logical service area, and identifying its size, population and expected number of vehicles, based on other On Demand trials in New Zealand. An example of one of these areas is shown in Figure 4 below.

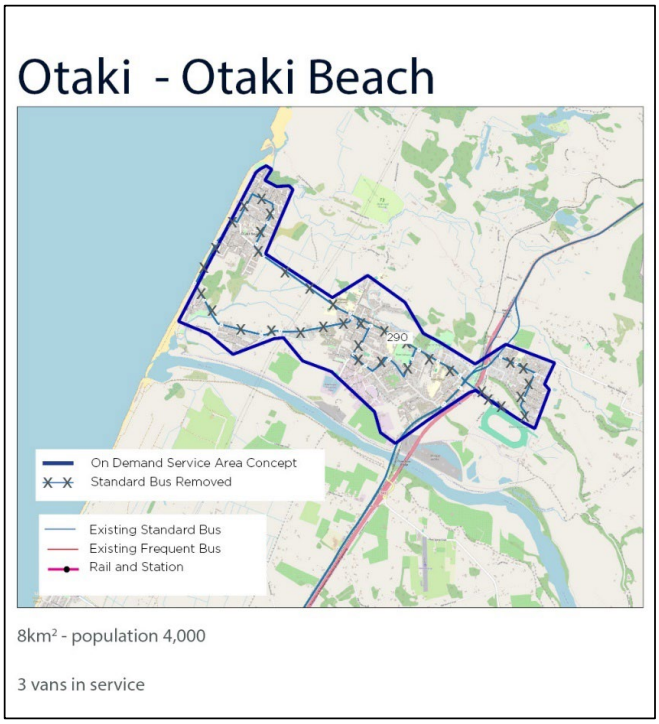


Figure 4 - Otaki - Otaki Beach example service area concept

For each shortlist area, we sought to answer three questions:

1. Would On Demand in this area provide an equivalent or better level of public transport service?
2. Would On Demand cost less, the same or more than the current level of public transport?
3. Is this area appropriate for an On Demand service?

To answer the first two questions, we compared the cost and service quality of the existing fixed service route to an On Demand service for each short-listed area. In most places On Demand concept replaces the fixed route services, and in some cases the fixed route is modified to maintain specific access purposes.

For this comparison, we consider a 15 or 20-minute service roughly equivalent to an On Demand service. This frequency is similar to the responsiveness of the Tawa On Demand service. The time spent on board the vehicle is likely shorter for On Demand trips. Both the responsiveness and time on board the vehicle are key settings with On Demand technology.

For this service comparison, we assume that the On Demand service has minimal unfulfilled rides and has a relatively fast response time, like the experience in Tawa.

We have estimated the number of vehicles required to operate the On Demand service based on service area size and shape, population, and the likely demand for longer trips.

To compare the costs of each of these services, we made some assumptions about on demand costs, based on our case study work within New Zealand and drawing specifically on the costs available for the Tawa trial.

These assumptions were:

- Cost (estimated) to operate 1 van for 7 days, for about 14 hours a day: $312,000 per annum. This was provided by Metlink based on the Tawa experience. This is also similar to costs observed in other New Zealand programmes.
- Annual overhead costs (estimated) to run the programme: $200,000. Most programmes, including Tawa, have experienced additional, sometimes significant additional costs to support the service. This estimate would cover planning, administration, customer service, and other overhead costs.
- Start-up costs (estimated) spread out over 3 years: $100,000/year. Depending on how the initial vehicle purchase and fit-out costs are allocated, the start-up costs can be over $500,000. This value covers promotion and customer information, legal fees, and software application fees. A lower value is used here because there is a likely overlap with the annual overhead costs assumed above.

The approximate cost to run fixed route bus services has been supplied by Metlink. The cost is all-inclusive. Both On Demand and fixed route bus costs exclude GST.

To answer the third question, we assessed each On Demand concept area for a series of relevant criteria that might influence service design and justify additional investment in On Demand vs fixed route bus services. These are:

Area has several trips destinations

Identifies the potential of On Demand to provide a lot of short, unique 'everywhere to everywhere' trips. Case study research, and experience in Tawa, suggest that this is a useful characteristic of On Demand.

Area includes connection to a train station

An On Demand concept that provides a first-last leg service connecting people to a frequent, regional scale service. Research reveals that this is a common On Demand concept but one that can be challenging if there is concentrated user demand during peak travel times.

Area is difficult or impossible to serve with large, fixed route buses

We looked for areas where buses cannot physically operate due to roadway width, turn-around opportunities or lack of passenger access.

Area is hilly or for other reasons difficult to walk to bus stops

We considered whether there were barriers for people walking a short distance to catch a more direct and efficient fixed route bus.

Transport Equity

On Demand might be justified in certain areas from an equity perspective. We draw from Metlink's *Network Equity Review* to determine if areas meet this factor.

Table 7.2 and Table 7.3 below outline the results from the each of these comparisons.

Table 7.2 - Cost comparison of On Demand and current PT service for short list areas

Area	Size & Approx. Population	Approx PT cost	Current PT service quality	Estimated On Demand cost	On Demand Service Quality	On Demand for similar cost	On Demand for lower cost
Otaki - Otaki Beach	8km² Population 4,000	$1,284,000	Area well covered with hourly service across the day, half hour peak.	$1,736,000	Better, although adds transfer to the 290	No	No
Waikanae	10km² Population 7,000	$884,000	Some gaps in coverage. Hourly service across the day, half hour peak.	$1,548,000	Better	No	No
Paraparaumu Beach - Paraparaumu	12km² Population 15,000	$1,827,300	Area well covered with mostly half-hourly service across the day.	$2,657,000	Better	No	No
Raumati Beach - Paraparaumu	11km² Population 10,000	$1,094.300	Some gaps in coverage. Otherwise, mostly half-hourly service across the day.	$1,847,000	Better	No	No
Whitby	10km² Population 11,000	$1,828.000	Some gaps in coverage. Otherwise, mostly half-hourly service	$2,305,000	Better	No	No

			across the day.				
Hutt Valley Western Hills	10km² Population 8,000	**$2,034,000**	**Small gaps in coverage. Some hourly, some half-hourly service across the day.**	**$2,180,000**	**Better**	**Yes**	**No**
Upper Hutt – Tōtara Pk – Te Mārua	11km² Population 12,000	$737,000	Small gaps in coverage. Most is served by a frequent all-day route, other areas have 20-minute peak service, and hourly across the day.	$1,548,000	Similar	No	No
Masterton	16km² Population 16,000	$123,000	Limited coverage service. Most people located within walking distance of Route 200 or train station.	$1,548,000	Much better	No	No

Table 7.3 - Comparison of non-cost factors relevant for On Demand in short list areas

	Area has several trips destinations?	Coverage area includes connection to a train station?	Area is difficult or impossible to serve with large, fixed route buses?	Area is hilly or other reason difficult to walk?	Transport equity top priority area?
Otaki Beach - Otaki	Yes	No* *Station not served by Kapiti Line trains	No	No	Yes
Waikanae	Yes	Yes	No	No	No
Paraparaumu Beach - Paraparaumu	Yes	Yes	No	No	Yes
Raumati – Paraparaumu Beach	Yes	Yes	No	No	Yes
Whitby	No	Yes	No	No	No
Hutt Valley Western Hills	No	Yes	Yes	Yes	No
Upper Hutt – Tōtara Pk – Te Mārua	Yes	Yes	No	No	Yes, Maoribank
Masterton	Yes	Yes	No	No	Yes

8 Discussion

This work sought to understand whether locations exist in the Wellington Region where On Demand could provide a similar or better public transport service for the same or for less money than fixed route. Our assessment of the Greater Wellington region found that On Demand public transport would cost at least 50% more than the equivalent fixed route public transport in most short list areas. There were no locations where On Demand could offer the same level of public transport for less money.

We identified one location, Hutt Valley Western Hills, where a similar or better level of public transport could be offered for approximately the same investment as that currently being made in fixed route services. This is the only area that we recommend further investigating for On Demand suitability.

A discussion about Hutt Valley Western Hills and other shortlist areas is provided below.

8.1 Hutt Valley Western Hills

We have found that for the area west of the Hutt River, spanning from Korokoro to Kelson, an On Demand service would likely provide better public transport service at a similar cost to fixed route service.

Uniquely, Hutt Valley Western Hills has closely spaced streets, but without many useful pedestrian connections between them. On Demand's dynamic routing would allow vans to travel different paths based on user bookings. This would provide access on some streets that are currently poorly served. Some of these streets are also unfit for buses. Smaller and more manoeuvrable On Demand vans would be able to use more streets, as well as take shorter routes in some cases.

Additionally, Tirohanga in the Hutt Valley Western Hills is currently only served by a targeted public transport service. This area could be incorporated into an all-day On Demand service area to provide greater service.

An On Demand service could provide access from Hutt Valley Western Hills to some destinations in Petone, as well as serve as a useful first-last leg connecting to train stations and frequent bus routes along the valley floor.

Further investigation of an On Demand service here should look at whether it might be better broken into two areas, one connecting to Petone and Melling Stations and the other connecting to Waterloo Station.

The peak boarding demand would need further analysis. While existing bus routes are lowly utilised across the day, there may be concentrated demands in the peak hours that exceed the carrying capacity of an On Demand van. It will also be important to understand how school bus services would work with On Demand and whether the existing school bus services would have to be retained.

For comparison purposes, we assumed that On Demand would replace the tail end of Routes 154, 145 and 150.

Unlike the Tawa trial that supplemented existing bus routes and provided access to additional areas underserved by public transport, this would remove bus routes. The process of removing bus routes and installing a new service in their place requires additional effort and some risk, even compared to a situation where existing services are supplemented by On Demand. Changing the service will always mean that, for some people, what is offered is less useful than what existed before.

If the service is later deemed unsuccessful, there would also be an effort and cost involved with removing it and reintroducing bus routes.

8.2 Other shortlist areas

We estimate that three places besides Hutt Valley Western Hills would be better served by On Demand. These areas are Otaki – Otaki Beach, Waikanae, and Masterton.

The first three of these areas only have hourly bus services during the mid-day. Masterton has very limited bus services. However, a lot of Masterton is within walking distance of bus route 200, or a train station. On Demand in these places would provide a more frequent public transport option, requiring shorter walking trips for access. The cost for On Demand in these places would be 50% higher than the existing bus routes it would replace. The cost for On Demand in Masterton would be ten times higher than the existing service.

All the On Demand concepts we tested assumed some replacement of fixed route bus services in order to save costs. In many cases, the regular bus services also serve as school buses. Because of the concentrated demand during the morning and mid-afternoon, it may not be possible to remove all buses with an On Demand programme. For planning purposes, we assumed that school buses are retained. In Whitby, we assumed that school buses would need to be added, if Route 236 is removed.

For all of these areas, despite the potential to improve public transport services, the much higher cost of doing so with On Demand services means these areas are not considered as suitable candidates for On Demand.

8.3 Next steps

This analysis has highlighted Hutt Valley Western Hills as one area where On Demand could be an appropriate alternative to fixed route public transport. It has also highlighted areas where On Demand would not be expected to be a viable alternative, but where existing services could be improved.

Next steps from this work could include:

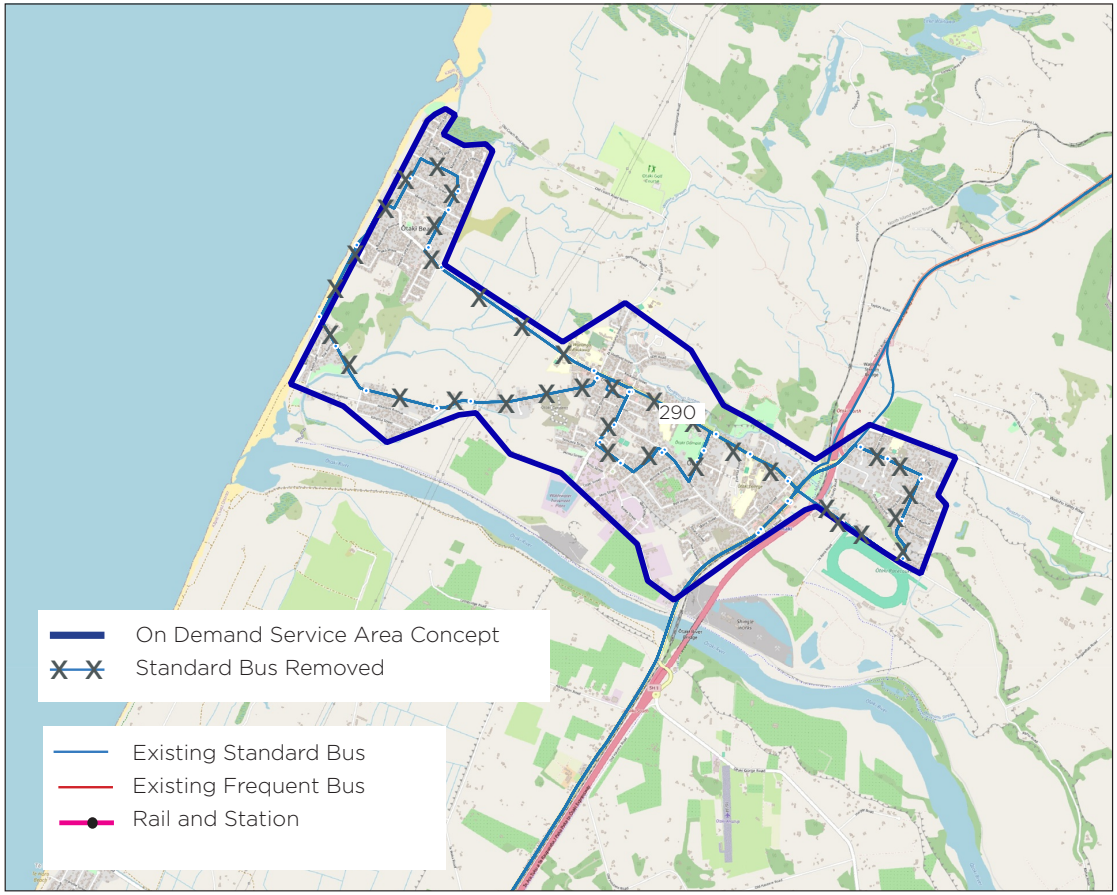
- Further investigation of On Demand in Hutt Valley Western Hills
- Analysis of routing and service improvements in other short list and long list areas
- Analysis of public transport access improvements in short list and long list areas

Appendix A

SHORTLISTED AREAS

Otaki Beach - Otaki
Waikanae
Paraparaumu Beach - Paraparaumu
Raumati - Paraparaumu
Whitby
Hutt Valley Western Hills
Upper Hutt - Tōtara Park - Te Mārua
Masterton

Otaki - Otaki Beach



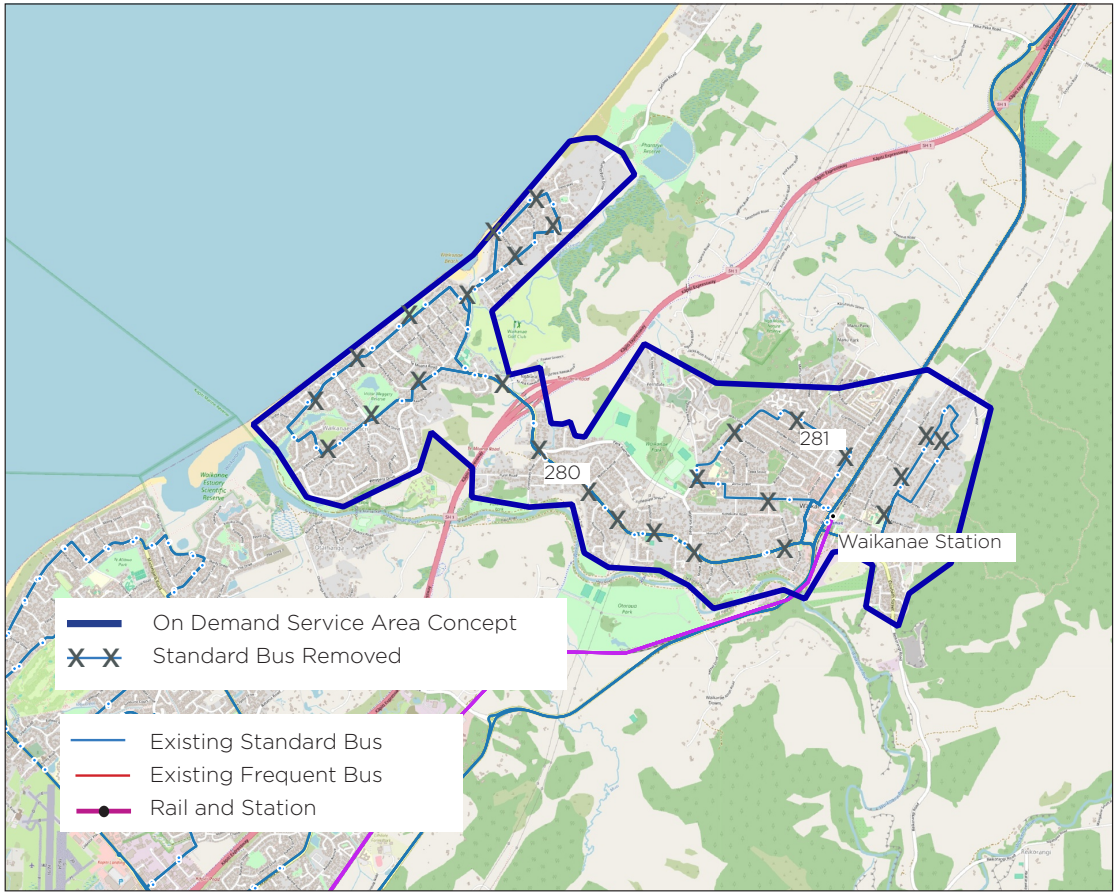
Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 290	Half hourly peak, approx. hour across the the day	$1,284,000	2 buses
School bus	1 - AM and PM		1 bus
Total		$1,284,000	3 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 8km²	3 vans in service	$1,236,000	4 vans
Route 290	Removed in Otaki. Retained between Otaki and Waikanae,	$500,000	1 bus
School bus	Retain		1 bus
Total		$1,736,000	4 vans, 2 bus

