



If calling, please ask for Democratic Services

Transport Committee

Thursday 20 June 2024, 9.30am

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

Quorum: Seven Members

Members

Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

Appointee

Andrew Lensen

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

Transport Committee (A Committee of the Whole)

1 Purposes

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

2 Specific responsibilities

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

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

3 Delegations

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

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

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

4 Members

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

5 Voting entitlement

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

6 Quorum

Seven Committee members.

Transport Committee

Thursday 20 June 2024, 9.30am

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

Public Business

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1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport Committee on Thursday 16 May 2024	24.238	6
5.	Update on the Progress of Action Items from Previous Transport Committee Meetings – June 2024	24.280	9
6.	Overview of Metlink’s Approach to Providing Support for Major Events	24.284	16
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Please note these minutes remain unconfirmed until the Transport Committee meeting on 20 June 2024.

Report 24.238

Public minutes of the Transport Committee meeting on Thursday 16 May 2024

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

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (until 10.05am)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lee
Councillor Ponter
Councillor Saw
Councillor Staples

Andrew Lensen

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

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Staples / Cr Saw

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

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

There was no public participation.

4 Confirmation of the Public minutes of the Transport Committee meeting on 4 April 2024 – Report 24.163

Moved: Cr Kirk-Burnnand / Cr Duthie

That the Committee confirms the Public minutes of the Transport Committee meeting on 4 April 2024 – Report 24.163.

The motion was **carried**.

5 Update on the Progress of Action Items from Previous Transport Committee Meetings – Report 24.196 [For Information]

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

6 Wairarapa SW Carriage Rough Ride and Vibration Review – Report 24.192 [For Information]

Fiona Abbott, Senior Manager, Assets and Infrastructure, David Mawson, Manager, Rail Network Delivery, and Nathan Briggs, Manager, Rail Assets, spoke to the report.

7 Public Transport Advisory Group Meeting 6 May 2024 – Report 24.182 [For Information]

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

Noted: The Committee requested an update on how Metlink communicates with commuters, including the role of warranted transport officers.

Councillor Woolf left at 10.05am at the conclusion of the above item and did not return.

8 Delivery of the Wellington Regional Public Transport Plan Update – 24.180 [For Information]

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

9 Public Transport Performance Update – Report 24.183 [For Information]

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

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 10.37am.

Councillor T Nash

Committee Chair

Date:

Transport Committee
20 June 2024
Report 24.280



For Information

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

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Ngā hua ahumoni

Financial implications

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

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga

Attachment

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

Ngā kaiwaitohu

Signatory

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

Attachment 1 to Report 24.280

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p>Transport Committee Update – Public Participation</p> <p>Noted:</p> <p>The Committee requested a report on East/West connectivity of public transport.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>This work will be undertaken as part of the Council’s review of the Regional Public Transport Plan.</p>
22 June 2023	<p>Public Transport On-Demand Review – Report 23.229</p> <p>Noted:</p> <p>The Committee requested that a matrix be prepared with criteria for assessing future Public Transport On-Demand options, including population density, demographics, topography, value of money.</p>	<p>Status:</p> <p>Under consideration</p> <p>Comment:</p> <p>As part of the 2023 national operational policy development workstream to implement the Government’s Sustainable Public Transport Framework, NZ Transport Agency Waka Kotahi is currently developing national guidance on criteria for assessing On-Demand PT opportunities. Draft guidance to date indicates a ‘business case light’ approach will be required from Public Transport Authorities and will require a range of criteria to be factored including those discussed at Committee.</p> <p>Officers note that the new Government’s transport policy programme is a work-in-progress and policy positions regarding fare-box recovery and national PT funding and investment signalled in the draft Government Policy Statement on Land Transport</p>

Attachment 1 to Report 24.280

Action items from previous Transport Committee meetings

<p>17 August 2023</p>	<p>Public Transport Advisory Group Meeting – 3 August 2023 – Report 23.311</p> <p>Noted: The Committee requested a workshop to discuss policing versus educating approaches to prevent anti-social behaviour on public transport.</p>	<p>Status: Completed</p> <p>Comment: Committee members were provided with a briefing on presence of staff at railway stations; this briefing included work undertaken to respond to antisocial behaviour on the rail network.</p> <p>Metlink’s approaches to preventing anti-social behaviour on the public transport network will be covered as part of a presentation to the Transport Committee workshop on 20 June 2024.</p>
<p>14 September 2023</p>	<p>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</p> <p>Noted: The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p>Status: In progress</p> <p>Comment: This work is on hold pending more information about RiverLink construction phasing.</p>
<p>22 February 2024</p>	<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 <p>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</p>	<p>Status: In progress</p> <p>Comment: We have detailed asset health information that has been shared with us. The information is technical, spans 10 years, and involves thousands of assets. We will look for ways to interpret and present this information in a meaningful way potentially as part of</p>

