



If calling, please ask for Democratic Services

Transport Committee

Thursday 6 May 2021, 9.30am

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

Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

Transport Committee

Thursday 6 May 2021, 9.30am

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

Public Business

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Please note these minutes remain unconfirmed until the Transport Committee meeting on 6 May 2021.

Report 21.121

Public minutes of the Transport Committee meeting on 25 March 2021

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

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly (remotely via Teams)
Councillor Gaylor
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples

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

Karakia timatanga

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

Public Business

1 Apologies

Moved: Cr Brash / Cr Gaylor

That the Committee accepts the apology for absence from Councillor van Lier.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Ben Peterson spoke to agenda item 9 - Metlink contactless payment initiatives – update – Report 21.87

Chris Horne spoke to agenda items 9 – Metlink contactless payment initiatives – update – Report 21.87 and agenda item 11 – Public Transport Performance – January 2021 – Report 21.85.

4 Confirmation of the Public minutes of the Transport Committee meeting of 11 February 2021 - Report 21.88

Moved: Cr Gaylor / Cr Nash

That the Committee confirms the Public minutes of the Transport Committee meeting of 11 February 2021 - Report 21.53

The motion was **carried**.

5 Update on the progress of action items from previous meetings – Report 21.106 [For information]

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

6 Report of the Public Transport Advisory Group meeting – 4 March 2021 – Report 21.88 [For information]

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

Noted: The Committee Chair requested that officers report back to the Committee regarding the proposed Wellington Rail Station access ramp.

7 Progress against the Transport Committee's Strategic Priorities - update – Report 21.68 [For information]

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

8 Transport Committee Strategic priorities – Mid-term review – Report 21.99

The Committee Chair and Scott Gallacher, General Manager, Metlink, spoke to the report.

Moved: Cr Lee/ Cr Ponter

That the Committee:

- 1 Agrees that the current Transport Committee strategic priorities for the 2019-22 triennium remain appropriate.
- 2 Adopts the following the key performance measures to achieve the strategic priorities, to replace the current key performance measures, as follows:
 - a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
 - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
 - ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
 - iii Including a new requirement in the tender documents for the next PTOM bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31).
 - iv Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
 - i Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23.
 - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20).
 - iii Undertaking workplace travel programmes for at least four major regional employers by 2022.
 - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - Progressive roll-out of cash-free bus routes commencing mid-2021
 - Pilot of electronic ticketing on rail by the end of September 2021
 - v Improving the integration of rail bus replacements into the network, including:
 - Developing detour maps for customers by August 2021

- Integration of timetable and signage displays into Metlink BAU by November 2021
- vi Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
 - Initiating the tender process by September 2021
 - Commencing operation of service by 1 July 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
 - i Decisions on mass rapid transit route and mode by December 2021.
 - ii Commence implementation of Bus Priority Action Plan, City Streets work package, Golden Mile and Thorndon Quay/Hutt Road by July 2022.
- d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest.
- e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets by June 2021.

Moved as an amendment (to replace part 2 b iv of the motion): Cr Brash / Cr Lamason

That the Committee:

- 2 Adopts the following the key performance measures to achieve the strategic priorities, to replace the current key performance measures, as follows: ...
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through: ...
 - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - Pilot of electronic ticketing on rail by the end of September 2021.

The amendment was **lost**.

Moved as an amendment (to replace part 2 b iv of the motion): Cr Gaylor / Cr Staples

That the Committee:

- 2 Adopts the following the key performance measures to achieve the strategic priorities, to replace the current key performance measures, as follows: ...
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through: ...
 - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - Trial of cash-free bus routes on express routes

- Pilot of electronic ticketing on rail by the end of September 2021.

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

The substantive motion was then put to the vote:

That the Committee:

- 1 Agrees that the current Transport Committee strategic priorities for the 2019-22 triennium remain appropriate.
- 2 Adopts the following the key performance measures to achieve the strategic priorities, to replace the current key performance measures, as follows:
 - a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
 - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
 - ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
 - iii Including a new requirement in the tender documents for the next PTOM bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31).
 - iv Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.
 - b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
 - i Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23.
 - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20).
 - iii Undertaking workplace travel programmes for at least four major regional employers by 2022.
 - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
 - Trial of cash-free bus routes on express routes
 - Pilot of electronic ticketing on rail by the end of September 2021
 - v Improving the integration of rail bus replacements into the network, including:

- Developing detour maps for customers by August 2021
 - Integration of timetable and signage displays into Metlink BAU by November 2021.
- vi Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
- Initiating the tender process by September 2021
 - Commencing operation of service by 1 July 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
- i Decisions on mass rapid transit route and mode by December 2021.
 - ii Commence implementation of Bus Priority Action Plan, City Streets work package, Golden Mile and Thorndon Quay/Hutt Road by July 2022.
- d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest.
- e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets by June 2021.

The substantive motion was **carried**.

The meeting adjourned at 11.13am and resumed at 11.30am.

The Committee Chair accorded priority to agenda item 10 – Operator update – Mana Coach Services – oral item, in accordance with Standing Order 3.5.2.

9 Operator update – Mana Coach Services – oral item [For information]

Craig Chin, Chief Executive, Mana Coach Services, tabled a presentation and spoke to the Committee regarding the history of Mana Coach Services and the operator's relationship with Greater Wellington.

Mr Chin spoke to both the challenges and opportunities emerging from the integration with Transdev, which purchased Newlands Coach Services in 2019. Mr Chin updated the committee on trials around reducing emissions, including continuing work under way to electrify their existing fleet.

Mr Chin thanked Greater Wellington and Metlink for their support and clear communications, particularly during the difficulties of the COVID-19 alert level changes and looks forward to continuing the partnership.

10 Metlink Contactless Payment Initiatives - update – Report 21.87 [For information]

David Boyd, Customer Experience Lead, spoke to the report.

11 Public Transport performance – January 2021 – 21.85 [For information]

Andrew Meyers, Technology and Data Lead, spoke to the report and tabled the February 2021 Metlink monthly performance report.

Resolution to exclude the public

12 Resolution to exclude the public – Report 21.105

Moved: Cr Staples / Cr Kirk-Burnnand

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

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

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

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

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

The motion was **carried**.

The public part of the meeting closed at 12.10pm.

Councillor R Blakeley

Chair

Date:



Please note these minutes remain unconfirmed until the Transport Committee meeting on 6 May 2021.

The matters referred to in these minutes were considered by the Transport Committee on 25 March 2021 in Public Excluded business. These minutes do not require confidentiality and may be considered in the public part of the meeting.

Report PE21.122

Public Excluded minutes of the Transport Committee meeting on 25 March 2021

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 12.10pm

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly (remotely, via Teams)
Councillor Gaylor
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples

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

Public excluded Business

1 Lower North Island Rail Integrated Mobility – Business case update – Report PE21.90 [For information]

Scott Gallacher, General Manager, Metlink and Rhys Hayward, Rail Assets Lead, spoke to the report.

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

The meeting closed at 12.17pm.

Councillor R Blakeley

Chair

Date:



Please note these minutes remain unconfirmed until the Transport Committee meeting on 6 May 2021

Report 21.154

Public minutes of the Transport Committee – Wellington Regional Public Transport Plan 2021 Hearing on 20 April 2021

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

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples

Karakia timatanga

The Committee Chair invited Cr Lee to open the meeting with a karakia timatanga – Whakataka te hau

Public Business

1 Apologies

Moved: Cr Gaylor / Cr Ponter

That the Committee accepts the apology for absence from Councillors Hughes and van Lier.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Process for considering submissions and feedback on the draft Wellington Regional Public Transport Plan – Report 21.128

New recommendations were tabled.

Moved: Cr Blakeley / Cr Staples

That the Committee accepts the late submissions received on the draft Wellington Regional Public Transport Plan 2021.

The motion was **carried**.

4 Hearing of oral submissions

A timetable of oral submissions was circulated.

Submitters were scheduled in half hour blocks, and ran ahead of schedule. Submitters were heard in the following order:

Hearing order	Submission number	Name and organisation
1	Vol.5140	Alexander Cade
2	RPTP007	Felicity Wong, Wellington’s Character – tabled a hand out.
3	HYS055	Peter Gent – tabled a presentation

The hearing adjourned at 9.50am and resumed at 10.14am. Councillor Ponter left the meeting when the meeting adjourned at 9.50am to attend to Council business.

Hearing order	Submission number	Name and organisation
4	HYS067	Alan Smith

The hearing adjourned at 10.21 and resumed at 10.49. Councillor Ponter returned to the meeting when the meeting resumed.

Hearing order	Submission number	Name and organisation
5	RPTP025	Mayor Campbell Barry
6	RPTP034	Demetrius Christoforou – Trams-action

The hearing adjourned at 11.01am and resumed at 11.41am.

