



If calling, please ask for Democratic Services

Transport Committee

Tuesday 10 June 2025, 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 (UNCPRD)
 - b Transport demand management, including Vehicle Kilometres Travelled (VKT) reduction, and active mode promotion initiatives.
- 2.7 Oversee Council's involvement in jointly-managed regional and national transport programmes and projects, including Let's Get Wellington Moving and the National Ticketing Solution.
- 2.8 Consider matters relating to public ownership of public transport and recommend on these to Council.

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

3 Delegations

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

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

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

4 Members

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

5 Voting entitlement

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

6 Quorum

Seven Committee members.

Transport Committee

Tuesday 10 June 2025, 9.30am

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

Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public Participation		
4.	Confirmation of Public Minutes of the Transport Committee – Wellington Regional Public Transport Plan 2025-35 Hearing on 6 and 7 May 2025	25.181	6
5.	Confirmation of Public Minutes of the Transport Committee meeting on Thursday 8 May 2025	25.182	18
6.	Update on the progress of action items from previous Transport Committee meetings – June 2025	25.225	21
7.	Emerging Trends in Transport	25.224	33
8.	Public Transport Advisory Group Meeting – 22 May 2025	25.241	64
9.	Performance of Easter/ANZAC Rail Replacement Services	25.257	68
10.	Wellington Metropolitan Rail Network Performance and Funding Challenges - Update	25.158	75
11.	Public Transport Performance – April 2025	25.223	81



Please note these minutes remain unconfirmed until the Transport Committee meeting on 10 June 2025.

Report 25.181

Public minutes of the Transport Committee – Wellington Regional Public Transport Plan 2025-35 Hearing on 6 and 7 May 2025

Tuesday 6 May 2025

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington, at 9.36am

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (from 9.36am until 10.59am, and from 11.20am until 11.27am)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor
Councillor Laban
Councillor Lee (from 9.36am until 11.17am, and from 11.49am until 12.45pm)
Councillor Ponter (from 9.36am until 11.27am, and from 11.56am until 12.03pm, and from 12.20pm)
Councillor Staples (from 9.36am until 12.02pm, and from 1.44pm)

Andrew Lensen

Karakia timatanga

The Committee Chair opened the hearing with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Gaylor / Cr Connelly

That the Committee accepts the apologies for absence from Councillors Kirk-Burnnand, Ropata and Saw, and for early departure from Councillors Lee and Woolf.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Process for the Hearing of Submissions and Feedback – Report 25.165

Moved: Cr Bassett / Cr Gaylor

That the Committee:

- 1 Agrees to the hearing process as set out in this report.
- 2 Accepts the late submission received on the draft Regional Public Transport Plan 2025-35

The motion was **carried**.

The hearing adjourned at 9.39am and resumed at 10.08am.

4 Hearing of oral presentations

A timetable of oral presentations was circulated.

Submitters were heard in the following order:

Hearing order	Submission number	Name and organisation
1	RPTP028	Roger Boulter (via Teams)
2	RPTP048	Averil Bramley, Mount Victoria Residents' Association
3	RPTP863	Alice Miller (via Teams)
4	RPTP829	Chris Norton
5	RPTP012	Diana Ponsford and Martin Halliday, Kāpiti Health Advisory Board
6	RPTP082	Andrew Langton
7	RPTP002	Blake Forbes and Nick Ruane
8	RPTP053	Delaney Myers, Bus and Coach Association

Councillor Woolf left the hearing at 10.59am during the speaking time of speakers 7, returned at 11.20am during speaker 8, and left at 11.27am and did not return.

Councillor Lee left the hearing at 11.17am during the speaking time of speakers 7 and returned at 11.49am.

The hearing adjourned at 11.27am and resumed at 11.49am.

Hearing order	Submission number	Name and organisation
9	RPTP035	Stephen Blyth and Asher Goldman, Low Carbon Kāpiti
10	RPTP014	Alan Smith
11	RPTP015	Arunan Noble and Jack Graham, Better Buses Ōwhiro Bay
12	RPTP041	David Smith
13	RPTP771	Pete Gent

Councillor Ponter left the meeting at 11.27am and returned at 11.56am during the speaking time of speakers 9.

Councillor Staples left the meeting at 12.02pm during the speaking time of speakers 9 and returned at 1.44pm.

Councillor Ponter left the hearing at 12.03pm during the speaking time of speakers 9 and returned at 12.20pm during the speaking time of speaker 12.

Councillor Lee left at 12.45pm and did not return.

The hearing adjourned at 12.45pm and resumed at 1.44pm.

Hearing order	Submission number	Name and organisation
14	RPTP030	Mayor Janet Holborow (via Teams), Kāpiti Coast District Council
15	RPTP281	Fiona Beals
16	RPTP052	Thomas Bryan, Blind Citizens New Zealand
17	RPTP827	Stewart Sexton

The Committee Chair advised that the hearing would adjourn and reconvene at 10.30am on Wednesday 7 May 2025.

Karakia whakamutunga

The Committee Chair adjourned the hearing with a karakia whakamutunga.

The hearing adjourned at 2.41pm.

Wednesday 7 May 2025

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington, at 10.32am

Members Present

Councillor Nash (Chair)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor
Councillor Laban (until 3.02pm)
Councillor Lee
Councillor Ponter (until 12.16pm and from 1.39pm to 3.01pm)
Councillor Staples

Andrew Lensen (from 11.33am)

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

5 Apologies

Moved: Cr Staples / Cr Gaylor

That the Committee accepts the apology for absence from Councillors Kirk-Burnnand, Ropata, Saw and Woolf, and the apology for lateness from Andrew Lenson.

The motion was **carried**.

6 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

7 Hearing of oral presentations

A timetable of oral presentations was circulated.

Submitters were heard in the following order:

Hearing order	Submission number	Name and organisation

19	RPTP051	Peri Zee
20	RPTP046	Evzen Novak
21	RPTP705	Liz Perno
22	RPTP022	Kat Thorstrand-Mitchell
23	RPTP054	Susan Phillip, Lisa Poynton and Peri Zee, Horowhenua District Council

Andrew Lenson arrived at 11.33am during the final submitter.

The meeting adjourned at 11.34am and resumed at 11.55am. Councillor Lee and Andrew Lensen were not present when the meeting resumed.

Hearing order	Submission number	Name and organisation
24	RPTP916	Lance Pratley
25	RPTP832	Hayes Stackhouse
26	RPTP050	Carly Dove-Mcfalls & Simeon Collier-foley, Generation Zero Wellington
27	RPTP029	Councillor Randle, Councillor Free and Sean Audain (Via Teams), Wellington City Council

Councillor Lee returned from the adjournment at 11.56am.

Andrew Lensen returned from the adjournment at 11.56am.

The meeting adjourned at 12.42pm and resumed at 1.34pm. Councillor Ponter was not present when the meeting resumed.

8 Analysis of Submissions to the Draft Wellington Regional Public Transport Plan 2025-35

Moved: Cr Staples / Cr Gaylor

That the Committee:

- 1 Considers the submissions on the draft Wellington Regional Public Transport Plan 2025 - including the summary of submissions received on the draft Wellington Regional Public Transport Plan - Summary and analysis of submissions on Wellington Regional Public Transport Plan 2025 – Global Research (Attachment 1) - together with the officer comments (set out in this report) in determining its findings and recommendations to Council.

The motion was **carried**.

Councillor Ponter returned to the meeting at 1.39pm, during the introduction of the above motion.

Moved: Cr Duthie / Cr Gaylor

That the Committee:

- 2 Requests that responsible officers work with the Committee Chair to make editorial changes to the draft RPTP in line with Committee deliberations prior to the final RPTP being presented to Council for adoption.

The motion was **carried**.

Moved: Cr Laban / Cr Lee

That the Committee:

- 3 Recommends that Council retains the activities and policies outlined in the draft RPTP as they will contribute to a public transport network that is efficient, equitable, accessible and low carbon.

The motion was **carried**.

Moved: Cr Laban / Cr Bassett

That the Committee:

- 4 Recommends that the work programme to implement a network of high-frequency bus corridors in the Wellington Region is retained.

The motion was **carried**.

Moved: Cr Staples / Cr Connelly

That the Committee:

- 5 Requests that officers continue to align the timing of the park and ride demand management workstream with integrated ticketing and to consider rail patronage stabilisation and introduction of congestion charging.

The motion was **carried**.

Moved: Cr Duthie / Cr Connelly

That the Committee:

- 6 Recommends that the work programme to redevelop Waterloo Station be retained noting further direction and decisions will be sought from Council on 21 August 2025.

The motion was **carried**.

Moved: Cr Ponter / Cr Staples

That the Committee:

- 7 Recommends to Council that it initiate a 6-month off peak trial on public transport based off the recent Auckland Transport trial.

The motion was put, and a division vote was called:

Votes for the motion were: Councillors Gaylor, Lee, Ponter, and Staples

Votes against the motion were: Councillors Bassett, Connelly, Duthie, Laban and Nash

The motion was **lost** by 5 votes to 4.

Moved: Cr Connelly / Cr Duthie

That Committee:

- 7 Recommends that the current rules for animals travelling on public transport services are retained without further liberalisation.

The motion was put, and a division vote was called:

Votes for the motion were: Councillors Bassett, Connelly, Duthie, Gaylor, Laban and Nash

Votes against the motion were: Councillors Lee, Ponter, and Staples

The motion was **carried** by 6 votes to 3.

Moved: Cr Lee / Cr Laban

That the Committee:

- 8 Recommends that officers investigate opportunities to accelerate the phase out of cash payments prior to the introduction of integrated electronic ticketing including through promotions to make Snapper usage more affordable and accessible.

The motion was **carried**.

The meeting adjourned at 2.27pm and resumed at 2.33pm.

Moved: Cr Staples / Cr Gaylor

That the Committee:

- 9 Recommends that Metlink pursues improvements to public transport bus services in the following areas, subject to available funding, and that these improvements are included in the final RPTP for adoption by Council:
- a Wainuiomata – increased frequency of services and better connections to Hutt Hospital – in advance of a review of the wider Hutt City network in 2026
 - b Waikanae-Ōtaki-Levin (inter-regional services) – route extension/direction changes and increased frequency
 - c Porirua – extending services into Aotea

- d Tawa – extending service into Grenada North and increased frequency.

The motion was **carried**.

Councillor Ponter left the meeting at 3.01pm during the debate on the above motion and did not return.

Councillor Laban left the meeting at 3.02pm during the debate on the above motion and did not return.

Moved: Cr Staples / Cr Connelly

That the Committee:

- 10 Acknowledges and shares the immense frustration surrounding rail performance to and from the Wairarapa and reaffirms the Committee's commitment to taking urgent action with regard to operation of the services and maintenance and renewal of the infrastructure to provide better services and better value for money to the community.

The motion was **carried**.

Moved Cr Lee / Cr Nash

That the Committee:

- 11 Recommends the following actions associated with public transport services to and from Ōwhiro Bay:
 - a Implement changes already proposed for Ōwhiro Bay (two additional morning and afternoon trips to improve access to Wellington hospital)
 - b Investigate extending the #1 and #7 services to Ōwhiro Bay
 - c Investigate changes to service scheduling to Ōwhiro Bay to facilitate school drop-off.

The motion was **carried**.

Moved Cr Duthie / Cr Lee

That the Committee:

- 12 Recommends officers investigate the following accessibility measures:
 - a Options for remedial action on wharfs and ferry for accessibility
 - b Assess feasibility of converting #81 services to 85x service
 - c Carry out a review/audit of all printed timetables at bus stops
 - d Investigate additional accessibility measures for bus stops including potential audio announcements
 - e Review progress of previous Council action on council owned mobility vehicles and report back to Committee.

The motion was **carried**.

- 13 Recommends officers action the following accessibility measures:
- a Establish fixed stops for new Tawa service
 - b Take action to ensure On Board Announcements on bus are delivered to Council expectations
 - c Ensure accessibility requirements are included in standards for any new or refurbished ferry infrastructure
 - d Review language used in RPTP relating to disabled passengers to remove 'deficit framing' included in the draft.

The motion was **carried**.

Moved: Cr Duthie / Cr Staples

That the Committee:

- 14 Recommends that a new focus area is included in the RPTP relating to "connections protection", in particular:
- a bus to bus and
 - b bus to rail
 - c better shelter, better connections, bus waiting for train.

The motion was **carried**.

Moved: Cr Gaylor / Cr Duthie

That the Committee:

- 15 Notes NZTA's feedback on the draft RPTP and that officers will work to address most of the points raised by NZTA in the version of the RPTP that will be presented to Council at its meeting on Thursday 26 June 2025.
- 16 Notes Wellington City Council's desire for Greater Wellington to reconsider our fare zones for Wellington City.
- 17 Notes that the requests made by Kāpiti Coast District Council will need to be carefully considered against the funding available to provide new services.
- 18 Requests that content from the Regional Strategic Rail Plan relevant to Kāpiti transport be added to the final RPTP.
- 19 Notes the feedback from Upper Hutt City Council and approves officers rewording the Strategic Events policy in the final RPTP to make it clear Metlink considers events at regional significant venues like Brewtown for event support.
- 20 Notes the feedback in the submission from Masterton District Council.
- 21 Notes the feedback in the submission from Horizons Regional Council.

- 22 Recommends work with Horizons Regional Council and Horowhenua District Council continues on improvements for rail.
- 23 Requests the Committee Chair to write to territorial authorities on the outcome of the Committee's deliberations on public submissions on the RPTP.
- 24 Notes Bus and Coach Association's and Kinetic's submissions.
- 25 Notes Transdev's submission.

The motion was **carried**.

Moved: Cr Connelly / Cr Lee

That the Committee:

- 26 Requests officers undertake a programme:
 - a To determine the feasibility of modernising and making more accessible all stations on the Metlink network
 - b Rationalise stations where closely spaced or with low patronage use
 - c Assess benefits of new stations:
 - i. North of Upper Hutt CBD
 - ii. To serve Queen Elizabeth Park
 - iii. North of Paraparaumu
 - d A loop to connect Melling and Hutt Valley Line (as per KiwiRail plan)
 - e Moving current Levin station
 - f North-South Junction double-tracking
 - g North of Waikanae double tracking.

The motion was **carried**.

Moved: Cr Bassett / Cr Staples

That the Committee:

- 27 Requests officers work with territorial authorities to identify key roading works that are needed to support urban growth and people movement in the region.
- 28 Recommends that officers investigate the current provision of community bus services for health and report back to the Committee on opportunities to support the provision of health-related transport.

The motion was **carried**.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 3.49pm

Councillor T Nash

Chair

Date:



Please note these minutes remain unconfirmed until the Transport Committee meeting on 10 June 2025.

Report 25.182

Public minutes of the Transport Committee meeting on Thursday 8 May 2025

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

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lee
Councillor Ropata (from 9.42am)
Councillor Staples

Andrew Lensen

Councillors Duthie and Woolf participated at this meeting remotely via Microsoft Teams and counted for the purpose of quorum in accordance with clause 25A 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 Gaylor / Cr Kirk-Burnnand

That the Committee accepts the apology for absence from Councillors Ponter and Saw and apology for lateness from Councillor Ropata.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Peter Barlow spoke on bike racks on buses.

4 Confirmation of the Public minutes of the Transport Committee meeting of 3 April 2025 - Report 25.146

Moved: Cr Gaylor / Cr Bassett

That the Committee confirms the Public minutes of the Transport Committee meeting on 3 April 2025 – Report 25.146, as corrected.

The motion was **carried**.

Noted: The minutes were corrected to correct Councillor Bassett's name.

5 Update on the Progress of Action Items from Previous Transport Committee Meetings – May 2025 – Report 25.176 [For Information]

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

Noted: The Committee requested information on buses replacing trains stopping at all equivalent stops of the train journey, and if the buses replacing trains stop at Maymorn Station.

Councillor Ropata arrived at the meeting at 9.42am.

6 Delivery of Wellington Regional Public Transport Plan – Update – Report 25.160 [For Information]

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

7 Public Transport Performance – March 2025 – Report 25.161 [For Information]

Paul Tawharu, Senior Manager Operations, spoke to the report. The Health, Safety and Wellbeing update was tabled.

Noted: The Committee requested regular situation reports on the Wairarapa Line issues, including regular situation reports to the public.

Noted: The Committee requested an update on reporting early running buses.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 10.17am.

Councillor T Nash

Chair

Date:

**Transport Committee
10 June 2025
Report 25.225**



For Information

UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – JUNE 2025

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 – June 2025](#)). 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
Attachments

Number	Title
1	Action items from previous Transport Committee meetings

Ngā kaiwaitohu
Signatories

Approvers	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink
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<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>The action items are of an administrative nature and support the functioning of the Committee.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Action items contribute to Council’s or Greater Wellington’s related strategies, policies and plans to the extent identified in Attachment 1.</p>
<p><i>Internal consultation</i></p> <p>There was no additional internal consultation in preparing this report and updating the action items.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
22 February 2024	<p>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</p> <p>Noted: The Committee requested:</p> <ul style="list-style-type: none"> • 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. 	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information on the outlook for service reductions is contained in Report 25.158 - Wellington Metropolitan Rail Network Challenge Update, which is on the agenda for today’s meeting. Note that updates will continue to be provided to the Committee as required.</p>
15 August 2024	<p>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386 [For Information]</p> <p>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.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>Metlink is working with Greater Wellington’s Diversity, Equity and Inclusion Advisor to arrange an appropriate forum to engage with gender diverse advocacy groups to learn more about gender diverse communities’ experiences using public transport.</p>
24 October 2024	<p>Route 2 Electric Articulated Vehicles – Report 24.533 [For Information]</p> <p>Resolution:</p>	<p>Status:</p> <p>Ongoing</p> <p>Comment:</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
	Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.	Procurement of the electric articulated vehicles (EAV) continues. Responses have been received to the Request for Proposal (RFP) issued by Kinetic. Kinetic have advised that they expect to be in a position to place an order in mid-2025 and have EAVs in service in mid-2026
28 November 2024	<p>Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024 – Report 24.591 [For Information]</p> <p>Noted: The Committee requested that officers: investigate the safety concerns raised by Maymorn station users around the temporary Bus Replace Trains stop that requires users to cross State Highway 2.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Metlink has undertaken a safety audit of the location of the Maymorn BRT stop and has determined a preferred way forward for BRT at this location. A copy of this report was sent to Councillors via email on 27 May 2025.</p>
28 November 2024	<p>Managing Safety on Board Metlink Public Transport Services – Report 24.610 [For Information]</p> <p>Noted: The Committee requested the officers: investigate actions that can be taken to prevent hate speech on the public transport network.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>Officers will continue to explore ways to mitigate hate speech on the public transport; this includes promotion of tolerance and inclusion across the network (e.g. Pride bus and bus stop and upcoming Pink Shirt Day).</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
		A workshop on actions/options that could be undertaken to mitigate anti-social behaviour on the network is scheduled for later in 2025.
	work with operators to get data on recorded near misses.	<p>Status: Completed</p> <p>Comment: On review of the operator reports from the last quarter it became evident that nearly all near-miss events were associated with minor vehicle damage. This near miss reporting has been removed as it is considered to have limited value for consideration at a governance level.</p>
28 November 2024	<p>Emerging Trends in Transport – Report 24.604 [For Information]</p> <p>Noted: The Committee requested that officers look into updating the data in the Metlink app to include the whole of life cost of owning and using a vehicle in a side by side comparison with the cost of travelling by public transport.</p>	<p>Status: In progress</p> <p>Comment: A workstream has been created to look at visibility and functionality of the data on the app. Note that Attachment 1 to Report 25.224 Emerging Trends in Transport, which is on the agenda for the 10 June 2025 meeting, contains information comparing the cost of driving to the cost of taking public transport.</p>
28 November 2024	Public Transport Performance Update – October 2024 – Report 24.602 [For Information]	<p>Status: In progress</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
	Noted: The Committee requested that officers investigate including reliability and punctuality data for planned bus replace trains services in future reporting.	Comment: Metlink is not currently able to measure punctuality and reliability data for planned bus replacement. Officers will continue to investigate options for providing this information.
13 February 2025	Public Participation Noted: The Committee requested that officers investigate whether data can be provided on the numbers of bikes on trains.	Status In progress Comment Officers are looking at ways to best provide the information that we receive on our Metlink website. It is expected that May information will be uploaded in mid-June. Note that the information received on the numbers of cycles on each train service is manually recorded by Transdev on board staff (and is therefore impacted by the ability of on board staff to record numbers for each service).
13 February 2025	Managing Safety on the Metlink Public Transport Network – Report 25.10 [For Information] Noted: The Committee requested that officers investigate options for two-way communication between railway stations and the call centre.	Status In progress Comment Metlink is looking at options for two-way communication between railway stations and the call centre.

Action items from previous Council/committee meetings

Date	Action item	Status and comment
3 April 2025	<p>Rail Replacement Services: Action Plan for Improving the Customer Experience– Report 25.102 [For Information]</p> <p>Noted: The Committee requested officers investigate potential key performance indicators for BRT services, including capacity and required levels of service.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>The inclusion of potential BRT service KPIs will be considered as part of the BRT improvement action plan. Currently, Snapper data provides patronage information; however, (as set out above) Metlink is not currently able to measure punctuality and reliability data for planned bus replacement.</p>
3 April 2025	<p>Public Transport Performance update – February 2025 – Report 25.101 [For Information]</p> <p>Noted: The Committee requested statistics from other regions around the world and in New Zealand on fare evasion and steps taken to police it.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>This information will be included in an upcoming workshop on revenue protection measures (currently scheduled for June 2025).</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
	Noted: The Committee requested information on the use of school bus signage for the school services that Metlink provides, including specific information on the service from Ōtaki to Kāpiti College.	<p>Status</p> <p>Completed</p> <p>Comment</p> <p>Information on the use of school bus signage for the school services that Metlink provides, including specific information on the service from Ōtaki to Kāpiti College will be provided to Councillors via email before the 10 June 2025 meeting</p>
	Noted: The Committee requested that the next performance report contains a break down on busses leaving regulation points ahead of schedule.	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers are in the process of developing a way to report this data to the Committee in a meaningful way.</p> <p>Note, a breakdown on bus services departing origin is provided in Report 25.223 Public Transport performance Report – April 2025, which is on the agenda for consideration at the 10 June 2025 meeting.</p>
3 April 2025	Te Wai Takamori o te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services - Update– Report PE25.100 [For Information]	<p>Status</p> <p>Completed</p> <p>Comment</p>

Action items from previous Council/committee meetings

Date	Action item	Status and comment
	Noted: Requests that officers investigate installing bike parking facilities at Western Hutt Station	Installing bike parking facilities at Western Hutt Station has been investigated. An email providing information on the investigation was sent to Councillors on 30 May 2025.
	Noted: Requests that Metlink consider which peak HVL services may have sufficient capacity to allow the carriage of bikes to encourage multi-modal travel.	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>We are reviewing the average capacity of each service to ensure that the current restrictions still apply to the correct services. We will be receiving an updated patronage overview in the second week of June and will make a recommendation if a change is required</p>
	Noted: Requests that Metlink report to the next Committee meeting on options for optimising route 150 and connections to train services	<p>Status</p> <p>Completed</p> <p>Comment</p> <p>The following options for optimising route 150 and connections to train services have been identified:</p> <ul style="list-style-type: none"> • Adjust existing times to better connect with trains at Waterloo based on latest real time tracking data. • Increase am peak frequency - before 6:30am after 8:18am (where greater than 30 mins between service departures).