Attachment 1 to Report 24.280

Action items from previous Transport Committee meetings

	<p>closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.</p>	<p>the service impact scenario analysis we are working on with KiwiRail and Transdev.</p> <p>Following the completion of this piece of work, a joint scenario-based document will be produced; Councillors will be briefed on this.</p>
<p>22 February 2024</p>	<p>Driver Toilet Facilities – update – Report 24.6 [For Information]</p> <p>Noted: The Committee requested that staff consider installing wayfinding signs to the nearest accessible public toilets at driver toilet facilities.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Officers have considered whether to install wayfinding signs to the nearest public toilets. Officers note that:</p> <ul style="list-style-type: none"> - These driver facilities do not have signs on the facilities which identify them as toilets - The distance for public toilets from the driver facilities range from 180 meters to 2.2 km. <p>We will undertake to provide signage at locations where the distance is reasonable to do so (approximately 500m or less), and there is a safe walking route.</p>
<p>16 May 2024</p>	<p>Public Transport Advisory Group Meeting 6 May 2024 – Report 24.182 [For Information]</p> <p>Noted: The Committee requested an update on how Metlink communicates with commuters, including the role of warranted transport officers.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>An overview of how Metlink communicates with commuters will be provided by 20 June 2024.</p>

Attachment 1 to Report 24.280

Action items from previous Transport Committee meetings

		The role of Warranted Transport Officers will be covered as part of a presentation to the Transport Committee workshop on 20 June 2024.
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Transport Committee
20 June 2024
Report 24.284



For Information

OVERVIEW OF METLINK'S APPROACH TO PROVIDING SUPPORT FOR MAJOR EVENTS

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (Committee) with an overview on Metlink's current approach to providing public transport support for major events.

Te tāhū kōrero

Background

2. Metlink provides strategic public transport event support for planned events that occur every year such as the Newtown Festival, while also being able to consider requests for occasional stadium events such as an All Blacks game, international headliner concerts, and significant regional tourism events.
3. Major events are a key contributor to Wellington's regional economy, attracting out of region visitors, and generating spending in retail, hospitality, accommodation and tourism.
4. Events like sports games and concerts often draw thousands of people, significantly increasing local traffic. Public transportation can mitigate these effects by adjusting services to meet the heightened demand, reducing congestion on local roads and getting people safely and efficiently to and from the event. Public transport also helps reduce carbon emissions from event-related transport, particularly when our electric buses are used.
5. Our operating environment for public transport is shaped by the Government Policy Statement (GPS) (the final version of which is due in July). The Draft GPS on Land Transport states 'public transport funding should also be supplemented by increased public transport fare-box recovery and third-party revenue'.

Strategic context

6. The Wellington Regional Public Transport Plan 2021 (RTP) adopted in June 2021 sets out the following policy in support of having a Metlink specific Strategic Event Support Policy:
 - 1 (e) Promote the public transport network to influence behaviour change to support mode shift

Action: Use promotions to increase utilization of public transport services and to customer segments with the highest potential for increased public transport use

Current Metlink Strategic Events Support Policy

7. On 14 October 2021, the Committee adopted the current Metlink Strategic Events Support Policy (Current Policy) (refer Report 21.451). A copy of the Policy is attached as [Attachment 1](#).
8. The Current Policy sets out the following principles that must be considered when assessing whether Metlink should provide strategic event support:
 - a The policy covers major events. Major is defined by attendance of 10,000 people or more, who will have to travel to the event using public and/or private transport modes.
 - b The event will significantly impact on the functioning of the timetabled services and create traffic congestion in the Wellington region.
 - c Association with the event will have a positive impact on the Metlink brand.
 - d The event is socially significant in that it has regional and/or national and/or visitor/tourist participation or attendance.
 - e The event has regional economic development impacts. For example, it is a major sporting or cultural event that brings people into the Wellington region.
9. The Current Policy gives the Group Manager, Metlink the scope to approve support for events that meet the criteria in the Policy within annual operational baselines.