Hearing order	Submission number	Name and organisation
7	HYS024	Daryl DC Cockburn
8	HYS065	Andrew MacBeth - tabled a presentation
9	RPTP002	Norman Wilkins
10	Vol.5008	Ron Beernick Councillor Laban, Councillor for Te Awa Kairangi/Lower Hutt, presented on behalf of the submitter
11	HYS050	James Sullivan
12	RPTP033	Mark Luker, Jarrod Thompson, and Bianca Tree, Stride Investment Management Limited
13	HYS077	Charlotte Haddon – tabled handout
14	HYS212	Bill Guest – Karori Residents’ Association

The hearing adjourned at 12.36pm and resumed at 1.50pm.

Hearing order	Submission number	Name and organisation
15	Vol.7279	Robert Ashe – tabled presentation
16	Vol.8178	Grant Rutherford
17	RPTP057	Chris Bishop M.P.
18	RPTP031	Geoff Norman – Bus and Coach Association
19	RPTP040	Greg Pollock – Transdev
20	Vol.9219	Andrew Blochley
21	RPTP056	Alex Dyer – Cycle Wellington

The Chair advised that the hearing would adjourn and reconvene at 9.30am on Wednesday 21 April 2021. The hearing adjourned at 2.41pm.

Wednesday 21 April 2021

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

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter (from 9.31am)
Councillor Staples

5 Hearing of oral submitters

An updated timetable of oral submissions was circulated.

Submitters were scheduled in half hour blocks. Submitters were heard in the following order:

Hearing order	Submission number	Name and organisation
22	RPTP008	Jeremy Ward – East by West ferries, tabled a presentation
23	RPTP004	Lily Chalmers – Team Naenae, Free Ride, PTAG
24	HYS070	Jessica Hammond, via Teams
25	HYS253	Sophia Honey – Greens at Vic
26	RPTP041	Tess Guest and Phoebe Bertelsen – MAWSA
27	HYS095	Mike Mellor

Councillor Ponter arrived at the meeting at 9.31am, during the presentation of speaker 22.

Noted: In response to an invitation from Lily Chalmers (speaker 23), the Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt City Council, officers from KiwiRail, and Lily Chalmers.

The hearing adjourned at 10.32am and resumed at 11.10am. Councillors Brash, Gaylor and Ponter returned to the meeting at 11.11am.

Hearing order	Submission number	Name and organisation
28	RPTP042	Chris Horne – Living Street Aotearoa
29	HYS010	Sue Emirali – KCDC Disability Advisory Group
30	RPTP013	Susan Williams
31	RPTP028	Tony Shaw – Paremata Residents Association Councillor Brash, as councillor for the Porirua-Tawa constituency, presented on behalf of the submitter
32	Vol.8240	Sarah Crawford
33	Vol.7408	Julie Baga
34	RPTP043	Grace Carr - VUWSA
35	RPTP035	Arron Whiteford and Genevieve Davidson – Generation Zero
36	Vol.8174	Brendon Hornell
37	RPTP020	Roland Sapsford

Councillor Lamason left the hearing at 11.53am, at the beginning of speaker 34 and did not return.

Councillor Lee left the hearing at 12pm midday, at the beginning of speaker 35 and did not return.

Councillor Staples left the hearing at 12.12pm, between speakers 35 and 36 and did not return.

The Chair advised that the hearing would adjourn and reconvene at 10am on Thursday 22 April 2021. The hearing adjourned at 12.29pm.

Thursday 22 April 2021

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 10am.

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash (from 10.01am)
Councillor Connelly
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples

6 Hearing of oral submitters

An updated timetable of oral submissions was circulated.

Submitters were scheduled in half hour blocks. Submitters were heard in the following order:

Hearing order	Submission number	Name and organisation
38	HYS032	Paul Bruce – Wellington Civic Trust
39	RPTP006	Alex Voutratzis – Petone Community Board
40	HYS306	Tracey Buick – Parents, Teachers, and Friends Association of Raphael House Rudolph Steiner School

The hearing adjourned at 11.27am and resumed at 11.10am.

Hearing order	Submission number	Name and organisation
41	Vol.5123	Jane Wooton
42	Vol7.438	Peter Roberts
43	RPTP037	Lawrence Collingbourne – Onslow Residents and Community Association (ORCA)

Hearing order	Submission number	Name and organisation
44	HYS0287	Janet Davies (via Teams)
45	RPTP030	Chris Ford – Disabled Peoples Assembly (via Teams)
46	RPTP045	Tony Randle – Johnsonville Community Association

The hearing adjourned at 12pm midday and resumed at 12.46pm.

The Committee discussed the approach to deliberations.

Councillor Lee returned to the meeting at 12.51pm.

7 Analysis of submissions to the draft Wellington Regional Land Transport Plan 2021 – Report 21.104

Emmet McElhatton, Principal Advisor Policy, spoke to the report.

The Subcommittee then completed its deliberations and addressed the recommendations below.

Moved: Cr Lamason / Cr Kirk-Burnnand

That the Committee:

- 1 Considers the submissions on the draft Wellington Regional Public Transport Plan 2021 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 2021 – Global Research (Attachment 1) - together with the officer comments (set out in this report) in determining its findings and recommendations to Council.
- 2 Recommends to Council that it adopts the draft Wellington Regional Public Transport Plan 2021 subject to the following changes being made, as agreed by this Committee, summarised as:
 - a Amend the Plan to tell a clearer ‘Park and Ride story’ including how electronic ticketing and the integrated ticketing solution can include all means of access to the public transport network, including feeder services and parking
 - b Amend the graphics on the rail network map on page 28 of the draft Wellington Regional Public Transport Plan 2021 so that it depicts the Kāpiti Rail Line as extending to Ōtaki
 - c Revise the current wording on integrated ticketing to better reflect progress to date and the indicative direction of travel

- d Revise the current wording in the Plan on the rapid transit network (RTN) to clarify that the RTN descriptors derive from Waka Kotahi's One Network Framework and are also reflected in the Regional Land Transport Plan 2021
 - e Revise the current wording on accessibility in the Plan to highlight the intention to develop an Accessibility Strategy "Accessible Journeys", its objectives and any indicative initiatives, processes and timeframes
 - f Include gender considerations in section 5.5 in the Plan.
- 3 Notes, that the airport service unit as described in the draft Plan, remains unchanged for financial reasons, and to ensure the new service provides a punctual, reliable and frequent service to Wellington Airport, as well as equitable access to the Airport for residents across the wider Wellington Region, Metlink to continue to establish a new unit based on a direct route between Wellington Station and Wellington Airport.

Moved as an amendment: Cr Connelly / Cr Nash

Agrees to extend the airport unit to Lower Hutt from Wellington Airport

The amendment was **lost**.

- 4 Notes that Metlink will review current services in the Wellington Region to explore improving connectivity to the new Airport service from other parts of the region.
- 5 Notes that officers will investigate amending timetables to facilitate services outside of peak commute times for different customer demographics.
- 6 Requests that officers to present Council options to provide additional means of funding Total Mobility in the Wellington Region.
- 7 Requests that the final Wellington Regional Public Transport Plan 2021 is published in accessible formats.
- 8 Notes current engagement with mana whenua.
- 9 Notes that officers undertake a final revision of the draft Plan prior to submitting to Council, to ensure all information about current or proposed routes and services is correct.
- 10 Delegates to the Committee Chair the authority to approve minor editorial changes prior to submission to Council.

The motion was **carried**.

The meeting adjourned at 2.34pm during deliberations, and resumed at 2.49pm.

Councillor Ponter left the hearing at 3.23pm and returned at 3.47pm, during deliberations.

The meeting closed at 4pm.