8km² - population 4,000

3 vans in service

Waikanae



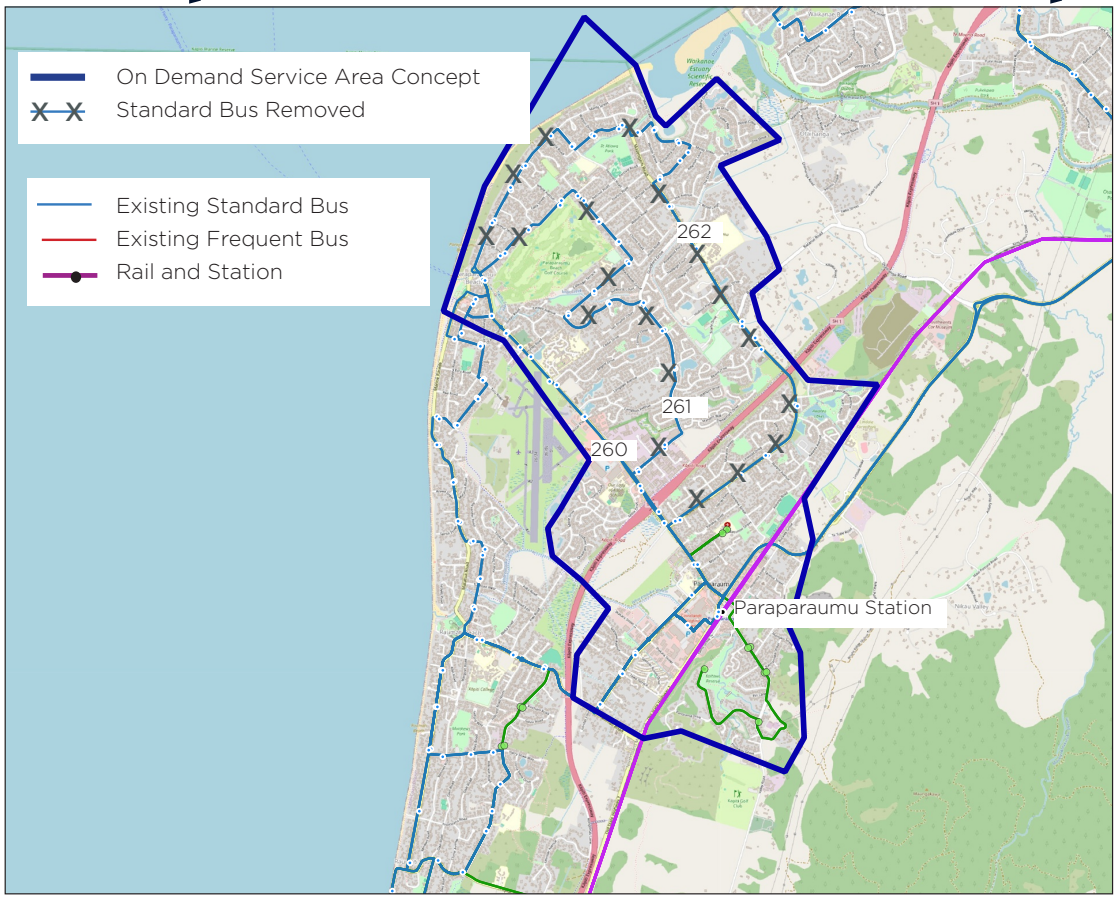
Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 280	Every 20 minutes in the peak, then hourly across the day	$651,000	2 buses
Route 281	Half hourly in the peak, then hourly across the day	$233,000	1 bus
School buses	7 - AM and PM		7 buses
Total		$884,000	10 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 10km^2	4 vans in service	$1,548,000	4 vans
Route 280	Removed	(-$651,000)	(-2 buses)
Route 281	Removed	(-$233,000)	(-1 bus)
School buses	Retained		7 buses
Total		$1,548,000	4 vans, 7 buses

10km^2 - population 7,000

4 vans in service

Paraparaumu Beach - Paraparaumu



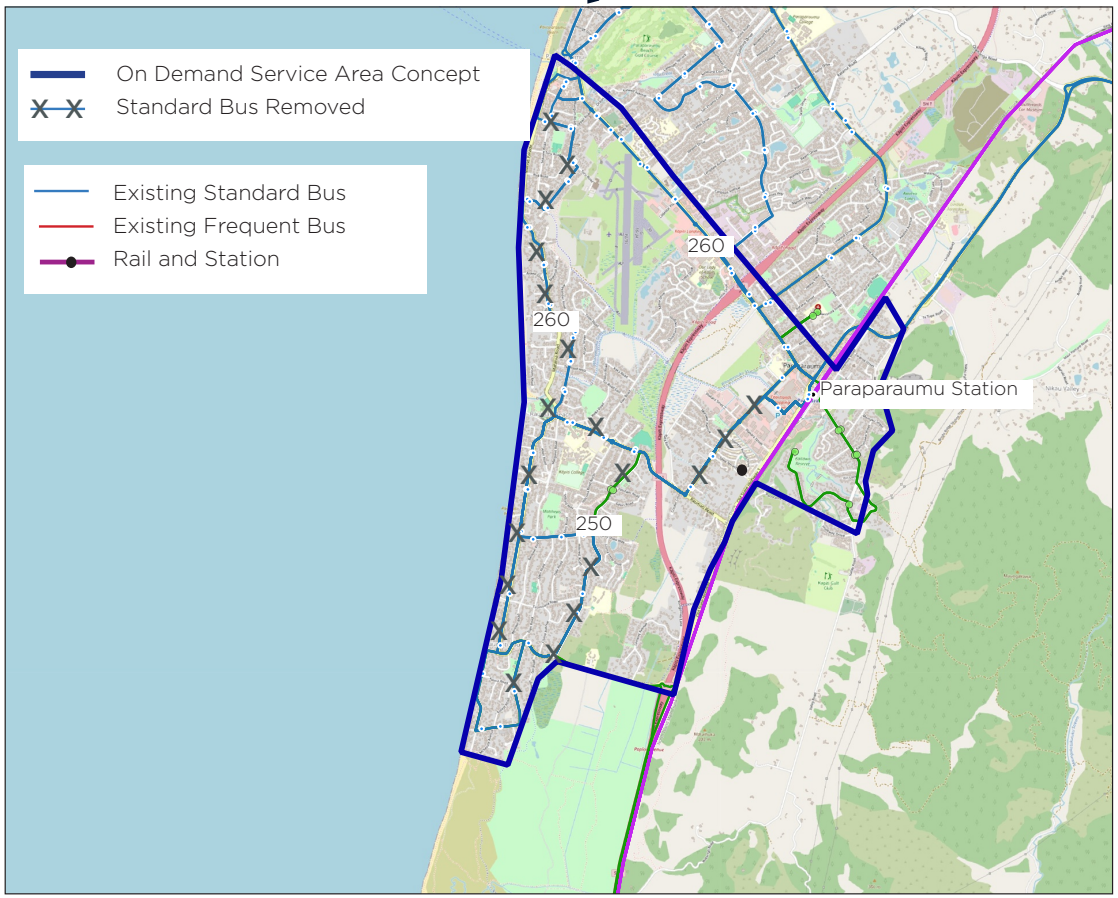
12km² - population 15,000

5 vans in service

Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 260	Half hourly all day	$597,000	3 buses
Route 261	Half hourly all day	$549,000	2 buses
Route 262	Half hourly peak, 40-minutes mid-day	$677,000	3 buses
Route 264	Targeted service, 1 trip per weekday.	$4,300	0 buses (shared fleet)
School bus	None		0
Total		1,827,300	8 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 12km²	5 vans in service	$1,860,000	5 vans
Route 260	Retain at Half hourly all day	$597,000	3 buses
Route 261	Removed	(-$549,000)	
Route 262	Removed	(-$677,000)	
Route 264	Removed	(-$4,300)	0 buses (shared fleet)
School buses	Add 2 school buses	$200,000	2 buses
Total		$2,657,000	5 buses, 5 vans

Raumati - Paraparaumu



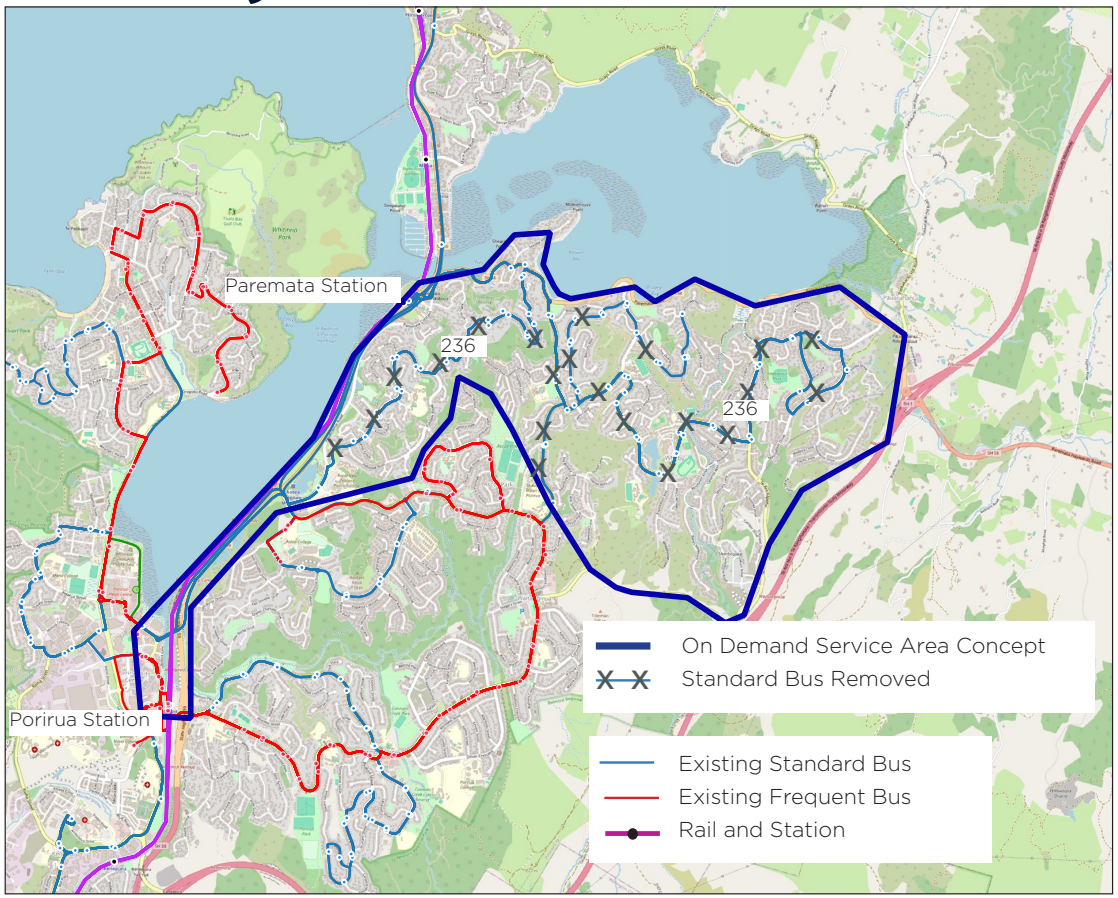
11km² - population 10,000

4 vans in service

Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 250	Half hourly all day	$493,000	2 buses
Route 260	Half hourly all day	$597,000	4 buses
Route 264	Targeted service, 1 trip per weekday.	$4,300	0 buses (shared fleet)
School buses	2 - AM and PM		2 buses
Total		$1,094,300	8 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 11km²	4 vans in service	$1,548,000	4 vans
Route 250	Removed	(-$493,000)	
Route 260T	Truncated to Paraparaumu Beach shops, half hourly all day	$299,000	2 buses
Route 264	Removed	(-$4,300)	(no change)
School buses	Retained		2 buses
Total		$1,847,000	4 vans, 4 buses

Whitby



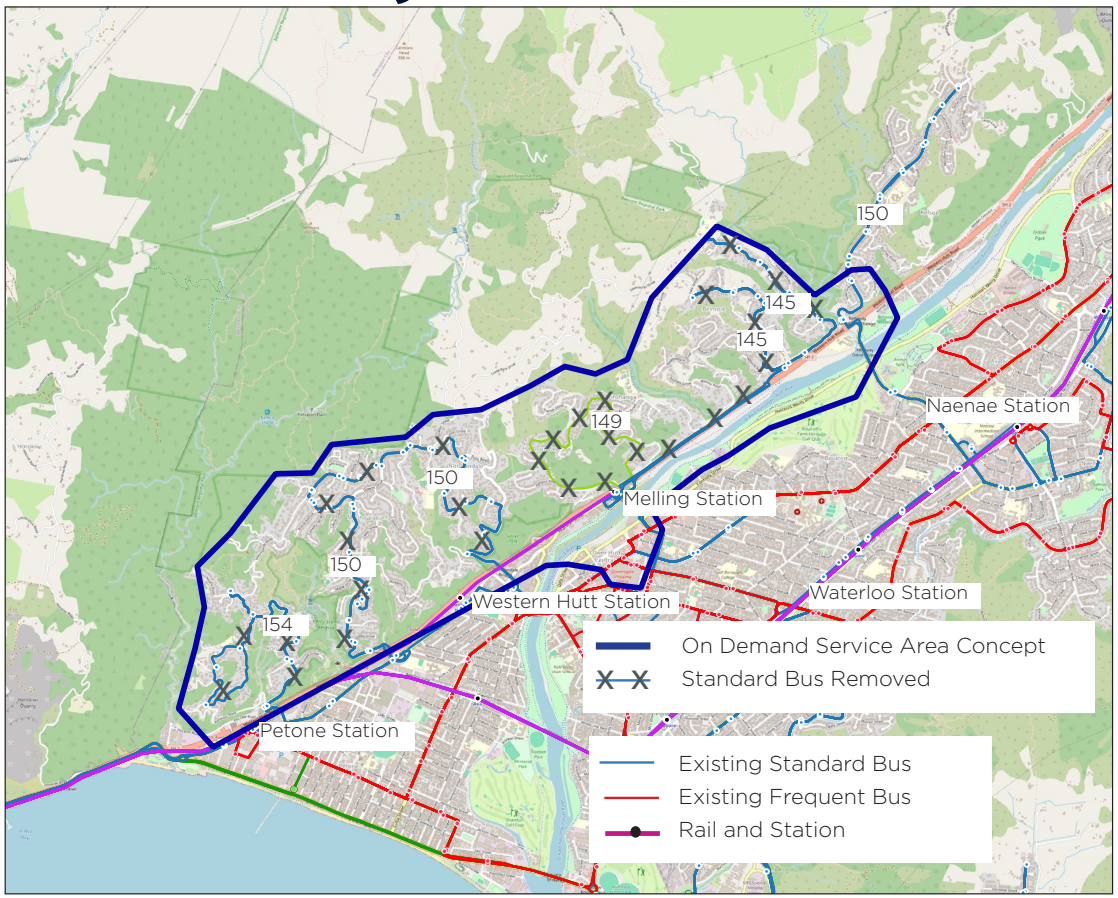
Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 236	Half hourly peak, hourly all day	$938,000	5 buses
Route 230	Half hourly all day	$890,000	3 buses
School bus	4-AM, 5-PM		5 buses
Total		$1,828,000	13 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 9km²	5 vans in service	$1,860,000	5 vans
Route 236	Removed	(-$938,000)	(-6 buses)
Route 230T	Truncated to Ascot Park	$445,000	2 buses
School bus	Retained		5 buses
Total		$2,305,000	5 vans, 7 buses