Metlink's application of Current Policy

10. Event planning takes place every calendar year. Metlink works closely with event organisers through WellingtonNZ, with operators and with the Sky Stadium to plan for events.
11. Metlink has a budget for special events services across the region (which align to the Current Policy).
12. In accordance with the Current Policy, Metlink assesses:
 - a the need for traffic management
 - b whether additional bus and rail capacity (additional services, increased vehicle sizes) are required
 - c whether security and crowd management are required
 - d if required, plan for bus diversions.
13. Due to Wellington Regional Stadium proximity to the Wellington Railway Station, Transdev (the rail operator) works with Metlink to develop a specific events plan for significant events 30 working days out from the event date. This is updated as needed before the event and finalised two days out.

Rail blocks of line and events framework

14. From time-to-time annual track possessions, known as blocks of line, are scheduled on the Wellington Rail Network to enable KiwiRail to undertake important track/line maintenance and repairs.
15. We want KiwiRail to carry out this critical work.
16. Most of these closures are planned and agreed a year in advance.
17. Greater Wellington, Transdev and KiwiRail have an agreed approach to how events are considered when approving bus replacements over a weekend; this is set out in the Track Possessions Planning Manual.
18. The Track Possessions Planning Manual sets out the thresholds for attendance for special events, expected rail patronage and impact on track possession, whether scheduled services must run.

Estimated attendance at Special Event	Special Event Classification	Expected rail patronage	Impact on Track Possession
40,000 +	A1+	8,000	Not permitted/ Scheduled Services must run
30,000 – 40,000	A2	6,500	Not permitted/ Scheduled Services must run
15,000 - 30,000	B	4,000	Not permitted/ Scheduled Services must run
3,000 – 15,000	C	2,500	Possible impact

19. Annual track possession planning is undertaken with Transdev and KiwiRail with known events in mind.
20. We are currently planning together for Christmas 2025/26. These timeframes are required to allow for rostering of staff, machinery and bringing in technical experts at times from overseas to do the rail work.
21. This approach is reviewed annually to make sure it is fit for purpose.

Integrated ticketing

22. Integrated event ticketing involves commercial arrangements with event organisers to include a levy for public transport in the event ticket price.
23. Integrated ticketing has been effectively implemented for some events including Homegrown and FIFA Women’s World Cup.
24. In theory, integrated ticketing should cover the cost of additional services and at times is a condition of hosting events and in these cases Greater Wellington has limited input and may not be able to recover public transport revenue.

Te tātaritanga

Analysis

Current operating environment

25. The operating environment is impacted by the economic outlook and the Government Policy Statement on Land Transport.
26. Economic activity has been on balance weaker than expected and forward-looking indicators suggest things aren't going to pick up any time soon [Source: ANZ Economic Report May 2024].
27. The cost of living for the average New Zealand household increased 6.2% in the 12 months to the March 2024 quarter, according to Stats NZ.
28. Council agreed to increase Metlink public transport fares by 10% from 1 July 2024.
29. The Draft Government Policy Statement on Land Transport 2024 states: 'Increased public transport fare box recovery and third-party revenue will be expected from local government'.
30. The Greater Wellington Regional Council submission to the draft GPS states, 'we are concerned at the reduction in funding levels for public transport'.
31. At an operational level, our considerations include driver availability. Bus drivers working on special event services on Saturdays, risk exceeding driving hours for the week and impacting weekday services.
32. There is limited ability to provide additional capacity on trains and buses in peak.
33. Additional services on the Wairarapa Line to serve events are more complex to organise at short notice than on other lines because of the operating model which involves a combination of a KiwiRail locomotive and specialised Transdev staff.

Current level of support provided for recent major events

34. Officers have reviewed three recent major events supported by Metlink in accordance with the current policy. The type of support provided for each event is set out below.

FIFA Women's World Cup

35. Metlink provided public transport services to support FIFA Women's World Cup 2023 (tournament) matches in Wellington.
36. Wellington Regional Stadium hosted nine games, attendance for these games was over 230,000.
37. Integrated ticketing was a condition of Wellington hosting FIFA games.
38. A contribution to public transport costs was provided from FIFA to Metlink through WellingtonNZ.
39. WellingtonNZ, as part of its budget for the tournament, met the cost of the integrated ticketing based on forecast attendance.
40. Capacity was increased on the rail network to accommodate additional demand.