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
		<ul style="list-style-type: none"> • Increase pm peak frequency - from 2 buses per hour to 3 per hour, connecting with trains from city between 4pm and 6pm • Split route to enable better train connections • Increase capacity at school times • More regular evening service between 7pm and 9pm – currently hourly. • Later evening service after 9pm. <p>Options have been costed, and correspondence has been received advising that NZTA are not willing to fund these improvements. Without NZTA funding these are not improvements that would be a priority to fund in the current fiscal environment, apart from one school time service which is operating at capacity and staff will continue to monitor usage. Increasing capacity on this service will be considered along with other demands for peak capacity within limited available resources.</p>
8 May 2025	<p>Update on the Progress of Action Items from Previous Transport Committee Meetings – May 2025 – Report 25.176 [For Information]</p> <p>Noted: The Committee requested information on buses replacing trains stopping at all equivalent stops of the train journey, and if the buses replacing trains stop at Maymorn Station.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information on stops for planned and unplanned bus replacement services was sent to Councillors via email on 27 May 2025.</p>

Attachment 1 to Report 25.225

Action items from previous Council/committee meetings

Date	Action item	Status and comment
8 May 2025	<p>Public Transport Performance – March 2025 – Report 25.161 [For Information]</p> <p>Noted: The Committee requested regular situation reports on the Wairarapa Line issues, including regular situation reports to the public.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Regular situation reports on the Wairarapa Line issues, including regular situation reports to the public are available on the Metlink website at: https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability</p>
8 May 2025	<p>Public Transport Performance – March 2025 – Report 25.161 [For Information]</p> <p>Noted: The Committee requested an update on reporting early running buses.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers are in the process of developing a way to report this data to the Committee in a meaningful way.</p> <p>Note, a breakdown on bus services departing origin is provided in Report 25.223 Public Transport performance Report – April 2025, which is on the agenda for consideration at the 10 June 2025 meeting.</p>

Transport Committee
10 June 2025
Report 25.224



For Information

EMERGING TRENDS IN TRANSPORT

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an update of emerging trends in public transport, active mode and private car travel, and considerations on how this might influence our future strategies.

Te horopaki

Context

2. At a workshop on 30 November 2023, the Committee members requested that they receive six-monthly updates on emerging trends in public transport, active mode and private car travel, and key considerations for future strategies.
3. This report highlights the most recent changes to travel patterns and trends since the last update presented to the Committee on 28 November 2024 (Report 24.604 Emerging Trends in Transport).
4. A PowerPoint presentation on emerging trends and consideration of how this might influence our future strategies will be presented to the Committee at this meeting ([Attachment 1](#)).

Te tātaritanga

Analysis

5. A summary of key insights provided in the attached presentation are as follows:

Regional traffic volume

6. State highway traffic volumes and travel times on core corridors are broadly back to pre-COVID levels.
7. Traffic volume has been slightly lower in Wellington City locations, which could be due to road works and other constructions in those area.
8. Traffic volume on Kāpiti State Highway 1 (SH1) is higher than pre-COVID levels, likely due to the network changes around Mackays Crossing after Transmission Gully opening.
9. Travel time for State Highway 2 (SH2) between Upper Hutt and Wellington during peak hours are similar to those in 2019. While the end-to-end travel times on SH2 are similar to 2019, the travel time data suggests that some car trips may start

slightly later due to less traffic pre 7am, resulting in congestion building at different locations and times compared to 2019, with Monday and Fridays being less congested than mid-week travel.

10. When compared to 2019, Transmission Gully has improved AM peak inbound travel times by approximately 10 minutes (with approximately 30-40 minutes improvement to Otaki-Wellington trips). There is also less congestion between Kāpiti and Tawa, while more congestion between Tawa and Ngauranga.
11. Comparing the current and pre-COVID travel times for car and public transport on main corridors in outbound and inbound directions to Wellington CBD shows that:
 - a Rail is highly competitive for Paremata and Upper Hutt in AM peak (i.e. rail is faster than car), and to a lesser degree, for Waikanae.
 - b Bus is not as competitive as rail, generally being 30%-40% slower than car during peak and 40%-80% slower than car during off-peak.

Cost of public transport compared to driving

12. The private cost of car ownership is often underestimated. The intangible costs including vehicle depreciation, repairs and maintenance and other unforeseen costs are often overlooked when considering lifestyle travel decisions.
13. In general, if all the hidden costs of owning a private car are considered, public transport is significantly cheaper than driving a petrol car for a peak commuter – even for those who have access to free parking spaces. However, as the car occupancy increases, driving a car may become more economical than using public transport.
14. While public transport fares have kept pace with inflation, affordability relative to the private car has modestly improved.

Public transport patronage and travel patterns

Bus

15. In March 2025, bus patronage in Wellington region was about 7% higher than the same month in 2019 and about 3% higher than March 2024.
16. Year-to-date (July 2024 to March 2025), bus patronage in Wellington has been 8% higher than the same period in 2018/19, and 1.5% higher than 2023/24.
17. In comparison to other locations:
 - a While there are broadly similar trends between Auckland and Wellington, bus patronage in Auckland remains around 5% lower than in 2018 / 2019
 - b Of all the large Australian cities, public transport patronage has only been higher than pre-COVID levels in Perth, driven by reduced fares, higher population growth rates and significant investment in public transport¹.

¹ [Australian Infrastructure and Transport Statistics Yearbook 2024, January 2025, pp. 108-116](#)

18. By the end of March 2025 in the current financial year 2024/25:
 - a Weekday peak bus patronage was 5% higher than the same period in 2018/19
 - b Weekday off peak bus patronage was 20% higher than 2018/19 levels
 - c Weekend bus patronage was 35% higher than 2018/19 levels
 - d Monday to Wednesday have been slightly higher than Thursday and Friday.
19. Over the months of January to March 2025, the distribution of bus trips across the day has also been different from the same period in 2019:
 - a Morning peak: patronage was 9% lower
 - b Interpeak: patronage was 16% higher
 - c Afternoon peak: patronage was 3% higher
 - d Evening: patronage was 6% higher.
20. While adult peak bus trips remain at approximately 80% of pre-COVID levels, child travel is growing especially during the interpeak, which remains considerably higher than peak.

Rail

21. Rail patronage continues its declining trend. In March 2025, rail patronage dropped to 70% of the same period in 2019 (67% peak and 70% off-peak) and was 5% lower than March 2024 (4% lower in peak and 6% lower in off-peak).
22. Year-to-date (July 2024 to March 2025), rail patronage has been 73% of the same period in 2018/19 (70% peak and 80% off-peak). Compared to last year, the year-to-date rail patronage was 8% lower (7% lower in peak and 8% lower in off-peak).
23. There is evidence of changes in travel patterns and the distribution of trips across the day:
 - a Similar to bus, proportionally more children are travelling by rail than adults
 - b Kāpiti Line and Wairarapa Line are seeing proportionally higher declines, potentially linked to the opening of Transmission Gully
 - c Longer distance rail trips (zones 11 to 14 Wairarapa) significantly dropped (30% to 40%), whereas shorter distance trips are significantly less impacted,
 - d Travel patterns indicate less frequent longer distances journeys. New Snapper cards and number of active users has flattened (on both bus and rail) which indicates the decline is combination of both less customers and existing people travelling less frequently
24. In comparison to other locations:
 - a Auckland rail patronage increased marginally between March 2024 and March 2025 to around 75% of pre Covid levels

- b Rail patronage in the large Australian cities remains lower than pre-COVID levels (heavy rail 85% and light rail 95% of pre-COVID levels)².
- 25. Considering these patterns in a broader context, the decline seen in Wellington is likely driven by both mode-shift (as regular traffic has not declined at the same rate) and changes to working patterns and socio-economic factors e.g. adults, particularly taking longer distance journeys and choosing to travel less frequently.
- 26. Overall, a combination of factors may have influenced the decline in rail patronage and changes to travel patterns, including:
 - a Greater flexibility with greater numbers of people working from home,
 - b Lower number of long-distance train trips (potentially driven by higher rate of train users working from home),
 - c Greater proportion of people using public transport for recreational purposes specifically during off-peak hours when fares are cheaper,
 - d Higher rate of service disruptions (bus replacement services during network upgrade), and
 - e Environmental factors increasingly at play (e.g. unemployment).

Journeys to Work

- 27. Between 2013 and 2023, the non-car mode share of journey to work trips has only increased for journeys to work in Wellington CBD; for journeys to work elsewhere in the Wellington Region, the non-car mode share has declined since 2013.
- 28. Relative to the rest of New Zealand, a high proportion of Wellington's 'Journey To Work' (JTW) trips are made by bike or on foot. Wellington City has the highest share (20%) and Porirua has the lowest (4%) share.
- 29. Wellington's cycling trips are largely commuter focused with AM and PM peak trips accounting for about 80% of daily cycle trips, particularly in Wellington City.

Work from home

- 30. Work from home has increased from 9% (2018) to 19% (2023) of the population.
- 31. The lowest increase was in Wairarapa, noting that Wairarapa had a high base of remote working in 2019.
- 32. Wellington, Lower Hutt, Upper Hutt, Porirua, Kāpiti Coast have seen approximately a 10%-point increase to the number of people working from home. Kāpiti Coast has similar levels of work from home as Carterton.
- 33. Whilst data is limited, work from home appears to be primarily an abstract from public transport (particularly rail journeys to and from CBD) and to a lesser extent commuter cycling trips.

Summary and strategic considerations for regional public transport

- 34. The emerging trends indicate:

² [Australian Infrastructure and Transport Statistics Yearbook 2024, January 2025, pp. 108-116](#)

- a Travel behaviour has been impacted by a combination of factors including the heavy off-peak discount, work from home and higher rate of unemployment.
 - b While Metlink public transport continues to show one of the strongest patronage recoveries in Australasia, most cities in Australia have increased their urban density, resulting in a greater percentage (or a rapidly growing population) living in close proximity to rapid transit
35. These emerging trends will require a greater strategic focus, which will include:
- a Continuing to push for bus prioritisation out to Miramar and Harbour Quays, potentially starting with peak times in which 50% of commuters are already on buses.
 - b Ensuring there is increased understanding regarding the cost of public transport and the true cost of private travel.
 - c Continual improvements and more awareness of current customer information, to reassure passengers and help them plan.
 - d Investigating a range of other initiatives to assist in increasing rail patronage, such as:
 - i Non-public transport user insights / surveys to gain better insights as to why people are choosing not to travel by Public Transport
 - ii Pro-active advertising of public transport (including out of home)
 - iii New fare products
 - iv Re-balancing longer distance journey costs
 - v Cash removal prior to the move to the National Ticketing System (NTS)
 - vi “Connection Protection” – ensuring better connections between bus and train
 - e A significant customer pain-point is the seamless / timely connection of bus and rail. Addressing these pain points requires looking at options too:
 - i Improve access and visibility of RTI for operators between modes to plan on the go,
 - ii Changing abatement regimes to incentivise timely connections,
 - iii Better aligning bus and rail timetables, and
 - iv More integrated payment between modes (through NTS).
 - f There is an opportunity for smart *targeted* marketing of rail as a transport option. We need a clear value proposition – the ‘*What’s in it for me*’. If affordability is an issue – what can we change to improve affordability?

Ngā tūāoma e whai ake nei

Next steps

36. An update on emerging trends in transport will be provided to the Committee in six months.

**Ngā āpitihanga
Attachment**

<i>Number</i>	<i>Title</i>
1	Emerging Trends in Transport

**Ngā kaiwaitohu
Signatories**

Writers	Andrew Ford – Manager Wellington Transport Analytics Unit Reza Chalabianlou – Senior Advisor Strategy & Funding, Strategy & Investments, Metlink
Approvers	Tim Shackleton – Senior Manager Strategy & Investments, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>The Committee is responsible for reviewing performance trends related to public transport and transport demand management activities.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Understanding trends in transport contributes to the delivery of public transport, which is a key activity in the Long Term Plan.</p>
<p><i>Internal consultation</i></p> <p>Wellington Transport Analytics and Metlink developed the presentation.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p>

Attachment 1 to Report 25/224



Emerging Trends in Transport

TRANSPORT COMMITTEE – 10 JUNE 2025

Andrew Ford – Manager Wellington Transport Analytics Unit

Reza Chalabianlou – Fares Lead, Metlink

Tim Shackleton – Senior Manager Strategy and Investments, Metlink



Purpose

Attachment 1 to Report 25.224



To provide a general update on emerging public and general transport trends. To provide insights into key drivers behind these trends

AGENDA

1. Relative cost and travel time of public transport vs private car
2. Transport trends – national and global
3. Transport trends – regional
4. Travel choice trends

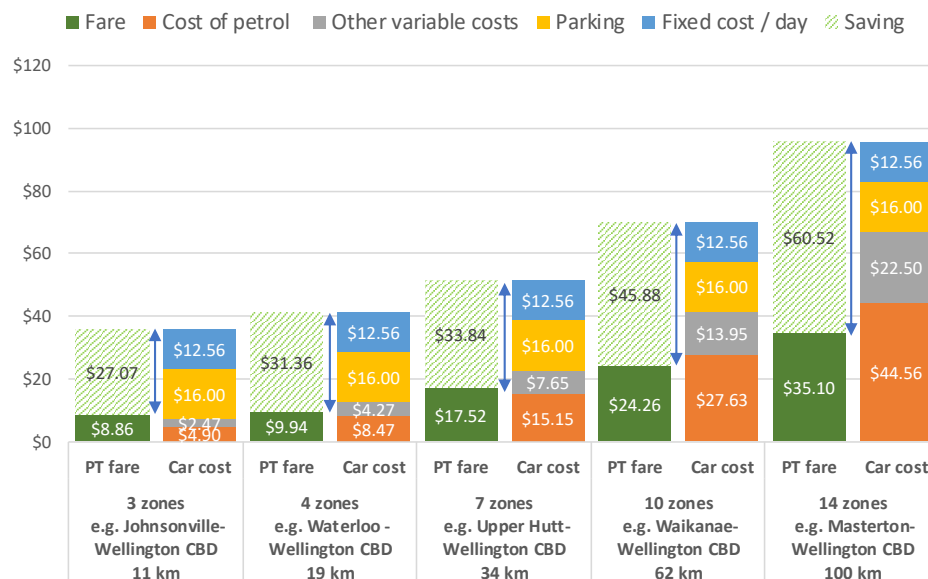
Relative cost and travel time of public transport vs private car

Cost of driving vs PT fares

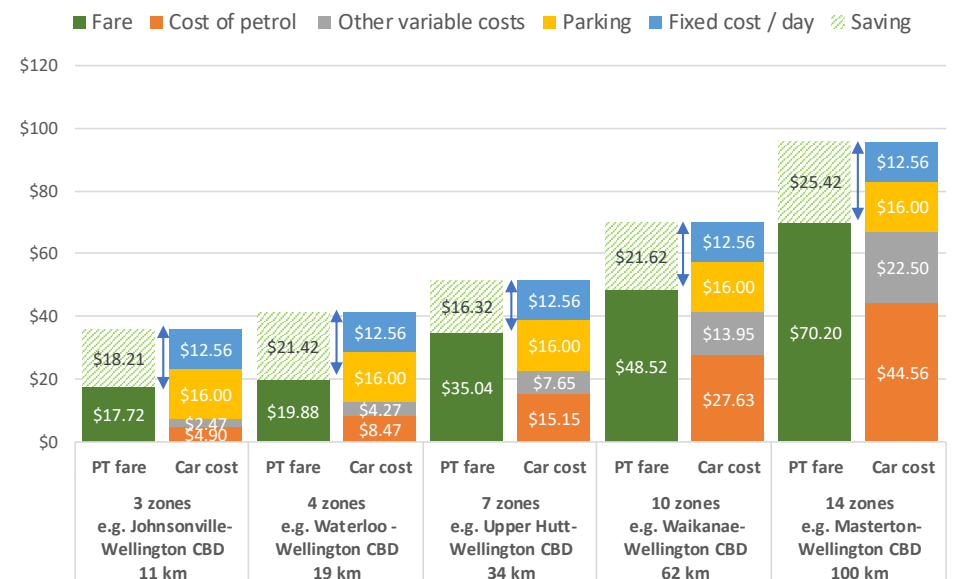
Attachment 1 to Report 25.224

- Car ownership includes costs such as fuel, registration, relicensing, maintenance, insurance and depreciation.
- In general, if all the hidden costs of owning a private car are considered, public transport is significantly cheaper than driving a petrol car for a peak commuter even for those who have access to free parking spaces
- However, as the car occupancy increases, driving a car may become more economical than using public transport. In most instances the cross over in affordability is around 3 people in a car will be cheaper than paying for 3 PT return fares.

ONE ADULT TRAVELLING DURING PEAK (RETURN)



TWO ADULTS TRAVELLING TOGETHER DURING PEAK (RETURN)



Train Journey Subsidisation

Attachment 1 to Report 25.224

For longer distance journeys the relative cost savings reduce:

Relative cost	1 person	2 people
3 Zones (short)	PT 25% of car	PT 50% of car
14 Zone (long)	PT 36% of car	PT 73% of car

However, while the % savings for the commuter reduces for longer journeys the subsidy required generally increases with lower population density.

CAR vs PT COST OF AN ADULT PEAK RAIL COMMUTER
(2 trips per day, 5 days a week for one year)

Distance travelled (example)	Annual cost			Annual saving	
	PT fare	Car (fixed)	Car (total)	Leave car at home and use PT	Use PT and no car
3 zones (e.g. 11 km)	\$2,304	\$3,265	\$9,343	\$3,774	\$7,039
4 zones (e.g. 19 km)	\$2,584	\$3,265	\$10,738	\$4,888	\$8,153
7 zones (e.g. 34 km)	\$4,555	\$3,265	\$13,353	\$5,533	\$8,798
10 zones (e.g. 62 km)	\$6,308	\$3,265	\$18,235	\$8,663	\$11,928
14 zones (e.g. 100 km)	\$9,126	\$3,265	\$24,861	\$12,470	\$15,735



By leaving the car at home and using the train, the average peak adult commuter will save around \$5k per year.

By selling the car / not buying a car and using train, the average peak solo adult commuter will save around \$8k per year.

Relative travel times: car vs PT

Attachment 1 to Report 25.224



AM PEAK

Towards CBD	7:00:00 AM	8:00:00 AM
Island Bay - CBD	1.48	1.36
Johsonville - CBD	1.48	1.25
Karori - CBD	1.42	1.16
Miramar - CBD	1.33	1.02
Paremata - CBD	0.96	0.80
Upper Hutt - CBD	0.93	1.02
Waikanae - CBD	1.22	1.14
Wainuiomata - Lower Hutt	1.27	1.06

TOWARDS CBD

Towards CBD	12:00:00 PM
Island Bay - CBD	1.45
Johsonville - CBD	1.87
Karori - CBD	1.22
Miramar - CBD	1.41
Paremata - CBD	1.64
Upper Hutt - CBD	1.62
Waikanae - CBD	1.57
Wainuiomata - Lower Hutt	1.24

INTER PEAK

PM PEAK

Away from CBD	4:00:00 PM	5:00:00 PM
Island Bay - CBD	1.45	1.38
Johsonville - CBD	1.73	1.46
Karori - CBD	1.26	1.20
Miramar - CBD	1.33	1.27
Paremata - CBD	1.15	1.11
Upper Hutt - CBD	1.05	1.04
Waikanae - CBD	1.33	1.37
Wainuiomata - Lower Hutt	1.14	1.10

AWAY FROM CBD

Away from CBD	12:00:00 PM
Island Bay - CBD	1.50
Johsonville - CBD	1.83
Karori - CBD	1.27
Miramar - CBD	1.52
Paremata - CBD	1.63
Upper Hutt - CBD	1.71
Waikanae - CBD	1.51
Wainuiomata - Lower Hutt	1.27

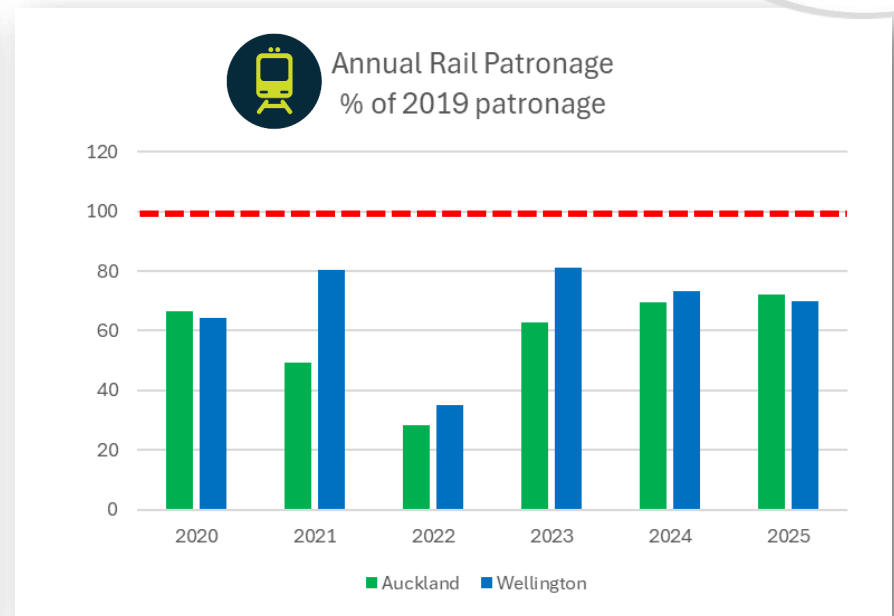
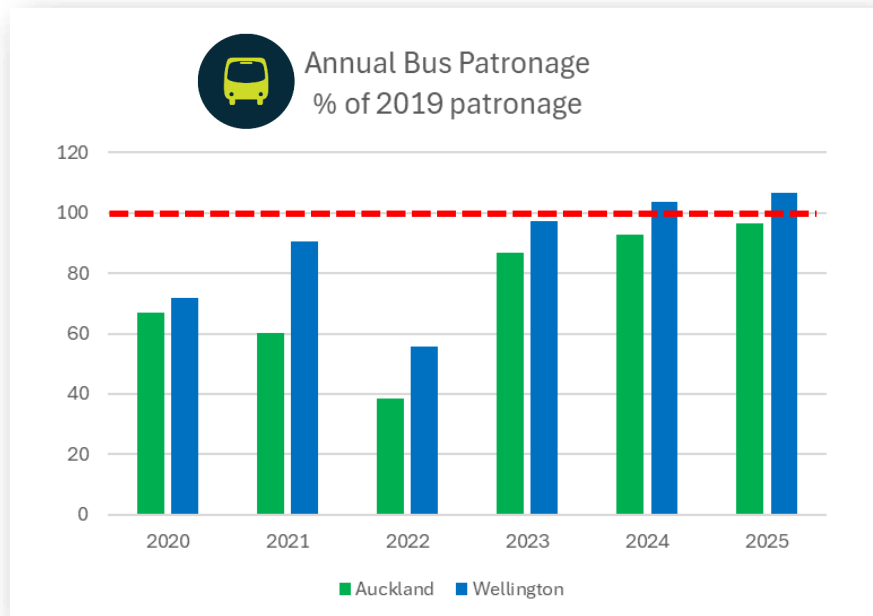
INTER PEAK