Councillor R Blakeley

Chair

Date:

Transport Committee
6 May 2021
Report 21.166



For Information

UPDATE ON THE PROGRESS OF ACTION ITEMS - MAY 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Ngā hua ahumoni

Financial implications

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

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga

Attachment

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

Ngā kaiwaitohu

Signatory

Approver	Fiona Abbott – Acting General Manager, Metlink
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<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>The action items are of an administrative nature and support the functioning of the Committee.</p>
<p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report.</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 21.166

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
17 September 2020	<p>Regional Rail Rolling Stock replacement – Report 20.192</p> <p>Noted</p> <p>That the Committee requested that Metlink seek advice from KiwiRail as to how government would prioritise timeframes regarding electrification to Ōtaki.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>This action will be undertaken as part of the Detailed Business Case and Procurement Strategy to support a funding application for new rolling stock.</p>
17 September 2020	<p>Round the Bays 2021 – Public Transport Support – Report PE20.295</p> <p>Noted</p> <p>The Committee requested that the ‘Operational guidelines – requests for sponsorship or free fares for events’ be reviewed.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers conducted a review of the current guidelines. The draft PT plan policies adopted by the Committee on 22 October 2020 cover matters that would inform new guidelines. These draft policies will be consulted on as part of the PT Plan consultation. Officers consider that it would be best to review the guidelines after the adoption of the PT Plan.</p>
25 March 2021	<p>Report of the Public Transport Advisory Group meeting – 4 March 2021 – Report 21.88</p> <p>Noted</p> <p>The Committee Chair requested that officers report back to the Committee regarding the proposed Wellington Rail Station access ramp.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers are in the process of negotiating a new lease with KiwiRail for the use of the Wellington Railway Station. The proposed access ramp forms part of the negotiations.</p> <p>We will update the Committee on the proposed access ramp when negotiations have been completed.</p>

Attachment 1 to Report 21.166

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
20 April 2021	<p>Hearing of submissions on the Regional Public Transport Plan</p> <p>Noted</p> <p>The Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt City Council, officers from KiwiRail, and Lily Chalmers (speaker 23).</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers are in the process of scheduling a field trip. At this stage, the next available scheduled date for a field trip following a Transport Committee is in September.</p>

Transport Committee
6 May 2021
Report 21.157



For Decision

EARLYBIRD OFF-PEAK BUS FARES TRIAL

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (Committee) on the findings of the resumed 'Earlybird off-peak bus fares trial' (the Trial) and the proposed next steps.

He tūtohu

Recommendations

That Transport Committee:

- 1 **Notes** that, on 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days - Earlybird off-peak fares trial (Report 20.22).
- 2 **Notes** that on 21 May 2020, as a result of the impact on patronage caused by COVID-19, Council agreed to suspend the Trial until February 2021 and then reinstate for a period of three months.
- 3 **Notes** that the Trial was to be monitored continually against success criteria to determine whether the Trial was effective in spreading peak demand on the bus network in Wellington City.
- 4 **Notes** the findings of the Trial set out in paragraphs 16 to 21 of this report.
- 5 **Agrees** to extend the Trial for a period of three additional months from 22 May 2021.
- 6 **Notes** that the findings of the Trial and recommendations regarding next steps will be presented to the Committee in August 2021.
- 7 **Notes** that any formal change proposed to fare levels will require consideration and agreement as part of a formal fares review process.

Te tāhū kōrero

Background

Earlybird off-peak bus fares trial

2. On 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares to non-concessionary passengers travelling on the Metlink bus services prior to 7am on working days – Earlybird off-peak fares trial (Report 20.22).
3. The Trial was proposed to determine the effectiveness of a fare discount in spreading the peak demand on the over-capacity peak Metlink bus services.
4. The Trial was to run for a four month period from 10 February 2020, and was to be monitored continually against success criteria
5. This period was chosen to ensure coverage over the busiest period on the bus network, including March and May.
6. Initial findings on the success of the Trial were to be reported back to Council after three months (May 2020) to determine whether the Trial should be extended.

Suspension and resumption of Trial

7. On 21 May 2020, the Council agreed to suspend and then reinstate the Trial from March 2021 on the following grounds:
 - a As a result of the impact of COVID-19 and the alert level system on bus patronage, the Trial only generated two weeks of useful data.
 - b While the initial findings suggested some changes to patronage, the data was not enough to conclude that the Trial had been the main driver of these changes.
 - c To verify success or not of the Trial, the Trial would require four months, under a stable travel pattern, covering one or more busiest seasons of the year.
8. The Trial was resumed on 22 February 2021, for a three month period (until 22 May 2021).

Monitoring and review

9. The Trial will be monitored in an ongoing manner as a 'rolling review'. This approach will enable officers to track progress early and often, and to identify main impacts of the Trial during the trial period.
10. The following criteria were agreed to determine the level of success of the Trial:
 - a Reduction in the number of passengers on current over-capacity buses attributed to the fare change, compared to the design capacity between 7.30am and 8.30am
 - b Patronage shift is similar or greater than the modelled expectation
 - c Revenue loss is similar or less than the modelled expectation

- d General customer satisfaction (this will be a qualitative assessment of any material changes to customer satisfaction considering feedback and field observations).

In addition, it was agreed that an on-board survey may be needed towards the end of the trial to support the assessment.

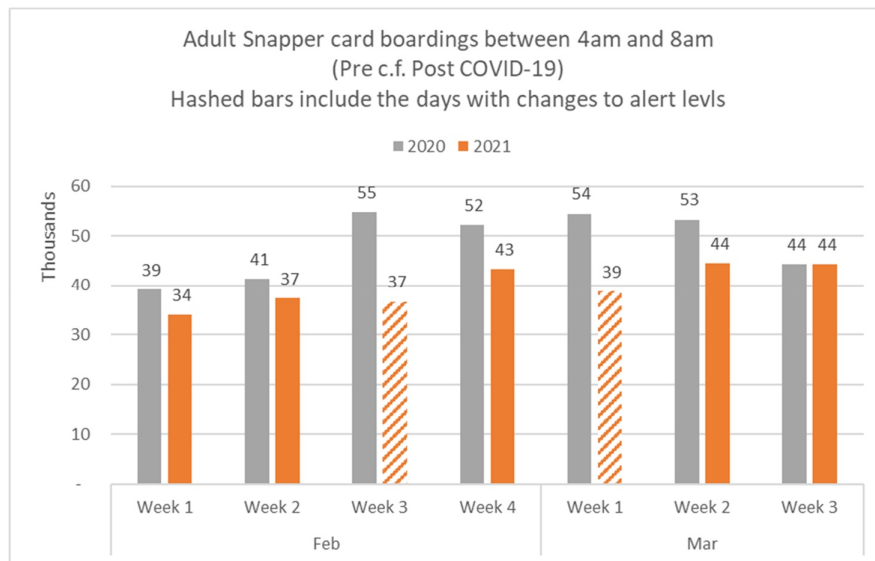
Fare level changes

- 11. Any formal change to fare levels will require consideration and agreement as part of a formal fares review process.

Impacts of external factors on the resumed Trial

Changes to COVID-19 alert levels and holidays

- 12. The Trial was affected by the changes to COVID-19 Alert Levels in Wellington Region for two periods: from 11.59pm on 14 February 2021 until 11.59pm on 17 February 2021; from 6am on 28 February until 6am on 7 March 2021.
- 13. The graph below shows the impacts on 4am-8am patronage at Alert Level 2:



- 14. There has been an overall increase in patronage levels after the Easter holidays. The data also indicates some changes to travel patterns during the morning peak period. However, it is difficult to attribute this change to the Trial.
- 15. Of the total eight weeks data available for the analysis, two weeks were directly affected by the changes to COVID-19 alert levels, and two weeks were affected by the Easter holidays.

Te tātaritanga Analysis

- 16. The available data was used to assess the success of the Trial against two out of the four agreed criteria i.e. criteria b – patronage and c - revenue.

17. As a result of insufficient data being collected, we were unable to determine the likely impact of the Trial on over-capacity buses (criteria a).

18. The findings of the analyses for patronage and revenue are summarised below:

Patronage

19. The available data indicates a small increase (approximately 5 percent) in the proportion of passengers travelling prior to 7am. However, given the issues in the data outlined above (paragraphs 12-15), the change cannot be statistically attributed to the Trial.

Revenue

20. The estimated worst case scenario for the Trial is revenue loss of approximately \$60,000 for the eight weeks (approximately \$30,000 per month).

21. The observed revenue loss is lower than the modelled expectation of \$39,000 per month.

Nga kōwhiringa

Options

22. Three options are available for decision on the next steps:

- a Stop the trial
- b Make the Trail permanent
- c Extend the Trial for an additional period.

23. Given the findings from the Trial are inconclusive at this stage, officers recommend not to pursue options “a” or “b”.

Preferred option

24. To assess the success of the Trial, officers recommend that option “c” as the preferred option. Officers recommend that the Trial be extended for three additional months from 22 May to 21 August 2021.

25. Extending the Trial will allow for the collection of additional data to establish more meaningful results.

26. The extension will also allow for further analyses using more granular Snapper ticketing transaction level data to better understand the impact on customer behaviour.

Ngā hua ahumoni

Financial implications

27. The extension of the Trial for a period of three months from May 22 2021 would cost a maximum of approximately \$90,000 (GST inclusive) as a worst case scenario assuming no additional patronage as a result of the Trial.

Ngā tikanga whakatau
Decision-making process

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

Te hiranga
Significance

29. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that this matter is of low significance, as it relates to an existing trial being extended.

Te whakatūtakitaki
Engagement

30. Waka Kotahi has been advised of the Trial extension. Due to the low significance of this matter for decision, no further external engagement was considered necessary.
31. Customers will be informed of the decision on the Trial extension via targeted communications and marketing activities.