41. Additional capacity was added to bus timetabled services to accommodate additional demand.
42. Warranted Transport Officers and Metlink staff were on duty to assist customers and monitor the network. Metlink staff costs were not funded by WellingtonNZ.

Wellington Phoenix – semi final

43. Approximately 33,000 fans attended the final game of the Phoenix season at Wellington Regional Stadium on 18 May 2024.
44. Metlink ran additional rail services on the Hutt Valley, Johnsonville and Kāpiti Lines for the Phoenix game and extra bus services after the match.
45. Warranted Transport Officers were at the transport interchange and Transdev staff were at Wellington Railway Station to assist customers.
46. There was no integrated PT ticketing for this event.

Homegrown

47. Homegrown is an all day/night music festival.
48. Approximately 25,000 people attended the Homegrown music event which took place at the Wellington Waterfront on 16 March 2024.
49. It was determined that normal Saturday timetabled services would be sufficient to meet demand. Additional rail capacity was provided on the day of the event.
50. Integrated ticketing was provided for this event.
51. We received positive feedback from event organisers about PT and integrated ticketing for the event. No negative feedback received by the contact centre.

Consideration of additional levels of support for major events

52. We are taking more of a collaborative approach to planning for events. For example, for the Hurricanes' games this season we have multiple stakeholders in the room sharing information openly and keeping across ticket sales weeks in advance of confirmed or tentative finals games.
53. We are working more closely with our colleagues in Customer Engagement to ensure event-related public transport information is well communicated.
54. Metlink is currently in discussion with event organisers in the wider Wellington Region about integrated ticketing and public transport planning for their events.
55. Officers are meeting with Wellington Stadium to develop a more holistic approach to events.
56. We are working with our rail, bus and ferry operators to plan for a potential Hurricanes Super Rugby home final.
57. For international rugby games, we are considering how we leverage and support World Rugby to achieve its Environmental Sustainability Plan 2030 which includes a focus on climate impacts on events and a deliverable to 'collaborate with local organisers to reduce the carbon footprint of events by 50% by 2030 without relying on offsetting'.

58. Lower North Island Rail Integrated Rail Mobility (LNIRIM) has the potential to provide more frequent, efficient weekend services to events for event goers using the Wairarapa, Hutt and Kāpiti Lines.

Network Operations Centre

59. The proposed Network Operations Centre (pending confirmation of funding) and technology enhancements including new information screens (RTI 2.0) will help Metlink manage the public transport network in real-time, collaborating with many others including city councils, NZ Transport Agency Waka Kotahi and emergency services to respond to planned events, which can disrupt all modes of transport.

**Te whakatūtakitaki
Engagement**

60. Metlink’s approach to supporting major events was presented to the Chief Executive Public Transport Operator forum.

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

61. In accordance with the Current Policy, Metlink will undertake a review of the Current Policy by December 2024.

**Ngā āpitihanga
Attachment**

Number	Title
1	Metlink Strategic Events Support Policy

**Ngā kaiwaitohu
Signatories**

Writers	Fiona Robinson-Morey – Chief Advisor, Metlink Matthew Lear – Network Operations Manager, Metlink
Approvers	Matthew Chote – Senior Manager Operations & Partnerships, Metlink Samanatha 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 the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This aligns with the policies in the Regional Public Transport Plan 2021.</p>
<p><i>Internal consultation</i></p> <p>Internal consultation was undertaken across the Metlink Group.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks arising from the matters set out in this report.</p>

Metlink’s Strategic Event Support Policy	
Purpose	This policy sets out principles for assessing whether Metlink should provide strategic event support.
Rationale	<p>Where the demand for access to the public transport network exceeds the timetabled capacity, the General Manager, Metlink requires the ability to deploy additional resources to support the management of the event. Specifically, to support the movement of attendees.</p> <p>This will contribute to:</p> <ul style="list-style-type: none"> • lower congestion levels by moving more people through public transport and less use of private vehicles • positive economic and social development within the Wellington region • reducing the climate impact of the event by moving people through more efficient and climate friendly means, and • contributing to mode shift by providing targeted alternative transport options other than private vehicles to attendees.
Policy Owner	General Manager, Metlink
Application	This policy applies to Metlink operational decision making to support major events.
Related Policy and Legislation	This policy is to be read in conjunction with Greater Wellington’s Sponsorship Policy and the Regional Public Transport Plan 2021.
Effective Date	The day following Transport Committee approval.
Review Date	31 December 2024