- A higher number (more-red) indicates PT is slower – the number is a factor (e.g. 1.20 = 20% slower)
- Rail journeys tend to be more competitive (e.g. Paremata and Upper Hutt in AM, PT is faster than car)
- Bus – not as competitive as rail and generally 20-40% slower than car during peak, 30-70% slower during off-peak
- Bus prioritization has high potential to greatly reduce the travel time gaps

Macro Trends – National and International Comparisons

PT Patronage – Auckland and Wellington

Attachment 1 to Report 25.224



- Broadly there are similar trends between Auckland and Wellington – with bus at or (in Wellington's case) above pre-Covid levels, but with rail still down by 25% to 30%
- Auckland rail patronage increased marginally March 2024 --> 2025, whilst Wellington decreased
- Overall Wellington's recovery, particularly on bus, was one of the strongest in Australasia
- Current working from home trends are now considered the new normal (later slide)

Summary *(percentages relative to 2019 pre-Covid, indicative)*

Attachment 1 to Report 25.224



NOVEMBER 2024 UPDATE

JUNE 2025 UPDATE

Bus Patronage	Wellington Region: ~100% + Other jurisdictions : 90% to 95%	Wellington Region: ~100% + Other jurisdictions : 90% to 95%
Weekend Bus	Wellington Region: ~130% (bus) Other jurisdictions : Around 100%	Wellington Region: ~130%+ (bus) Other jurisdictions : Around 100%
Rail	Wellington Region: ~85% Other jurisdictions: ~80% to 85%	Wellington Region: ~75% to 80% Other jurisdictions: ~80% to 85%
State Highway traffic volumes	Wellington Region: ~100% Other jurisdictions: Around 100%	Wellington Region: ~100% Other jurisdictions: Around 100%
Cycling	Wellington: 120%+ Other jurisdictions: similar (limited data)	
PT patronage by day of week	Wellington: 10% lower bus patronage, 30% lower rail patronage during Friday peak periods Other jurisdictions: Similar trends on Fridays and drop-off in Monday peak period patronage	

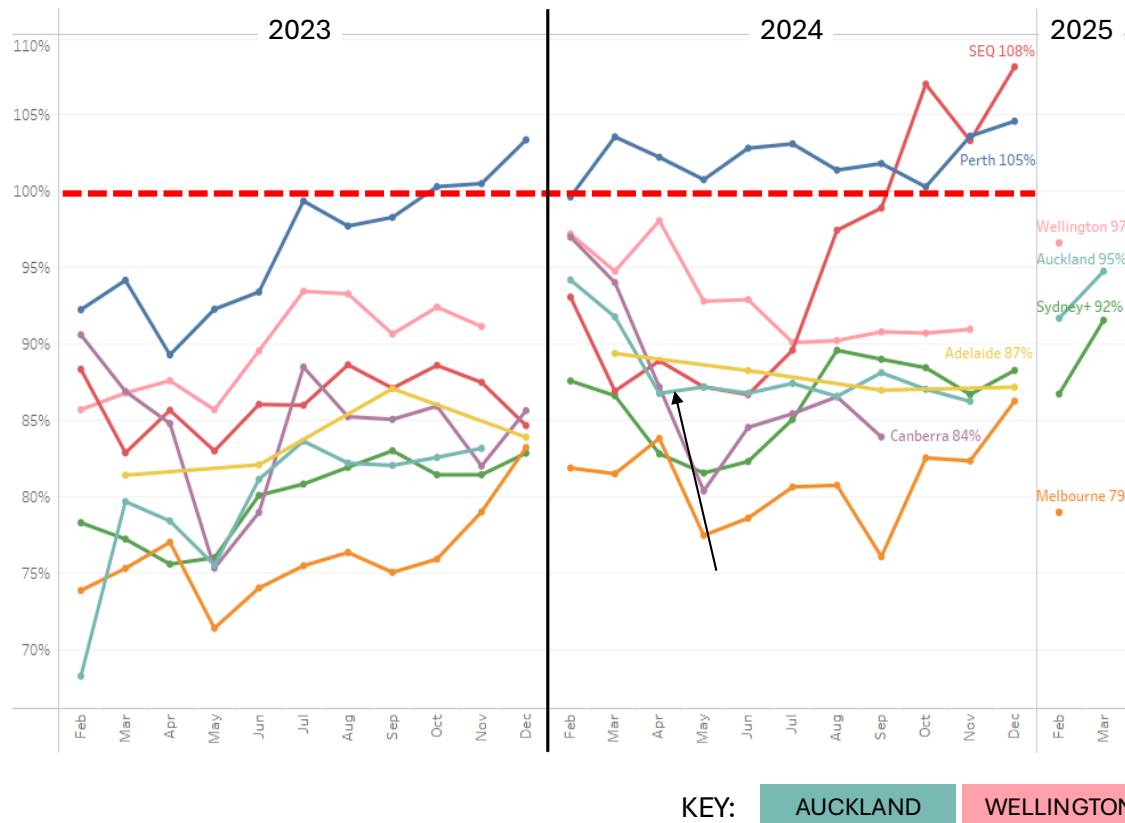
Mass transit mode share – Australasia

Attachment 1 to Report 25.224



Estimated typical school week public transport patronage as a percentage of the same month 2019

chartingtransport.com Data sources: data.vic.gov.au, data.nsw.gov.au, www.pta.wa.gov.au, data.qld.gov.au, at.govt.nz, data.sa.gov.au, transport.act.gov.au, metlink.org.nz. Author's preferred methodology applied per city (refer chartingtransport.com)



- Mass transit mode share (largely) below pre pandemic levels
- Compared to other Australian cities, Wellington is tracking pretty well, third highest behind SEQ and Perth
- Top two are higher due to fare policy, higher growth rates and significant investment

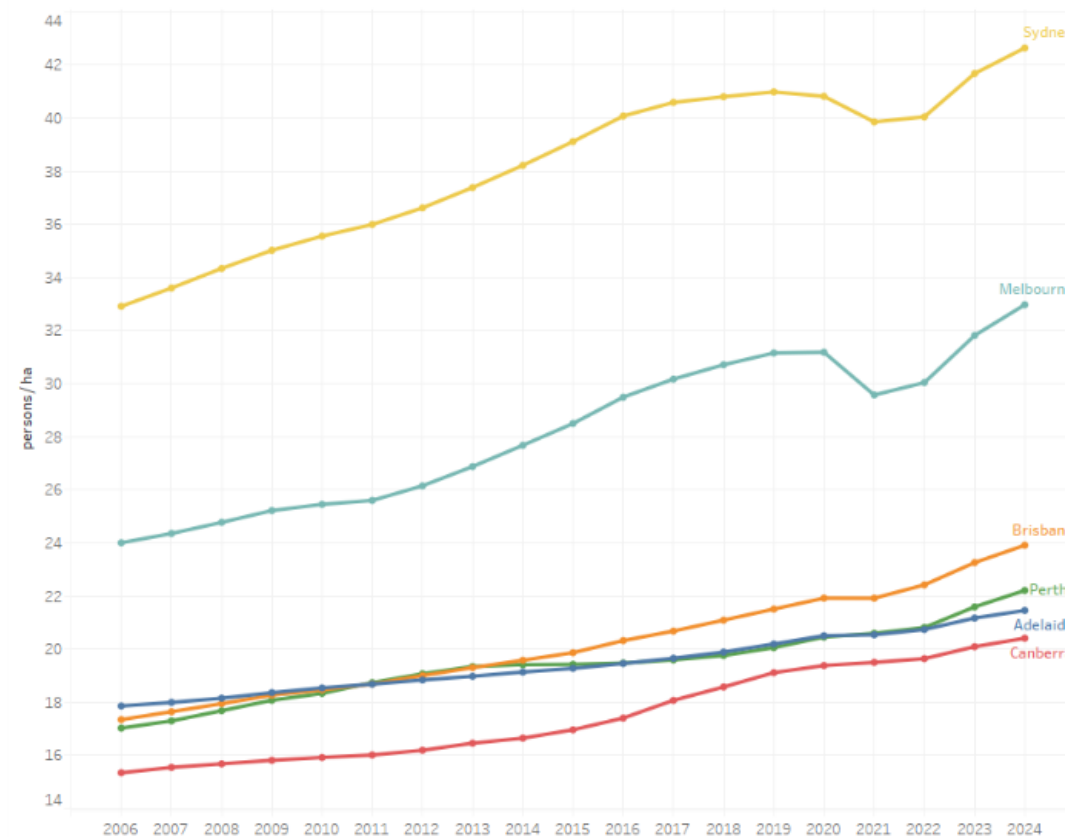
Australia – Transport and land use integration

Attachment 1 to Report 25.224



Population weighted density of greater capital city statistical areas, calculated on square kilometre grid geography

chartingtransport.com data source: ABS population grid. Area outside GCCSA boundaries excluded from density calculations



- Urban form / density has a significant impact on the performance and affordability of all transport modes
- Most cities in Australia have increased their urban density, resulting in a greater percentage (or a rapidly growing population) living in close proximity to rapid transit
- Will be looking to map this and track through time for Wellington

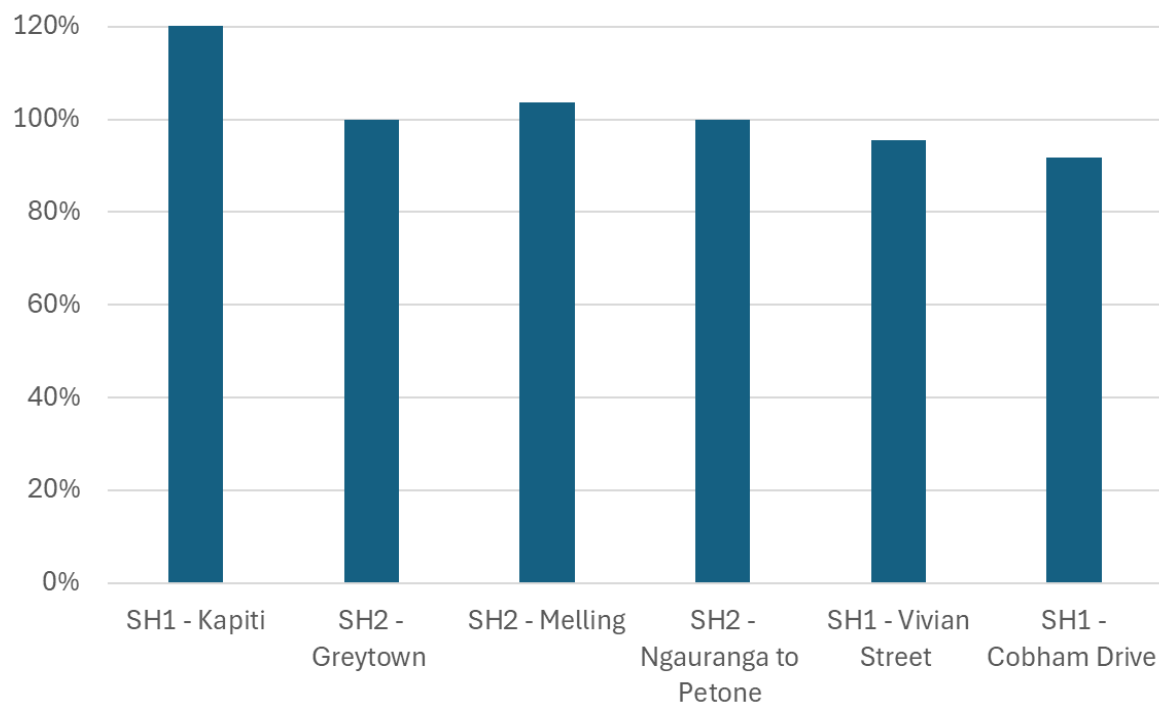
Wellington Regional Trends

State highway traffic volumes – 2019 to 2024

Attachment 1 to Report 25.224



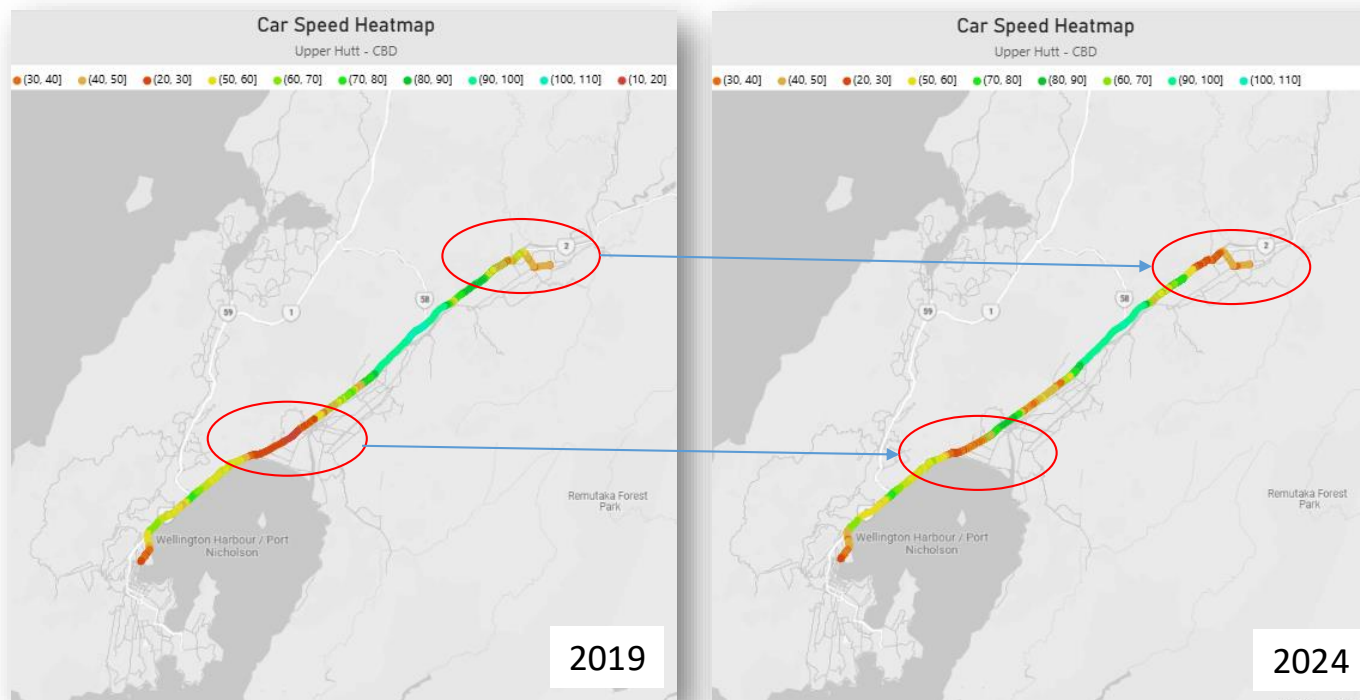
2024 State Highway traffic volumes as % of 2019 volumes



- State highway traffic volumes are generally back at pre-Covid levels
- Slightly lower in Wellington City locations (which could be due other works on the network)
- Kāpiti volumes higher due network changes around Mackays Crossing post-TG opening

State highway travel times – 2019 to 2024

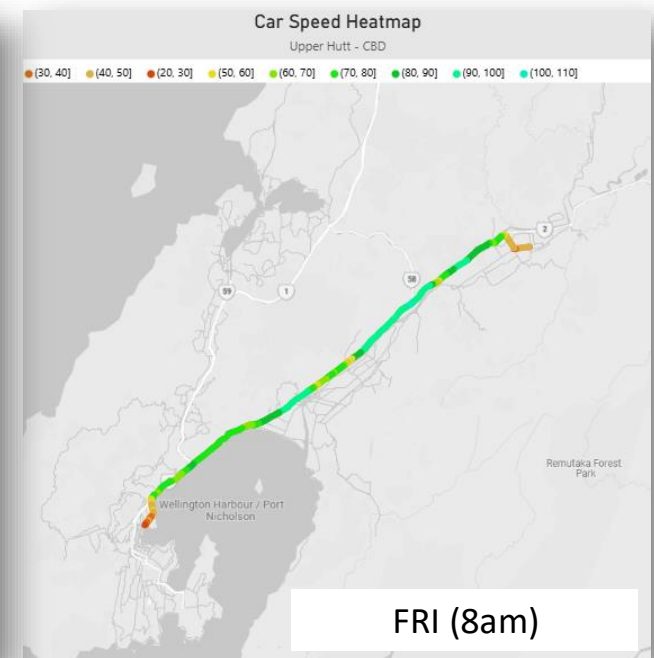
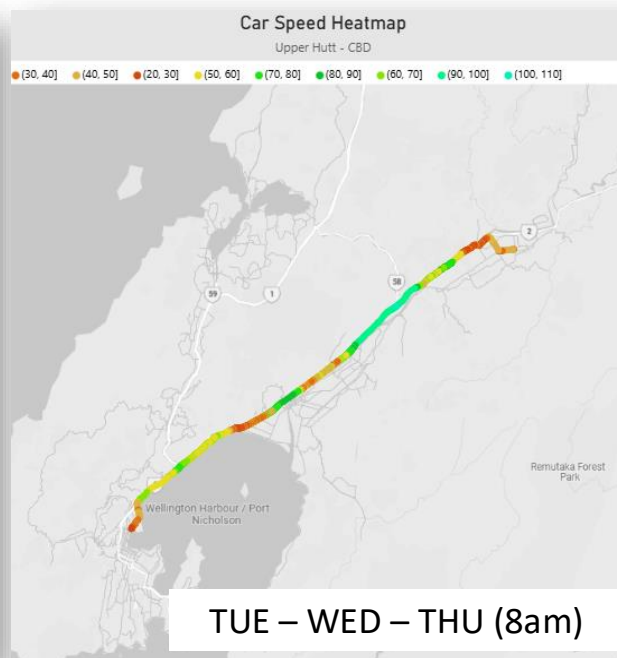
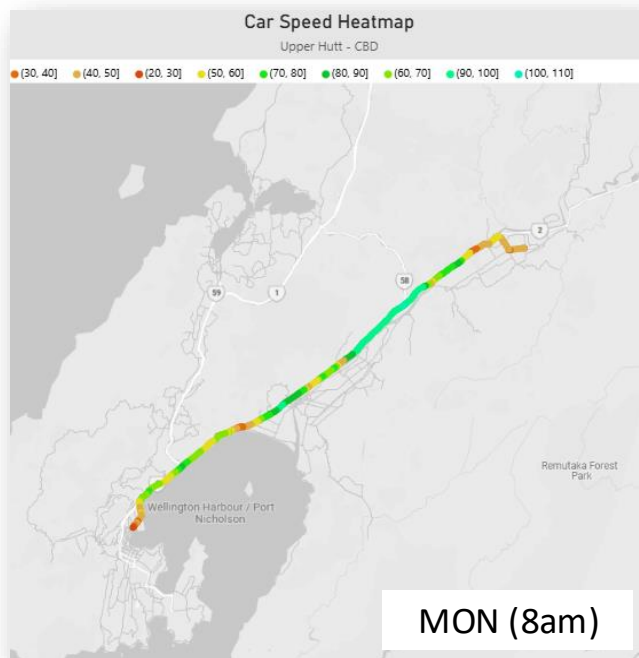
Attachment 1 to Report 25.224



- Upper Hutt to Wellington CBD peak period travel times are similar to those in 2019.
- There has been some re-timing – trips leaving a little later due to slightly less traffic pre 7am – resulting in different congestion points (less around Petone more around Upper Hutt)

State highway travel times – 2019 to 2024

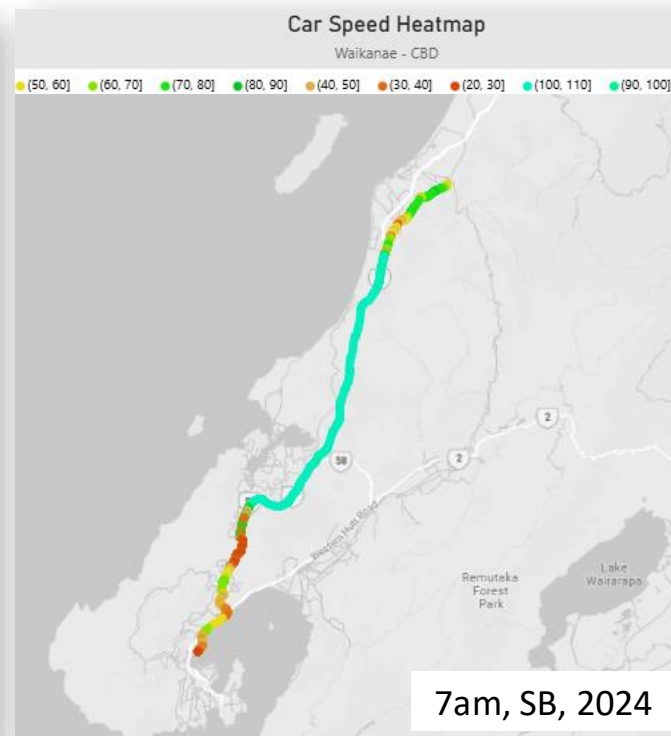
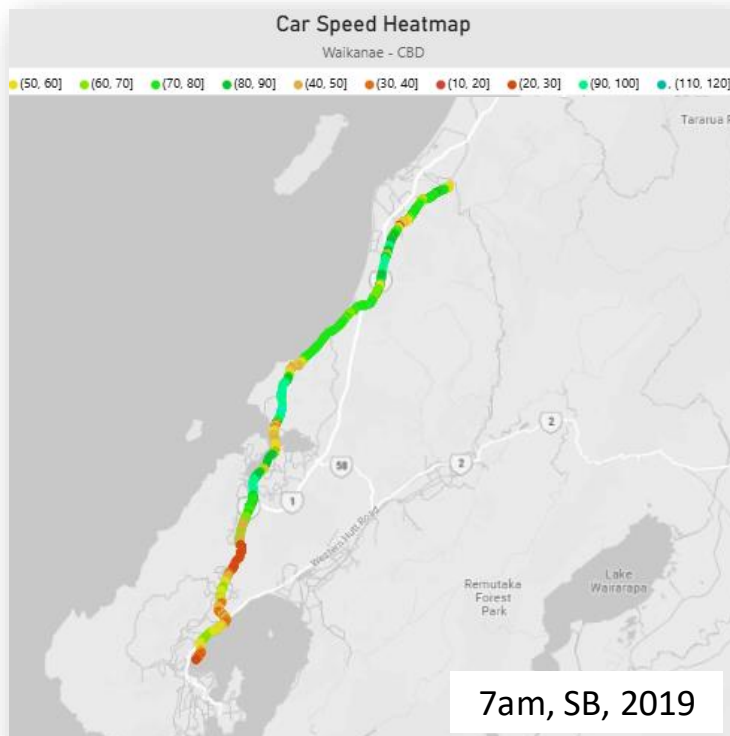
Attachment 1 to Report 25.224