10km² - population 11,000

5 vans in service

Hutt Valley Western Hills



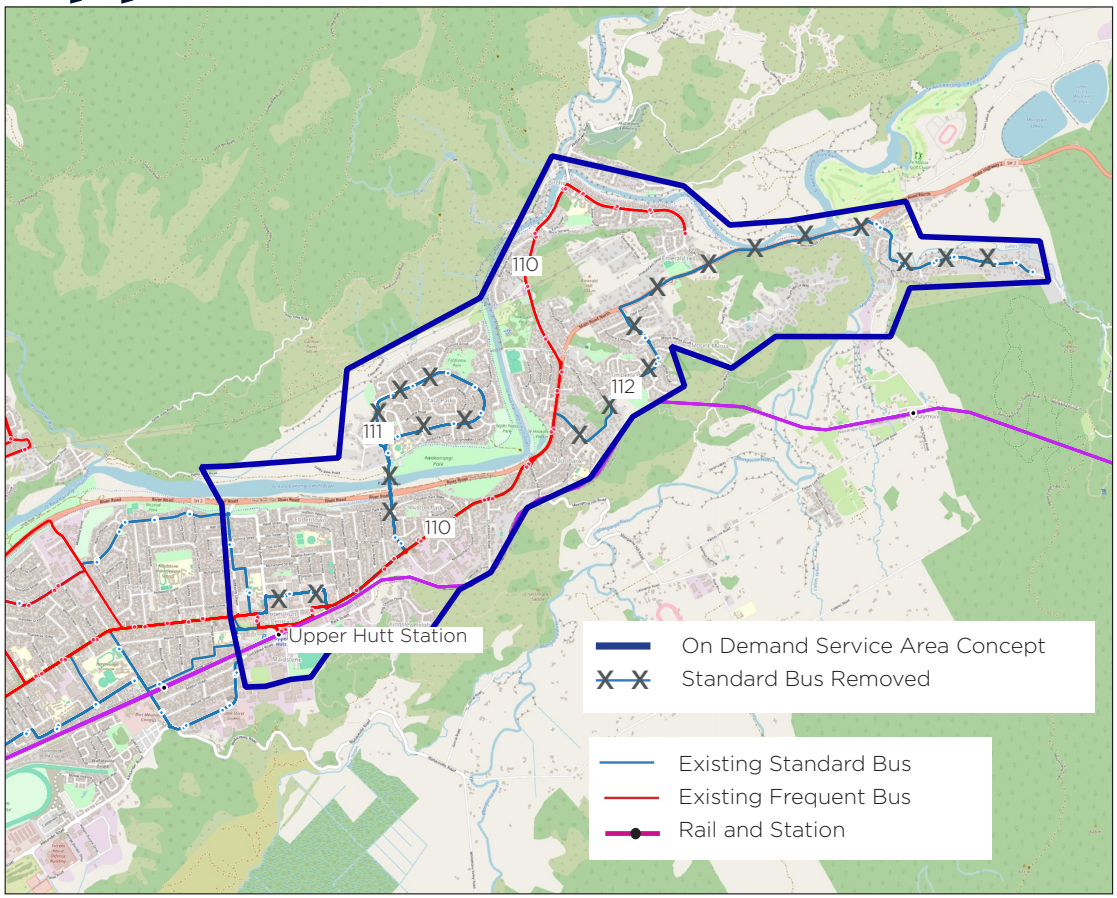
10km² - population 8,000

4 vans in service

Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 154	Half hourly peak, hourly all day	$186,000	2 buses
Route 149	Half hourly peak, hourly all day	$125,000	
Route 150	Half hourly all day	$1,579,000	5 buses
Route 145	Hourly all day	$269,000	1 bus
School buses	4-AM, 8-PM		8 buses
Total		$2,159,000	16 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand - 10km²	4 vans in service	$1,548,000	4 vans
Route 149		(-$125,000)	
Route 154	Removed	(-$186,000)	(-2 buses)
Route 150	Removed	(-$1,579,000)	(-5 buses)
145	Removed	(-$269,000)	(-1 buses)
Replacement Route 150D, Kelson to Petone station direct via Oxford Terrace	Half hourly all day	$700,000	2 buses
School buses	Retain		8 buses
Total		$2,248,000	4 vans, 10 buses

Upper Hutt - Tōtara Park - Te Mārua



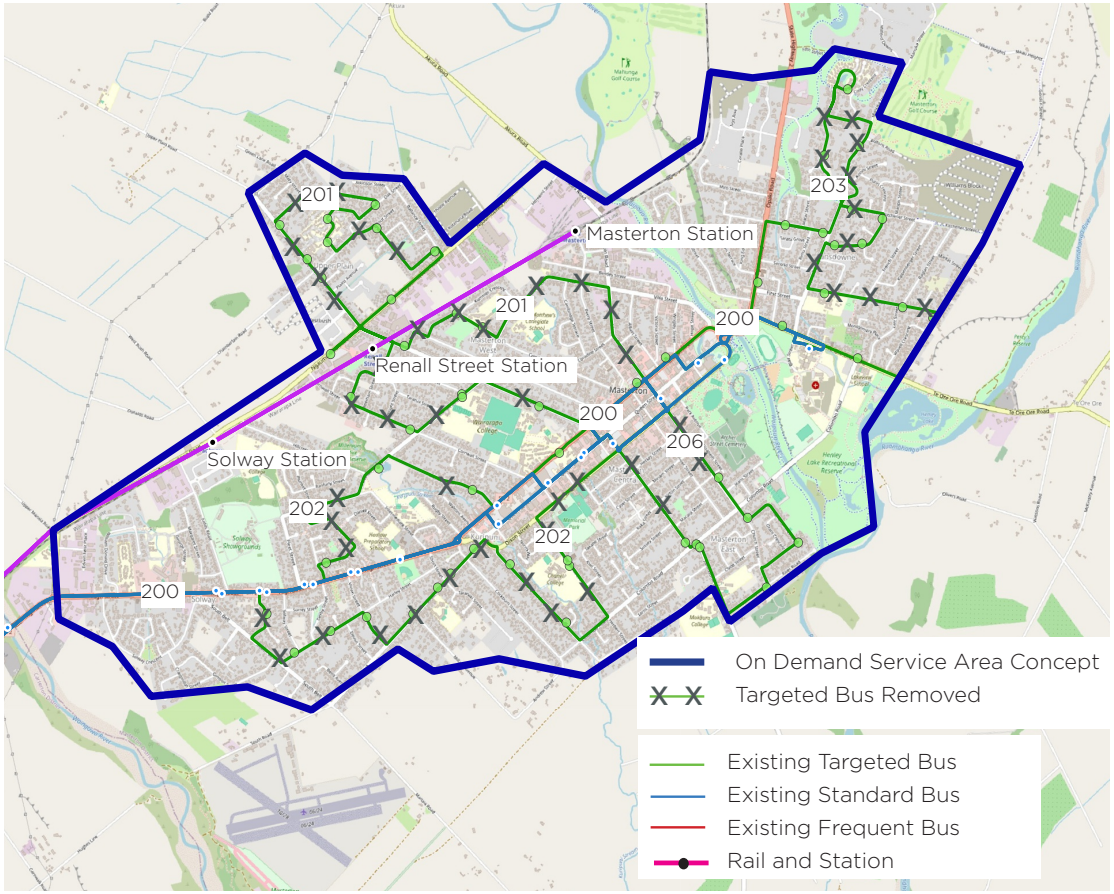
11km² - population 12,000

4 vans in service

Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 110	Frequent - 15 minutes		
Route 112	20 min peak, hourly all day	$474,000	3 buses
Route 111	20 min peak, hourly all day	$263,000	3 buses
School buses	4-AM, 7-PM		7 buses
Total		$737,000	13 buses

Service	Service	Approximate Annual cost	Peak fleet size
On Demand - 11km²	4 vans in service	$1,548,000	4 vans
Route 110	No change		
Route 112	Removed	(-$474,000)	(-3 buses)
Route 111	Removed	(-$263,000)	(-3 buses))
School buses	Retain		7 buses
		$1,548,000	4 vans, 7 buses

Masterton



16km² - population 16,000

4 Vans in service

Current Public Transport	Service	Approximate Annual cost	Peak fleet size
Route 200			
Route 201	Targeted, mid-day services	$31,000	NA
Route 202	Targeted, mid-day services	$30,000	NA
Route 203	Targeted, mid-day services	$31,000	NA
Route 206	Targeted, mid-day services	$31,000	NA
School buses	4-AM, 5-PM		5 buses
Total		$123,000	5 buses

On Demand concept	Service	Approximate Annual cost	Peak fleet size
On Demand 16km²	4 vans in service	$1,548,000	4 vans
Route 200	No change		
Route 201	Removed	(-$31,000)	NA
Route 202	Removed	(-$31,000)	NA
Route 203	Removed	(-$31,000)	NA
Route 206	Removed	(-$31,000)	NA
School buses	Retain		5 buses
Total		$1,548,000	4 vans, 5 buses

Summary Short List Assessment

Area	Approximate PT cost	Current PT service quality	Estimated On Demand cost	On Demand Service Quality	On Demand for similar cost	On Demand for lower cost
Otaki - Otaki Beach	$1,284,000	Area well covered with hourly service across the day, half hour peak.	$1,736,000	Better, though adds transfer to 290	No	No
Waikanae	$884,000	Some gaps in coverage. Hourly service across the day, half hour peak.	$1,548,000	Better	No	No
Paraparaumu Beach - Paraparaumu	$1,827,300	Area well covered with mostly half-hourly service across the day.	$2,657,000	Better	No	No
Ruamati Beach - Paraparaumu	$1,094.300	Some gaps in coverage. Otherwise, mostly half-hourly service across the day.	$1,847,000	Better	No	No
Whitby	$1,828.000	Some gaps in coverage. Otherwise, mostly half-hourly service across the day.	$2,305,000	Better	No	No
Hutt Valley Western Hills	**$2,159,000**	**Small gaps in coverage. Some hourly, some half-hourly service across the day.**	**$2,248,000**	**Better**	**Yes**	**No**
Upper Hutt - Tōtara Park - Te Mārua	$737,000	Small gaps in coverage. Most is served by a frequent route, other areas have 20-minute peak service, and hourly across the day.	$1,548,000	Similar	No	No
Masterton	$123,000	Limited coverage service. Some people located within walking distance of Route 200 or train station.	$1,548,000	Much better	No	No

On Demand cost is estimated based on approximately $312,000 per van in operation, plus a base programme overhead of $200,000 that covers administration, planning, and customer service, plus an annualised start-up cost of $100,000 ($300,000 spread over 3 years).

Transport Committee
24 October 2024
Report 24.533

For Information

ROUTE 2 ELECTRIC ARTICULATED VEHICLES - UPDATE

Te take mō te pūrongo
Purpose

1. To provide the Transport Committee (the Committee) with an update on the project to introduce Electric Articulated Vehicles (EAVs) on Route 2 to address capacity constraints.

Te tāhū kōrero
Background

2. On 14 September 2023, the Committee was provided with a report outlining steps to resolve capacity issues on Route 2 and an upcoming trial of articulated buses (see Report 23.413 Trial of Articulated Buses on Route 2).
3. The budget for this project was included as part of the Long Term Plan 2024-2034 and we have received funding from the National Land Transport Fund Continuous Programme for the EAVs.
4. Officers are working to deliver the project as part of the regular programme of network growth and bus procurement.
5. As part of its preparation for the Annual Plan 25/26, Greater Wellington is undertaking a review of future projects. However, this project is not expected to be included in the review due to its advanced stage of procurement and funding certainty.

Resolving capacity issues on Route 2

Route 2

6. Route 2 runs between Karori and Miramar/Seatoun using the Karori and Seatoun tunnels and is currently serviced by a fleet of electric large vehicles (ELVs).
7. Route 2 is a high frequency service, with services running as often as every 4 minutes in the morning peak and every 7.5 minutes throughout the day (until 8pm).
8. Current demand for Route 2 has reached pre-pandemic levels. Demand for Route 2 is forecast to increase significantly in the next 10 years.
9. Double decker buses cannot be to used meet this demand due to unsafe clearances in the Karori and Seatoun tunnels.

Electric Articulated Vehicles

10. EAVs have been identified as the preferred option to meet demand, including through an externally led Multi Criteria Assessment.

11. EAVs provide for a capacity of up to 112 passengers, which is 71% more than the practical capacity 68 passengers of an ELV (the existing bus type used on Route 2).

12. EAVs allow demand to be met through high-capacity vehicles, without increasing the number of buses required which would add further congestion along Route 2 including the shared Golden Mile, and the Haitaitai bus tunnel.

Articulated Vehicle Trial

13. The trial of an articulated vehicle was undertaken in September 2023, using a diesel-powered bus from Auckland (the Trial).

14. The main purpose of the Trial was to check the accuracy of the bus's expected path used in the infrastructure design process, against the bus's actual path in practice (this is done to ensure that infrastructure designs are accurate with necessary changes to infrastructure correctly identified).

15. During the Trial, the bus was driven (under controlled conditions) along almost all of Route 2.

16. To check the accuracy of the bus's expected path, the bus was fitted with sensors to enable highly accurate tracking of its path, which was then compared against the tracked path used in designs.

17. The Trial confirmed the accuracy of infrastructure designs. Officers were also able to observe firsthand from on board the bus how it operated along the route.

18. Targeted stakeholder engagement was undertaken while the bus was stationary to identify accessibility requirements for any EAVs which are procured.

Trial articulated bus during trial (sensors visible on roof)

Te tātaritanga
Analysis

Infrastructure requirements to accommodate Electric Articulated Vehicles

19. In order to accommodate the length of EAVs, a number of infrastructure changes will need to be made along Route 2; this includes changing of roading and bus stops.

20. Traffic resolutions will need to be approved by Wellington City Council for infrastructure changes outlined below.

Infrastructure changes: Courtenay Place to Miramar/Seatoun side of Route 2

21. Intersections which require upgrades are Brougham Street at Pirie Street, Miramar Ave at Park Road, and Hobart Street at Broadway. These upgrades will allow EAVs to navigate safely and will also benefit other bus types.

22. Approximately 64 bus stops have been identified as still needing upgrades or changes along the length of Route 2. The changes/upgraded stops will provide high-capacity bus stops, which are able to accommodate articulated vehicles.

Infrastructure changes: Karori to Courtenay Place side of Route 2

23. The Karori Connections Project, led by Wellington City Council, has implemented comprehensive infrastructure improvements along the Karori side of Route 2. These provide most of the required infrastructure requirements for EAVs between Karori and the Courtenay Place. We expect this work to be completed in early 2025.

24. The design of the Golden Mile is already suitable for EAVs, although there are some minor details that need to be confirmed with the Wellington City Council project team.

25. There is a design issue relating to the two bus stops on Glenmore Street at the Botanic Gardens. It was identified that the initial design had some safety concerns. The optimal design requires the bus stops to be repositioned. Metlink is working with Wellington City Council to resolve this issue.

26. There is a small amount of additional work to be delivered by Metlink on this section of Route 2, including, the installation of two bus shelters, the relocation of two RTI displays, and removal of surplus bus infrastructure at rationalised stops.

Staged approach to implementation

27. The introduction of EAVs onto Route 2 will be undertaken in two stages:

    a Stage 1 – from Karori to the end of Courtenay Place, an initial five EAVs to operate from running as a peak service in addition to existing ELV services.

    b Stage 2 – from Karori to Seatoun/Miramar, a full fleet of up to 29 EAVs to replace the existing ELV fleet.

28. Currently, Stage 1 infrastructure is largely complete, allowing for the introduction of EAVs, which will allow capacity for passengers travelling between Karori and the CBD to be added to meet the highest demand area on Route 2.

29. Stage 2 requires a wider programme of infrastructure changes, which are yet to commence.

30. The staged approach mitigates the risk of procuring a full fleet of EAVs but not being able to run them on the Miramar/Seatoun section of Route 2 due to timeframes and potential delays.

Stage 1: Five Articulated Electric Vehicles

31. From early 2026, it is intended that there will be five EAVs operating between Karori and Courtenay Place.

32. The target date of early 2026 is based on expected timeframe to procure, build, and fitout buses.

33. Metlink is currently undertaking contract negotiations with the Route 2 operator, Kinetic, who will purchase and operate the vehicles for Metlink. The EAVs will be Transferring Assets under the PTOM Bus Partnering Contract. The EAVs will be housed and charged at Kinetics' Karori depot (which is leased from Wellington City Council), which is expected to be electrified in time for the arrival of the EAVs.

Ngā hua ahumoni
Financial implications

34. The cost of an EAV is proportionate to an ELV on a per passenger basis. This reflects that the higher cost to procure and operate the larger EAVs is offset by proportionally fewer buses being needed to carry the same number of passengers.

35. The five EAVs are budgeted for in in the Long Term Plan 2024-2034, with funding in the 25/26 financial year (aligning with the expected delivery date). The EAVs' funding was approved as part of the Growth Bus budget, which receives a 51% Funding Assistance Rate from the NZ Transport Agency (NZTA) as part of the Continuous Programme.

Ngā Take e hāngai ana te iwi Māori
Implications for Māori

36. The proposal for ELVs has been assessed against Te Whāriki (Greater Wellington's Māori Outcomes Framework). No particular implications have been identified for Māori (mana whenua and mātāwaka). The scope of this project is within an existing route corridor and will only have moderate impacts regarding the road adjustments.

37. Metlink has offered opportunities for mana whenua partners to provide feedback on the public transport network more broadly through the review of the Regional Public Transport Plan. Metlink continues to work with Te Hunga Whiriwhiri in identifying how to best recognise mana whenua interests and ways in which we can partner with them.

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

38. Resolving capacity issues on Route 2 and meeting the forecast increase in demand is strongly aligned with Greater Wellington's strategic objectives relating to transport choice and climate change.

39. Embodied carbon has not been calculated but is likely to be comparable or lower than for ELVs, with the larger mass of the buses offset by fewer buses being required.

40. Introducing electric articulated buses avoids major civil works to the tunnels that would be required to operate double decker buses (the only alternative type of bus that carries a similar number of passengers) including the emissions that would be associated with that work.

Te whakatūtakitaki
Engagement

41. An accessibility workshop was held allowing members of the disability community to provide feedback on accessibility requirements and considerations for any eventual introduction of EAVs. This feedback has been considered in developing our design requirements. Co-designing vehicle configuration and features was committed to in Metlink's Accessibility Charter.

42. Metlink is working with Wellington City Council on Stage 1 and Stage 2.

43. Kinetic is closely involved in the project.

Ngā tūāoma e whai ake nei
Next steps

44. Metlink will continue to work closely with Kinetic to finalise commercial negotiations for Stage 1, procurement of the five EAVs and electrification of the Karori depot. We will also continue to liaise with Kinetic on completion of Stage 1 infrastructure and infrastructure requirements for Stage 2 including the configuration of the Kauri St depot.

45. Metlink will be working with Kinetic, WCC and relevant groups to ensure EAV drivers have robust training and awareness of safety matters with respect to people walking and biking.