Ngā tūāoma e whai ake nei
Next steps

32. Subject to Committee's approval to proceed with suspension and later reinstatement of the Trial, the next steps are to:
- a Inform customers and remove collateral across the network
 - b Inform Snapper and operators of the decision to extend the Trial.
 - c Report back to the Transport Committee on the Trial outcomes and proposed next steps at a subsequent meeting in August 2021.

Ngā kaiwaitohu
Signatories

Writers	Reza Chalabianlou – Senior Public Transport Planner Jarred Foster - Senior Investment Analyst
Approvers	Tim Shackleton – Manager, Strategy and Investments Fiona Abbott – General Manager, Metlink (Acting)

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council or Committee's Terms of Reference</i></p> <p>The Committee has responsibility to approve transport strategies, policies, plans, programmes and initiatives related to transport demand management and active mode promotion.</p>
<p><i>Implications for Māori</i></p> <p>There are no known impacts for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The proposals in this report contribute to the delivery of public transport aspects of the 2021-31 Long Term Plan and Regional Public Transport Plan.</p>
<p><i>Internal consultation</i></p> <p>In preparing this report there has been consultation with officers in Metlink, Finance, and Customer Engagement.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no identified legal or health and safety risks arising from the matters in this report.</p>

Transport Committee
6 May 2021
Report 21.159



For Information

TRANSITION TO NATIONAL TICKETING SOLUTION - UPDATE

Te take mō te pūrongo

Purpose

1. To provide updates to the Transport Committee (Committee) on:
 - a The status of development of the National Ticketing Solution (NTS), and preparations for Metlink readiness and transition to NTS
 - b Metlink initiatives for increasing resilience through extended use of contactless fare payment (including piloting Snapper on the Metlink rail network).

Te tāhū korero

Background

2. At its meeting on 17 September 2020, the Committee endorsed a set of principles (set out at [Attachment 1](#) to this Report) to guide the development of resilience and preparedness initiatives to increase the use of contactless fare payment on Metlink services.
3. As well as guiding interim initiatives, they also anticipated preparation for Metlink's longer term Integrated Fares and Ticketing (IFT) programme to be realised through transition to NTS.
4. The NTS is an initiative led by Waka Kotahi. The NTS has the objective of consolidating the varied national public transport ticketing solution requirements and avoiding regional duplication of investment. NTS would result in a more efficient and a consistent public transport ticketing experience across the country.
5. The current NTS governance was established in 2016. A multi-stage ticketing solution procurement process was begun in 2017. Waka Kotahi assumed NTS programme leadership in 2020, and implementation is proceeding in parallel with the procurement process.
6. We do not yet have a firm timeline for the adoption of NTS by regions. The indicative road map anticipates implementation will be phased and start as early as late 2022.

Pilot implementation of Snapper on Metlink rail services

7. One prospective initiative was to investigate the extension of Snapper fare payment to the Metlink rail network was noted as a prospective initiative, under the principles endorsed by the Committee in September 2020.

8. Snapper on Rail (SoR) would provide a 'contactless' fare payment alternative in the case of further pandemic-related restrictions, as well as enabling customers, for the first time, to use the same payment method for journeys on Metlink rail and bus services. It would also enable customers to become used to 'tagging on and off' for their rail journey using a similar practice as proposed for NTS.
9. An SoR Pilot would also provide the following benefits of Greater Wellington's rail adaptation of NTS:
 - a insight to customer behaviour and requirements through improved data
 - b enhanced understanding of the processes and costs required for the installation of ticketing equipment (especially at Wellington station)
 - c new operational functions/roles (e.g. revenue protection) can be established, trialled and refined prior to full NTS rollout across the network.
10. Investigation of the viability of an SoR Pilot on the Johnsonville rail line has already provided extensive understanding of the implications of implementing NTS. It has demonstrated that an SoR Pilot would be beneficial in all of the anticipated areas, and could be funded within existing budgets.
11. The process for establishing and operating the SoR Pilot requires a variation to the existing Snapper bus ticketing services agreement. Subject to the final completion of commercial negotiations, the SoR Pilot will begin in October 2021.

National Ticketing Solution - update

NTS Procurement and timeline

12. The procurement process for a NTS Ticketing Solution Provider is being managed by Waka Kotahi. Responses to the NTS Request for Proposal (RFP) were received in August 2020 and Waka Kotahi anticipates contracting with a preferred provider will commence in the next few months
13. The indicative NTS 'road map' is subject to change depending on the overall NTS timeline and on the order implementation phasing by participating regions. These factors are expected to become clearer once the providers are contracted. While timeframes are regionally dependent, it is possible the Wellington region, on rail, could be achieved in the next two years. This will be dependent on a number of factors including the capability of the provider to deliver to the various timeframes indicated by Public Transport Authorities.

Collaboration on NTS development and preparation

14. Greater Wellington is becoming increasingly involved in aspects of NTS development. Metlink provided input to the evaluation teams for the NTS procurement, and is working with Waka Kotahi on several aspects of the NTS including participation, business case, transition planning, and operations. Significant aspects of these work streams depend on the outcome and timing of the procurement process and the development of a national implementation plan.
15. In parallel with the procurement process, Waka Kotahi is working on the establishment of the 'Transport Ticketing and Payments' (TTP) capability it will require to provide

ticketing and fare payment services to participating regions. In practical terms, under the 'P2' Agreement, Waka Kotahi will become Greater Wellington's ticketing service provider.

16. In common with other participating regions, Greater Wellington is working with Waka Kotahi on technical options and an operating model for transition to NTS from existing ticketing arrangements. The operating model will define the roles and responsibilities of the various bodies providing and consuming NTS services.
17. A further iteration of the NTS Detailed Business Case is expected shortly and will incorporate costs of providing NTS services, including the costs of transition for each region. This process will shape the Waka Kotahi funding model for NTS transition and future operation.
18. While the funding model will prescribe the allocation of NTS cost to various participants, Greater Wellington has budgeted \$50 million in the coming triennium toward transition and implementation costs. Latest estimates suggest this figure may be conservative. However, estimates continue to be refined as the various workstreams progress.

Transition to National Ticketing Solution - update

Metlink change programme

19. Transition to NTS for participating regions will require a major change programme to ensure customers and Metlink business operations are prepared for the change. .
20. The scope and scale of Metlink transition planning, and associated change management requires Metlink to establish dedicated NTS capability. Such capability is expected to be a project team formed through secondments of appropriate officers, and complemented by contracted inputs where necessary.
21. For Metlink customers, there will be a requirement to change from their current paper rail ticket or Snapper stored value bus card (and the ways they use for topping it up), to paying fares either with a bank-issued debit or credit card, or an NTS 'Transit Card' and associated account. While many customers will find this process intuitive and convenient, some customers will need support to ensure their needs can be met.
22. Data from ticketing systems is used to provide operational insights and management capability for optimising service provision. It is also critical to contractual performance reporting and management.
23. Ticketing systems also provide essential inputs to systems such as Real Time Information (RTI), and the customer information channels (Metlink website, journey planner, app, etc.) that depend on RTI.
24. Therefore, transition to NTS is a significant programme of work which impacts most areas of Metlink business operations and customer experience. Although much of this work cannot be planned in detail until the nature of the ticketing solution is known and the NTS timeline becomes firmer, some preparatory work can be carried out. These include investigations and physical preparation for areas of Metlink responsibility, such as the installation of ticketing equipment at rail stations, and development of supporting customer experience initiatives.

25. The technical options available for the transfer from existing ticketing arrangements to NTS differ between bus, rail and ferry; this affects how they would be handled in customer and business contexts. For rail and ferry, it will be possible to retain the existing ticketing systems in parallel with NTS introduction, enabling a phased transition. For bus, it may not be possible to operate both Snapper and NTS systems concurrently and a more rapid replacement is expected.
26. We propose to develop a detailed NTS transition strategy in the next 12 months that considers the complexity and cost of integrating multiple bus ticketing systems and the impact on our customers as a result. .

Fares transition

27. Fares transition work has begun to identify where existing fare structures and fare products can be rationalised, simplified, and customer-centric. This includes the adoption of integrated fares (providing journey-based fares irrespective of the mode used or route taken), and analysis of the potential fare revenue implications of various options, including fare 'capping' (allowing unlimited travel for a maximum daily fare for example) enabled by the NTS technical solution.
28. The new fare framework will be technically complex and require a range of considerations including simplicity, equity, cost recovery, affordability, and social benefit. The emergence of low cost private and travel share alternatives will also need to be considered as competing alternatives. A number of Council workshops will be held prior to the adoption of any new fare strategy.
29. The new electronic, account based ticketing systems will also facilitate future commercial partnerships and opportunities including "Mobility as a Service" (MaaS). Commercial partnerships may include integration of Metlink ticketing into the booking, and payment systems of other service providers e.g. Air New Zealand. MaaS will include the possibility of integrating public transport journeys with other forms of travel including micro-mobility and ride share apps. The introduction of these new travel solution options could significantly increase both the patronage and coverage of the Public Transport Network

Ngā hua ahumoni Financial implications

Snapper on Rail Pilot

30. The Johnsonville rail line Pilot will be funded from the established IFT budget, as a contributory element to transition preparation for NTS.