Looking across the week, Monday and Fridays are less congested than mid-week travel

Waikanae to Wellington – 2019 to 2024

Attachment 1 to Report 25.224



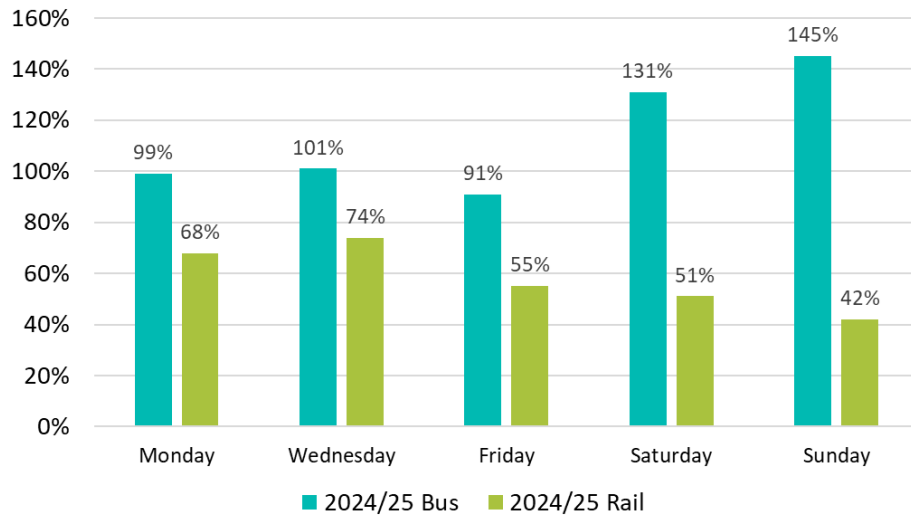
- Transmission Gully has improved AM peak inbound travel times by around 10 minutes (30-40 min improvement Ōtaki to Wellington between 2016 and 2024).
- There is less congestion between Kāpiti and Tawa, but more between Tawa and Ngauranga

Bus and rail boardings

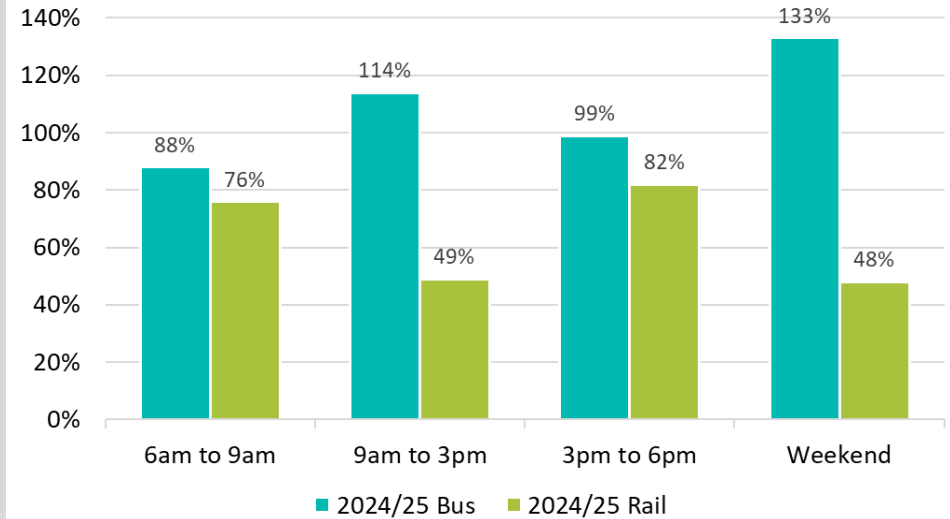
Attachment 1 to Report 25.224



Bus and Rail Boardings by Day of Week
2024/2025 as percentage of 2018/2019



Bus and Rail Boardings by Time of Day
2024/2025 as percentage of 2018/2019



Weekday bus patronage over and above pre-Covid levels – AM peak below, inter-peak above; **weekend** significantly above (140%); **Day of week** – Wednesday busiest day, Friday 10% lower



Weekday rail patronage significantly below pre-Covid – peaks at 75% to 80%, inter-peak and **weekend** at 50% (due to engineering); **Day of week** - Tuesday / Wednesday at 75% pre-Covid, Friday 55%

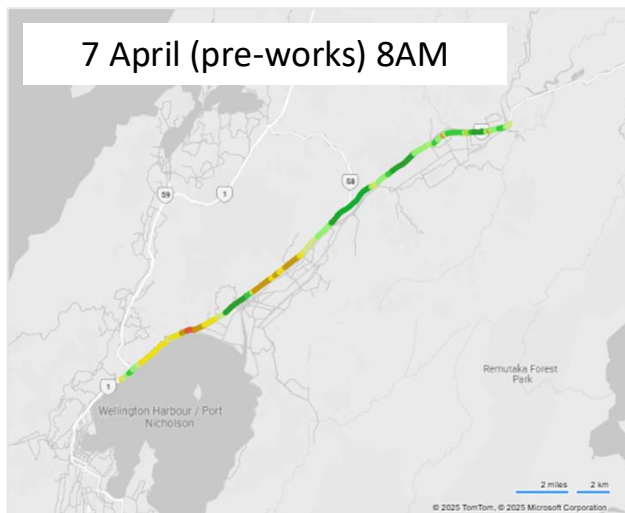
Network disruption – Melling Sewer works

Attachment 1 to Report 25.224



SECONDS TO TRAVEL 0 10 20 30 40 50 60 70 80 90

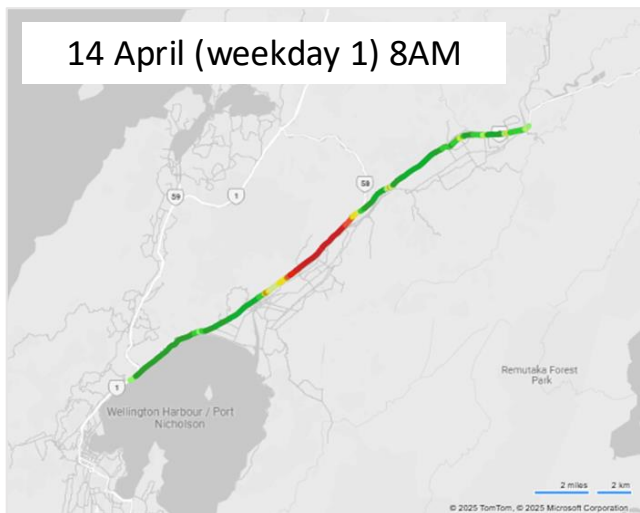
7 April (pre-works) 8AM



PRE WORKS

- 'Typical' weekday, 8am
- Slow moving traffic along SH2, particularly Petone
- 35 to 40 minutes from Upper Hutt to Ngauranga

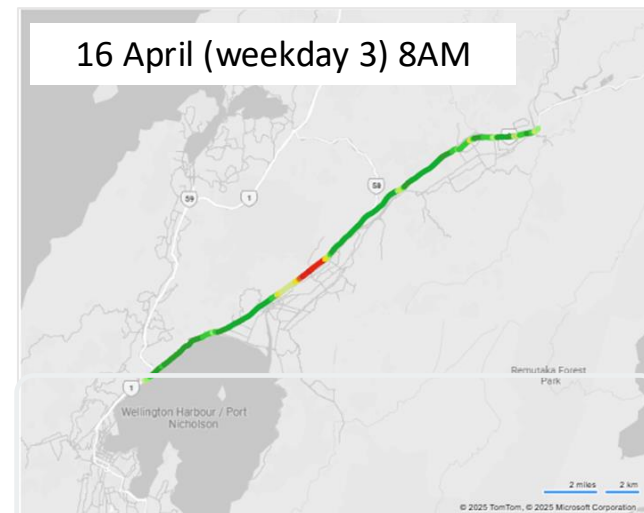
14 April (weekday 1) 8AM



WEEKDAY 1

- 5km+ queues, 25 to 30 min delays approaching KGB
- Faster once through the merge, but significant increase in Upper Hutt to Wellington Travel times to 50 minutes +

16 April (weekday 3) 8AM



WEEKDAY 3

- Less queuing, up to 10 minutes of delays in AM peak
- Faster downstream, no material change in Upper Hutt to Wellington travel times

Attachment 1 to Report 25.224



Travel Choice Trends



Working from home by TA (choosing not to travel!)

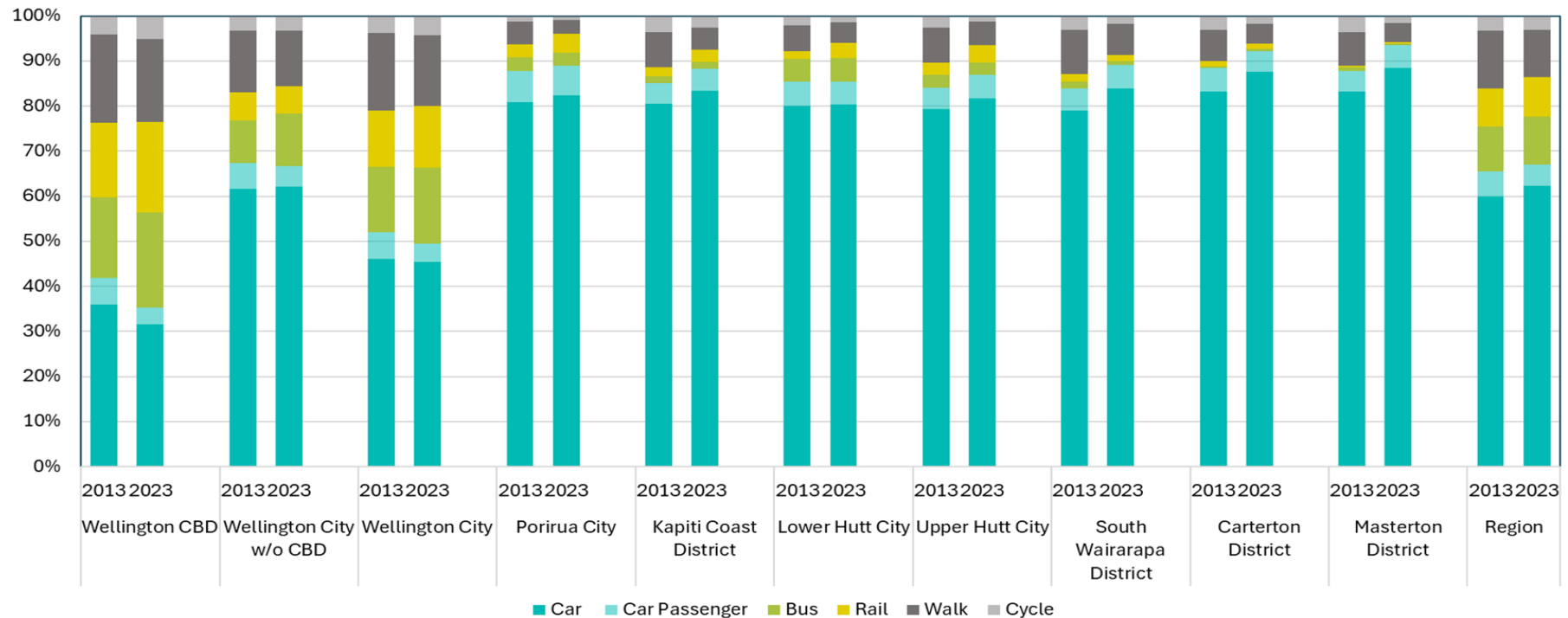
Attachment 1 to Report 25.224



- WFH has increased from 9% (2018) to 19% (2023) of population
- The lowest increase was in Wairarapa, though they had a high base of remote working in 2019
- Approx. 10% point increase for Wellington, Lower Hutt, Upper Hutt, Porirua, Kāpiti
- Kāpiti has similar levels of WFH as Carterton
- Whilst data is limited, it is thought that WFH primarily abstracts from PT (particularly to CBD, and particularly rail) and to a lesser extent commuter cycling trips

Journey to work mode share by TA

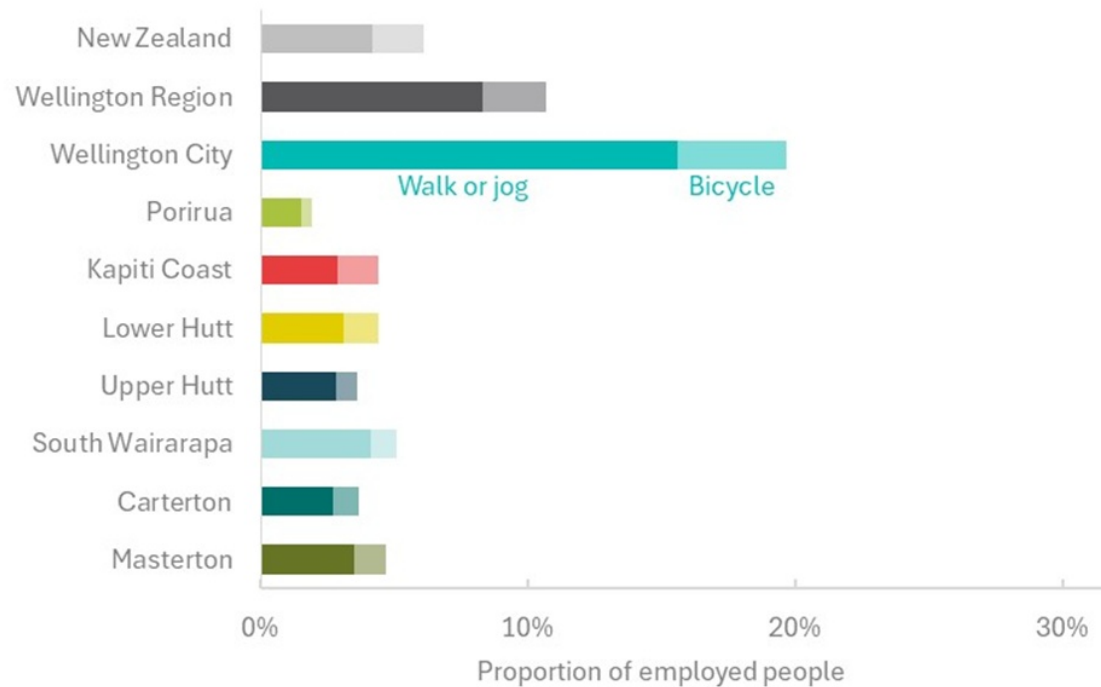
Attachment 1 to Report 25.224



- Wellington CBD (and Wellington City) has the highest PT, walking and cycling mode share of journeys to work.
- Since 2013 the non-car mode share of journeys to work has increased for trips to Wellington CBD but decreased for trips to destinations elsewhere in the region

Walking and cycling

Attachment 1 to Report 25.224



- Wellington City has the highest walking and cycling mode share of journeys to work at 20% due to people living in close proximity to their place of work and well developed cycle infrastructure
- Elsewhere in the region the combined walking / cycling mode share of journeys to work ranges from 3% (Porirua) to 6% (South Wairarapa)

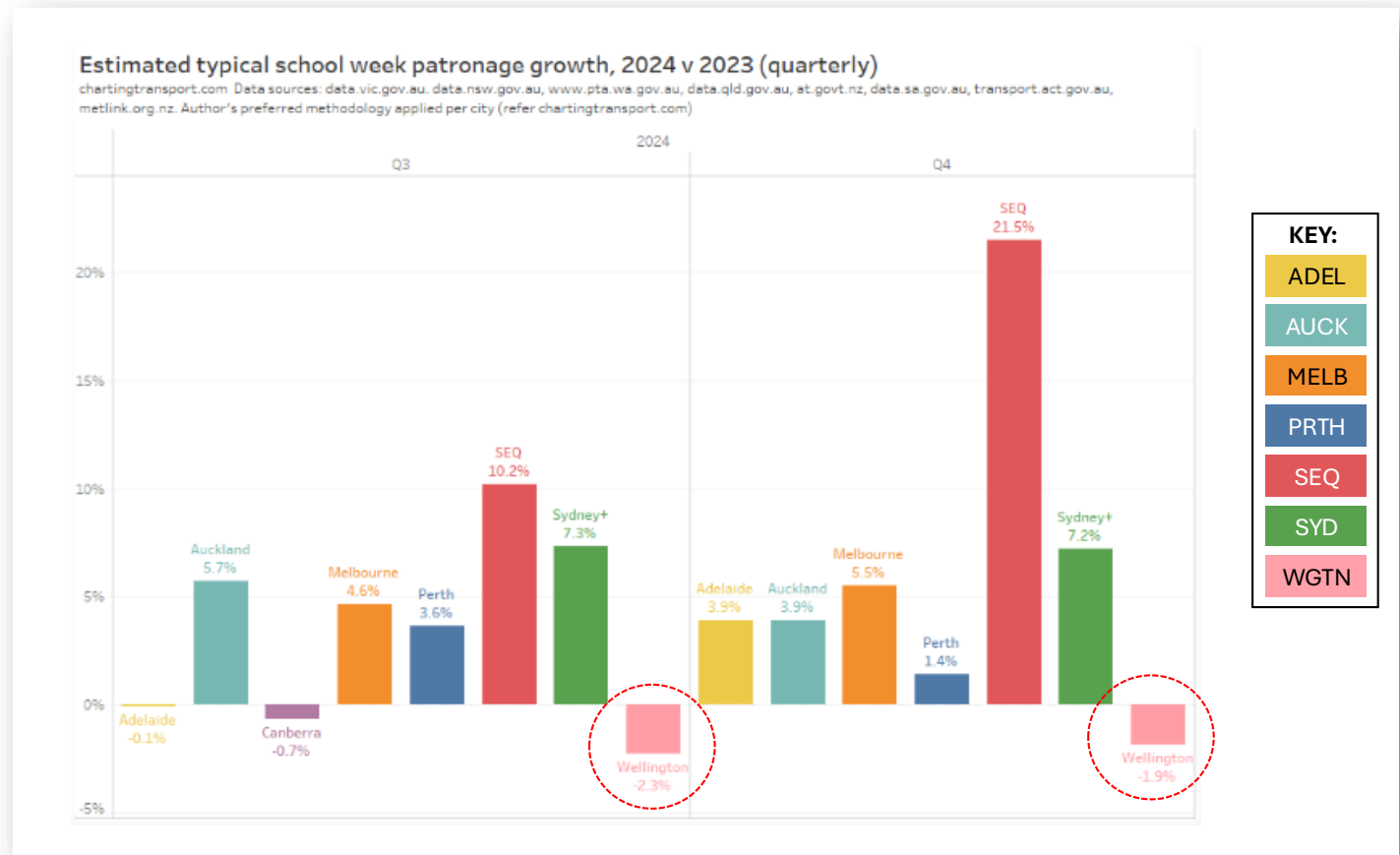
Backup

Australasia - Comparing 2023 and 2024

Attachment 1 to Report 25.224



Quarterly growth comparisons for 2023 / 2024 shows small declines for Wellington compared to growth in other jurisdictions



Transport Committee
10 June 2025
Report 25.241



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 22 MAY 2025

Te take mō te pūrongo **Purpose**

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 22 May 2025.

Te tāhū kōrero **Background**

1. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
2. The Advisory Group's Terms of Reference provide that:
 - a The Council appoints the Chair of the Advisory Group.
 - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
 - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
3. The Transport Committee's Terms of Reference provide that the Chair of the Advisory Group will be a non-voting member of the Transport Committee.
4. The Advisory Group's most recent meeting occurred on 22 May 2025.

Te tātaritanga **Analysis**

Meeting agenda and matters considered by the Advisory Group

New Senior Manager Network and Customer, Metlink

5. The Advisory Group was introduced to Tamsin Evans; the new Senior Manager Network and Customer, Metlink
6. Tamsin Evans noted her enthusiasm for working with the Advisory Group, which she saw as providing invaluable customer insights from the many perspectives represented.

Upcoming Council elections and what this means for PTAG

7. The Head of Governance and Democracy, Greater Wellington Regional Council (Greater Wellington) provided an overview of the upcoming Council elections on 11 October 2025.
8. The Advisory Group was advised that as set out in the Terms of Reference (and as provided in in the Local Government Act 2002), in the absence of a prior decision made by Council to continue the Advisory Group in the next triennium, the Advisory Group will dissolve at the end of the 2022—25 triennium.
9. At its final meeting of the triennium, Council will determine whether it wishes to continue any of its advisory bodies. Any decision to continue an advisory body made by the current Council will not be binding on the incoming Council.
10. The newly elected Council will consider the governance and advisory body arrangements that it wishes to put in place prior to the end of 2025.
11. The arrangement for the Advisory Group if it is continued in the next triennium will be determined by the new Council.

Question and Answer Session: Findings of the public consultation of the draft Regional Public Transport Plan

12. Prior to the meeting, the Advisory Group was provided with an overview of the findings of the public consultation submissions received on the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2025-35 (Draft RPTP).
13. The Advisory Group was provided with a brief overview of the consultation process undertaken, the number of submissions received (996), and the deliberations undertaken by Council.
14. Questions and discussions related to:
 - a the process undertaken by Greater Wellington to seek feedback from a full range of communities, and in particular transport disadvantaged groups across the Wellington region
 - b the weight given to submissions, and how submission information is used (including whether more submitter information could be sought)
 - c the process for developing and finalising the Draft RPTP
 - d discussion on the cycles on trains policy in the Draft RPTP and the place of active modes Draft RPTP
 - e the place of cash as payment on the network.
15. It was noted that many of the matters covered in deliberations had previously been considered by this Advisory Group.
16. Officers acknowledged the strong influence that this Advisory Group had in the development of the Draft RPTP.

Workshop – Testing concepts for Harbour Quays bus routes

17. A workshop was held to gather feedback on designs being developed for a Harbour Quays bus route.
18. A proposal for a Harbour Quays bus route will be presented to Wellington City Council and Greater Wellington Regional Council workshops in June. Insights from the Advisory Group will be included as part of the design proposal.

Next meeting

19. The next Advisory Group meeting is scheduled for Thursday, 28 August 2025.

Ngā kaiwaitohu

Signatories

Writer	Leigh-Ann Harris – Community Engagement Advisor, Network & Customer
Approvers	Andrew Lensen – Chair, Public Transport Advisory Group Tamsin Evans – Senior Manager Network & Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>The Committee’s Terms of Reference set out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The Advisory Group is one tool that enables Metlink to achieve a key Level of Service as set out in the Long-Term Plan 2024-2034 - “Provide a consistent and high-quality customer experience across the public transport network”. In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, “Continue to improve customer experience across all aspects of the network”.</p>
<p><i>Internal consultation</i></p> <p>There was no internal consultation needed.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Transport Committee
10 June 2025
Report 25.257



For Information

PERFORMANCE OF EASTER/ANZAC RAIL REPLACEMENT SERVICES

Te take mō te pūrongo

Purpose

1. To provide the Committee with an overview of the performance of the Easter/ANZAC rail replacement services.

Te tāhū kōrero

Background

2. Rail replacements (BRT) are used to replace train services in the following situations:
 - a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work
 - b when an unplanned event occurs that means we cannot run our normal train timetable e.g. earthquake, flood, staff shortages.