Ngā kaiwaitohu
Signatories

Writers	Hamish Burns, Manager Bus & Ferry Assets, Assets & Infrastructure Paul Blane, Principal Advisor Bus Fleet, Assets & Infrastructure
Approvers	Fiona Abbott, Senior Manager Assets & Infrastructure, Assets & Infrastructure David Boyd. Senior Manager Network & Customer, Network & Customer (Acting) Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea | Group Manager, Metlink

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference It is appropriate that the Transport Committee receive this report as it has the specific responsibility to consider "... initiatives and indicators related to transport demand management and active mode promotion."
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies The provision of public transport is a key activity in the Long Term Plan. Ensuring that there is adequate capacity to meet patronage demand is necessary to achieve this activity.
Internal consultation Consultation has occurred within relevant departments in Metlink.
Risks and impacts - legal / health and safety etc. Risks and impacts related to the implementation of Electric Articulated Buses on Route 2 are set out in the body of the report.

Transport Committee
24 October 2024
Report 24.534

For Decision

REGIONAL PUBLIC TRANSPORT PLAN REVIEW - UPDATE

Te take mō te pūrongo
Purpose

1. To provide the Transport Committee (the Committee) with a progress update and to approve the revised timeline for Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan (Wellington RPTP).

He tūtohu
Recommendations

That the Transport Committee:

1 **Notes** that work has continued on the review of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan (RPTP).

2 **Notes** that the National Land Transport Fund (NLTF) funding decisions has created a $134 million shortfall in funding which will require Metlink to re-examine the planned projects around the Wellington Region.

3 **Notes** that decisions from the Committee on which projects should be continued and in what form are needed before a draft Wellington RPTP can be presented to the Committee.

4 **Agrees** to the amended timelines, with the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan scheduled to be:

   a presented to, and endorsed by, the Committee on 13 February 2025

   b publicly consulted on between 3 and 27 March 2025, with hearings and deliberations in May 2025.

   c Adoption by Council 26 June 2025 following Committee consideration on 12 June 2025.

5 **Notes** that public consultation on the draft RPTP will be conducted in conjunction with Greater Wellington's 2025/26 Annual Plan in March 2025.

Te tāhū kōrero
Background

2. On 16 February 2023, the Committee approved the commencement of a review of the Wellington RPTP (Regional Public Transport Plan 2024-34 Review - Report 23.12).

3. The Committee noted that the review would be undertaken to confirm the next network unit structure in anticipation of procurement of new bus operating contracts and to address planned strategic changes and opportunities arising from the amendment to the Land Transport Management Act 2003 (LTMA).

4. The review would also align the draft Wellington RPTP with a number of other key Greater Wellington strategic plans including:

    a Greater Wellington's 2024-34 Long Term Plan (LTP)

    b Wellington Regional Land Transport Plan (RLTP)

    c NZ Transport Agency Waka Kotahi (NZTA) National Land Transport Plan (NLTP)

    d Funding Bids from the National Land Transport Fund (NLTF)

    e Relevant territorial authority (TA) plans

    f NZTA Development Guidelines for Regional Public Transport Plans.

5. On 22 February 2024, the Committee agreed to amend the timelines for the review so it could be consistent with the documents outlined above (paragraph 4), with the review being expected to be completed by August 2024 (refer to report 24.4 Review of Wellington Regional Public Transport Plan).

6. This report provides the Committee with an update on the progress being made since our last update at the Transport Committee Workshop on 15 August 2024 (refer to report 24.389 Review of Wellington Regional Public Transport Plan - Update).

Te tātaritanga
Analysis

Timelines for the Wellington RPTP

7. Officers had planned to bring to the Committee a draft Wellington RPTP for its approval to begin public consultation in August 2024. However, the recent NLTP funding decisions has created a $134 million shortfall in funding that has created uncertainty around what public transport projects Metlink will be able to progress over the next three years.

8. In addition, our territorial authority partners are revising their transport plans in response to the NLTF decisions and this may affect some of the RPTP draft content developed with them through collaborative work.

9. The NLTF shortfall will require Metlink to re-examine the planned public transport projects around the Wellington Region to consider what projects can be reprioritised and/or rescoped to align to new budgets. To allow for this

reprioritisation work, officers are proposing that a draft Wellington RPTP is brought to Committee in February 2025 for endorsement prior to public consultation (noting that public consultation over the December 2024/January 2025 period was deemed undesirable).

10. Officers consider that there is good alignment of the RPTP and Annual Plan and intend to conduct consultation of the RPTP in conjunction with the consultation on the Greater Wellington's 2025/26 Annual Plan.

11. There is no statutory barrier to the rephasing of the RPTP. Officers consider that a slight delay to our timelines can be accommodated to ensure a more enduring and accurate Wellington RPTP is adopted by the Council.

NZTA Development Guidelines for Regional Public Transport Plans

12. From the LTMA, section.124(a)(2), RPTPs must be prepared in accordance with relevant NZTA guidelines. NZTA issued draft new Development Guidelines for Regional Public Transport Plans (the Guidelines) in June 2024 (subsequently finalised in September 2024), and officers reworked the draft RPTP to align with these.

13. NZTA has reviewed the pre-NLTF draft of the Wellington RPTP confirming broad alignment with the Guidelines.

Councillor engagement

14. Councillors previously requested that officers arrange meetings with their respective territorial authority counterparts to engage on the draft RPTP. These meetings will be rescheduled to align with new timeframes.

Ngā hua ahumoni
Financial implications

15. The Wellington RPTP is primarily a policy document and does not have the financial and planning functions of the LTP or the RLTP. There are no financial implications associated with the development of the draft Wellington RPTP other than the $150,000 budget for development, consultation and printing/marketing.

Ngā Take e hāngai ana te iwi Māori
Implications for Māori

16. Metlink is working with Greater Wellington's Te Hunga Whiriwhiri group to ensure mana whenua perspectives are built into the RPTP and the "Engaging with Mana Whenua" section of the RPTP has been revised accordingly.

17. Mana whenua collaboration will focus on ensuring the RPTP objectives, outcomes and policies adequately reflect mana whenua perspectives and aspirations. Our engagement with mana whenua partners on public transport matters is in its early stages and will develop further over the life of the RPTP.

Ngā tikanga whakatau
Decision-making process

18. 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

19. Officers have considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matters for decision, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. While the subject matter of this report is part of a decision-making process that will ultimately lead to Council making a decision of high significance within the meaning of the Local Government Act 2002 (by adopting a new RPTP), the matters requiring decision from report are of low significance due their administrative nature.

Te whakatūtakitaki
Engagement

20. No external engagement is necessary for this decision.

Ngā tūāoma e whai ake nei
Next steps

21. Officers will continue working with partners and stakeholders on content revision before finalising the next draft in December 2024.
22. Officers will provide the Committee with a draft Wellington RPTP for review and endorsement 27 February 2025.
23. Public consultation will occur between 3 and 27 March 2025, alongside any consultation being undertaken on Greater Wellington's 2025/26 Annual Plan, with hearings and deliberations will occur in May 2025 (dates are to be confirmed).

Ngā kaiwaitohu
Signatories

Writers	Scott Walker – Senior Policy Advisor Emmet McElhatton – Manager Policy
Approvers	Tim Shackleton – Senior Manager Commercial, Strategy and Investments Samantha Gain – Kaiwhakahaere Mauta Waka-ā-atea – Group Manager Metlink

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference The Committee has the specific responsibility to 'Prepare the Wellington Regional Public Transport Plan (and variations) and recommend its adoption by Council'
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies The Wellington Regional Public Transport Plan is a key Council policy.
Internal consultation Development of this report included input from the Metlink Group.
Risks and impacts - legal / health and safety etc. There are no known risks.

Transport Committee
24 October 2024
Report 24.538

For Information

PUBLIC TRANSPORT PERFORMANCE UPDATE – SEPTEMBER 2024

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 members 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 in reporting:

    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 reports incorporate 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 added suspended services to the bus cancellations graph

d section added on driver numbers

e bus emissions/ decarbonisation

f explanation of what is included under 'Other' in the complaints section.

9. A Health, Safety and Wellbeing update is included in this report.

10. Information relating to Metlink social media is included in this report.

11. 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.

12. Performance information is published on the Metlink website.[1] Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.

13. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for September 2024.

14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga
Analysis

Bus performance – September

Patronage

15. Bus passenger boardings for September 2024 were 2.27 million, this compares to boardings of 2.24 million in September 2019 (pre-COVID-19). Patronage for the year to date is at 100.0% of pre-COVID-19 levels.

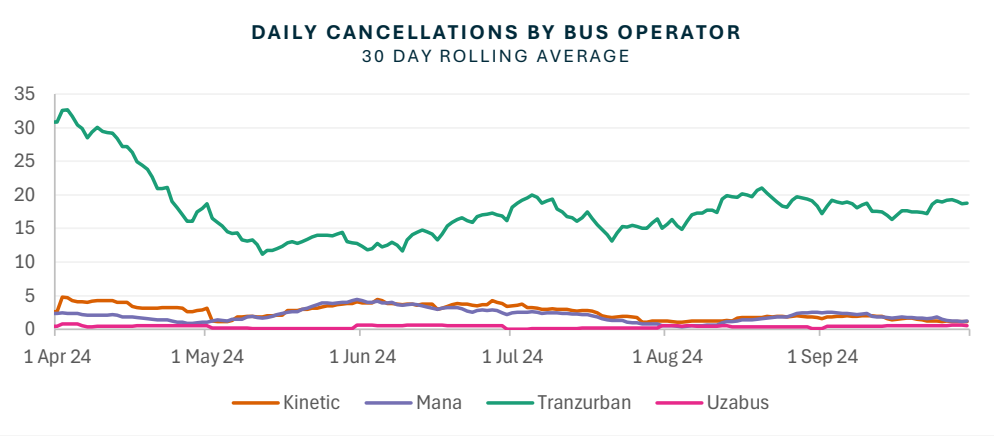
Reliability

16. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.

[1] https://www.metlink.org.nz/about-us/performance-of-our-network

17. Reliability for September 2024 was 99.6% compared to August 2024 which was 99.3%. Reliability this month continues to reflect stabilising driver numbers and retention rates.

18. The graph below provides information on cancellation trends by operator.



19. Bus Operators are achieving the required performance levels for reliability. Metlink continues to monitor bus driver recruitment levels and recruitment plans. Currently there are no issues of concern with recruitment or retention.

Punctuality

20. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.

21. The punctuality target for our bus services is 95%.

22. Bus service punctuality was 95.2% in September 2024, compared to 94.8% in August 2024. Punctuality this month continues to reflect traffic congestion in the usual places in Wellington City, including continuing disruption on Thorndon Quay.

Rail performance – September

Patronage

23. Rail passenger boardings for September 2024 were 0.89 million, this compares to boardings of 1.24 million in September 2019 (pre-COVID-19). Patronage for the year to date is at 73.2% of pre-COVID-19 levels, which reflects changed travel behaviour.

Reliability

24. 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.

25. The rail reliability target is 99.5%.

26. Rail service reliability was 87.9% in September 2024, compared to 96.2% in August 2024.

27. Reliability was affected by a slip on the Kāpiti Line at the beginning of September and another slip on the Johnsonville Line at the end of September. 8.2% of services were also affected by industrial action that caused bus replacements and cancellations for a week.

28. Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 1.8% of the reliability failures in September 2024.

Punctuality

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

30. The rail punctuality target is 90%.

31. Punctuality for September 2024 was 83.2% compared to 82.0% in August 2024.

32. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

Bus replacements

33. In September 2024, 19.6% of rail services were replaced by buses (planned and unplanned):

    a 10.3% of the rail services that were replaced by buses were planned.

    b 9.3% of the rail services that were replaced by buses were unplanned.

34. Of the 10.3% of planned rail services that were replaced by buses, 83% were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); the remainder were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks, accessible, and electronic ticketing).

35. The unplanned rail replacement services show a marked increase in September; the unplanned service disruptions were largely due to the industrial action (8.2%) which occurred between 17 and 24 September 2024.

36. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.

Upcoming Blocks of Line (planned bus replacements)

37. Information on upcoming planned Blocks of Line covering the period October 2024 to November 2024 is attached as **Attachment 2** to this report. Note this information is subject to change (for example, late notice essential works). The most up-to-date information is available on our website: https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/.

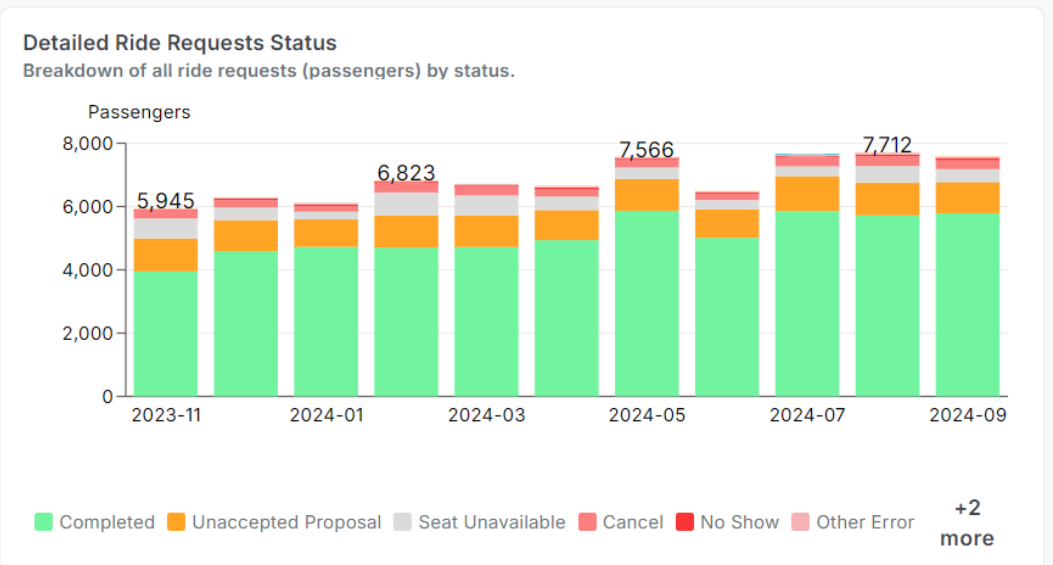
Ferry performance – September

38. Ferry services have operated according to their reduced timetable; trips to Matiu / Somes Island are not operating as the island is closed for six to eight months (from February 2024) for wharf improvements.

39. Boardings were 65.0% of September 2019 numbers (pre COVID-19).

Tawa Public Transport On Demand Trial – September

40. Tawa on Demand Trial passenger boardings for September 2024 were 5,790. There has been steady increase in demand over the year with 47,333 completed rides in 2024. This is an increase of 9,741 passengers on the same period in 2023. The graph below shows total demand and completed rides by month since he extension.



41. In the period since the commencement of the Tawa on Demand Trial on 16 May 2022 to 30 September 2024, there have been 115,922 completed rides and 3,221 unique riders have used the service.

42. The Tawa on Demand Trial expanded to the Porirua City centre on 6 November 2023; since the expansion on a rolling quarter average ridership has increased by 11%.

43. The average monthly patronage in the nine months since the expansion is 5,330, compared to the average monthly patronage for the same period in the previous year at 4,226 (like for like, excluding Sundays).

44. Sunday services for this trial started on 10 December 2023. There have been 2403 completed rides on a Sunday compared to 5,104 for the same period on a Saturday.

45. The gross costs for the current financial year (2024/25) are $323,000; this is in line with budget.

46. The forecast total cost to the end of the trial on 31 December 2024 is within the $2.9 million budget, and in line with forecast costs when the Committee approved the extension (report 23.229 Public Transport On-demand Trial Review refers).

47. Note the Committee will be considering a report on the Public Transport Tawa On Demand Trial at this meeting (refer Report 24.537 Public Transport Tawa On Demand Trial: Assessment and Future Options).

Fare revenue

48. In September 2024, there was a budget shortfall of $1.4 million for the month across bus and rail services. The year-to-date budget shortfall is $2.9 million.

49. The budgeted fare revenue includes expected Crown funding allocations for Community Connect, However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 24/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

50. There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

    a the budget being phased evenly across the year

    b lower patronage due to school and public holidays during July

    c lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

51. The assumptions behind the fare revenue budget are being tested and a reforecast is being worked on.

52. 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 harbour ferry services.

Warranted Transport Officer activity – September

53. Metlink's Warranted Transport Officers undertook 3,480 payment validations on board rail services in September 2024.

54. Payment validations of Metlink bus services fares are based on observations – customers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-snapper trips, including fares which do not incur a charge to the customer.

55. In September 2024, no infringement notices were issued by Warranted Transport Officers.

56. The table below reports on the number of times Warranted Transport Officers have sought customer details in relation to their non-payment of the correct fare in the September 2024 period.

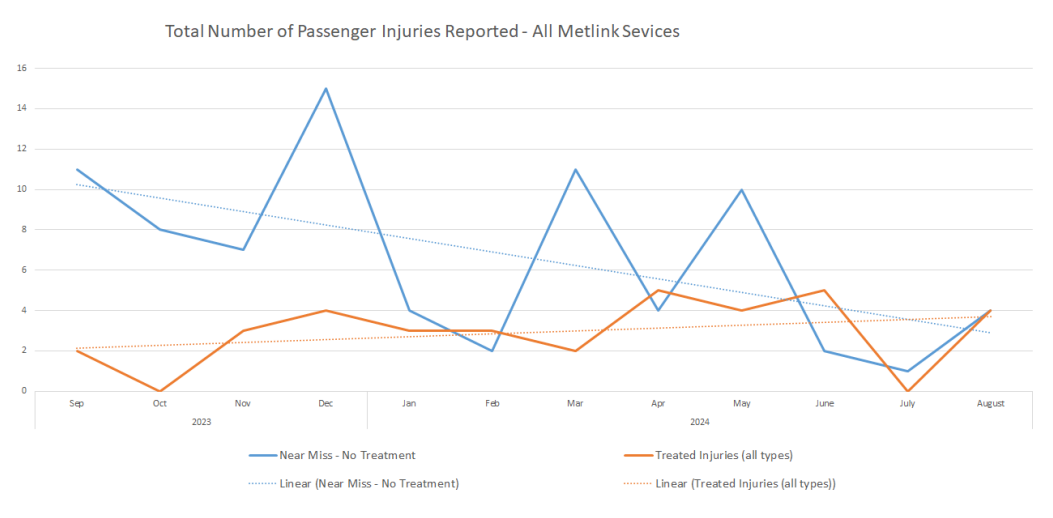
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Plat	TOTAL
Details sought	18	7	0	0	8	7	0	**1**	**41**

Health, Safety and Wellbeing - August

57. The information below reports on August 2024; full data for the month of September was not available at the time of writing this report.