NTS Transition cost

31. Greater Wellington's Long Term Plan (LTP) originally estimated the cost for transition to NTS at \$50 million; current estimates are slightly lower, based on the expectation of 100% Funding Assistance Rate (FAR) for certain elements. The expected cost of a dedicated Metlink capability is factored into the NTS transition cost estimates in the LTP.

Ngā tūāoma e whai ake nei

Next steps

32. As required, officers will provide updates to the Committee on the status of development of the National Ticketing Solution, and preparations for Metlink readiness and transition to NTS, and Metlink initiatives for increasing resilience through extended use of contactless fare payment (including piloting Snapper on the Metlink rail network).

Ngā āpitihanga

Attachments

Number	Title
1	Principles to guide the development of resilience and preparedness initiatives

Ngā kaiwaitohu

Signatories

Writers	David Lewry – Principal Advisor, Ticketing and Systems
Approvers	Tim Shackleton – Manager, Strategy and Investments Fiona Abbott – General Manager, Metlink (Acting)

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or Committee's terms of reference</i> This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below: To ...set the operational direction to deliver public transport and mode-shift;
<i>Implications for Māori</i> There are no implications for Māori resulting from this update
<i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i> A key project in the LTP is: A single national integrated fares and ticketing system – agree, procure, develop and implement with national and regional stakeholders. A policy in the current Regional Public Transport Plan (RPTP) is: A fares and ticketing system that attracts and retains customers. Transitioning to a National integrated fares and ticketing system is also set out in both the draft RPTP and draft LTP.
<i>Internal consultation</i> No internal consultation was required outside of the Metlink Group.
<i>Risks and impacts: legal / health and safety etc.</i> There are no legal or health and safety risks associated with this report.

Principles agreed by Committee

1. To guide the design and implementation of resilience and preparedness initiatives increasing the use of contactless fare payment, the following set of principles were adopted by the Committee in September 2020.:
 - a Initiatives should be customer-centric by:
 - i Enhancing the customer experience by being simple, flexible, convenient and reliable
 - ii Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices
 - iii Ensuring that initiatives are designed iteratively with customers, through testing, trialling and customer engagement at each stage
 - iv Ensuring that off-board cash payment for purchase of ticket products remains available for customers who may still require such an option
 - v Ensuring that reload channels are extended to provide convenient access to customers.
 - b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision by:
 - i Strengthening the ability to collect fares and protect fare revenue
 - ii Enhancing the extent and quality of travel behaviour and patronage data for analytical and planning purposes
 - iii Being introduced manageably and progressively, for example, with pilot phases and in a targeted or phased manner on specific routes or services
 - iv Generating early gains through prioritising initiatives for maximum effectiveness
 - v Ensuring close monitoring of progress and effectiveness from customer, patronage, and revenue perspectives, to enable evaluation and optimisation as necessary
 - vi Being supported by Metlink service operators and service providers
 - vii Contributing to the health and safety of operational staff and customers.
 - c Initiatives should demonstrate cost and risk optimisation by:
 - i Being subject to due diligence processes such as feasibility investigation
 - ii Being able to be implemented at low cost, and ideally within existing budget approvals
 - iii Being able to be implemented in a timely manner and ahead of NTS implementation to maximise customer benefits and to avoid complexity for customers and operators.

Attachment 1 to Report 21.159

- d Initiatives should contribute to Metlink readiness for and future transition to the NTS by:
 - i Allowing for, and aligning with the planned transition to future NTS and subsequent integrated fares
 - ii Introducing customer experience improvements which converge progressively with anticipated NTS customer behaviour
 - iii Encouraging behaviour change away from cash payment on board services by promoting increased use of contactless fare payment.

Transport Committee
6 May 2021
Report 21.162



For Information

PUBLIC TRANSPORT PERFORMANCE – MARCH 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

Operational performance

2. Metlink now has access to a growing array of information that helps us to better appreciate and understand the performance of its public transport network.
3. Over time we look forward to being able to continue to strengthen our insight expertise and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. [Attachment 1](#) contains an overview (including commentary) of the key results in Metlink's monthly performance report for March 2021.

Te tātaritanga

Analysis

Patronage trends – one year on from the emergence of COVID-19

6. A year on from the first impacts of COVID-19 on passenger boardings, we are seeing boardings increase from 80.5% (year to date July 2020 to December 2020) to 84.0% (year to date July 2020 to March 2021) across all modes, when compared to the same periods the previous year. However, prior to COVID-19, we had been seeing increased growth – boardings were 105.9% (July 2019 to February 2020) when compared to the same period the previous year.

Operational performance

Bus performance

7. Bus passenger boardings for March 2021 were 2.2 million. Boardings over the March 2021 period were 125.9 percent of March 2020 boardings and 90.4 percent of March

2019 boardings. February 2021 boardings were 82.4 percent of boardings for the same month the previous year.

8. In March 2021, operators used the correct bus size 98 percent of the time, the same as in February 2020. Reliability for March was 98.5 percent and punctuality 95.3 percent, compared to February results of 98.6 percent and 94.8 percent respectively.
9. Reliability for the month was impacted by service cancellations, generally due to staff shortages in Wellington, while no material events affected punctuality.

Rail performance

10. Rail passenger boardings for March 2021 were 1.1 million. Boardings over the period were 125.2 percent of March 2020 boardings and 80.3 percent of March 2019 boardings. This compares to February 2021 boardings being 75.9 percent of boardings for the same month the previous year.
11. Reliability in March 2021 (99.2 percent) and punctuality (92.4 percent) were higher compared to February 2021, (98.3 percent and 91.9 percent respectively).
12. Punctuality was affected by a SPAD A (Signal passed at danger) in Wellington yard, which delayed a number of services in a morning peak, and some signalling issues throughout the month also delayed services.
13. The Wairarapa Line remains a focus for service improvements.

Ferry performance

14. Boardings for March 2021 were 121.3 percent of boardings for the same month last year and 85.5 percent compared to the same month in 2019. In February 2021 boardings were 85.9 percent of the previous February.

Ngā āpitihanga

Attachments

Number	Title
1	Metlink’s performance report – March 2021

Ngā kaiwaitohu

Signatories

Writer	Andrew Myers – Technology and Data Lead, Metlink
Approvers	Dawn Wilce – Manager, Metlink Commercial Partnerships Fiona Abbott – Acting General Manager, Metlink

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

Metlink performance report



March 2021 – for the GWRC Transport Committee

This report contains a summary of key information for March and the year to date (July 2020 to March 2021). It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality and complaint trends.

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

Patronage

Please note: due to reduced patronage in March 2020 (as people became aware of Covid-19), we are using March 2019 (and July 2018 to March 2019 for year to date) to compare passenger boardings in this report.

Bus Passenger boardings

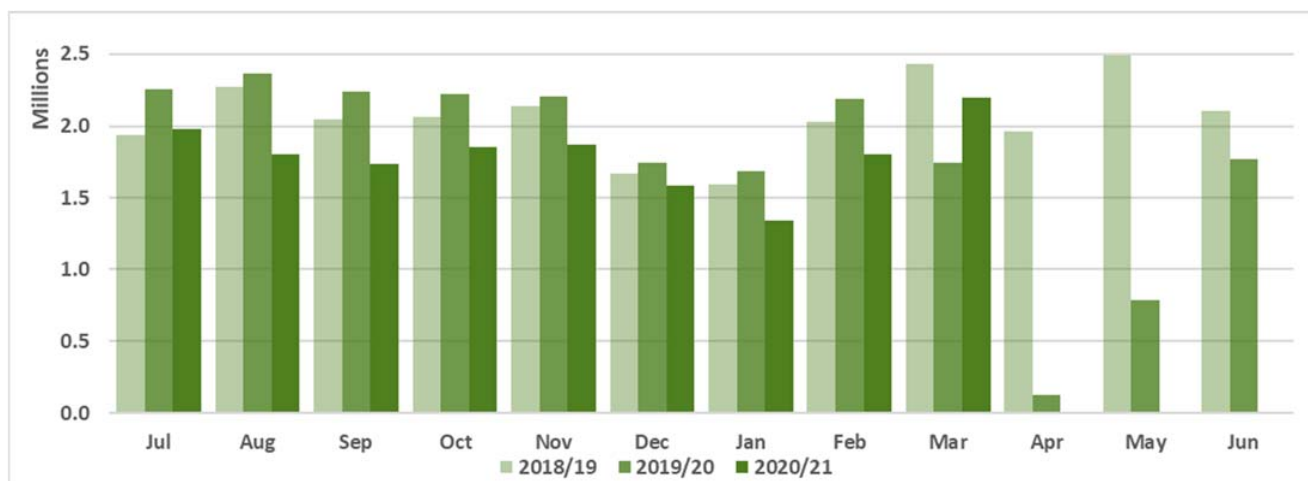
Under alert levels 1 and 2, March passenger boardings were 9.6% lower than the same month in 2019, and 11.0% lower for the year to date (c.f. 2018/19). Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Mar