Metlink’s Strategic Event Support Policy	
Principles	<p>The following principles must be considered when applying this policy:</p> <ul style="list-style-type: none"> • This policy covers major events. Major is defined by attendance of 10,000 people or more to the event. • The event will significantly impact on the functioning of the timetabled services and create congestion in the Wellington region. • Association with the event will have a positive impact on the Metlink brand. • The event is socially significant in that it has regional and/or national and/or visitor/tourist participation or attendance, and/or public health benefits. • The event has regional economic development impacts. For example it is a major sporting, cultural or festive event that brings people in to the Wellington region.
Scope of support	<p>The General Manager, Metlink has delegation to approve support for events that meet the criteria in the principles within annual operational baselines.</p>

Transport Committee
20 June 2024
Report 24.310



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. COVID-19 has resulted in fundamental changes to travel patterns and behaviours. Some of the resultant changes in behaviour have receded while other changes in behaviour have persisted and are now becoming part of the 'new normal'.
3. On 30 November 2023, at a workshop, the Committee was provided with an overview of emerging trends in transport and considerations on how this might influence our future strategies.
4. At the 30 November 2023 workshop, Committee members requested that they receive six-monthly updates on the matters presented to them.
5. 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

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

Regional traffic volume

7. State highway traffic volumes are back to pre-COVID levels on weekdays and weekends.
8. Travel times on core corridors are also back to pre-COVID levels.
9. While traffic volumes have been slightly lower prior to 7am, the peak traffic on major highways and arterials remains unchanged between 7am and 9am.

10. There has been a small decrease in highway morning peak traffic volumes on Fridays, balanced by increased traffic volumes in the afternoon and evening (noting that Friday is typically the busiest day on the roads).
11. Cycling appears to have increased by 15% to 20% since COVID (conservative estimate).

Public transport patronage and travel pattern

12. Patronage across all modes in the Region has recovered to 97% of pre-COVID levels.
13. Bus patronage was 7% higher and rail patronage was 20% lower than pre-COVID levels.
14. Off-peak travel has been recovering faster than peak. By the end of March 2024, the weekend bus travel was 35% higher than the pre-COVID levels. Rail is still 10% lower than pre-COVID.
15. The higher rate of weekend patronage recovery can be partly attributed to the improved service frequencies, reliability and the 50% off-peak discount.
16. March and May 2024 show some peak contraction compared to pre-COVID levels, with fewer peak boardings between 7am to 8am, and higher boardings between 8am to 9am. It appears that commuters start their journeys later in the morning and earlier in the afternoon. This may relate to the greater flexibility regarding working hours and travel patterns.
17. Compared to pre-COVID levels, rail patronage during the morning peak period is around 20% to 30% lower on Friday compared to Tuesday / Wednesday / Thursday, with a lesser reduction seen on Monday.
18. Bus patronage in the morning peak is slightly lower on Friday compared to other days of the week.
19. In May 2024:
 - a 25% of all bus and rail trips was made by school children. This is considerably higher than the 16% of all trips made by children in May 2019 (pre-COVID) and represents a 40% increase in this demographic representation in five years.
 - b almost 90% of all bus and rail trips were made using a Snapper card – compared to 50% in May 2019.
 - c saw the lowest number of cash-based trips (3.5% of all bus and rail trips) – which is significantly lower than the 10% to 15% in 2019 and prior to COVID.
20. In 2024, only 3% to 4% of all bus and rail trips have been made on a 30-Day pass, which is significantly lower than the 18% to 20% prior to COVID. The declining trend of pass use since the start of COVID has accelerated after Snapper was extended to all rail services from November 2022.

Forecast Public transport patronage and travel patterns

21. Considering the latest emerging trends, patronage is forecast to grow further by approximately 4% to 5% in next financial year (5% for bus and 3% for rail) – with potentially higher growth over the first triennium of the next Long Term Plan (LTP 2024 -34).
22. The improvement projects budgeted in LTP 2024-34, specifically for the rail network, are expected to be the main drivers of patronage growth and recovery for rail – after any fare increase.
23. While non-car mode share (Public Transport, Walking and Cycling) appears to have increased slightly in last year, significant further progress is required to meet the 40% mode share target. Further details will be provided to the Regional Transport Committee in the upcoming Annual Monitoring Report (AMR) in late 2024.