Passenger injuries

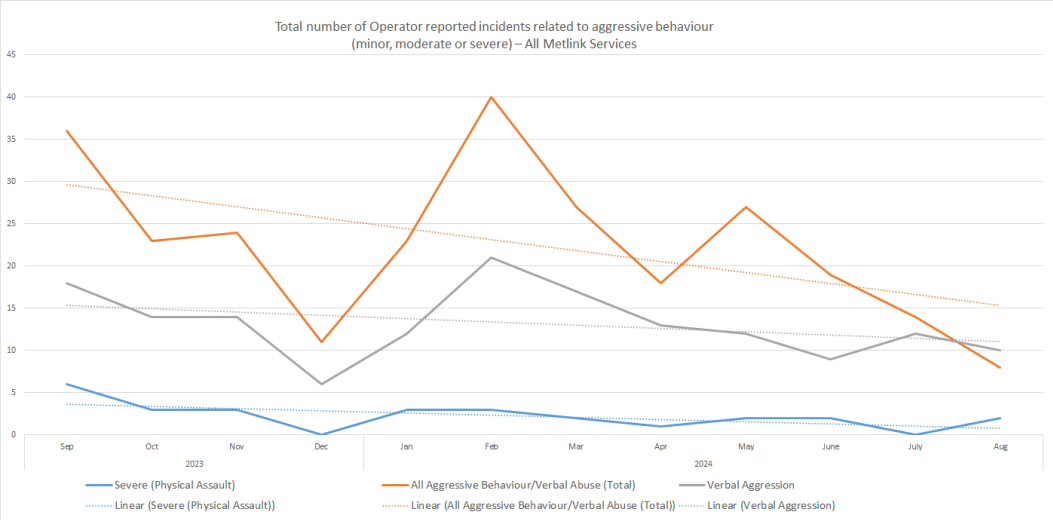
58. The incidents reported in August both involved relatively minor injuries to passengers that only required first aid treatment.



Aggressive behaviour or verbal abuse

59. While the graph below indicates a continued gradual trending down of report events there is still a level of concern expressed by the operators.

60. At the recent Metlink Operator's Health and Safety Forum it was agreed that a separate workshop involving Metlink representatives, operators and allied services would be held. At this workshop parties will share current systems and processes, as well as exploring potential additional controls, in relation to managing and responding to situation of aggression and violence on the network.



Social media – September

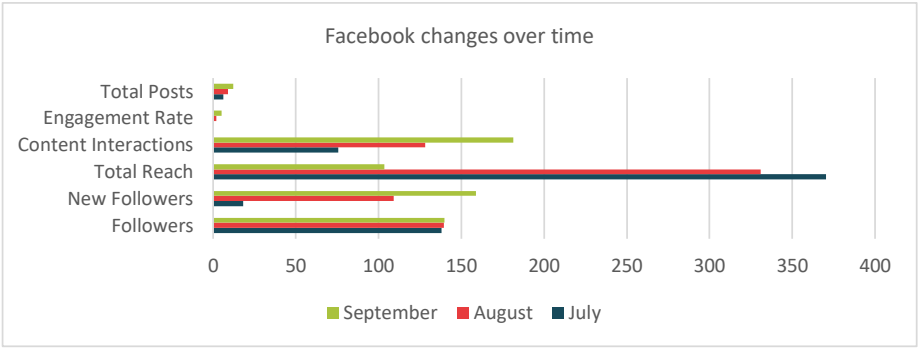
61. Social media is a key means for Metlink to reach its customers. Metlink's Facebook page is used to provide customer communications.

62. The table below sets out information relating to Metlink social media for the September period:

September

Followers	New followers	Total reach	Content interactions	Engagement rate	Total posts
13,976 (1.1% increase)	159 (783% increase)	103,408 (72% decrease)	1,814 (139% increase)	5% (4900% increase)	12 (100% increase)

63. The graph below shows the comparative changes since July 2024, noting the recent industrial action in September.



Ngā āpitihanga
Attachments

Number	Title
1	Metlink performance report – September 2024
2	Upcoming Planned Rail Replacements – October 2024 to November 2024

Ngā kaiwaitohu
Signatories

Writers	Bernard Nunns – Manager Network Operations (Acting) Andrew Myers – Manager Customer Insights & Assets
Approvers	Fiona Abbott – Senior Manager Assets and Infrastructure Matthew Chote – Senior Manager Operations and Partnerships (Acting) Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

He whakarāpopoto i ngā huritaonga **Summary of considerations**
Fit with Council's roles or with Committee's terms of reference The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.
Contribution to Annual Plan / Long Term Plan / Other key strategies and policies Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.
Internal consultation No other departments were consulted in preparing this report.
Risks and impacts - legal / health and safety etc. There are no risks arising from this report.

Attachment 1 to Report 24.538

Metlink performance report

SEPTEMBER 2024

metlink

Proudly part of Greater Wellington Te Pane Matua Taiao

Contents

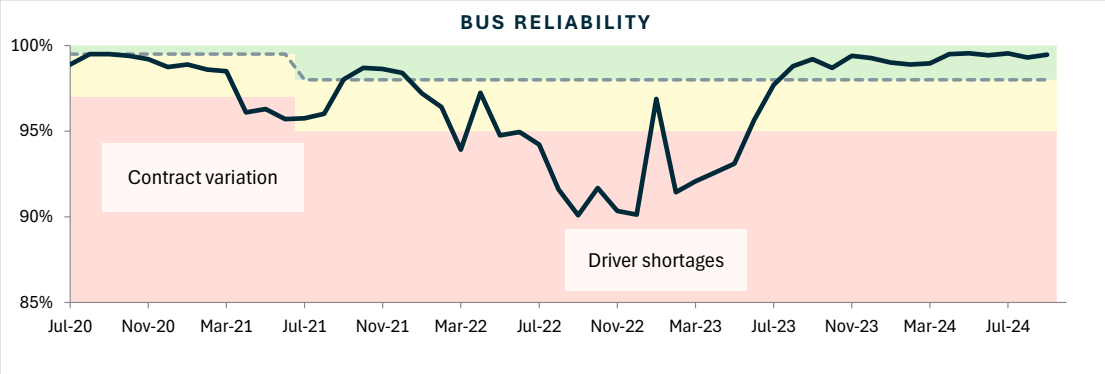
Attachment 1 to Report 24.538

Partner performance

Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In September, 99.6% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates.



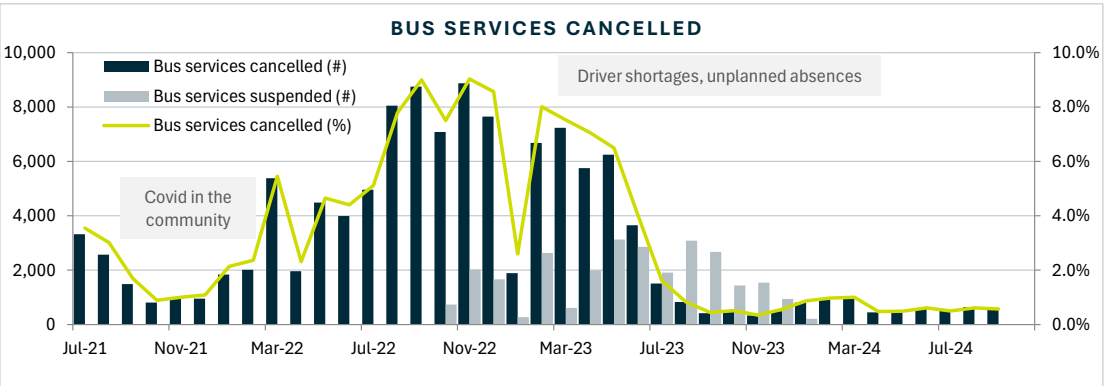
≥98%, Meets/exceeds target 98%-95% Needs improvement <95% Unsatisfactory

Reliability - current month

	Sep-24	Sep-23	Change
Wellington City			
Newlands & Tawa	99.6%	99.2%	0.4%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	98.8%	98.5%	0.4%
Hutt Valley	99.9%	99.6%	0.3%
Porirua	98.8%	97.4%	1.4%
Kapiti	99.9%	99.9%	0.1%
Wairarapa	99.6%	98.5%	1.1%
Total	**99.6%**	**99.2%**	**0.3%**

Reliability - year to date (July - September)

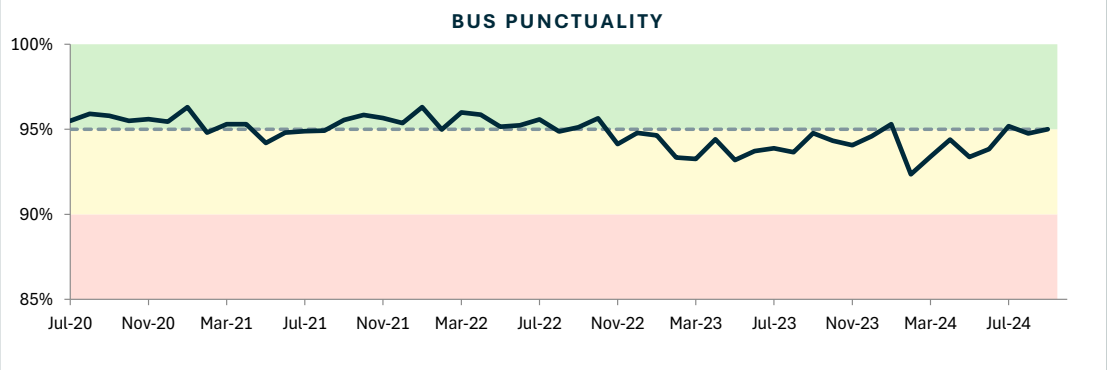
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.2%	99.1%	0.1%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.9%	96.8%	2.1%
Hutt Valley	99.7%	99.3%	0.4%
Porirua	98.8%	96.4%	2.4%
Kapiti	99.9%	98.6%	1.3%
Wairarapa	99.7%	98.2%	1.5%
Total	**99.5%**	**98.6%**	**0.9%**



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 95.2% in September and 95.0% for the year to date. Punctuality this month continues to reflect traffic congestion and various roadworks around the region, including disruption in the usual places in Wellington City (Thorndon Quay and Berhampore in particular). Wairarapa punctuality has been impacted by waiting for delayed trains to maintain service connections.



≥95%, Meets/exceeds target 95%-90% Needs improvement <90% Unsatisfactory

Punctuality - current month

	Sep-24	Sep-23	Change
Wellington City			
Newlands & Tawa	95.9%	95.9%	0.0%
East, West & City	95.6%	96.4%	-0.7%
North, South, Khandallah & Brooklyn	93.3%	91.3%	2.0%
Hutt Valley	94.8%	95.4%	-0.6%
Porirua	97.0%	95.0%	2.0%
Kapiti	97.1%	94.3%	2.8%
Wairarapa	92.8%	91.5%	1.3%
Total	**95.2%**	**94.8%**	**0.4%**

Punctuality - year to date (July - September)

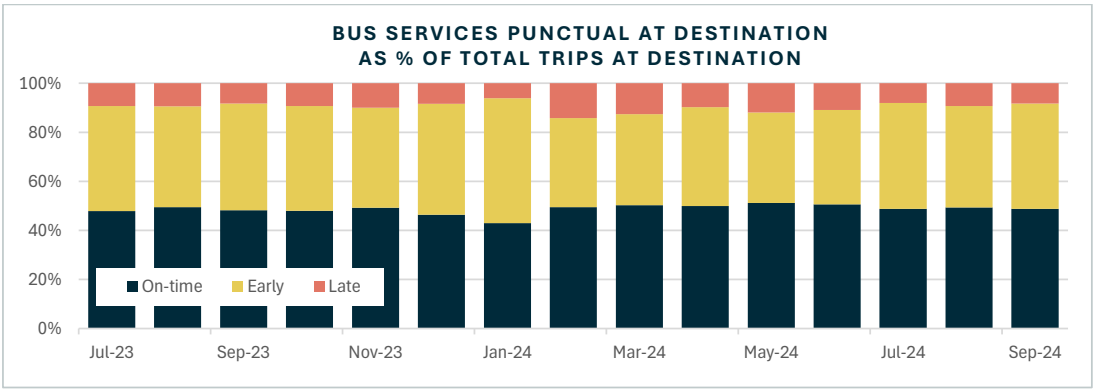
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.2%	95.5%	0.7%
East, West & City	95.6%	95.8%	-0.2%
North, South, Khandallah & Brooklyn	93.3%	89.7%	3.6%
Hutt Valley	94.6%	95.1%	-0.5%
Porirua	96.9%	94.5%	2.4%
Kapiti	95.7%	94.3%	1.4%
Wairarapa	93.3%	91.0%	2.3%
Total	**95.0%**	**94.1%**	**0.9%**

Punctuality at destination

Bus punctuality at destination is not a contractual measure and 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 the origin stop, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In September, 48.8% of bus services recorded at destination arrived on time, with a further 43.0% arriving more than one minute early, while 8.2% of services arrived more than five minutes late.



Punctuality at destination - current month

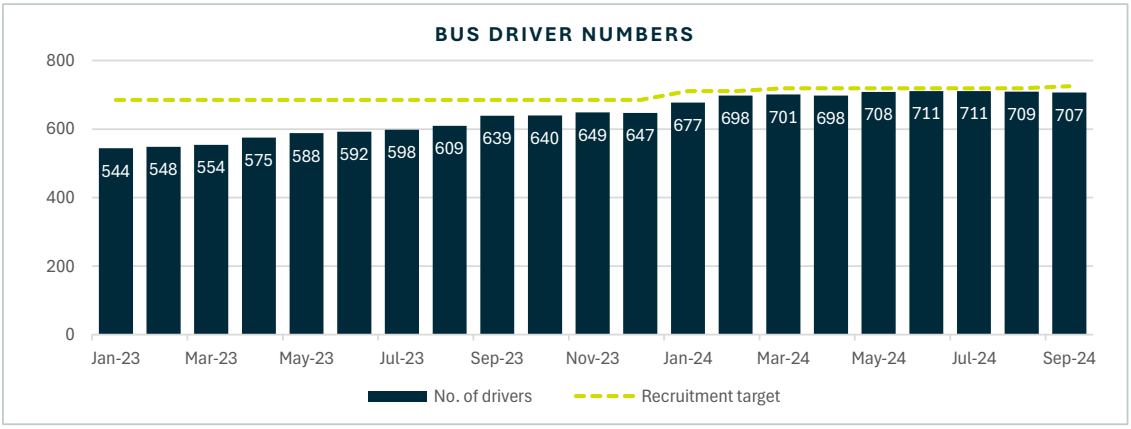
	Sep-24	Sep-23	Change
On-time	48.8%	48.3%	0.6%
Early	43.0%	43.4%	-0.5%
Late	8.2%	8.3%	-0.1%

Punctuality at destination - year to date (July - September)

	2024/25	2023/24	Change
On-time	48.8%	48.6%	0.2%
Early	41.5%	42.4%	-1.0%
Late	9.8%	9.0%	0.8%

Bus driver recruitment

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 725 drivers required to run the network.

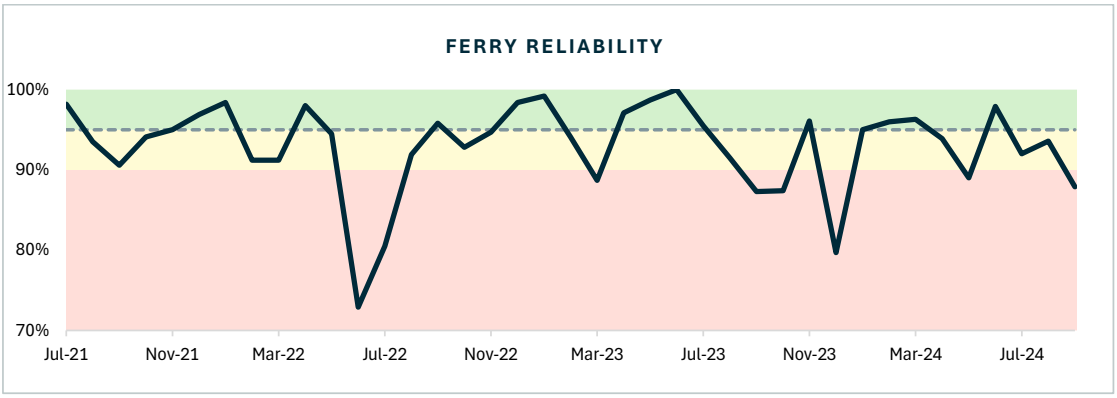


Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran.

Reliability for September was 87.9%, compared to 87.3% for the same month last year. There were 48 weather-related cancellations this month, and 42 non-weather related cancellations.