BRT Improvement Action Plan

3. Metlink has developed a BRT improvement action plan (Action Plan) which is to be undertaken over the period 2025 to early-2026. The Action Plan was presented for consideration at the Committee's 3 April 2025 meeting (refer Report 25.102 Rail Replacement Services: Action Plan for Improving the Customer Experience).
4. Three key areas have been identified for improvement:
 - a Customer information: Providing more information, including real-time information about the location of BRT buses.
 - b Infrastructure: Improving the placement and quality of BRT bus stops.
 - c Operating model: Exploring options for simplifying the delivery of BRT services.

Performance of Easter/ANZAC bus replacement services

5. Buses replaced trains, and some services ran at reduced frequencies as KiwiRail made improvements to the rail network over the Easter and ANZAC weekends.
6. As there were only three week days between Easter Monday and ANZAC Day, as well as the school holidays, KiwiRail used this as an opportunity to extend railway line closures and undertake continued infrastructure upgrade work across all railway lines.

7. Building on lessons learned from the summer 2024/25 Blocks of Line, the following improvements were implemented for the Easter/ANZAC period:
 - a Increased train frequency on the Melling Line, and Wairarapa Line (between Masterton and Upper Hutt), then would be typically provided for working days between public holidays.
 - b Increased capacity on Hutt Valley Line and Wairarapa Line (between Upper Hutt and Wellington) BRT services.
8. Capacity for Johnsonville Line BRT was supplemented by encouraging those passengers using Johnsonville Station to consider taking Route 1 buses running to a normal weekday timetable.
9. Customer service improvements were implemented in collaboration with Transdev including:
 - a increased in-person support personnel stationed at key boarding and transfer points, provided with location-specific briefing materials to assist passengers with wayfinding.
 - b onboard announcements made on outbound Melling Line train services to prepare customers for onward BRT service connections to Hutt Valley and Upper Hutt destinations.
10. As part of the BRT action plan Metlink implemented a BRT bus location tracking pilot in collaboration with Transdev. This enabled Transdev and Metlink call centre staff to have digital visibility of Johnsonville Line BRT services.
11. Initial observations from the from Metlink and Transdev staff during the Easter/ANZAC Blocks of Line on Hutt Valley (partial), Wairarapa (partial) and Johnsonville (whole) Lines were presented to the Committee on 8 May 2025 (Public Transport Performance – March 2025 Report 25.161).
12. Further analysis of customer behaviour and satisfaction on rail lines over the Easter/ANZAC Blocks of Line was undertaken during May. Customer satisfaction analysis focused on:
 - a the three working days between the long weekends (22-24 April)
 - b Wairarapa and Hutt Valley Lines where partial Blocks of Line, which necessitated transfers between bus replacement services and trains, provided a less familiar travel pattern for most passengers.
13. In early May across the Wairarapa and Hutt Valley Lines on-platform interviews were conducted with 125 customers who confirmed they travelled on peak services over the three working days between the long weekends (or who identified that they took leave specifically to avoid planned BRT).

Te tātaritanga

Analysis

Performance of Easter/ANZAC bus replacement services

14. Key findings from the customer satisfaction analysis are set out below:

- a Interviews revealed that customers who had further distances to travel to work (between Wairarapa or Upper Hutt, and Wellington) were more likely to plan well before the holiday period, with many choosing in advance to avoid train replacements and transfers by working from home, or driving to work, for the three days. Of note, one couple living in Wairarapa who were both essential workers working through the period said they took a hotel in Wellington for those days to ensure they could be at work on time and to avoid any potential delays.
- b By contrast, Lower Hutt commuters using bus replacement services between Pomare and Ava Stations (and transferring between bus and train at Petone Station), identified they were more likely to plan 'on-the-fly'. Many changed their travel or work arrangements based on what they personally encountered or heard from other passengers' experiences.

15. Measures of these behaviours are detailed below:

n=125	Took train and BRT*	Chose to drive to work to avoid BRT/transfer	Chose to drive to closer Park and Ride to avoid BRT/transfer	Chose to work from home to avoid BRT/transfer	Took annual leave specifically to avoid BRT/transfer
Wairarapa Line (n=42)	28%*	26%	2%	27%	17%
Hutt Valley Line: Upper Hutt (n=36)	31%*	33%	0%	36%	0%
Hutt Valley Line: Lower Hutt (n=47)	41%*	27%	15%	15%	2%

16. Levels of customer satisfaction with Easter/ANZAC bus replacement services (scored by those customers who used train and bus replacement services as asterisked* above) are compared with past satisfaction benchmarks as follows:

Customer BRT Satisfaction Scores	November 2024 (Bi-annual survey)	Summer BOL 2024/2025	Easter/ANZAC BOL 2025
Wairarapa Line	64.8%	56.8%	55.8%
Hutt Valley Line: Upper Hutt - Manor Park, transferring to train at Melling	55.3%	54.3%	55.4%
Hutt Valley Line: Pomare – Ava, transferring to train at Petone			65.7%

17. Customer satisfaction was influenced by a number of factors.
 - a Easter/ANZAC 2025 bus replacement services were affected by traffic disruptions caused by State Highway 2 works at Melling (affecting Wairarapa and Upper Hutt Line bus replacement travel times).
 - b Speed restrictions affecting Wairarapa Line travel times.
 - c Customers using Wairarapa and Upper Hutt bus replacement services in April were dissatisfied with transfers between bus and train, lower levels of comfort and slower travel times compared with a continuous train journey. A common complaint from Upper Hutt customers was the quality of buses and driver unfamiliarity with the route. The latter was partly caused by a late subcontract arrangement by the operator to a third party.
 - d The higher satisfaction score for the bus replacement services transporting Hutt Valley Line customers from Pomare Station through to Ava Station (connecting with rail services at Petone Station) in April reflects positive factors commonly described in interviews. These included:
 - i sufficient capacity of bus replacement services
 - ii Transdev and Metlink Greater Wellington staff assistance at key stations
 - iii customers who normally use the Waterloo Station Park and Ride, used Melling Station and Petone Station Park and Rides as convenient alternatives. Observations showed Waterloo Station carparks were 30% full, while Melling was full to capacity or overflowing into Pharazyn St on the working days, and the Petone carparks ranged between 60% and 80% full. In interviews the following patterns emerged:
 - Many customers reported they monitored passenger numbers at the Waterloo Station bus replacement stop to make the decision whether to take bus replacement or drive to catch the train at Melling Station or Petone Station.
 - Some customers chose to catch the train at Melling Station or Petone Station after experiencing the transfer from bus to train at Petone Station on the first working day between the holiday weekends.
 - In scoring their satisfaction with bus replacement, these passengers explained that having alternative options increased their satisfaction relative to past situations where they considered they had fewer travel choices.
 - iv Lower Hutt customers who substituted bus routes such as the 81, 83 and 110 for bus replacement services, reported these were satisfactory alternatives.

Learnings from Easter/ANZAC 2025 Block of Line that inform ongoing BRT improvement work include:

18. There is high value in Metlink providing more comprehensive, location-specific information detailing alternative routes throughout the Metlink network,

particularly with respect to upcoming Blocks of Line affecting peak services. Resourceful customers planning around work deadlines, BRT services and transfers, and traffic and weather conditions during the Easter/ANZAC Block of Line have indicated that providing easy alternative travel strategies, incorporating permanent bus routes and multiple Metlink Park and Ride locations, is likely to increase customer convenience and overall satisfaction with BRT (and potentially with the Metlink network as a whole).

19. Dynamic use patterns of Park and Ride facilities at Lower Hutt stations during this Block of Line provide a useful indicator of likely customer behaviour during the upcoming Melling Station closure. Planned extension of the Petone Station Park and Ride capacity will be critical in accommodating likely Western Hills-dwelling customers switching to Petone Station. Associated planning will also consider how Petone Station (including entry and egress points) will accommodate higher volumes of boarding and alighting.
20. The inconvenience of partial Blocks of Line for customers is clear, evidenced by satisfaction scores and the lengths customers are prepared to go to avoid transferring between bus and train. Metlink will determine with KiwiRail whether there are opportunities to strategically plan Blocks of Line to minimise this impact on customers.
21. A BRT tracking prototype conducted over the Easter/ANZAC Block of Line disproved the viability of a digital concept that set out to bypass the need for a timetable-based tracking system, concluding that additional work is required. The live experiment, involving a collaboration between Metlink/Greater Wellington, Mana Coaches and Transdev staff, noted that the start time of each bus replacement services trip is one of the most important factors required that was missed in the prototype (we had assumed this would be automatically determined). Findings have informed revisions to the prototype to be developed and tested again. Findings are expected by the end of June 2025.

Ngā tūāoma e whai ake nei

Next steps

22. The next measure of customer satisfaction with buses replacing train services is included in the bi-annual rail customer satisfaction survey (results late June 2025).
23. The next Blocks of Line affecting peak services on working days are currently planned for Summer 2025/2026. We will continue to refine the BRT service as we implement the BRT Improvement Action Plan and learn from our customers' satisfaction with their experience.

**Ngā kaiwaitohu
Signatories**

Writer	Andrew Tobin – Senior Advisor, Customer Experience, Metlink
Approvers	Tamsin Evans – Senior Manager Network & Customer, Metlink Paul Tawharu – Senior Manager Operations, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>This report provides the Committee with a review of BRT services which are an important aspect on the delivery of public transport services. “Reviewing performance trends related to public transport activities” is a specific responsibility set out in the Committee’s Terms of Reference.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>BRT services have a direct impact on service levels. Certain performance measures in the 2024-34 Long-Term Plan relate to service levels.</p>
<p><i>Internal consultation</i></p> <p>No other functions were consulted in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>This report sets out a way to mitigate risks associated with rail services which are not able to run.</p>

Transport Committee
10 June 2025
Report 25.158



For Information

WELLINGTON METROPOLITAN RAIL NETWORK PERFORMANCE AND FUNDING CHALLENGES - UPDATE

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (Committee) with an update on the Wellington Metropolitan Rail Network Challenges.

Te tāhū kōrero

Background

Wellington Metropolitan Rail Network: Performance and Funding

2. On 7 December 2023, Council received a report entitled Wellington Metropolitan Rail Network: Performance and Funding – Report 23.480 (the Report).
3. The Report provided Council with:
 - a An overview of the funding and management arrangements for the Wellington Metropolitan Rail Network.
 - b A description of the challenges for Greater Wellington Regional Council (Greater Wellington) and KiwiRail in managing network performance under these arrangements.
 - c Information about Greater Wellington's understanding about the level of rail network under-investment that exists now and into the future.
 - d Information regarding potential implications to Metlink rail services, including service reductions.
4. The Council requested that the Transport Committee receive regular updates on progress related to matters covered in the Report.
5. On 22 February 2024 and 4 April 2024 (refer Reports 24.2 and 24.123 both entitled Wellington Metropolitan Rail Network Performance and Funding Challenges – Update), updates were provided to the Committee (Update Reports).
6. The Update Reports set out progress against actions identified by officers for Greater Wellington to undertake to help resolve the situation.

Te tātaritanga Analysis

7. The paragraphs below provide an update on progress with matters related to the Wellington Metropolitan Rail Network.

Wellington Metropolitan Rail Network Performance and Funding - update

Budget 2025 funding

8. The Government has provided \$143.6 million funding through Budget 2025 to specifically fund overdue renewals on the Wellington and Auckland metropolitan rail network.
9. The funding is provided directly to KiwiRail and covers financial years 2025/26 and 2026/27.
10. The funding spilt between the Wellington and Auckland metropolitan rail networks is yet to be determined by KiwiRail.
11. It is anticipated that KiwiRail will determine how its Budget 2025 funding will be allocated within the coming weeks.
12. Officers will provide an update to the Committee on any new information regarding funding at this meeting.

Progress against identified actions

13. The table below sets out progress against the actions previously identified to the Committee

Identified action	Comment
Auckland Transport: Work with Auckland Transport, as the other provider of metropolitan rail services, to develop a shared message to inform Government advocacy.	Metlink and Auckland Transport managers have monthly meetings to discuss areas of commonality with respective metropolitan rail network areas. We are also working closely with Auckland Transport on the Metropolitan Rail Operating Model review (MROM Review) ensuring we are aligned on key messaging to the policy team at the Ministry of Transport with respect to rail network funding.
Government advocacy: Ensure the Crown (Minister) together with New Zealand Transport Agency Waka Kotahi (NZTA) and the Ministry of Transport: a are aware of the service reductions that will occur on the Wellington Metropolitan Rail Network.	Greater Wellington continues to advocate to the Crown, NZTA, and the Ministry of Transport on issues facing the Wellington Metropolitan Rail Network. It is noted that in the recent pre-Budget 2025 announcement of rail funding, the Transport Minister Chris Bishop acknowledged the importance of

Identified action	Comment
<p>b are aware that due to the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard, funding the shortfall will not mean an immediate reduction in service impacts.</p> <p>c accepts the service risk and other safety risks that exist if the funding shortfall is not addressed.</p> <p>d accepts the size and scale of the funding gap and engages with KiwiRail to resolve the short-term problems with additional 'seed' funding whilst a longer-term solution to funding can be agreed.</p>	<p>sustained funding. The following statement were made:</p> <p>"Metro rail investment in Auckland and Wellington will improve the level of service for passengers by addressing overdue and critical renewals work. The poor state of our metro networks has flow-on impacts for performance.</p> <p>"The Budget investment in metro rail will continue to support delivery of modern networks that are more reliable, can be efficiently maintained, ease congestion on the busiest parts of the network, and allow for increased future demand."</p>
<p>Service reductions: Consider potential service reductions to either reduce costs or release funds to KiwiRail to ensure that the highest patronised lines remain operational until sufficient funding is available.</p>	<p>Based on the funding provided in Budget 2025 for the next two years, officers anticipate that it is unlikely that there will be any need to consider service reductions or potential line closures due to the state of the network.</p> <p>Note that delivery of this essential work will require multiple Blocks of Lines and additional Temporary Speed Restrictions (TSRs). Officers will work with KiwiRail to minimise passenger disruption.</p>
<p>Insurance capping/removal: Request that KiwiRail:</p> <p>a re-evaluates its allocation methodology to incorporate the latest climate risks to which it is now exposed.</p> <p>b considers capping or removing the ratepayer contribution to insurance for this critical Crown asset.</p> <p>c Work with the Crown to implement a self-insurance regime similar to the roading network.</p>	<p>KiwiRail and its insurers have agreed to cap Greater Wellington's contribution to network insurance for FY2025 at approximately \$7.4 million. While this is higher than previous capped amounts it is considerably lower than originally requested by KiwiRail.</p> <p>Ongoing discussions need to continue with KiwiRail, Ministry of Transport and NZTA about network insurance past this current year (FY 2025).</p> <p>Officers note that there is no mechanism or commitment to resolve this matter; the</p>

Identified action	Comment
	allocation methodology is owned by KiwiRail.
Metropolitan Rail Operating Model: Request that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown in accordance with the Metropolitan Rail Operating Model principles; these are not contemplated by the Wellington Network Agreement.	Action is covered by the MROM Review (see paragraphs 14 to 16 below for detail).
Business cases: Support KiwiRail with a series of business cases to support funding bids for the urgent backlog and associated costs as well as the future programme shortfalls.	Action is covered by the Wellington Investment Case development (see paragraphs 17 to 23 below for detail).
Performance fee: Request KiwiRail caps its performance fee to the current amount (\$2 million per annum) regardless of additional budget.	KiwiRail has been receptive to cap the performance fee. Different performance measures could be introduced to better reflect the work required on the rail network. Discussion with KiwiRail is ongoing.

Metropolitan Rail Operating Model Review

14. In February 2024, the Ministry of Transport developed Terms of Reference for a review of the Metropolitan Rail Operating Model (MROM).
15. The purpose of the MROM review is to:
 - a address the key issues on metro rail networks
 - b review the MROM settings that contribute to those issues
 - c advise Ministers on the above two matters and determine next steps following ministerial consideration.
16. The Review is led by the Ministry of Transport, with the following organisations contributing to it: Greater Wellington, Auckland Transport, KiwiRail, Treasury, and NZTA.
17. The Ministry of Transport has recently refocussed the work on the MROM review, to deal with funding settings as well as structure and governance. Greater Wellington (Metlink) officers will be actively engaged in its development.

Wellington Investment Case Development

18. Metlink and KiwiRail have developed a draft joint Wellington Investment Case (Investment Case) for rail.
19. The Investment Case has a 10 year horizon with a focus on asset renewal activities

20. The purpose of the Investment Case is to seek significant additional funding for the renewal activities identified in the Rail Network Investment Programme (RNIP).
21. KiwiRail is required to prepare a RNIP every three years to be eligible for funding from the National Land Transport Fund. The RNIP must take into account the purpose of the Land Transport Management Act 2003, as well as the current Government Policy Statement (GPS) on Land Transport (the current GPS was released in June 2024).
22. The Investment Case includes analysis on:
 - a the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard.
 - b service reductions that will occur on the Wellington Metropolitan Rail Network in the event that required funding is not received.
 - c service risk and other safety risks that will exist if the funding shortfall is not addressed.
23. The Investment Case remains in draft. However, it has been presented to the Ministry of Transport and NZTA.
24. As a result of developing the Investment Case, KiwiRail has requested additional funding from the Crown for next 3 years (24/25, 25/26 and 26/27) for overdue renewals. Note that Budget 25 provides funding for overdue renewals in 25/26 and 26/27 as identified in the Investment Case.

Ngā tūāoma e whai ake nei

Next steps

25. Greater Wellington will continue to work with stakeholders on the Wellington Metropolitan Rail Network challenges.
26. The Committee will be updated on progress being made on a regular basis.

Ngā kaiwaitohu

Signatories

Writer	David Mawson – Rail Network Delivery Manager, Assets & Infrastructure
Approvers	Hamish Burns – Senior Manager Assets & Infrastructure (Acting) Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>The Council has requested that the Transport Committee receive regular updates on this matter. In addition, the Transport Committee has the responsibility to consider emerging issues and impacts for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Network conditions are necessary to achieve targets in the Regional Land Transport Plan and Regional Public Transport Plan.</p> <p>The provision of public transport is a key activity in the Long Term Plan.</p>
<p><i>Internal consultation</i></p> <p>No internal consultation beyond Metlink has occurred in relation to this update.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>This report provides an update on activities proposed and undertaken to mitigate risks and impacts identified in Report 23.480 presented to Council on 7 December 2023.</p>

Transport Committee
10 June 2025
Report 25.223



For Information

PUBLIC TRANSPORT PERFORMANCE – APRIL 2025

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 of the Committee 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 officers met with Committee members to better understand the performance outcome reporting Councillors would like to see and what performance data Metlink has available. reporting will include:
 - 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. 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 coming 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 April 2025.
14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga Analysis

Bus performance – April

Patronage

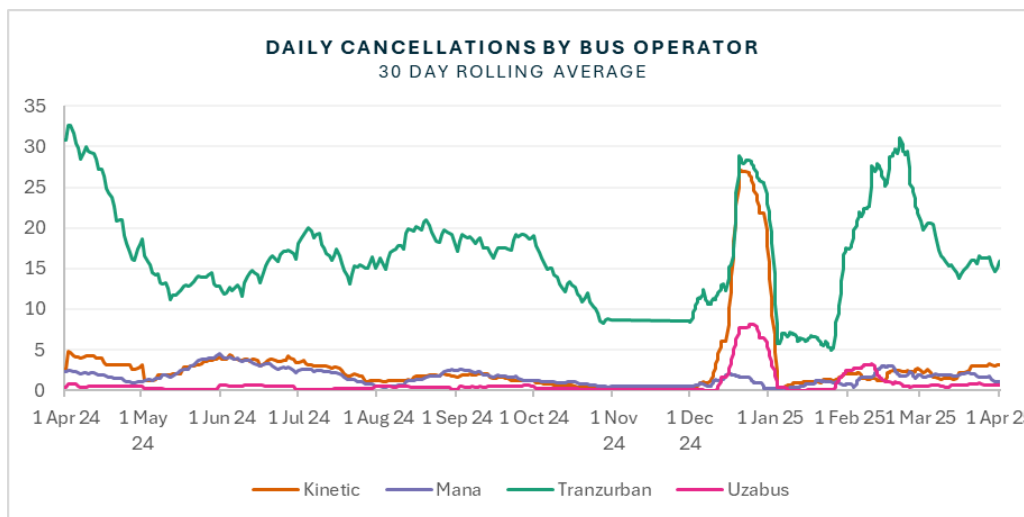
15. Bus passenger boardings for April 2025 were 2.08 million, this compares to boardings of 2.18 million in April 2024. Patronage for the year to date is at 100.9% of 2024 levels.

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 April 2025 was 99.5%, this compares to March 2025 which was 99.7%. Reliability this month continues to reflect a stable Metlink bus network although we continue to monitor the management of cancellations.
18. The graph below provides information on cancellation trends by operator.



19. Bus operators are achieving the required performance levels for reliability, although we are currently monitoring cancellations more closely with our partners at Tranzurban (this is largely driven by staff absence and fleet availability). 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 94.8% in April and 95.0% for the year to date.
23. As requested by the Committee, officers are in the process of developing a way for reporting on buses leaving timing points along the route ahead of schedule. We have set out in the table below the number of buses which have been recorded as departing from origin early, late, and on-time:

Punctuality at origin – April 2025

Category	Apr-25	Apr-24	Change
On-time	95.3% (86,830)	94.8% (85,743)	0.5%
Early	0.9% (821)	1.1% (983)	-0.2%
Late	3.8% (3,496)	4.1% (3,746)	-0.3%

24. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade and Thorndon Quay. Roadworks at State Highway 2 near Melling and associated traffic congestion had flow on impacts to punctuality across the wider Hutt Valley.

Rail performance – Wairarapa Line issues

Staffing issues

25. Transdev Wellington has been operating Wairarapa Line services with a limited roster of train managers.
26. Under the current rail partnering contract, it is the responsibility of the rail operator (Transdev) to recruit and train its frontline staff (this includes train drivers, train managers and passenger operators).
27. A full establishment of 12 to 14 Line Train Managers are needed to provide for full coverage of services across the week, which allows a buffer for reasonable leave requirements (planned and unplanned).
28. Currently, a full weekday Wairarapa Line timetable requires a minimum of six train managers, but ideally seven in case of leave. At present, only five Wairarapa Line train managers are consistently available for rostering.
29. Based on the training requirements (see below), Transdev expect to have sufficient number of train managers for the Wairarapa Line by September 2025.

Specialist training requirements

30. The Wairarapa Line requires train managers with specialised training, including industry standard licenses for safety procedures for the Remutaka Tunnel and shunting operations in Masterton Yard.
31. It takes approximately 6 months for full specialised Wairarapa Line training, and training is restricted due to the need for one-on-one training on the job.

Actions being undertaken

32. To provide consistency of service, until staffing resources allow, Metlink has agreed with Transdev to bus replace the following services, which carry the least number of passengers:
 - a the weekday 3:38pm departure from Masterton, and the 6:18pm departure from Wellington
 - b the Friday-only 10.25pm departure from Wellington(please note, further train services may be replaced by buses if more train managers become unavailable at short notice).
33. At the request of Metlink, Transdev has provided a recovery plan, which outlines Transdev's approach to returning to contracted service provision, has been provided. The recovery plan and progress reports against it are being posted to Metlink website.²

² <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>

34. To ensure passengers have access to as much information as possible about what is currently affecting the Wairarapa Line, Metlink is improving communication:
 - a Publishing weekly situation reports on the Metlink website, explaining factors affecting Wairarapa trains and upcoming impacts to services³.
 - b Consistent updates to Wairarapa commuters, Councillors, Mayors, Members of Parliament, and the Minister of Transport.
35. Metlink is working to identify potential options to alleviate customer concerns on Wairarapa Line services.