	Mar-21	Mar-19	% Change
Wellington	1,602,265	1,794,941	-10.7%
Hutt Valley	427,094	458,220	-6.8%
Porirua	93,158	98,056	-5.0%
Kapiti	57,436	62,871	-8.6%
Wairarapa	17,647	17,509	0.8%
Total	2,197,600	2,431,597	-9.6%

By area - year to date (Jul - Mar)

	2020/21	2018/19	% Change
Wellington	11,800,076	13,454,428	-12.3%
Hutt Valley	3,198,509	3,438,786	-7.0%
Porirua	663,319	719,022	-7.7%
Kapiti	405,030	451,751	-10.3%
Wairarapa	113,687	124,563	-8.7%
Total	16,180,621	18,188,550	-11.0%



Rail Passenger boardings

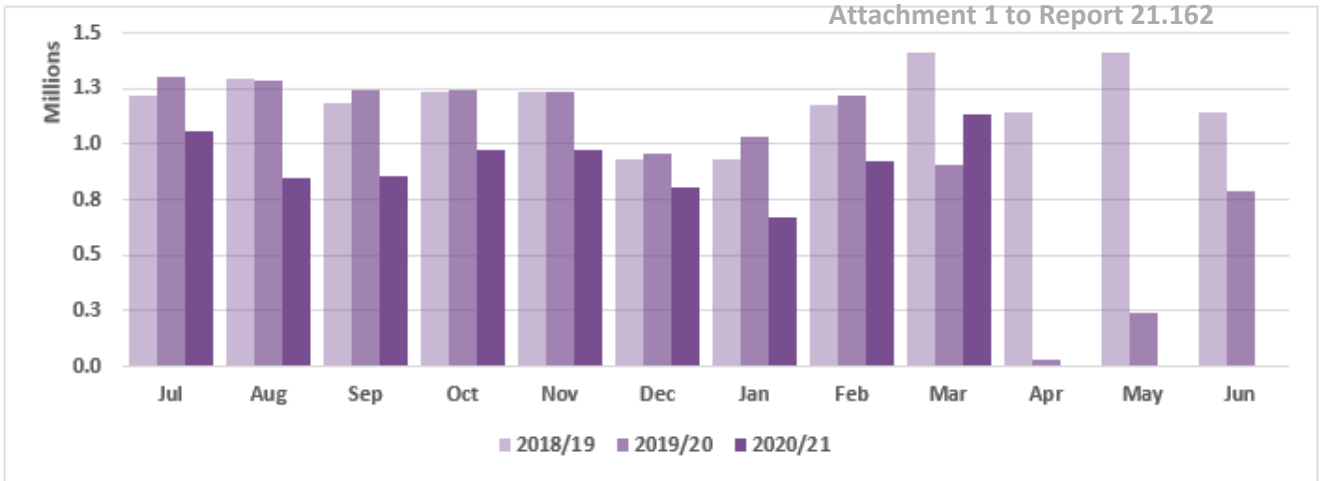
Under alert levels 1 and 2, rail recorded a decrease in passenger boardings of 19.7% for the month (compared to 2019), and a decrease of 22.3% for the year to date (c.f. 2018/19). Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Mar

	Mar-21	Mar-19	% Change
Hutt Valley	485,295	607,347	-20.1%
Kapiti	473,230	600,022	-21.1%
Johnsonville	117,553	136,319	-13.8%
Wairarapa	61,911	72,882	-15.1%
Total	1,137,989	1,416,570	-19.7%

By line - year to date (Jul - Mar)

	2020/21	2018/19	% Change
Hutt Valley	3,488,767	4,492,994	-22.4%
Kapiti	3,460,542	4,451,734	-22.3%
Johnsonville	849,212	1,094,979	-22.4%
Wairarapa	458,355	583,104	-21.4%
Total	8,256,876	10,622,811	-22.3%



Ferry Passenger boardings

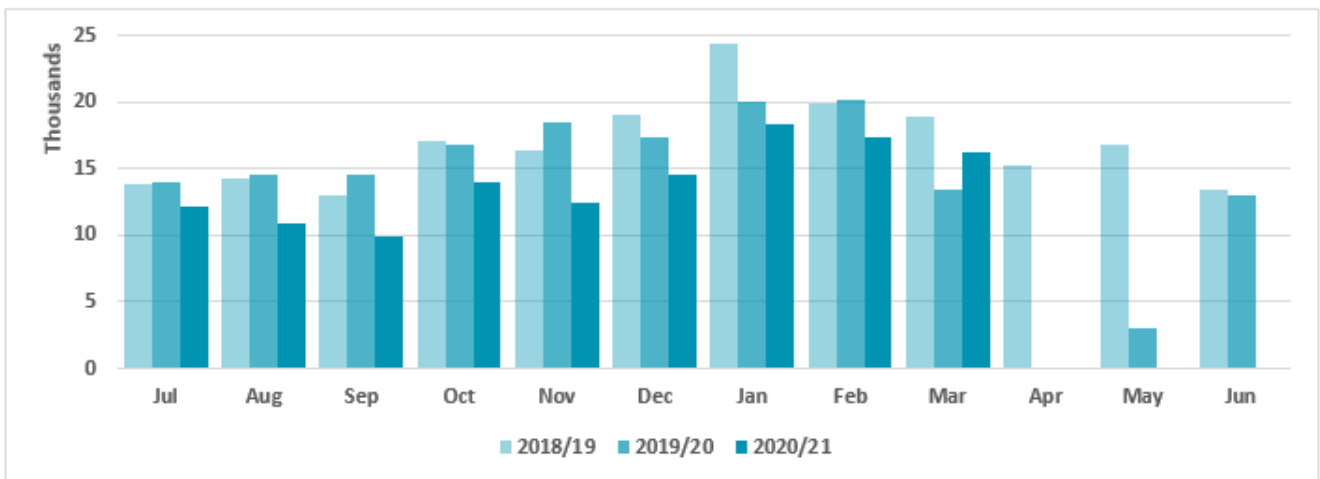
March boardings show a decrease of 14.5% on the same month in 2019. Year to date boardings show a decrease of 19.7% (c.f. 2018/19). Prior to COVID-19 (in 2019/20), we were seeing a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

For Mar

	Mar-21	Mar-19	% Change
Total	16,209	18,953	-14.5%

Year to date (Jul - Mar)