≥95%, Meets/exceeds target 95%-90% Needs improvement <90% Unsatisfactory

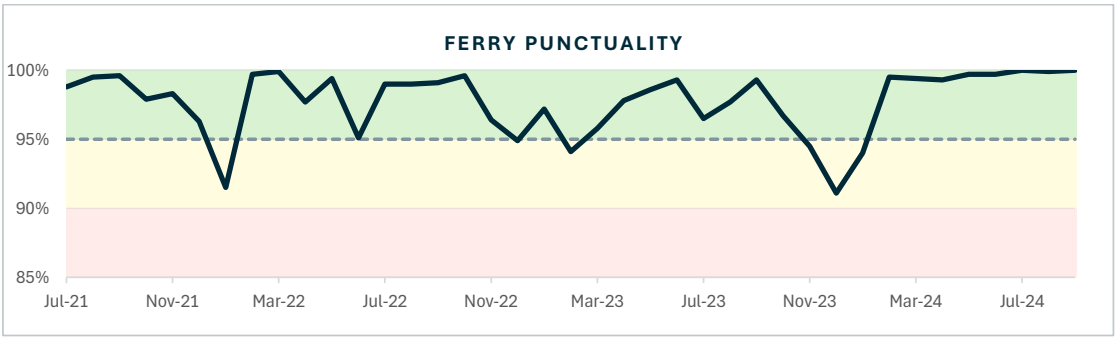
Reliability - current month

	Sep-24	Sep-23	% Change
Total	87.9%	87.3%	0.6%

Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule.

Punctuality for September was 100.0%, compared to 99.3% for the same month last year.



≥95%, Meets/exceeds target 95%-90% Needs improvement <90% Unsatisfactory

Punctuality - current month

	Sep-24	Sep-23	% Change
Total	100.0%	99.3%	0.7%

Rail operator

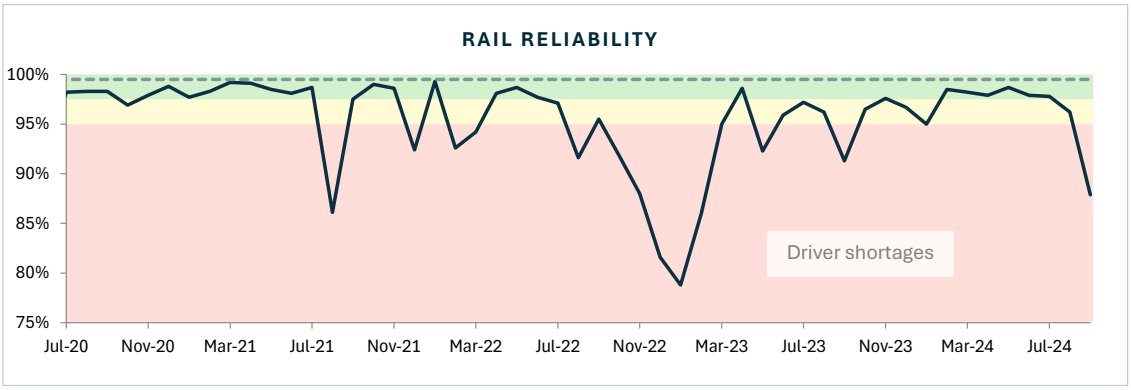
Reliability

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 87.9% in September, and 91.3% for the year to date.

Reliability was affected by a slip on the Kāpiti Line at the beginning of September and another slip on the Johnsonville Line at the end of September. 8.2% of services were also affected by industrial action that caused bus replacements and cancellations for a week.

Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 1.8% of the reliability failures in September 2024.



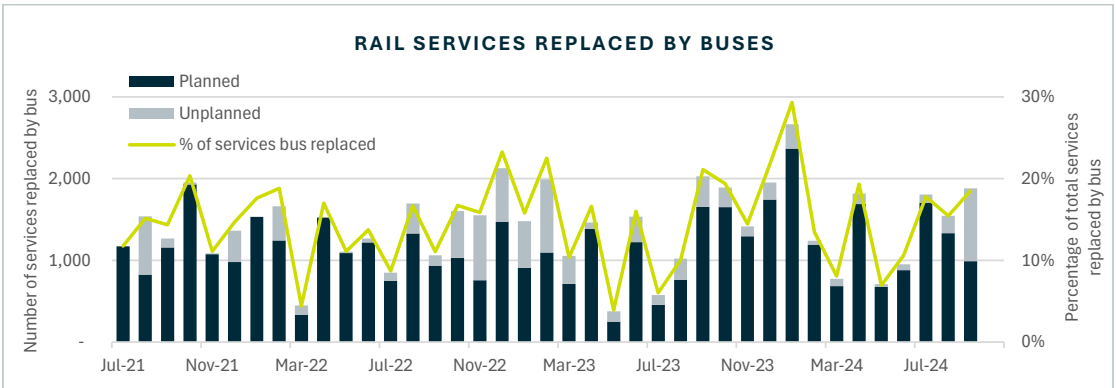
Reliability - current month

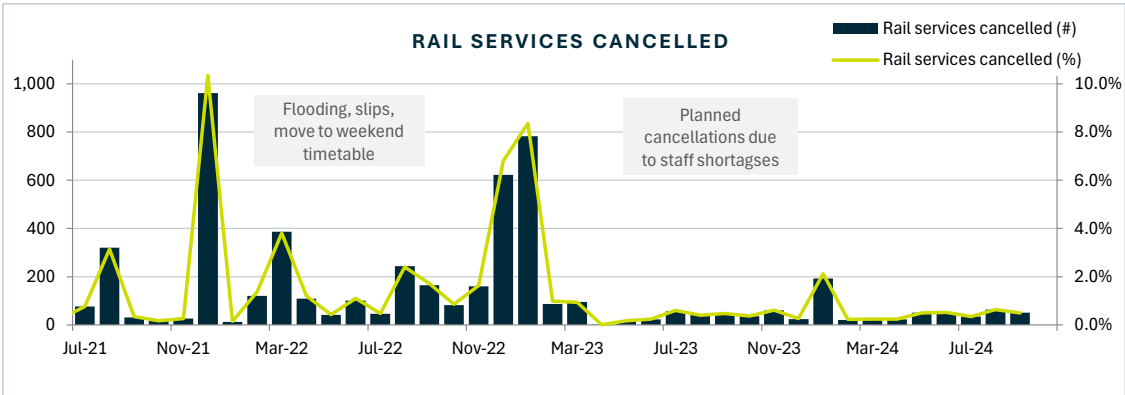
	Sep-24	Sep-23	Change
Hutt Valley	89.6%	93.3%	-3.7%
Johnsonville	91.6%	82.4%	9.2%
Kapiti	84.0%	94.4%	-10.4%
Wairarapa	72.0%	91.7%	-19.7%
Total	**87.9%**	**91.3%**	**-3.4%**

Reliability - year to date (July - September)

	2024/25	2023/24	Change
Hutt Valley	95.1%	95.9%	-0.8%
Johnsonville	96.2%	89.0%	7.2%
Kapiti	91.9%	95.6%	-3.7%
Wairarapa	84.7%	83.9%	0.8%
Total	**94.1%**	**93.8%**	**0.3%**

In September, 18.5% of rail services were replaced by buses, compared to 15.5% the previous month.

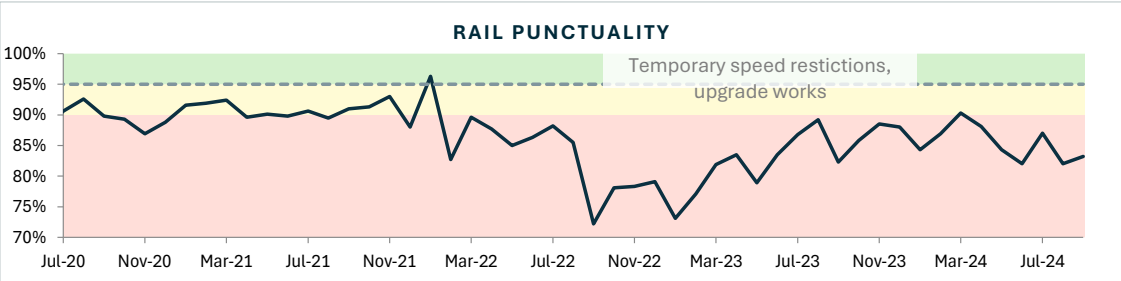




In September, there were 9,583 rail trips run, carrying 899,550 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.



Punctuality - current month

	Sep-24	Sep-23	Change
Hutt Valley	89.4%	81.8%	7.6%
Johnsonville	94.3%	96.0%	-1.7%
Kapiti	70.8%	87.2%	-16.4%
Wairarapa	32.0%	3.4%	28.6%
Total	**83.2%**	**82.3%**	**0.9%**

Punctuality - year to date (July - September)

	2024/25	2023/24	Change
Hutt Valley	90.6%	81.1%	9.5%
Johnsonville	95.9%	85.8%	10.1%
Kapiti	71.8%	84.2%	-12.4%
Wairarapa	19.2%	8.4%	10.8%
Total	**84.1%**	**79.2%**	**4.9%**

Rail network owner

Commentary

This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicator (KPI) results below are for Wellington Network Services only and represent the measures in the contract. The following delays are not counted in the network owner's KPI results:

- *Network Temporary Speed Restrictions (TSR) relating to work being addressed by the Wellington Metro Upgrade Programme (WMUP). If this were included, the impact on performance measures would be significantly lower.*
- *Metro Rail Services Operator (Transdev) initiated delays.*
- *Events caused by third parties other than KiwiRail, which cause delays on the rail network.*
- *'Force Majeure' events such as weather induced issues that can cause delays; this includes all delays associated with slope instability and weather warning events.*

Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.

September Commentary

KiwiRail contractual performance in September improved on the previous month with both punctuality and reliability increasing.

Severe weather impacted the metro network throughout the month resulting in slips and track closures. On the 1st of September, a slip closed the down main between North Junction and Paekakariki. Overhead power was isolated, and track gangs worked to clear debris while services were replaced by buses between Plimmerton and Waikanae.

On the Johnsonville Line a slip occurred on the 16th of September, after inspection this resulted in a 10kph speed restriction being temporarily applied. On the 19th of September rockfall and a tree fouled the track with branches caught in the OHL at Johnsonville. An emergency power isolation was carried out and the track closed while infrastructure staff worked to clear the track and overhead of debris.

Temporary Speed Restrictions (TSR's) on the Kapiti Line (NIMT) continue to impact performance with the Kapiti Line being over KPI throughout the month. A defective weld repair at the 21.945km planned for the weekend of 15th of September was unable to be carried out to due stop work requirements on Traction Isolations. This will now be replanned for after Labour weekend. Multiple Slip sites remain under TSR leading to high delay minutes.

On the Wairarapa Line a location is still under speed restriction as Wellington Water complete the last of their works. The sewer pipe has now been repaired with some minor follow up work required and a permanent work plan to be provide before the TSR can be lifted.

Two incidents of cable theft in Tunnel 2 on the Kapiti Line (NIMT) significantly impacted the network during September. The first occurring on the evening of the 8th of September with Signals Technicians working through the night to repair cable for in time for the AM Peak. Further theft occurred on the 25th of September with Signal Technicians replacing 150 metres of cable.

KPI summary

Network Availability

Line closures on the 1st September (NIMT) 19th September (Johnsonville) both were severe weather related.

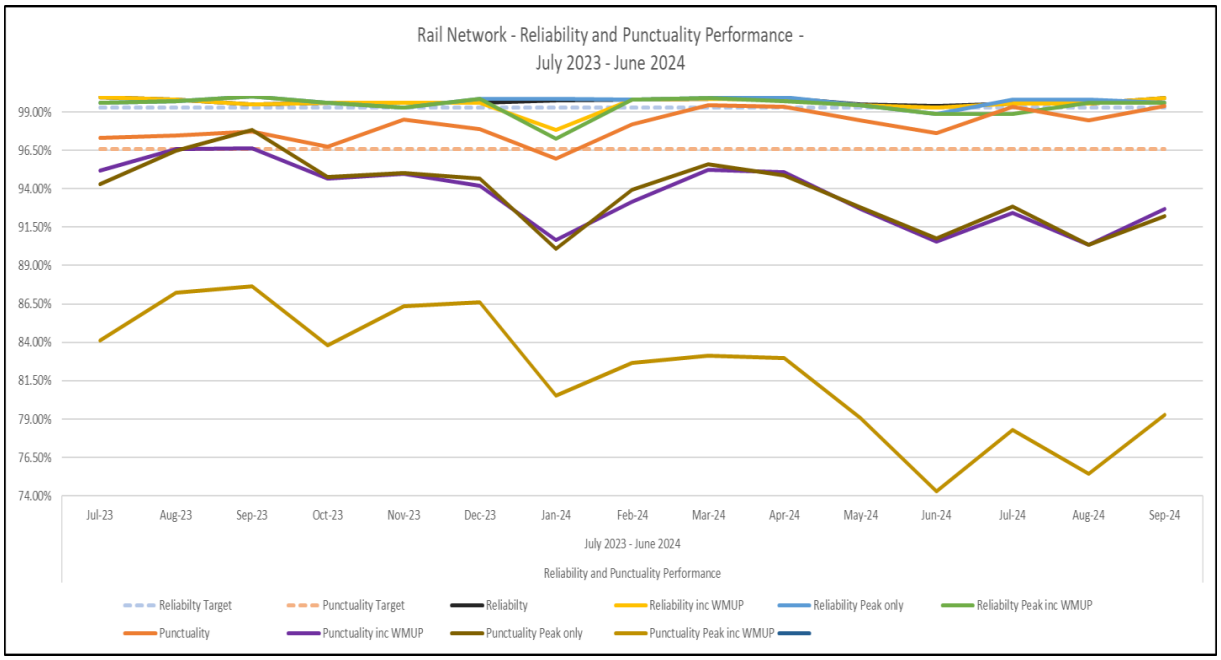
Maintenance Compliance

Maintenance is 100% compliant across both Track and 84% compliant across STTE.

Maintenance Backlog (not Renewals)

One 'Signals' work order is outstanding for the Level Crossing Alarm at Ngamutawa Road in Masterton, it is in plan status and is currently with Signals Engineering for design. One Track work order remains open for over a Tilt Sensor over threshold at 25.800km on the NIMT.

*Graph showing Network Punctuality and reliability performanc*e trends



Attachment 1 to Report 24.538

Operational performance

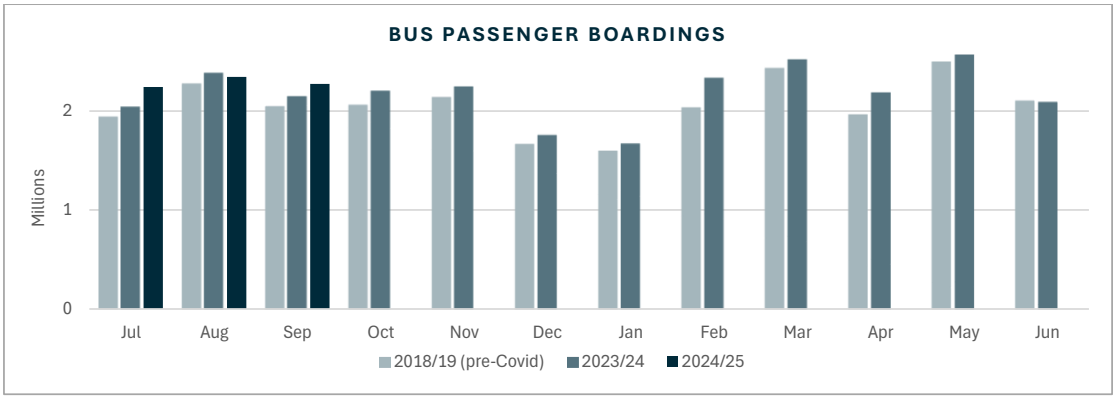
Patronage

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.

Bus passenger boardings

September bus passenger boardings were 5.9% higher than the same month last year, and 4.4% higher for the year to date.

Boardings this month were 1.4% higher than September 2019 numbers (pre-Covid).



Boardings by area - current month

	Sep-24	Sep-23	% Change
Wellington	1,682,622	1,592,855	5.6%
Hutt Valley	430,768	409,043	5.3%
Porirua	87,979	75,804	16.1%
Kapiti	58,269	55,057	5.8%
Wairarapa	14,137	13,901	1.7%
Total	**2,273,775**	**2,146,660**	**5.9%**

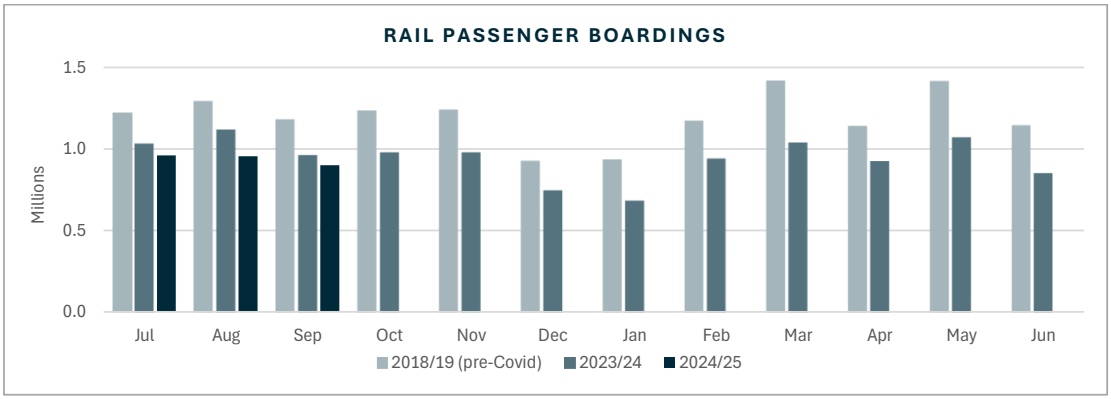
Boardings by area - year to date (July - September)

	2024/25	2023/24	% Change
Wellington	5,088,847	4,910,504	3.6%
Hutt Valley	1,292,027	1,220,268	5.9%
Porirua	265,145	231,117	14.7%
Kapiti	175,046	167,778	4.3%
Wairarapa	42,174	42,980	-1.9%
Total	**6,863,239**	**6,572,647**	**4.4%**

Rail passenger boardings

September rail passenger boardings were 7.3% lower than the same month last year, and 9.6% lower for the year to date.