Strategic considerations for regional public transport

24. The emerging trends indicate:
 - a A greater number of users are expected to adjust their travel habits with the greater flexibility on whether or when they want to travel
 - b The growing trend of increased travel on public transport in the off-peak and weekend travel is expected to continue over the coming years
 - c A larger share of public transport dependent users is likely to be made up of children and an ageing population
 - d Active travel modes (cycling, micro mobility) are likely to increase
25. These emerging trends will require a greater strategic focus on the following key improvements for public transport over the LTP 2024-34:
 - a Increased planning and focus on improving frequency and coverage of bus routes servicing key strategic and recreational destinations.
 - b Explore opportunities to influence travel behaviour to manage peak demand, capacity and cost-effectiveness of services and network throughout the day.
 - c Focus on improving accessibility of services across the network to meet the growing need for accessibility for those who are most in need; and
 - d Focus on integration of park and ride pricing and other demand management initiatives, specifically in the high demand areas to enable smarter connection and improved utilisation of assets and infrastructure.

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga

Attachment

Number	Title
1	Emerging Trends in Transport

Ngā kaiwaitohu

Signatories

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

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

Attachment 1 to Report 24.310



Emerging Trends in Transport

TRANSPORT COMMITTEE – 20 June 2024

Andrew Ford – Manager Wellington Transport Analytics Unit

Tim Shackleton – Senior Manager Commercial Strategy and Investments, Metlink



Purpose



Attachment 1 to Report 24.310

To provide a general update on emerging public transport, active mode and private car travel trends, and considerations on how this might influence our future strategies.

AGENDA

1. Emerging Trends in Public Transport – update from November 2023
2. Considerations for Public Transport Strategies

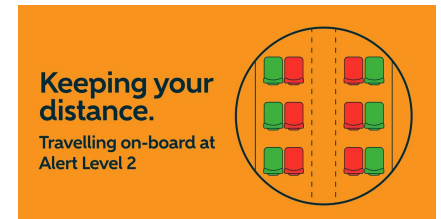
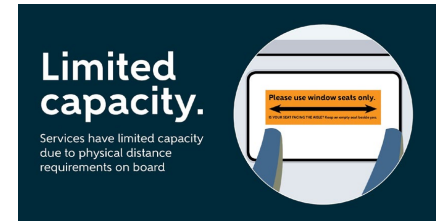
Context

Attachment 1 to Report 24.310

As a result of **Covid-19**, travel patterns and behaviours changed overnight

Some of the **resultant changes in behaviour** have receded

Other changes in behaviour have persisted and are now becoming part of the **‘new normal’**