	2020/21	2018/19	% Change
Total	125,967	156,814	-19.7%





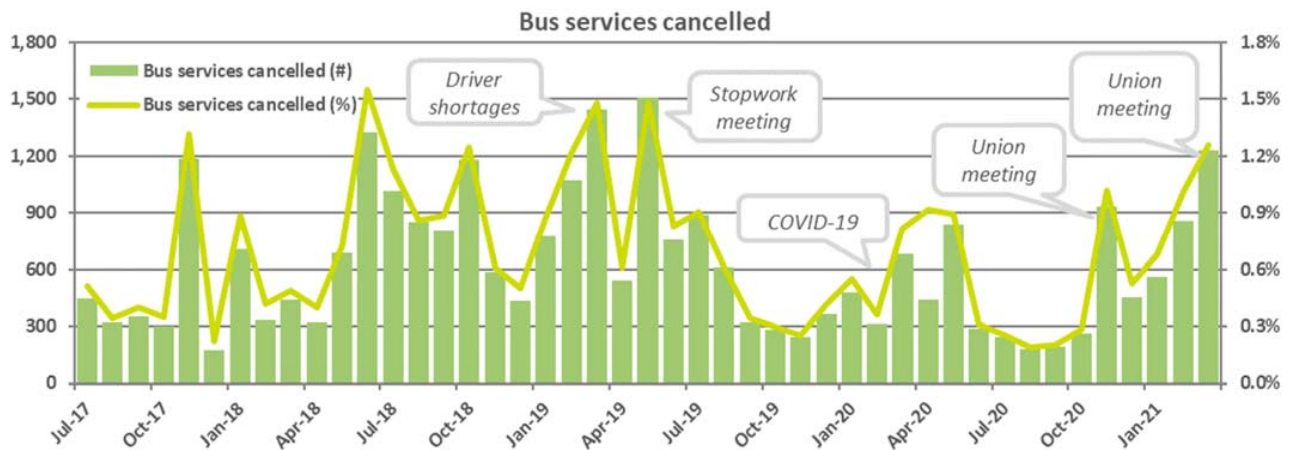
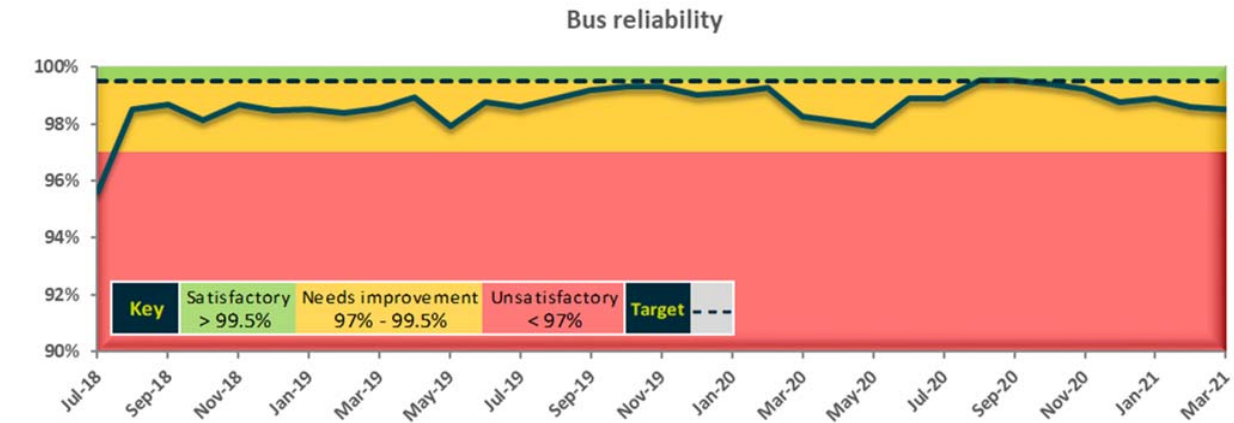
Bus service delivery

Attachment 1 to Report 21.162

Reliability

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

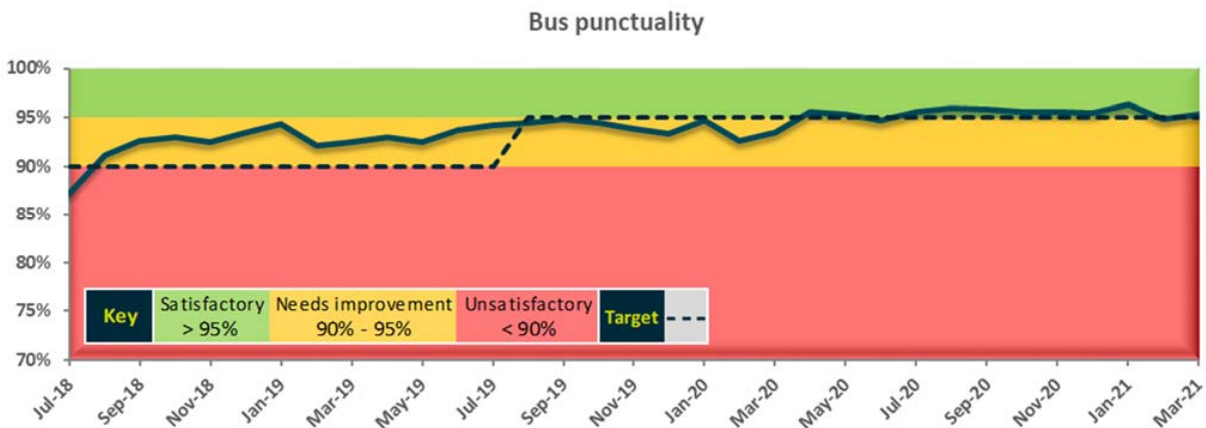
98.5% of bus services were delivered reliably in March 2021. Reliability this month was affected by a number of service cancellations, generally due to staff shortages in Wellington.



Punctuality

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

Bus service punctuality in March was 95.3%, an improvement of 1.8% on the same month last year.



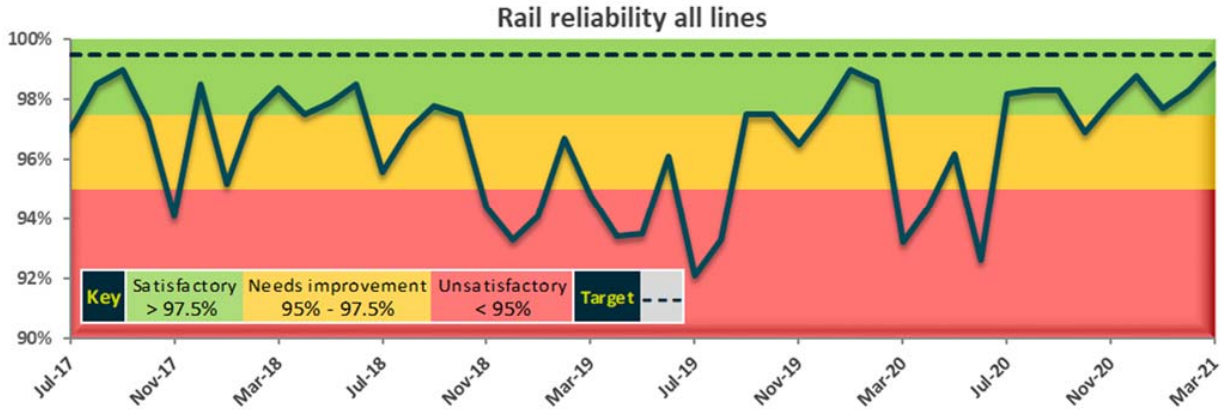


Rail service delivery

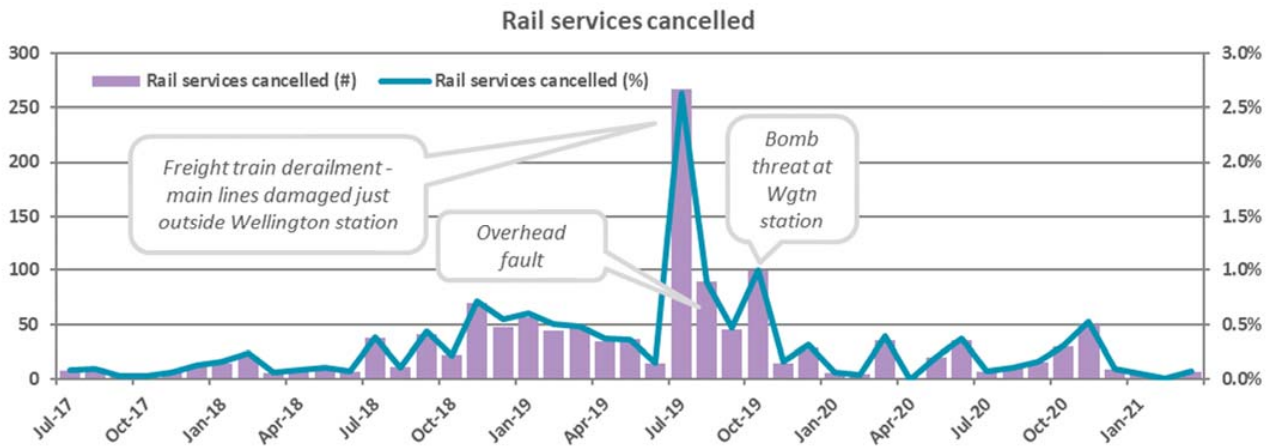
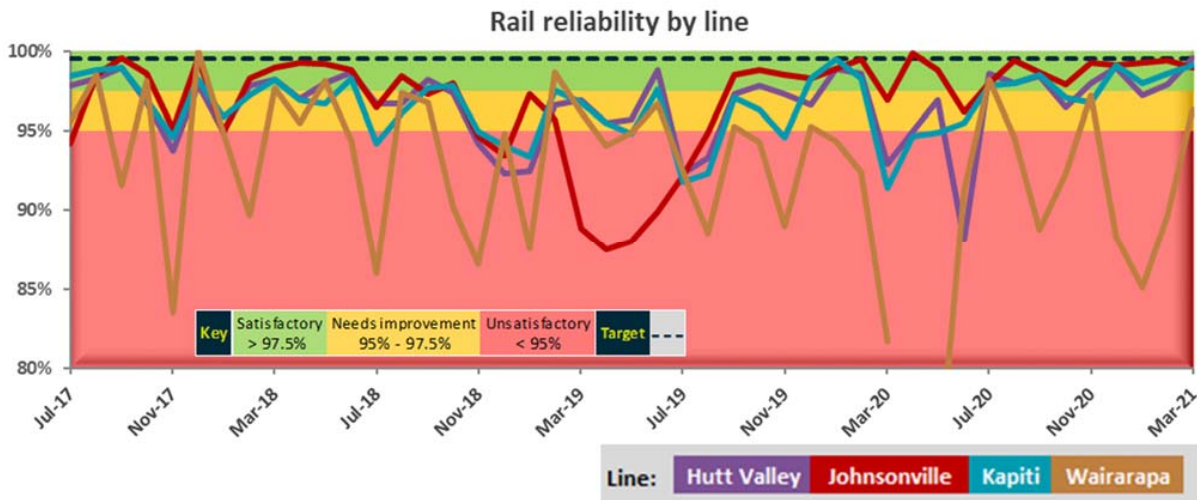
Reliability

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

Rail service reliability was 99.2% in March, and 98.2% for the year to date. There were no major disruptions during March.