Boardings this month were 28.7% lower than September 2019 numbers (pre-Covid).



Boardings by line - current month

	Sep-24	Sep-23	% Change
Hutt Valley	395,939	405,465	-2.3%
Kapiti	353,829	397,726	-11.0%
Johnsonville	97,857	105,882	-7.6%
Wairarapa	41,924	50,459	-16.9%
Total	**889,549**	**959,532**	**-7.3%**

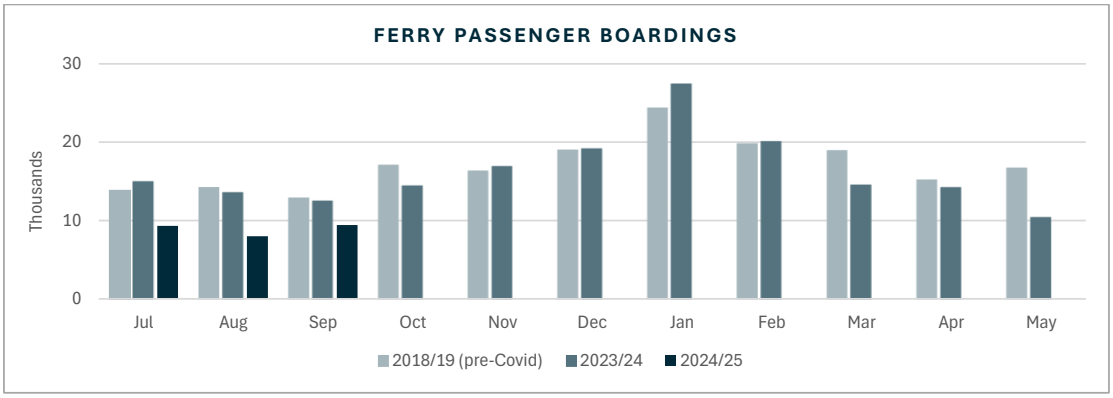
Boardings by line - year to date (July - September)

	2024/25	2023/24	% Change
Hutt Valley	1,227,580	1,333,816	-8.0%
Kapiti	1,134,807	1,254,748	-9.6%
Johnsonville	294,964	353,408	-16.5%
Wairarapa	147,256	161,772	-9.0%
Total	**2,804,607**	**3,103,744**	**-9.6%**

Ferry passenger boardings

Ferry boardings show a decrease of 25.0% on the same month last year, and a decrease of 35.2% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended for 6-8 months from 19 February 2024, while improvements are made to the wharf.

Boardings for the month were 35.0% lower than September 2019 numbers (pre-Covid).



Boardings - current month

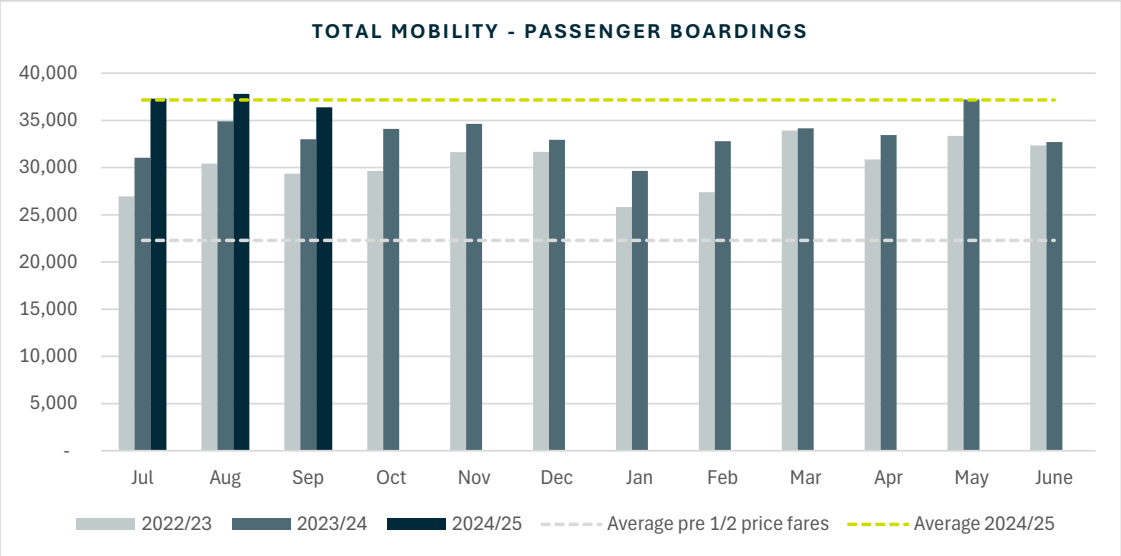
	Sep-24	Sep-23	% Change
Total	**9,436**	**12,574**	**-25.0%**

Boardings - year to date (July - September)

	2024/25	2023/24	% Change
Total	**26,747**	**41,268**	**-35.2%**

Te Hunga Whaikaha Total Mobility passenger boardings

In September there were 36,382 Te Hunga Whaikaha Total Mobility trips, an increase of 10.3% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.

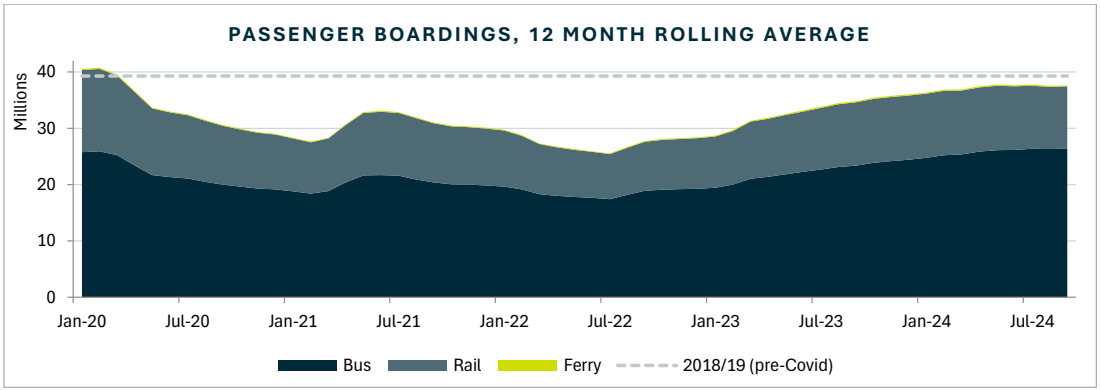


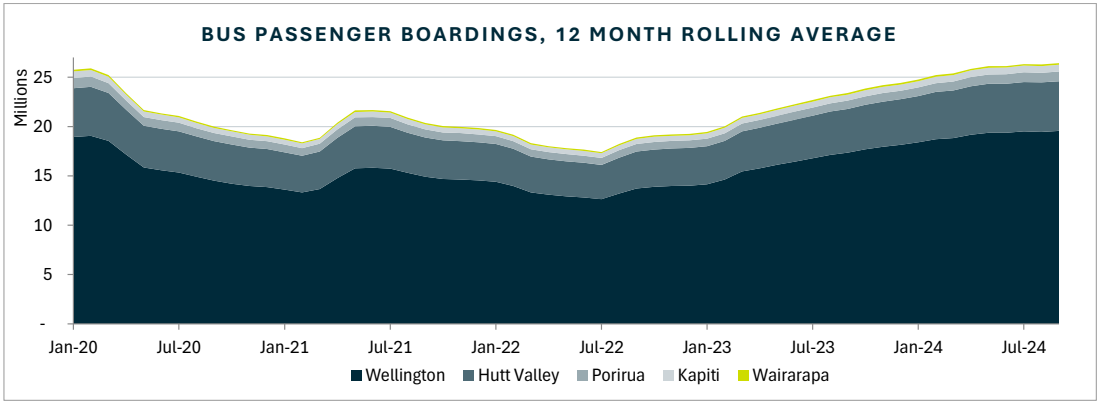
Passenger boardings trend – 12 month rolling totals

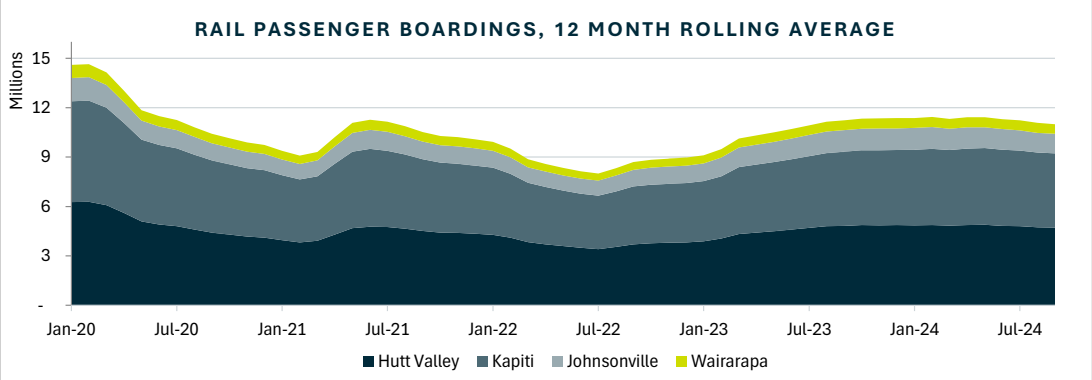
The following graphs show the number of passenger boardings using a 12-month rolling total.

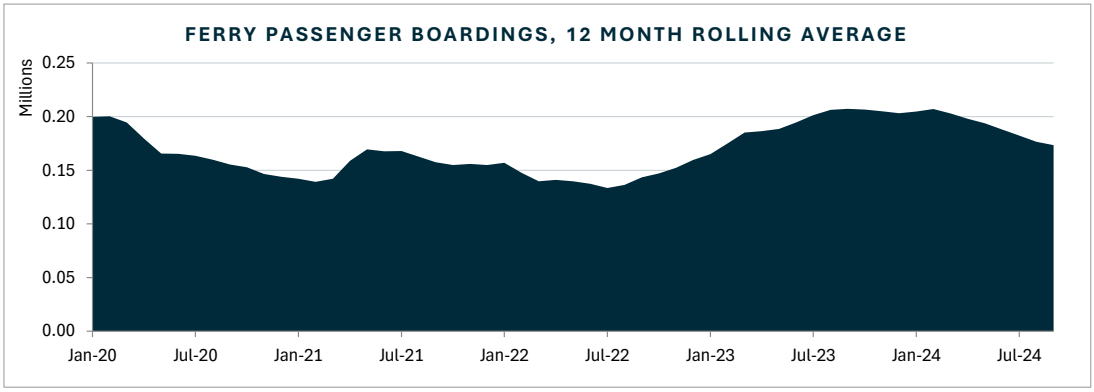
Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

There had been continuing growth up to February 2020, then decreases 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 this has not yet reached pre-Covid levels, as shown by the dotted line in the graph below.





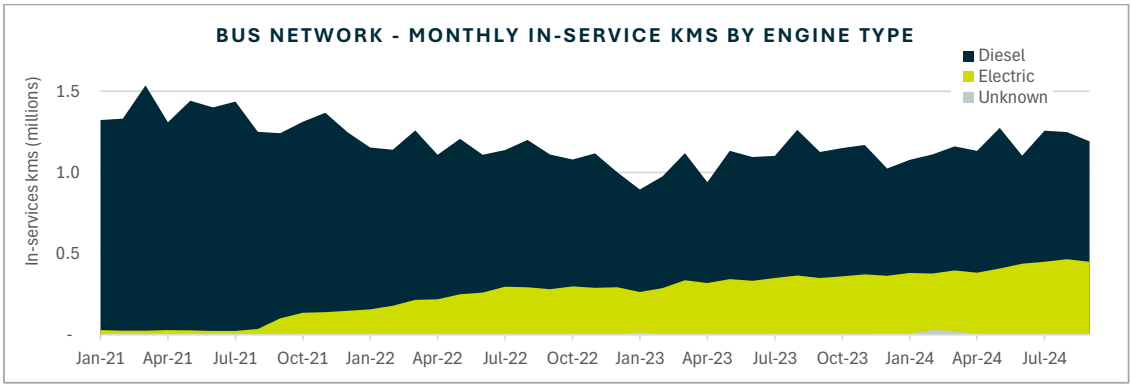




Bus emissions

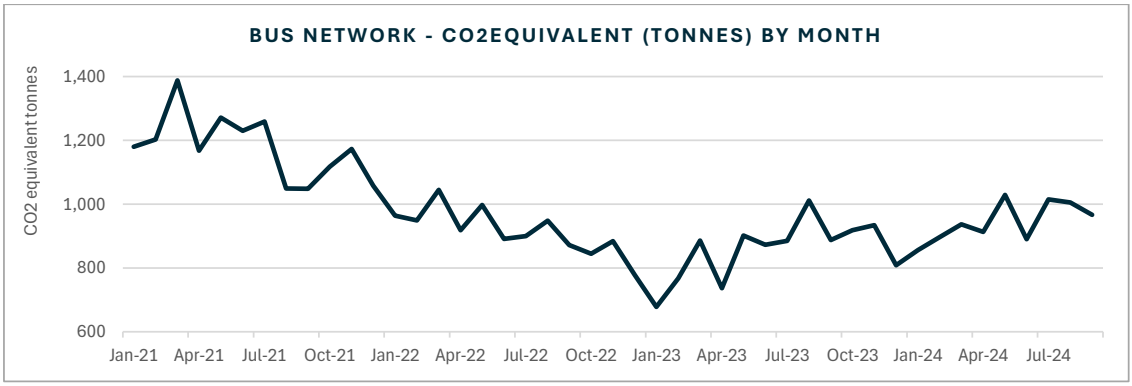
In-service kilometres by engine type

The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



CO2 equivalent tonnes

The graph below shows the monthly CO2 equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



Bus vehicles by engine type

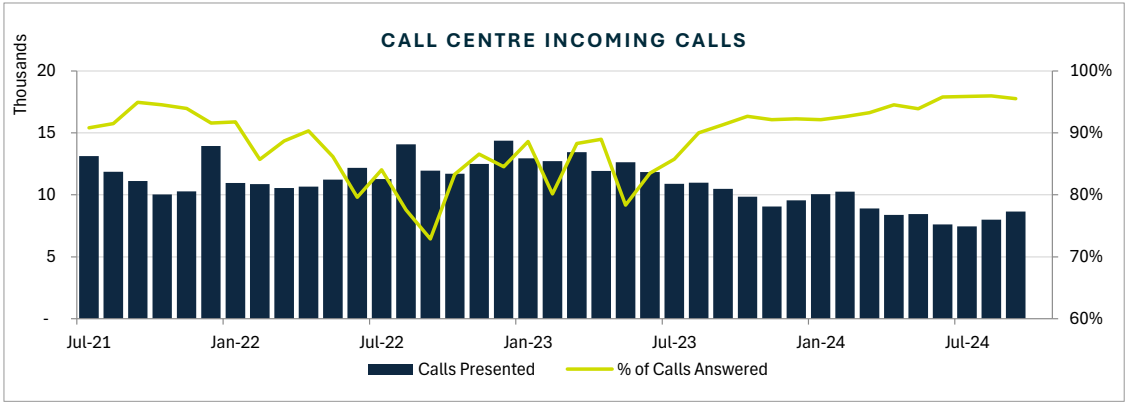
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in September 2024.

Engine type	Count
Electric	99
EURO3	45
EURO4	19
EURO5	70
EURO6	213
Unknown	6
Total	**452**

Customer contact

Call centre incoming calls

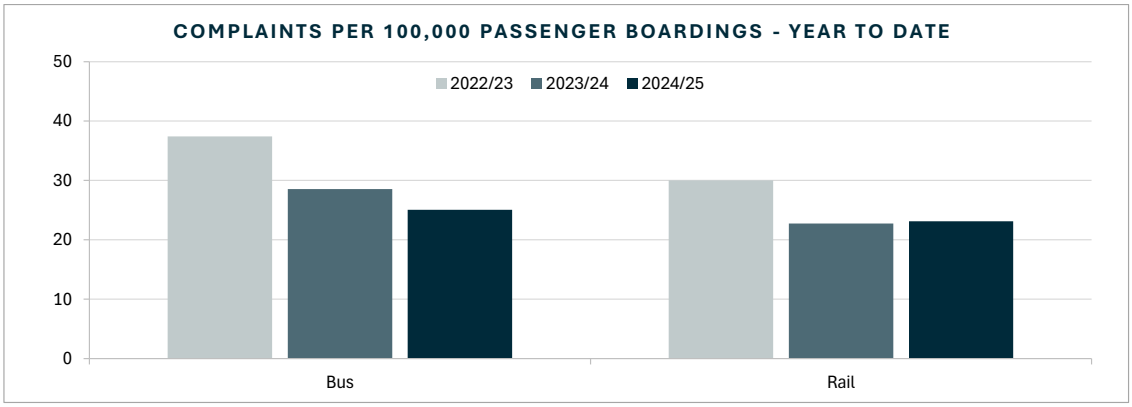
Metlink answered 95.5% of the 8,644 calls received in September.