Rail performance – April

Patronage

36. Rail passenger boardings for April 2025 were 0.81 million, this compares to boardings of 0.92 million in April 2024.

Reliability

37. 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.
38. The rail reliability target is 99.5%.
39. Rail service reliability was 97.4% in April 2025, compared to 97.1% in March 2025.
40. Temporary Speed Restrictions on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.
41. Operator 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 0.2% of the reliability failures in April 2025.
42. Since late-March 2025, the Wairarapa Line has experienced significant disruption due to staff shortages (refer to paragraphs 25-31).

Punctuality

43. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
44. The rail punctuality target is 90%.
45. Punctuality for April 2025 was 82.6% compared to 82.0% in March 2025.
46. 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

³ Available at same location on the Metlink website as above.

put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

47. Following the work that KiwiRail undertook over the Easter/ANZAC period, a large number of speed restrictions were removed on the Wairarapa Line which will bring improvements to punctuality on the Line.

Rail replacement services

48. In April 2025, 31.7% (2,786) of rail services were replaced by buses (planned and unplanned):
- a 30.4% (2,673) of the rail services that were replaced by buses were planned
 - b 1.3% (113) of the rail services that were replaced by buses were unplanned.
49. Of the 30.4% of **planned** rail services that were replaced by buses: 54% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 43% were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks⁴, accessible, and electronic ticketing enabled); 3% of services were awarded to Transit Coachlines who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink's preferred fleet requirements, however Tranzurban fleet did).
50. Of the 1.3% of **unplanned** rail services that were replaced by buses: 28.3% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 22.1% were provided by NCS. The remainder of vehicles used did not meet Metlink's preferred fleet requirements.
51. Data on buses that have electronic ticketing is included in brackets in the table below. Note that we are not reporting on bike racks for the month of April as they are not currently in operation.

Unplanned rail services that were replaced by buses/shuttles – April 2025

Operator	No. Buses	No. Shuttles
Capital Shuttles	-	34 (-)
Kinetic	25 (22)	-
Mana Newlands	2 (-)	-
NCS Taita	32 (30)	1 (-)
Rambler	6 (-)	
Transit Masterton	31 (-)	-
Tranzurban	14 (14)	-
Total	110 (66)	35 (-)

⁴ Note, bus racks are not currently in operation on any buses.

Upcoming Blocks of Line (planned bus replacements)

52. Information on upcoming planned Blocks of Line covering the period June 2025 to July 2025 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.⁵

Ferry performance – April

53. The harbour ferry service winter timetable was introduced from the start of Term 2
54. Ferry boardings show a decrease of 4% on the same month last year, and a decrease of 26.7% for the year to date.
55. This month we saw several cancellations across the month; 34 of those cancellations were due to weather related disruption, and 12 cancellations were due to mechanical issues.
56. Greater Wellington entered a new Gross Contract with East by West from 1 May 2025, bringing it in line with the other PTOM Bus and Rail contracts.
57. Under the new contract setting officers will be reviewing the reporting and will bring a more comprehensive report on performance of the Ferry operation from May - including fare revenue, punctuality and reliability.

Fare revenue

58. In April 2025, there was a budget shortfall of \$1.97 million for the month across bus and rail services. The year-to-date budget shortfall is \$15.05 million.
59. 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 on rail – which has higher fares revenue collection and lower average fare payments for the network overall.
60. The budget does not include ferry fare revenue as harbour ferry services currently 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. Note, reporting from 1 May 2025 will include ferry fare revenue (refer above).

Transport Officer activity – April

61. Transport Officers (TOs) continued supporting onboard revenue protection primarily onboard Rail services. The team had a strong engagement and education focus for Wellington events, supporting public transport use and the Conditions of Carriage.
62. Metlink's TOs undertook 663 payment validations on board rail services in April 2025.
63. Payment validations of Metlink bus services fares are based on observations – passengers who are requesting free fares from drivers and/or passengers who are

⁵ <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

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.

64. The table below reports on the number of times TOs sought customer details in relation to their non-payment of the correct fare in the April 2025 period. Note that staff absence during April has impacted the number of details sought.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	4	1	1	0	0	0	0	0	6

65. In April 2025, no infringement notices were issued by Warranted Transport Officers.

Health, Safety and Wellbeing

Reporting by operators

66. Following a review of the monthly health and safety reports that Metlink receives from operators, the following measures have been established to provide a more meaningful measure for the committee:

67. Passenger Injury events are now presented as:

- a A rolling 12-month average line
- b Raw monthly totals

68. Aggressive/Abusive Behaviour, which includes to/from and between passengers and drivers are categorised as follows:

- a Rolling 12-month averages Verbal Aggression
- b Severe (physical assault) - predominantly on operator staff
- c All Aggressive Behaviour, Abusive and Anti-social behaviours.

These are now presented as:

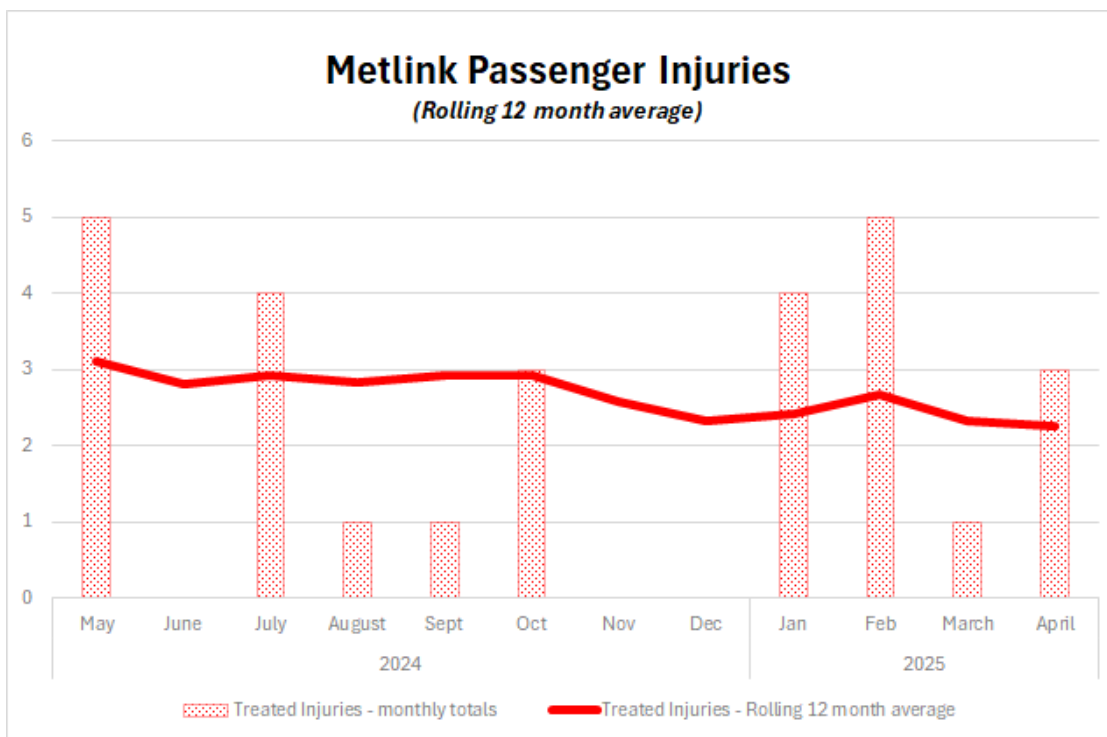
- d Rolling 12-month average line
- e Raw monthly totals

69. On review of the operator reports from the last quarter it became evident that nearly all near-miss events were associated with minor vehicle damage. This near miss reporting has been removed as it is considered to have limited value for consideration at a governance level.

70. The information below provides qualitative information on reports received from operators for April 2025.

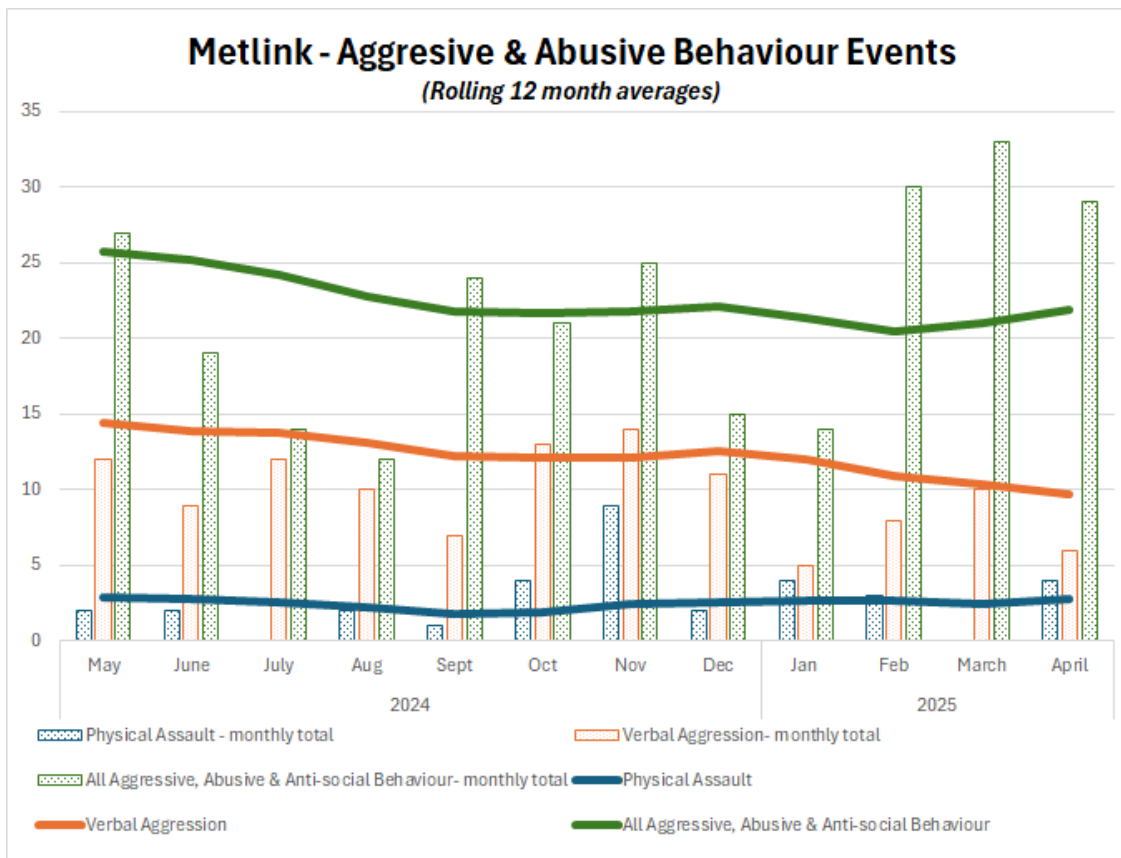
Passenger Injury Events

71. In April, there were three passenger injuries reported by operators. None of these were serious. Overall, the 12-month rolling average of passenger injuries is trending down.



Aggressive/Abusive Behaviour

72. In April 2025, the following instances of notable Aggressive/Abusive Behaviours occurred:
73. There were four attempted cash box thefts reported during April involving two operators. No drivers were injured during these thefts.
74. Police were called to seven disorderly and abusive behaviour incidents on buses services. The Police response appears to be quick as most offenders were removed by Police without further incident or injury.
75. General anti-social and disorderly behaviour is contributing to an increase in the “All Aggressive, Abusive and Anti-social Behaviour” 12-month rolling average, as both “Assaults” and “Verbal Aggression” rolling 12-month averages have been trending down.



Medical events on board Metlink services

76. There were another six reported passenger medical events that an ambulance was called to during April 2025.
77. Following workshop between Wellington Free Ambulance (WFA) and operators it is pleasing to note that most of the operators, who were not already, have been taking up the WFA free CPR & AED training for staff.

Other Health, Safety and Wellbeing matters

Train operations

78. The Human Factors consultant engaged by Transdev to review the issue of train doors being opened off platforms has completed their in-person work. They are expected to report back to Transdev and Metlink soon.
79. NZ Transport Agency Waka Kotahi (NZTA) completed their Ordinary Safety Assessment of Transdev between 13 and 16 May 2025. Initial feedback from NZTA has been positive with deficiencies identified and four recommended possible improvement actions for their consideration.

80. During the recent Easter/ANZAC Block of Line Transdev took the opportunity to put a group of longer tenure staff through their de-escalation training that other new staff now receive as part of their onboarding training.

General

81. The upcoming June 2025 Metlink Operators Health and Safety forum will be exploring severe weather response protocols and procedures, along with learning from the recent severe weather events to confirm consistency and appropriateness.

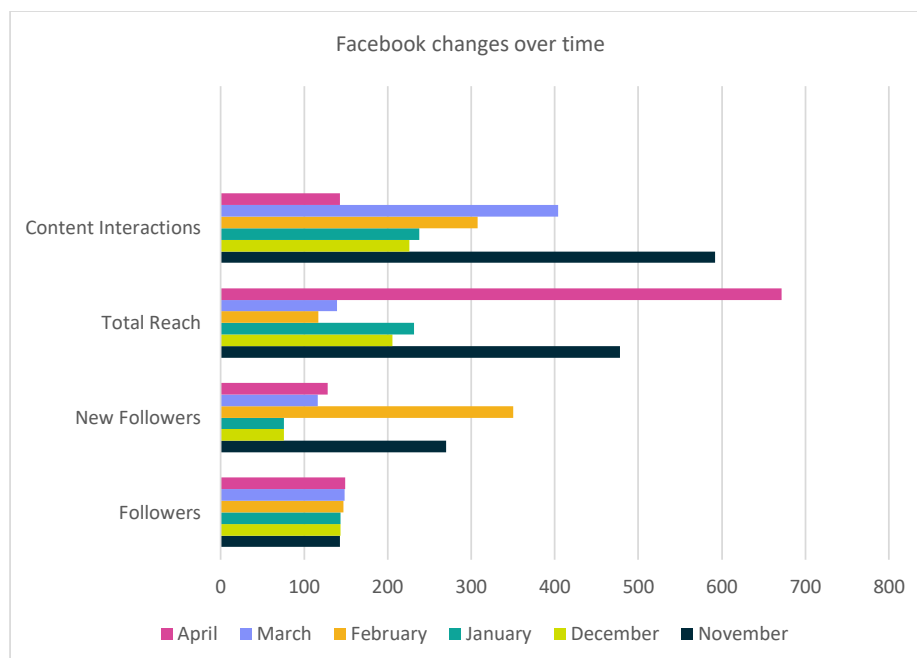
Social media – April

82. Social media is a key means for Metlink to reach its customers. Metlink’s Facebook page is used to provide customer communications.
83. The table below sets out information relating to Metlink social media for the April 2025 period:

April 2025

Followers	New followers	Total reach	Total views	Content interactions	Engagement rate
14,936 (0.8% increase compared to month prior (14,808))	128	671,538 (380.8% increase compared to month prior (139,691))	2.2m (629.7% increase compared to month prior (306,893))	1,430 (64.6% decrease compared to month prior (4,040))	0.7% (94.5% decrease compared to month prior (12.8%))

84. The graph below shows the comparative changes since November 2024 to April 2025. It shows how quickly social media changes over short periods of time.



**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – April 2025
2	Upcoming Planned Rail Replacements – June 2025 to July 2025

**Ngā kaiwaitohu
Signatories**

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
Approvers	Hamish Burns – Senior Manager Assets and Infrastructure (Acting) Paul Tawharu – Senior Manager Operations Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

<p style="text-align: center;">He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>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.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.</p>
<p><i>Internal consultation</i></p> <p>No other functions were consulted in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p>

Metlink performance report

A P R I L 2 0 2 5



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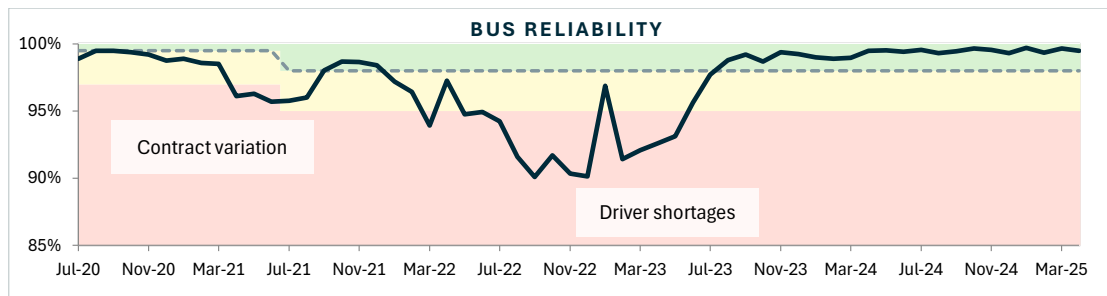
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In April, 99.5% 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.



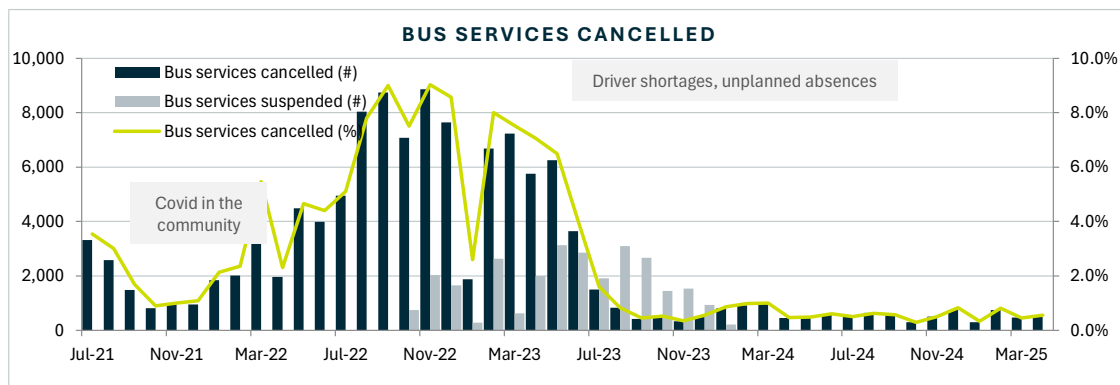
 ≥98%, Meets/exceeds target
 98%-95% Needs improvement
 <95% Unsatisfactory

Reliability - current month

	Apr-25	Apr-24	Change
Wellington City			
Newlands & Tawa	99.9%	99.5%	0.4%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	98.6%	98.8%	-0.2%
Hutt Valley	99.8%	99.9%	0.0%
Porirua	99.3%	98.8%	0.5%
Kapiti	100%	100%	0.0%
Wairarapa	99.8%	98.6%	1.2%
Total	99.5%	99.5%	0.0%

Reliability - year to date (Jul - April)

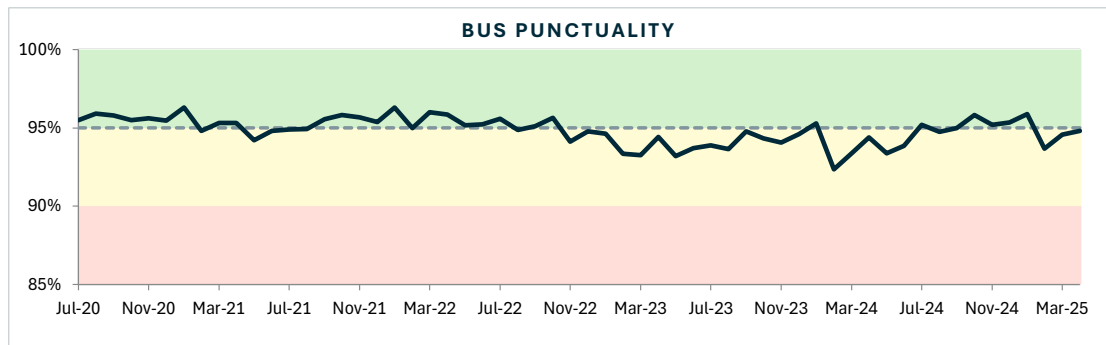
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	98.9%	97.7%	1.2%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.3%	1.8%
Kapiti	99.7%	99.5%	0.2%
Wairarapa	99.4%	98.5%	0.9%
Total	99.5%	98.9%	0.6%



Punctuality

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

Bus service punctuality was 94.8% in April and 95.0% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade and Thorndon Quay. Roadworks at State Highway 2 near Melling and associated traffic congestion had flow on impacts to punctuality across the wider Hutt Valley.



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

Punctuality - current month

	Apr-25	Apr-24	Change
Wellington City			
Newlands & Tawa	96.8%	96.9%	-0.1%
East, West & City	95.9%	94.8%	1.1%
North, South, Khandallah & Brooklyn	92.9%	93.1%	-0.2%
Hutt Valley	92.9%	94.1%	-1.2%
Porirua	97.1%	96.1%	1.0%
Kāpiti	97.1%	94.1%	3.0%
Wairarapa	91.2%	86.2%	5.0%
Total	94.8%	94.4%	0.4%

Punctuality - year to date (Jul - April)

	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.5%	0.4%
East, West & City	96.0%	95.4%	0.6%
North, South, Khandallah & Brooklyn	93.0%	91.2%	1.8%
Hutt Valley	94.2%	94.2%	0.0%
Porirua	96.8%	95.3%	1.5%
Kāpiti	96.7%	93.3%	3.4%
Wairarapa	93.1%	90.7%	2.4%
Total	95.0%	94.1%	0.9%

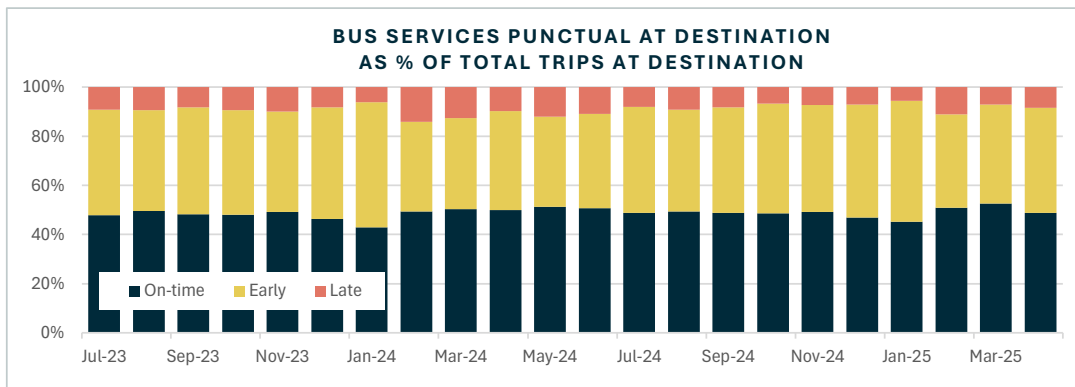
Punctuality at destination

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 April, 48.8% of bus services recorded at destination arrived on time, with a further 42.7% arriving more than one minute early, while 8.5% of services arrived more than five minutes late.