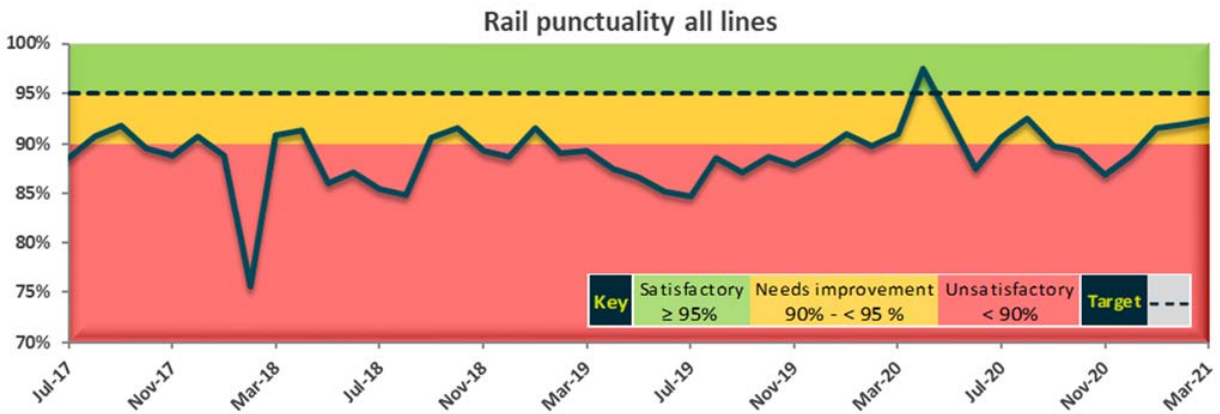
The following graph shows reliability by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



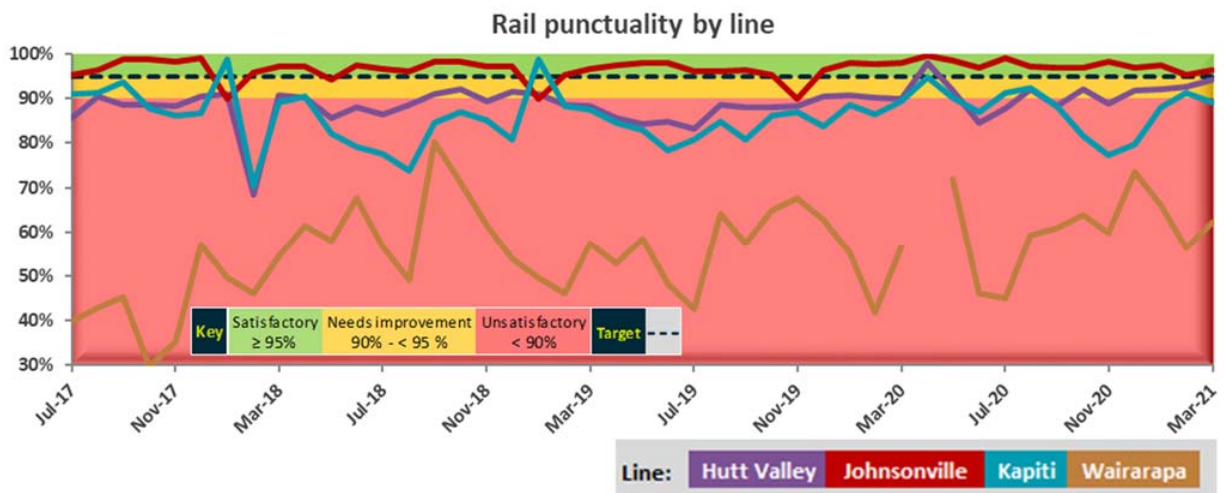
Punctuality

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

Punctuality for March was 92.4% and 90.4% for the year to date. A SPAD A (Signal passed at danger) in Wellington yard delayed a number of services in a morning peak, and some signaling issues throughout the month delayed services.



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

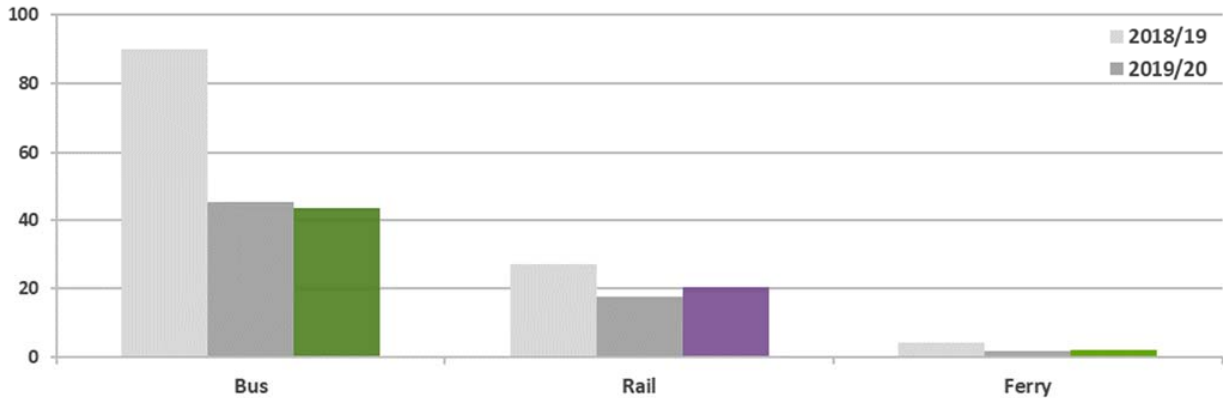


Complaints

Complaints volume

We continue to see an improvement against previous year’s results.

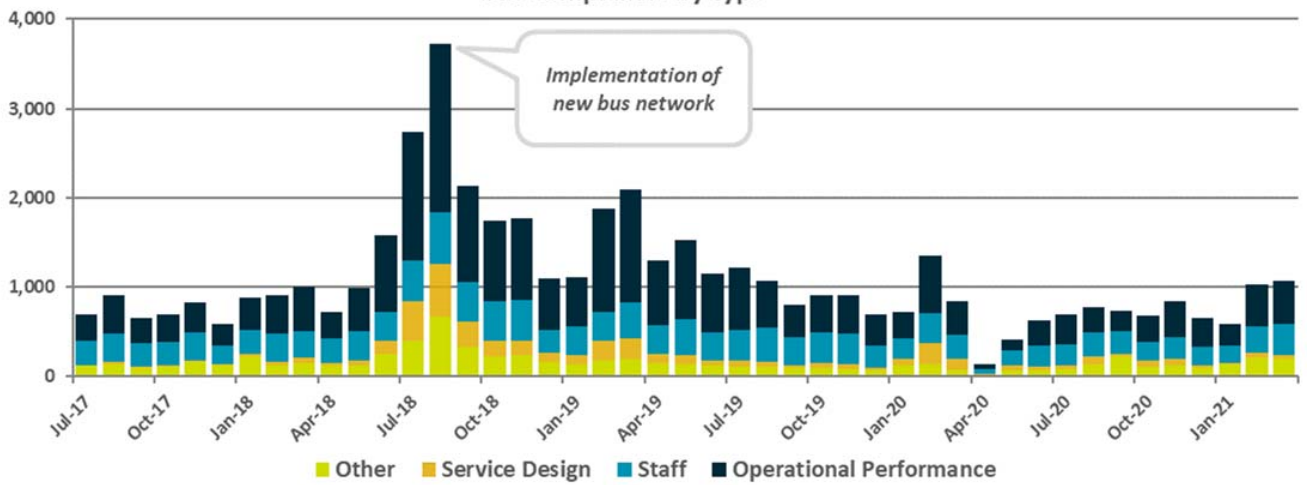
Complaints per 100,000 passenger boardings - year to date



Bus complaints

Bus complaints for the month were 27.0% higher than in March last year, and 17.0% lower year to date.

Bus complaints by type



Rail complaints

Rail complaints for March were 8.1% lower than the same month last year and 0.8% lower for the year to date.

Rail complaints by type