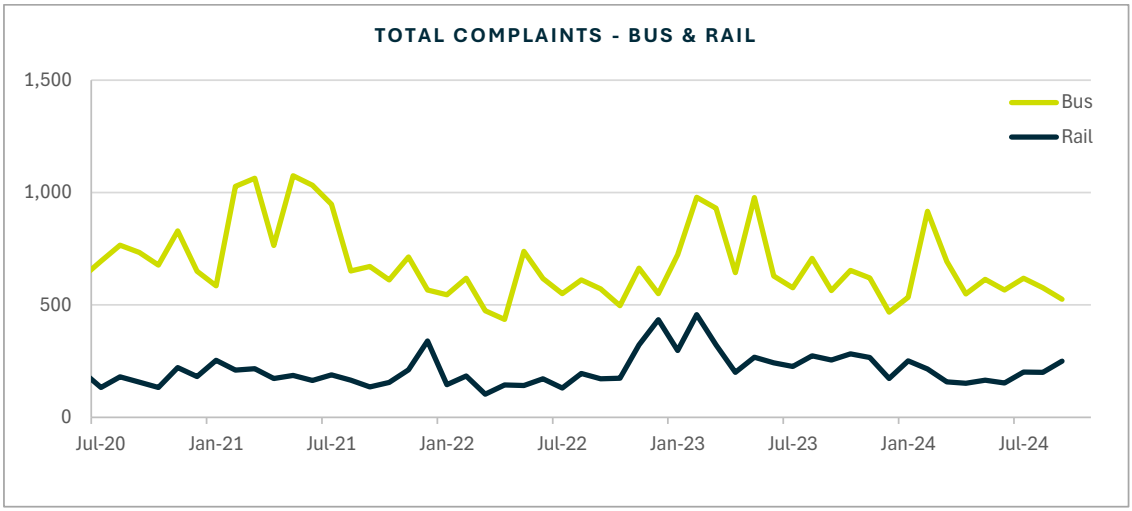


Complaints

Complaints volume

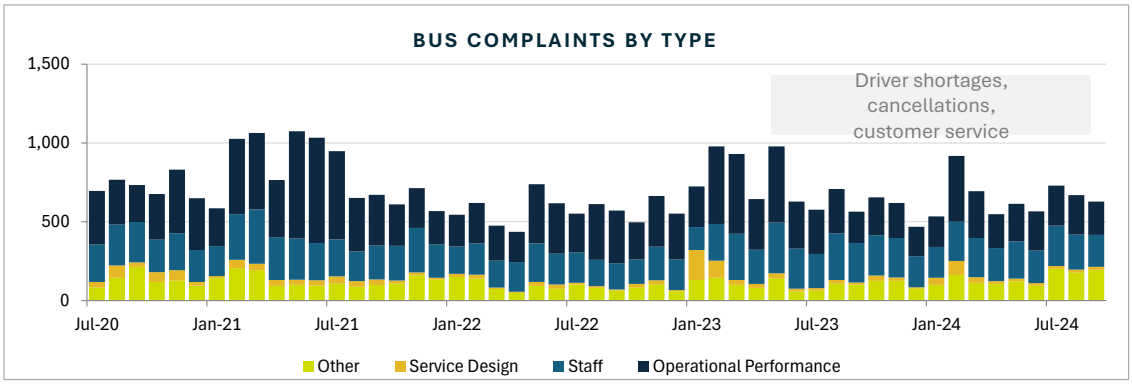
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.





Bus complaints

Bus complaints for the month were 6.9% lower than September last year, and 6.9% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

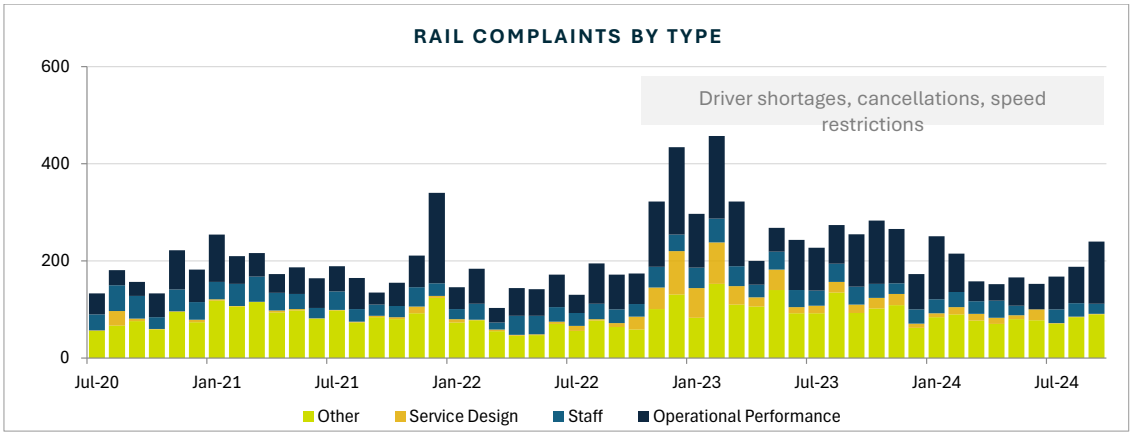
	Sep-24	Sep-23	Change
Wellington			
Newlands, Tawa	47	35	34.3%
East-West, City	158	179	-11.7%
North-south, Khandallah, Brooklyn	162	155	4.5%
Hutt Valley	117	143	-18.2%
Porirua	21	29	-27.6%
Kapiti	17	20	-15.0%
Wairarapa	3	3	0.0%
Total	**525**	**564**	**-6.9%**

Bus complaints - year to date (July - September)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	124	117	6.0%
East-West, City	553	517	7.0%
North-south, Khandallah, Brooklyn	491	615	-20.2%
Hutt Valley	394	443	-11.1%
Porirua	83	90	-7.8%
Kapiti	60	53	13.2%
Wairarapa	16	13	23.1%
Total	**1,721**	**1,848**	**-6.9%**

Rail complaints

Rail complaints increased during September, this can be attributed to operational performance, which was impacted by the industrial action on the rail network.



Rail complaints - current month

	Sep-24	Sep-23	Change
Hutt Valley	64	120	-46.7%
Kapiti	103	68	51.5%
Johnsonville	17	16	6.3%
Wairarapa	19	19	0.0%
General	47	32	46.9%
Total	**250**	**255**	**-2.0%**

Rail complaints - year to date (July - September)

	2024/25	2023/24	Change
Hutt Valley	209	271	-22.9%
Kapiti	221	212	4.2%
Johnsonville	32	52	-38.5%
Wairarapa	61	76	-19.7%
General	128	145	-11.7%
Total	**651**	**756**	**-13.9%**

Financial performance

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 September 2024, there was a budget shortfall of $1.4 million for the month across bus and rail services. The year-to-date budget shortfall is $2.9 million.

The budgeted fare revenue includes expected Crown funding allocations for Community Connect, However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 24/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

- the budget being phased evenly across the year;
- lower patronage due to school and public holidays during July; and
- lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

The assumptions behind the fare revenue budget are being tested and a reforecast is being worked on.

Differences shown between rail and bus revenue is due to an accounting reclassification of monthly pass sale revenue between bus and rail. The total excess/shortfall has been corrected, however the balance between bus and rail is affected by the accounting reclassification.

Fare revenue - current month

	Sep-24	Budget	Excess/Shortfall
Bus	2,153,212	3,861,872	- 1,708,659
Rail	4,499,078	4,186,172	312,906
Total	**$ 6,652,290**	**$ 8,048,044**	**- $ 1,395,754**

Fare revenue - year to date (July - September)

	2024/25	Budget	Excess/Shortfall
Bus	10,889,337	11,585,615	- 696,278
Rail	10,305,916	12,558,517	- 2,252,601
Total	**$ 21,195,253**	**$ 24,144,132**	**-$ 2,948,879**

Buses Replacing Trains

To help customers better plan their travel, Bus replacement information is available on the Metlink website on the buses replacing trains page. Copies of the current calendars are provided below. Please click on the calendar to link through to the bus replacement information for that specific line, which includes bus replacement timetables for each date.

Hutt Valley Line

● All day
○ Part of the day

October 2024							November 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
	1	2	3	4	● 5	● 6					1	2	● 3
○ 7	○ 8	○ 9	○ 10	11	● 12	○ 13	○ 4	○ 5	○ 6	7	8	● 9	● 10
○ 14	○ 15	○ 16	○ 17	18	19	20	○ 11	○ 12	○ 13	○ 14	15	● 16	● 17
○ 21	○ 22	○ 23	○ 24	25	● 26	● 27	○ 18	○ 19	○ 20	○ 21	22	● 23	● 24
● 28	29	30	31				25	26	27	28	29	30	

Melling Line

● All day
○ Part of the day

October 2024							November 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
	1	2	3	4	5	6					1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
○ 14	○ 15	○ 16	○ 17	18	19	20	11	12	13	14	15	16	17
○ 21	○ 22	○ 23	○ 24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	

Kāpiti Line

● All day
○ Part of the day

October 2024							November 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
	1	2	3	○ 4	● 5	● 6					1	2	● 3
○ 7	○ 8	○ 9	10	11	● 12	● 13	○ 4	○ 5	○ 6	7	8	● 9	● 10
○ 14	○ 15	○ 16	17	18	19	20	○ 11	○ 12	○ 13	14	15	16	● 17
21	22	23	24	25	● 26	● 27	○ 18	○ 19	○ 20	21	22	● 23	● 24
● 28	29	30	31				25	26	27	28	29	30	

Attachment 2 to Report 24.538

Johnsonville Line

● All day
○ Part of the day

October 2024							November 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
	1	2	3	4	● 5	● 6					1	2	● 3
○ 7	○ 8	○ 9	10	11	● 12	● 13	○ 4	○ 5	○ 6	7	8	● 9	● 10
○ 14	○ 15	○ 16	17	18	19	20	○ 11	○ 12	○ 13	14	15	16	17
21	22	23	24	25	● 26	● 27	18	19	20	21	22	● 23	● 24
● 28	29	30	31				25	26	27	28	29	30	

Wairarapa Line

● All day
○ Part of the day

October 2024							November 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
	1	2	3	4	● 5	● 6					1	2	○ 3
○ 7	8	9	10	11	● 12	● 13	4	5	6	7	8	● 9	● 10
○ 14	○ 15	○ 16	○ 17	18	19	20	○ 11	○ 12	○ 13	○ 14	15	● 16	● 17
○ 21	○ 22	○ 23	○ 24	25	● 26	● 27	○ 18	○ 19	○ 20	○ 21	22	● 23	● 24
● 28	29	30	31				25	26	27	28	29	30	

KiwiRail provides further information about the full programme of KiwiRail works on their website.

Transport Committee
24 October 2024
Report 24.581

For Information

PUBLIC TRANSPORT OPERATOR UPDATE – MANA

Te take mō te pūrongo
Purpose

1. To provide the Transport Committee with a brief overview of public transport bus operator Mana'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 2024 to provide a brief overview of their business.

Ngā tūāoma e whai ake nei
Next steps

4. A senior manager from Mana will speak to **Attachment 1** at the Committee's meeting on 24 October 2024.

Ngā āpitihanga
Attachment

Number	Title
1	Mana presentation

Ngā kaiwaitohu
Signatories

Writer	Margaret Meek – Principal Advisor Public Transport Governance
Approvers	Matthew Chote – Senior Manager Operations and Partnerships Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

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

Attachment 1 to Report 24.581

transdev
the mobility company

MANA – NEWLANDS
by transdev

Council Presentation 19 October 2023

Company Overview

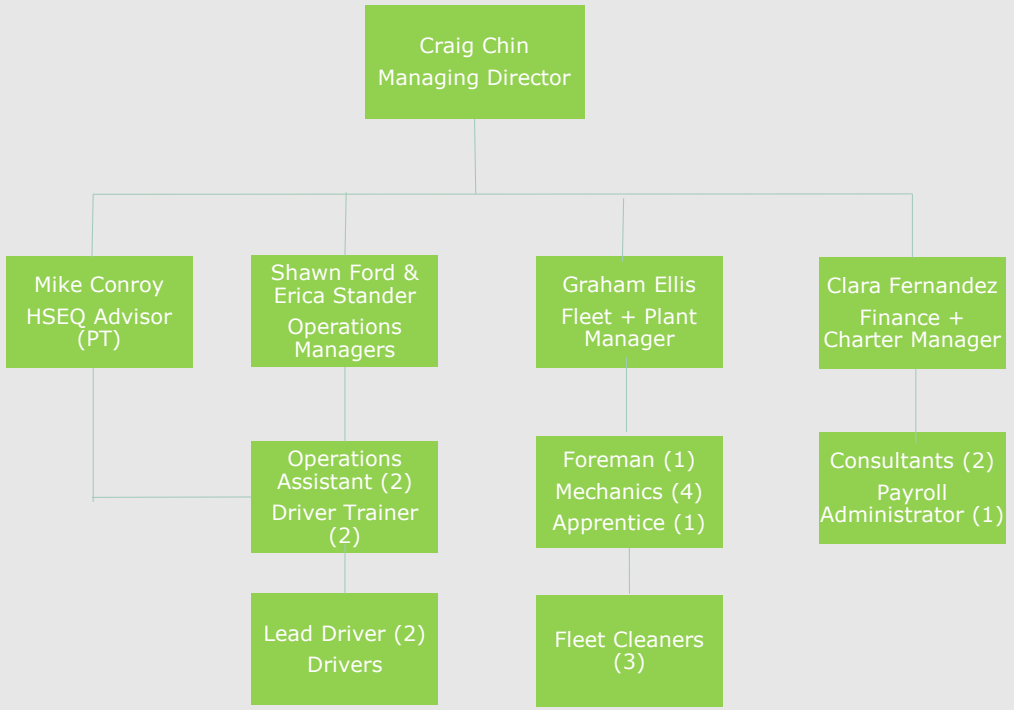
- **Key Facts**
  - **Culture**
    Previously family owned and operated businesses. Has kept that feel.
  - **Depots**
    Head Office based in Newlands, two other depots in Miramar and Porirua.
  - **PTOM Contracts**
    Unit 8 (Newlands), Unit 18 (Tawa) DAU
    Airport Express and On Demand Trial

transdev
the mobility company

Mana's Team

Circa 120 Staff

- Extremely flat Structure
- Strong and respected relationships
- Trusted staff
- Experienced team.
- Well trained Drivers
- Low staff turnover



transdev

MANA-NEWLANDS by transdev

Attachment 1 to Report 24.581

Staff Retention

Positives

- Mana has managed to stay out of driver shortages throughout the PTOM contract.
- Low staff turnover throughout driven through culture.
- Try and drive a culture of responding to frontline staff.
- Ensuring that we have an open-door policy to communicate with staff.

Challenges

- Challenging labour market and we did experience a shortfall of drivers for two months.
- Driver conditions and split shifts.
- Changing expectations of younger generations.

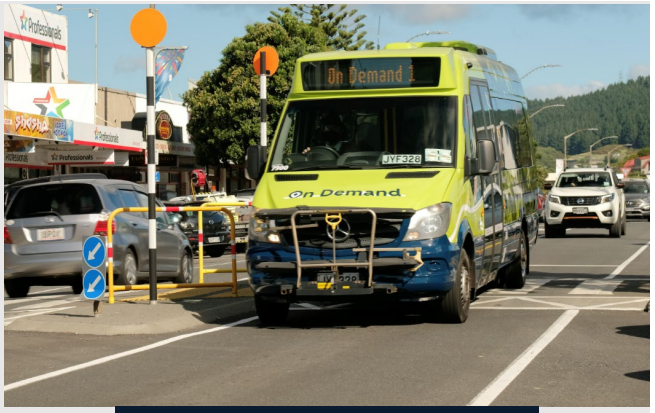
Our Fleet

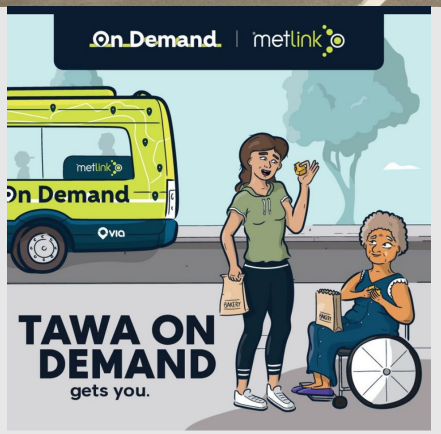
- AX service is run with Yutong E13s – purchased for contract start date in 2022
- Two new growth buses ordered which are also Yutong E13's scheduled to arrive Q1 2025
- 6 ADL E500 DD's
- 7 ADL E200's single deck vehicles
- 7 Scania K280
- 8 Volvo B7R
- On Demand Trial fleet 6 Mercedes sprinters owned by GWRC

On Demand Trial

What We've Learned

- Does take a tripartite approach for succuss.
- Created a different working environment with different relationships formed than fixed route services.
- For those who use the service they really do like it.
- Completely different experience for both passengers and drivers.
- Requires a larger focus operationally.
- Vehicles have caused some issues due to prior upkeep.
- Different training considering it's a more tailored service.





Mana's Focus

- Continued operational excellence.
- Working in true partnership with GWRC.
- Focus on the health & Wellbeing of staff.
- Review space and determine appropriate alternative for space constraints at Newlands depot.
- Implementation and improvement of best practice and systems.

transdev

MANA–NEWLANDS by transdev

Attachment 1 to Report 24.581

Transdev's global knowledge

- Collision reduction taskforce
- Combining resources and solving like problems across ANZ.
- Rapid expansion of EV's across all 5 Transdev operated bus businesses.
- Further sharing of best practice and development on EV vehicles.
- Continued consideration of innovative technologies.

transdev

MANA–NEWLANDS by transdev

Attachment 1 to Report 24.581

Mana Newlands by Transdev - Challenges

- Depot space and limitations
- Aging workforce/Gender diversity
- Legislative changes
- Working with Metlink on infrastructure decisions that impact us as an operator.

PTOM Challenges

- Increased disruptions and roadworks.
- Driver conditions

Attachment 1 to Report 24.581