Attachment 1 to Report 25.223



Punctuality at destination - current month

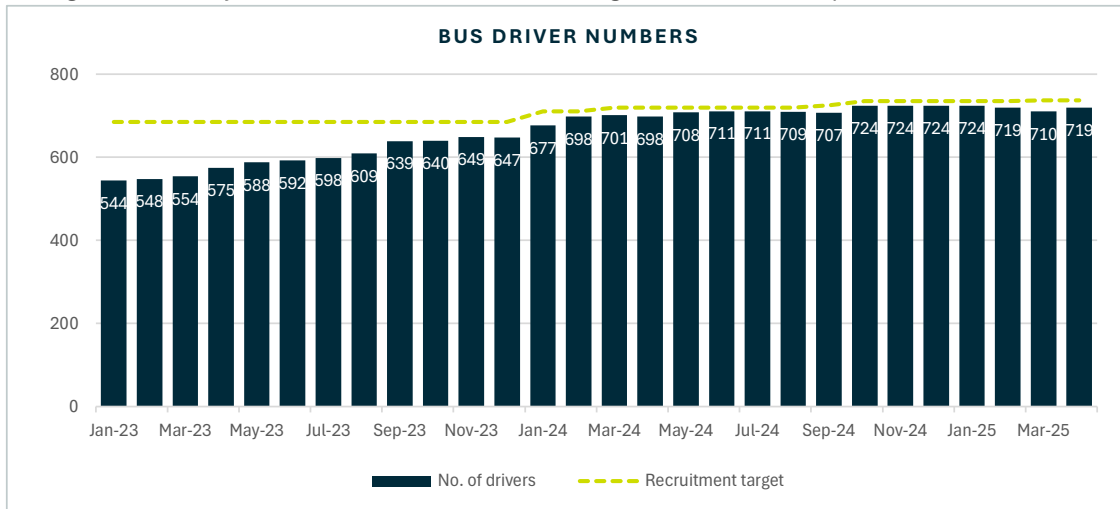
	Apr-25	Apr-24	Change
On-time	48.8%	49.9%	-1.1%
Early	42.7%	40.3%	2.4%
Late	8.5%	9.8%	-1.3%

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

	2024/25	2023/24	Change
On-time	48.8%	48.2%	0.6%
Early	42.1%	42.0%	0.1%
Late	9.1%	9.8%	-0.7%

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 737 drivers required to run the network.



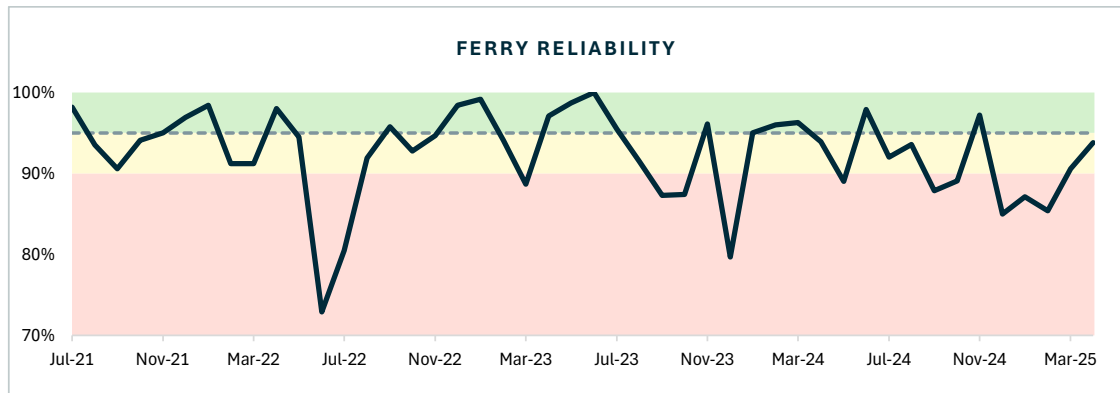


Ferry operator

Reliability

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

Reliability for April was 93.8%, compared to 93.9% for the same month last year. There were 34 weather-related cancellations this month, and 12 non-weather-related cancellations.



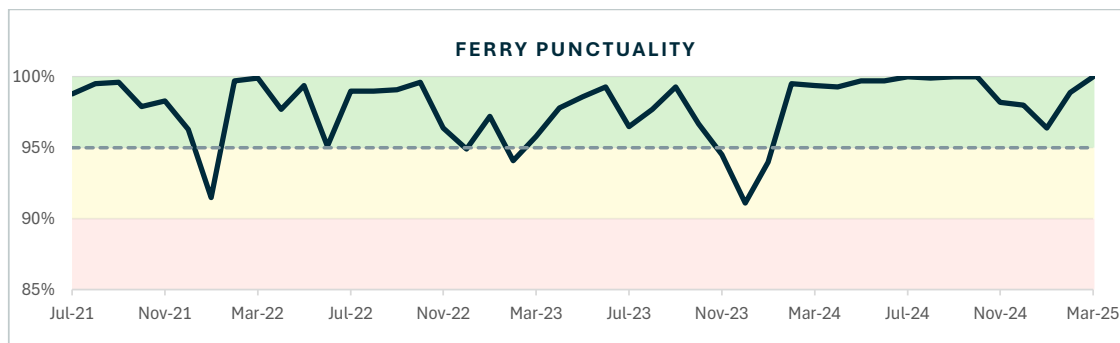
Reliability - current month

	Apr-25	Apr-24	% Change
Total	93.8%	93.9%	-0.1%

Punctuality

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

Punctuality for April was 98%, compared to 99.3% for the same month last year.



Punctuality - current month

	Apr-25	Apr-24	% Change
Total	98.0%	99.3%	-1.3%



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.

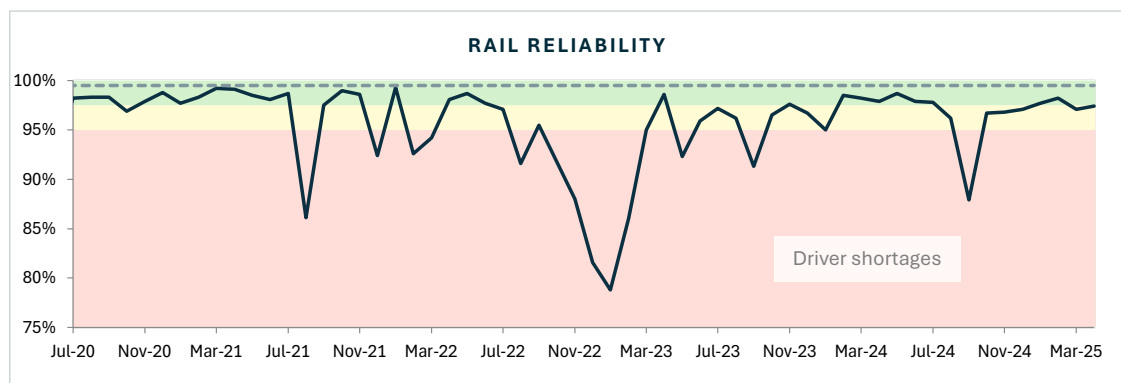
Rail service reliability was 97.4% in April and 96.2% for the year to date.

TSRs on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.

In April, the Wairarapa line experienced significant disruption due to staff shortages, with the weekday 3:38pm departure from Masterton, and the 6:18pm departure from Wellington; and the Friday-only 10:25pm departure from Wellington services being replaced by bus.

All services on the Johnsonville Line were bus replaced for two weeks and the Hutt Valley Line for 10 days over the Easter/ ANZAC period – this was to enable KiwiRail to carry out major network renewals works

Staff sickness affected 0.2% of services.



Reliability - current month

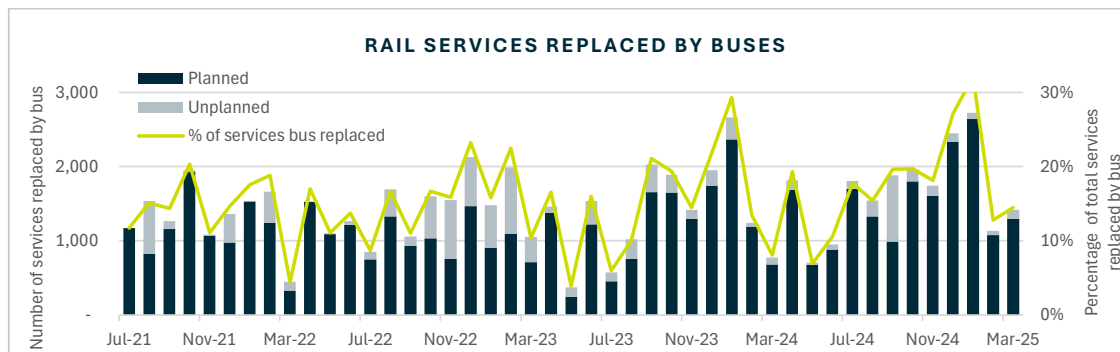
	Apr-25	Apr-24	Change
Hutt Valley	97.7%	97.9%	-0.2%
Johnsonville	99.1%	99.0%	0.1%
Kapiti	97.5%	97.4%	0.1%
Wairarapa	74.7%	93.5%	-18.8%
Total	97.4%	97.9%	-0.5%

Reliability - year to date (Jul - April)

	2024/25	2023/24	Change
Hutt Valley	96.7%	97.5%	-0.8%
Johnsonville	97.6%	96.3%	1.3%
Kapiti	95.4%	97.0%	-1.6%
Wairarapa	85.8%	93.0%	-7.2%
Total	96.2%	96.9%	-0.7%

Attachment 1 to Report 25.223

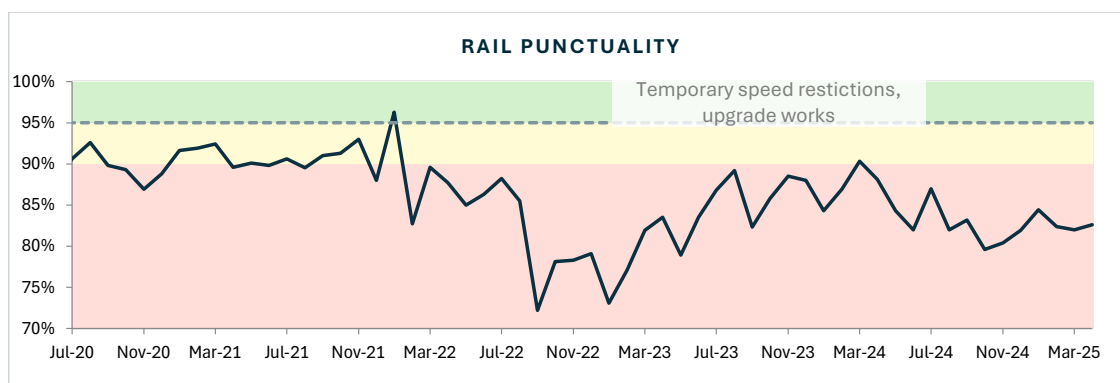
In April, 31.7% of rail services were replaced by buses, compared to 14.5% the previous month.



In April, there were 8783 rail trips run, carrying 819,378 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, particularly on the Kāpiti and Wairarapa Lines. Following the work that KiwiRail undertook over the Easter/ANZAC period, a large amount of speed restrictions were removed on the Wairarapa Line which will bring improvements to punctuality on the line. Speed restrictions are put in place to help keep everyone safe while KiwiRail are working on maintaining the line.



Punctuality - current month

	Apr-25	Apr-24	Change
Hutt Valley	81.1%	91.6%	-10.5%
Johnsonville	92.6%	96.0%	-3.4%
Kapiti	79.9%	82.8%	-2.9%
Wairarapa	42.7%	22.8%	19.9%
Total	82.6%	88.1%	-5.5%

Punctuality - year to date (Jul - April)

	2024/25	2023/24	Change
Hutt Valley	86.7%	88.7%	-2.0%
Johnsonville	94.8%	96.0%	-1.2%
Kapiti	70.3%	85.3%	-15.0%
Wairarapa	40.2%	26.6%	13.6%
Total	82.4%	87.8%	-5.4%

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.

April Commentary

April performance decreased slightly for both Punctuality and Reliability on the previous month. The decrease in Punctuality was predominately due to TSRs on the Kāpiti Line, Hutt Valley and Wairarapa Line continuing to be over KPI throughout most of the month.

Asset renewal works completed during Easter/ANZAC Block of Line included Bridge 4 work, Rerails and slope stability work on the NIMT, Rerails, Turnout renewals & slope stability sites on the Johnsonville Line, 77 points renewal at Taita, a turnout renewal at Woburn, a rerail on Bridge 28 at Pomare and a Track relay at Manor Park on the Hutt Valley Line.

Following the successful Block of Line, 2 TSRs on the NIMT, and 8 TSRs on the Wairarapa Line were lifted and significantly improved the punctuality at the end of the month, with the NIMT, Hutt Valley and Wairarapa Lines becoming under KPI. This included the TSR in the Remutaka Tunnel with a return to line speed.

On 5 April 2025, Signals 694 and 832 blacked out in Tunnel 2 on the NIMT. This was a result of a faulty cable with the technician completing a temporary fix, this led to six services being bus replaced, and 14 services delayed.

On 11 April 2025 in the afternoon peak Signal 134 at Taita was unable to be cleared by Train control. On arrival Signal Tech could find no reason for the fault and the Signal was working correctly at the time. Three services were cancelled and 13 delayed while this fault was investigated.

Network Availability

There were no unplanned line closures for the month of April.

Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

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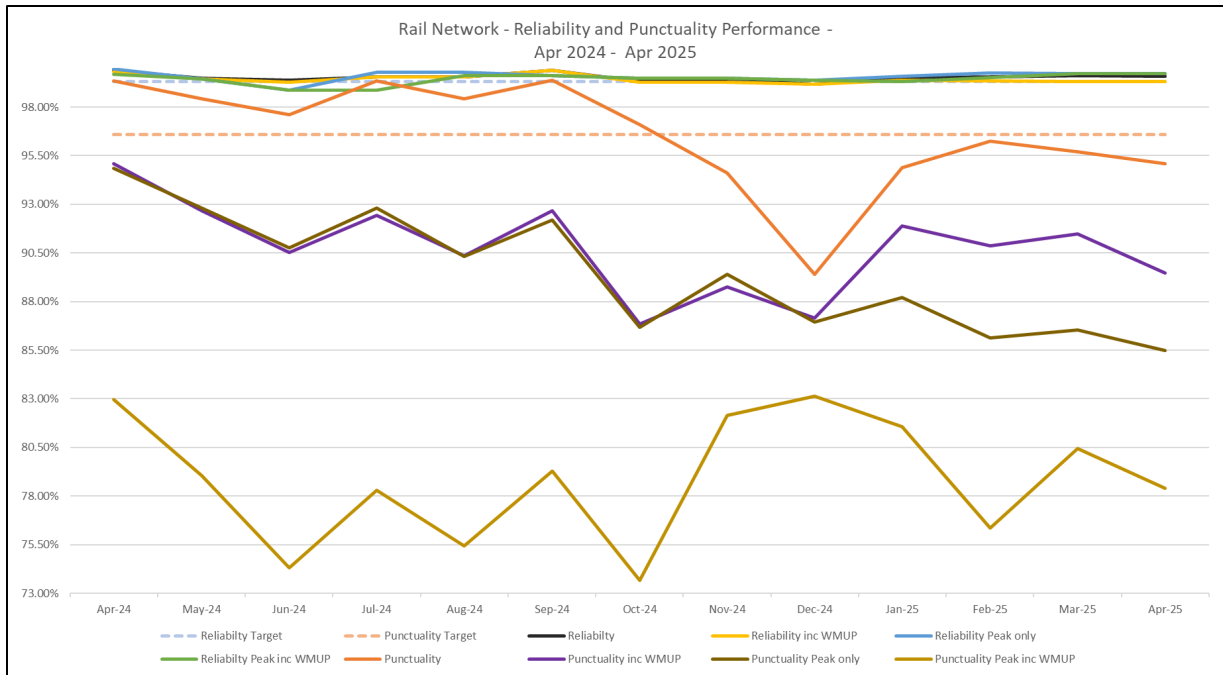
Maintenance Backlog

Four Signals maintenance work orders remain open, all awaiting materials.

Health and Safety (HSE)

30 Zero Harm Free Days in April.

Graph showing Network Punctuality and reliability performance trends



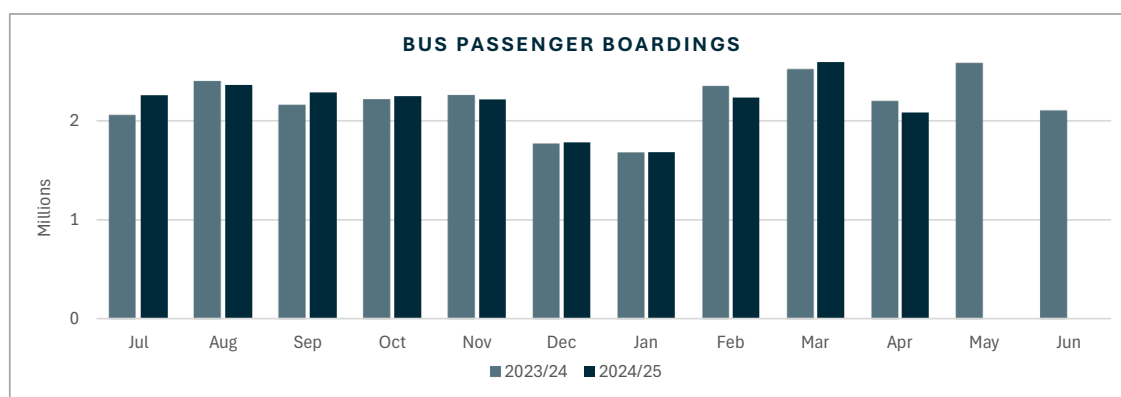
Operational performance

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

April bus passenger boardings were 4.5% lower than the same month last year, and 0.9% higher for the year to date.



Boardings by area - current month

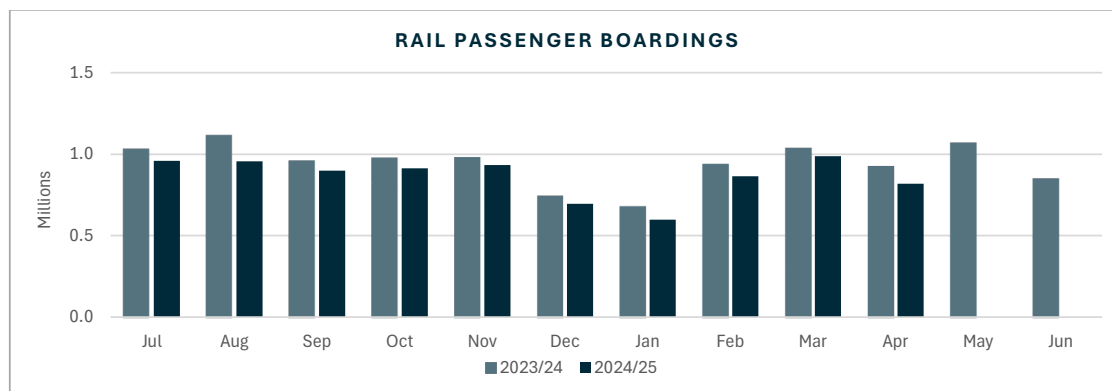
	Apr-25	Apr-24	% Change
Wellington	1,550,906	1,637,061	-5.3%
Hutt Valley	392,899	401,657	-2.2%
Porirua	81,166	80,346	1.0%
Kāpiti	50,022	51,967	-3.7%
Wairarapa	11,523	13,032	-11.6%
Total	2,086,516	2,184,063	-4.5%

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

	2024/25	2023/24	% Change
Wellington	16,092,050	15,949,956	0.9%
Hutt Valley	4,090,738	4,074,341	0.4%
Porirua	832,544	772,351	7.8%
Kāpiti	538,393	547,805	-1.7%
Wairarapa	123,711	135,366	-8.6%
Total	21,677,436	21,479,819	0.9%

Rail passenger boardings

April rail passenger boardings were 11.4% lower than the same month last year, and 8.2% lower for the year to date.



Boardings by line - current month

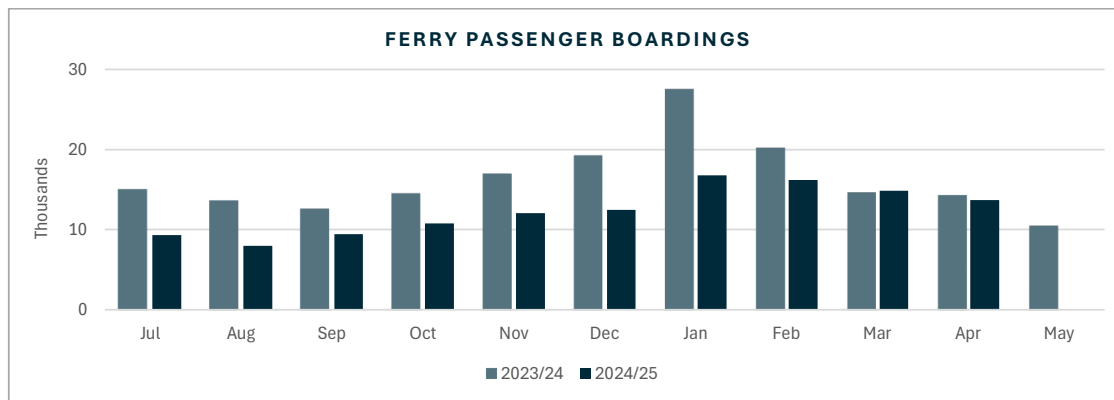
	Apr-25	Apr-24	% Change
Hutt Valley	370,951	399,745	-7.2%
Kapiti	330,091	378,649	-12.8%
Johnsonville	80,322	95,508	-15.9%
Wairarapa	38,014	50,818	-25.2%
Total	819,378	924,720	-11.4%

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

	2024/25	2023/24	% Change
Hutt Valley	3,795,743	4,009,142	-5.3%
Kapiti	3,492,426	3,827,407	-8.8%
Johnsonville	895,340	1,045,184	-14.3%
Wairarapa	429,622	503,280	-14.6%
Total	8,613,131	9,385,013	-8.2%

Ferry passenger boardings

Ferry boardings show a decrease of 4% on the same month last year, and a decrease of 26.7% for the year to date. This month we saw several cancellations across the month; 34 of those cancellations were due to weather related disruption, and 12 cancellations were due to mechanical issues.



Boardings - current month

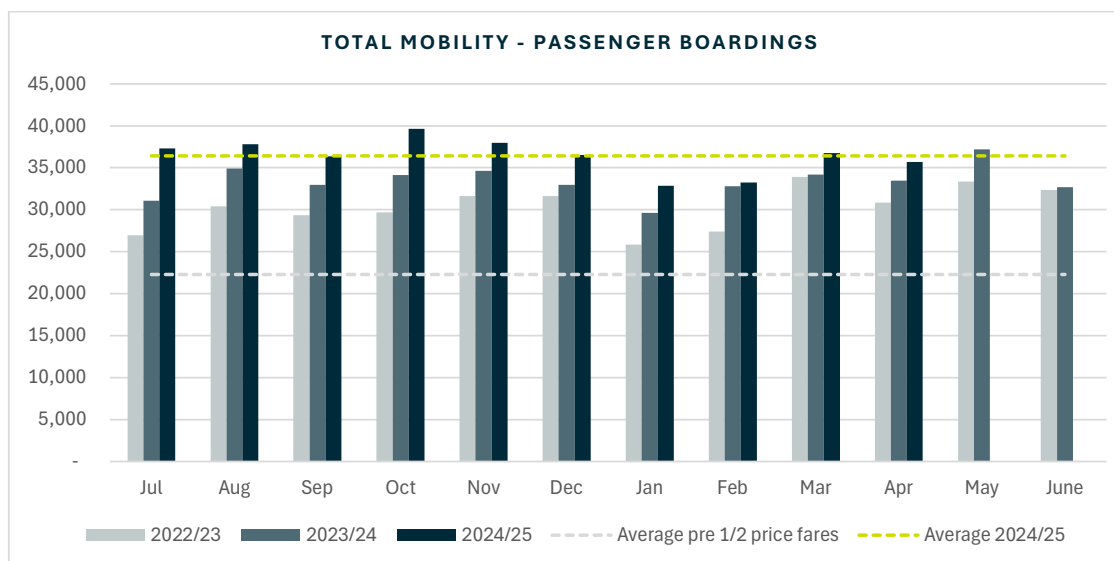
	Apr-25	Apr-24	% Change
Total	13,711	14,277	-4.0%

Boardings - year to date (Jul - April)

	2024/25	2023/24	% Change
Total	123,473	168,447	-26.7%

Te Hunga Whaikaha Total Mobility passenger boardings

In April there were 35,673 Te Hunga Whaikaha Total Mobility trips, an increase of 6.63% 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.

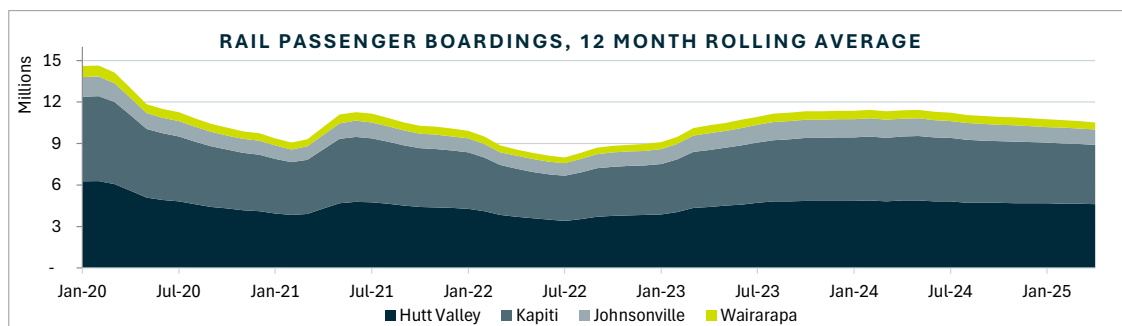
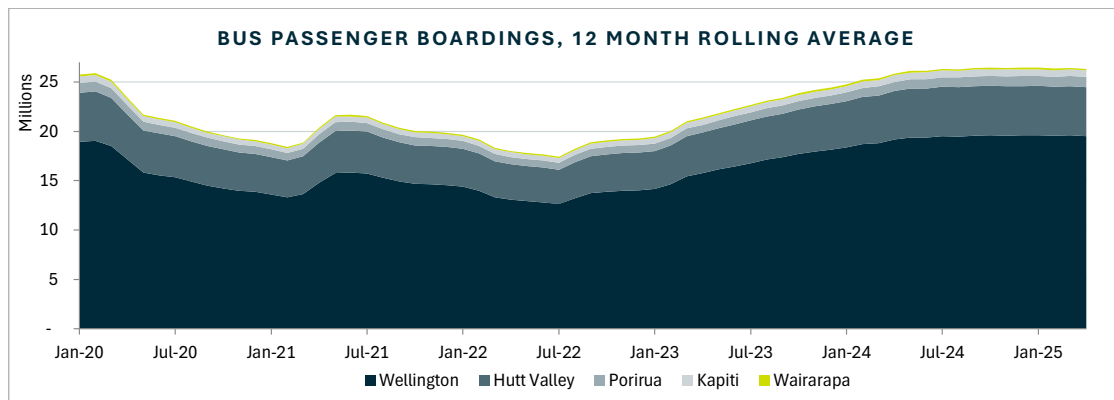
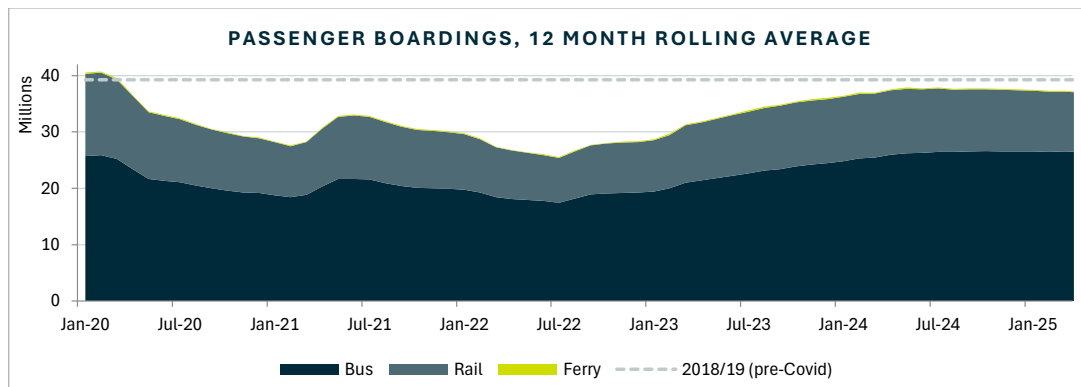


Passenger boardings trend – 12 month rolling totals

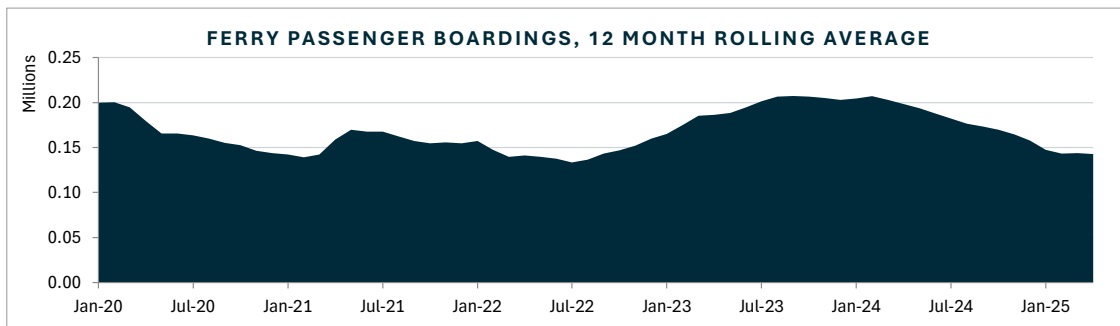
The following graphs show the number of passengers boardings using a 12-month rolling total.

Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2025, the column is total boardings for February 2024 to January 2025). 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.



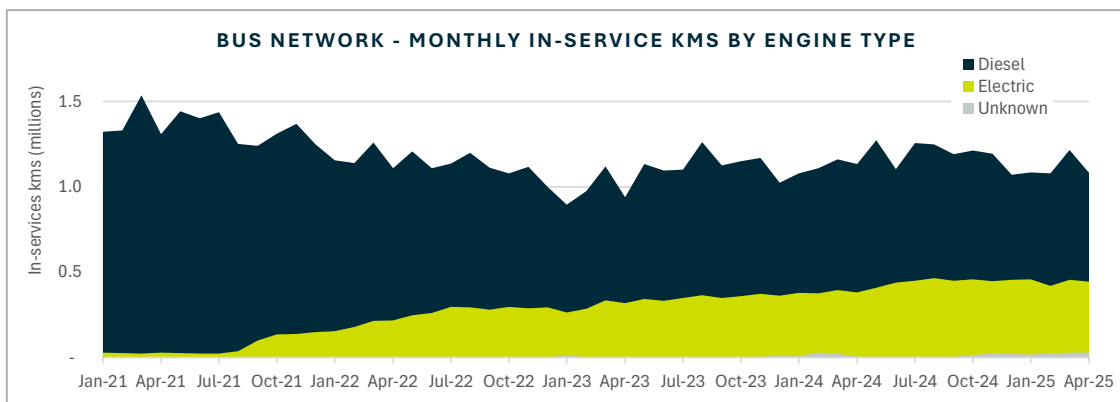
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Bus emissions

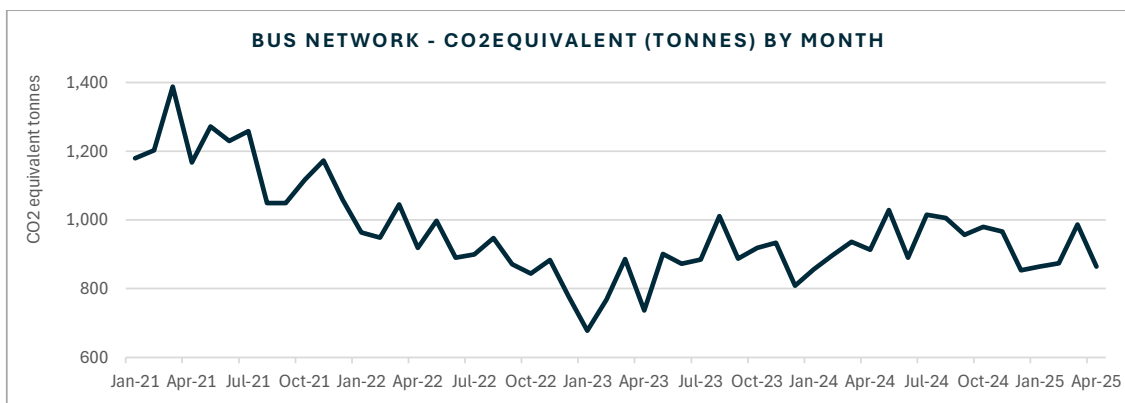
In-service kilometres by engine type

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

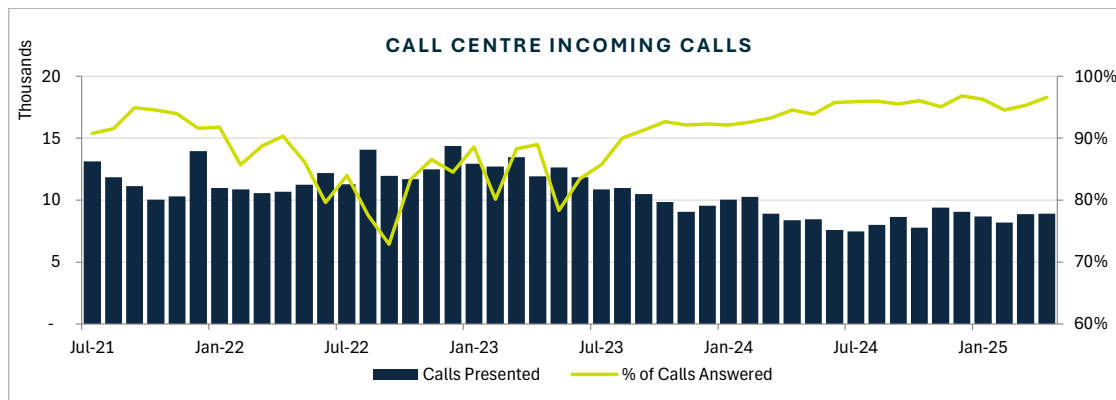
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in April 2025.

Engine type	Count
Electric	97
EURO3	45
EURO4	17
EURO5	69
EURO6	211
Unknown	10
Total	449

Customer contact

Call centre incoming calls

Metlink answered 96.6% of the 8907 calls received in April 2025.

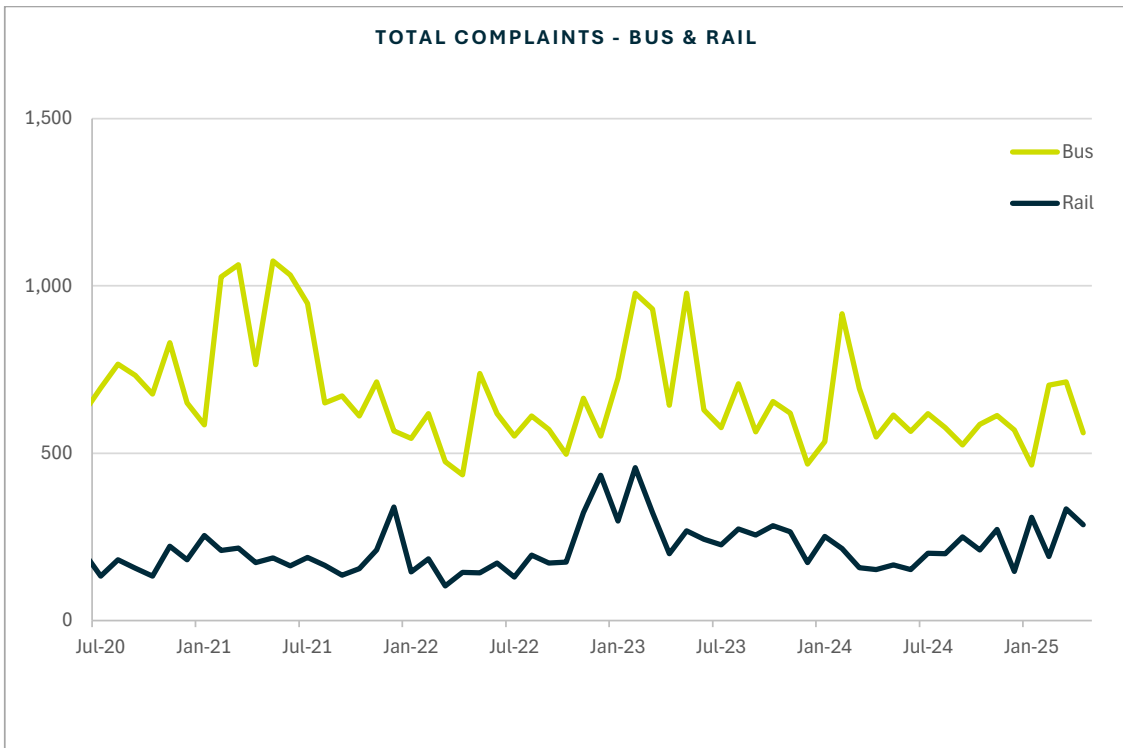
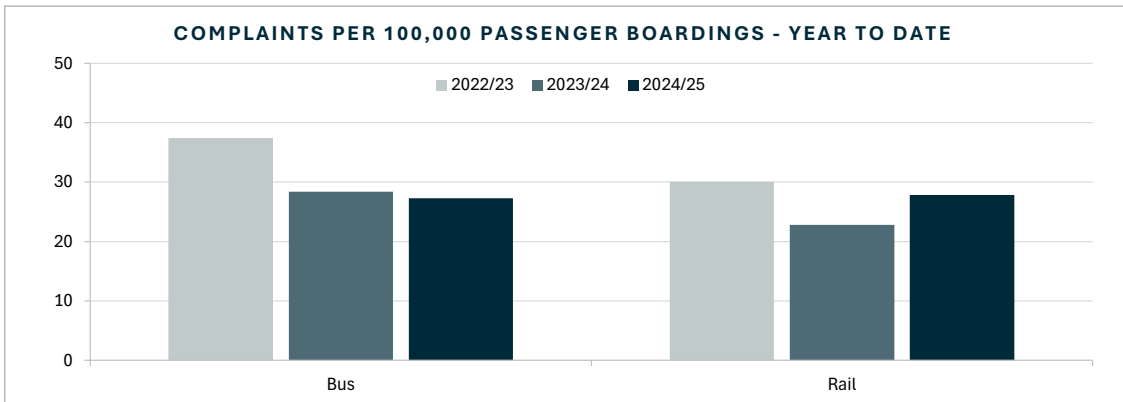


Complaints

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.

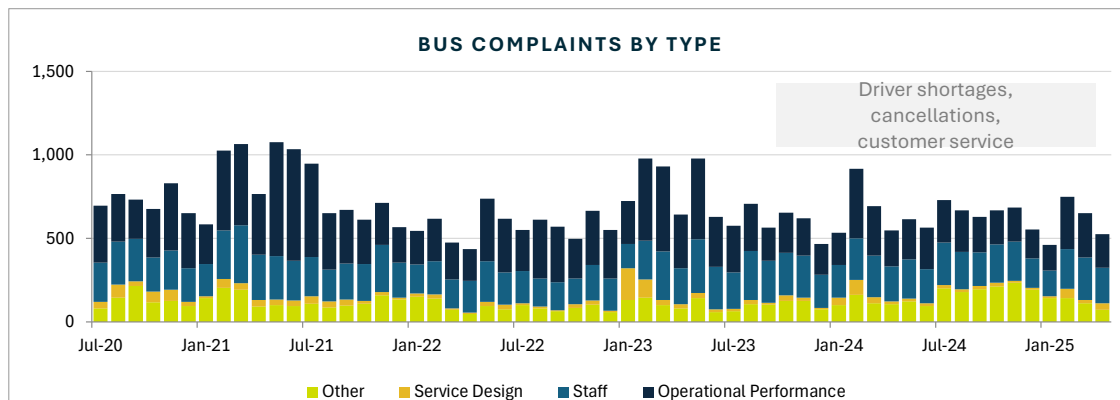
Attachment 1 to Report 25.223



Attachment 1 to Report 25.223

Bus complaints

Bus complaints for the month were 2.2% higher than April last year, and 5.6% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

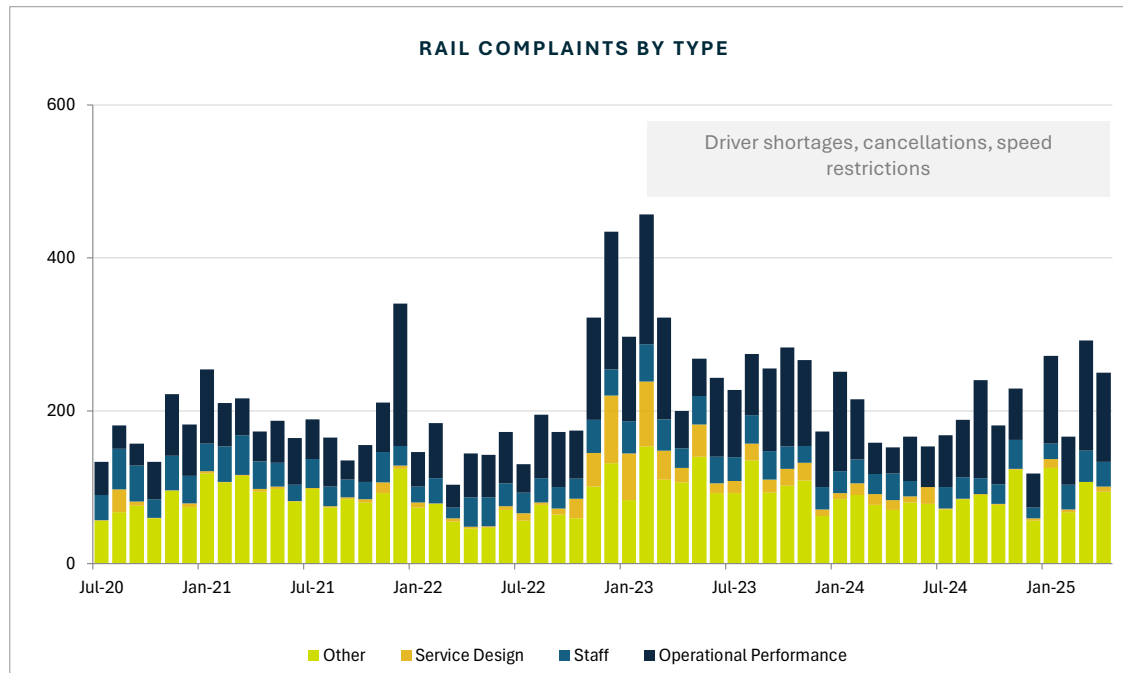
	Apr-25	Apr-24	Change
Wellington			
Newlands, Tawa	24	42	-42.9%
East-West, City	192	162	18.5%
North-south, Khandallah, Brooklyn	166	148	12.2%
Hutt Valley	133	149	-10.7%
Porirua	19	17	11.8%
Kāpiti	17	22	-22.7%
Wairarapa	10	9	11.1%
Total	561	549	2.2%

Bus complaints - year to date (Jul - April)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	435	378	15.1%
East-West, City	2,016	1,872	7.7%
North-south, Khandallah, Brooklyn	1,732	1,893	-8.5%
Hutt Valley	1,282	1,547	-17.1%
Porirua	237	317	-25.2%
Kāpiti	169	205	-17.6%
Wairarapa	61	72	-15.3%
Total	5,932	6,284	-5.6%

Rail complaints

Rail complaints decreased slightly this month. The received complaints can mainly be attributed to the Staff shortages on the Wairarapa Line and bus replacements, although significantly less negative feedback was received for this year's Easter/ANZAC shutdown than we have seen in previous years.



Rail complaints - current month

	Apr-25	Apr-24	Change
Hutt Valley	113	40	182.5%
Kāpiti	79	41	92.7%
Johnsonville	22	13	69.2%
Wairarapa	41	16	156.3%
General	32	42	-23.8%
Total	287	152	88.8%

Rail complaints - year to date (Jul - April)

	2024/25	2023/24	Change
Hutt Valley	852	760	12.1%
Kāpiti	733	705	4.0%
Johnsonville	129	127	1.6%
Wairarapa	289	309	-6.5%
General	398	353	12.7%
Total	2,401	2,254	6.5%

Financial performance

Fare revenue

Bus and rail fare revenue

In April 2025, there was a budget shortfall of \$1,972,532 for the month across bus and rail services. The year-to-date budget shortfall is \$15.05 million.

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 on rail – which has higher fares revenue collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services currently 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.

Fare revenue - current month

	Apr-25	Budget	Excess/Shortfall
Bus	3,335,931	3,861,872	- 525,941
Rail	2,739,581	4,186,172	- 1,446,591
Total	\$ 6,075,512	\$ 8,048,044	-\$ 1,972,532

Fare revenue - year to date (Jul - April)

	2024/25	Budget	Excess/Shortfall
Bus	35,400,244	38,618,716	- 3,218,471
Rail	30,029,029	41,861,723	- 11,832,694
Total	\$ 65,429,274	\$ 80,480,439	-\$ 15,051,165

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

June 2025							July 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

Melling Line

● All day
○ Part of the day

June 2025							July 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

Kāpiti Line

● All day
○ Part of the day

June 2025							July 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

Attachment 2 to Report 25.223

Johnsonville Line

● All day
○ Part of the day

June 2025							July 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

Wairarapa Line

● All day
○ Part of the day

June 2025							July 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

KiwiRail provides further information about the [full programme of KiwiRail works](#) on their website.