Macro Trends

Monthly PT Patronage

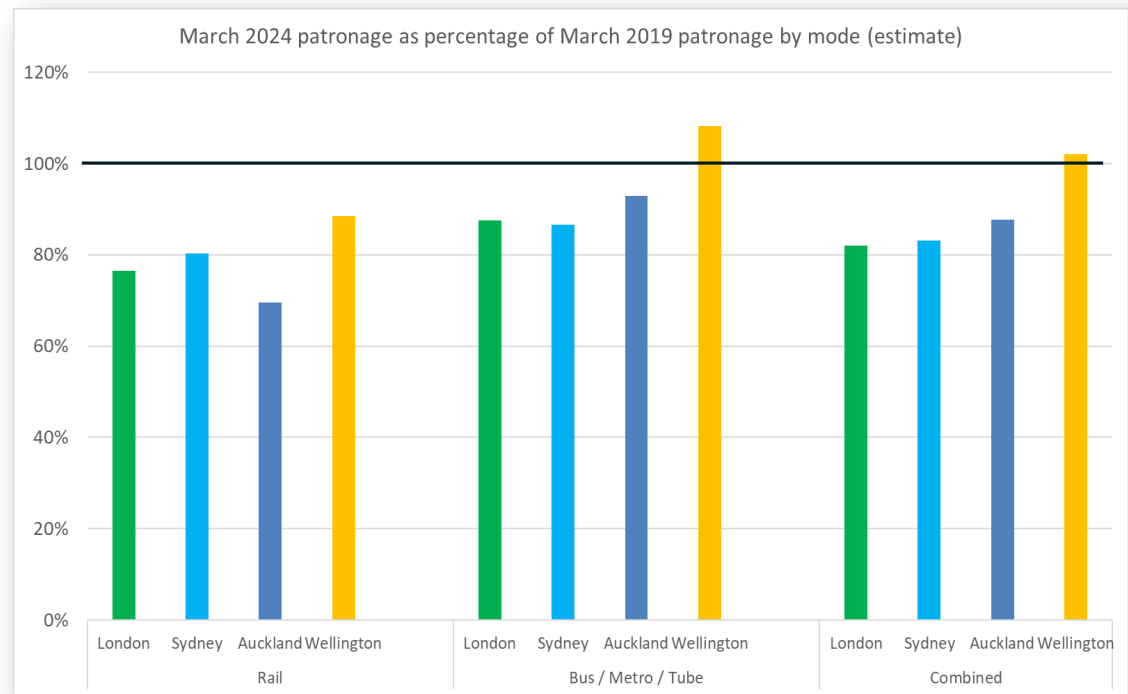


Attachment 1 to Report 24.310

RAIL: Showing growth but lagging other forms of transport

BUS: All areas are nearer pre Covid levels for bus / metro, with **Wellington** nearer 110%

COMBINED:
In most major metropolitan areas, PT patronage is now at 85% to 95% of pre-Covid levels, with **Wellington** leading the way now over 100%



Weekend PT Patronage

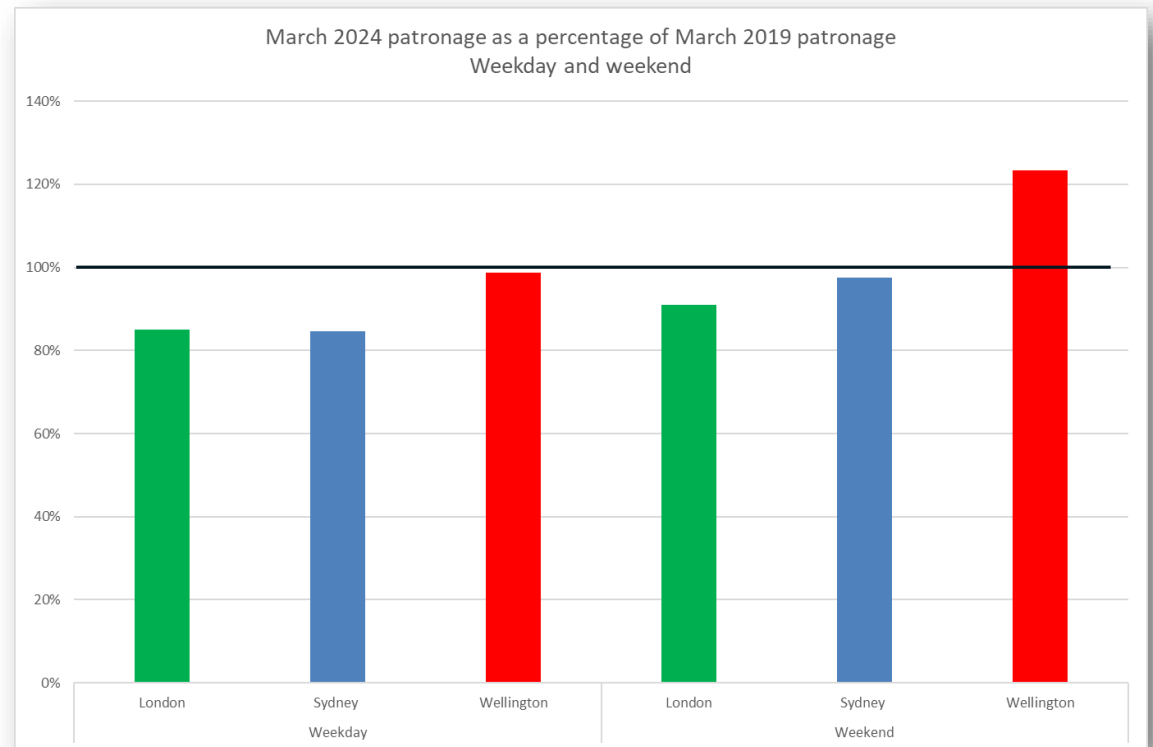
Attachment 1 to Report 24.310

Globally:

Weekend PT demand has rebounded at a much faster rate than peak demand

Wellington:

Weekend bus at 135% of pre-Covid levels in March, rail at 90%, driven by improved service frequencies / reliability and 50% off-peak fare discount



Working from home

Attachment 1 to Report 24.310

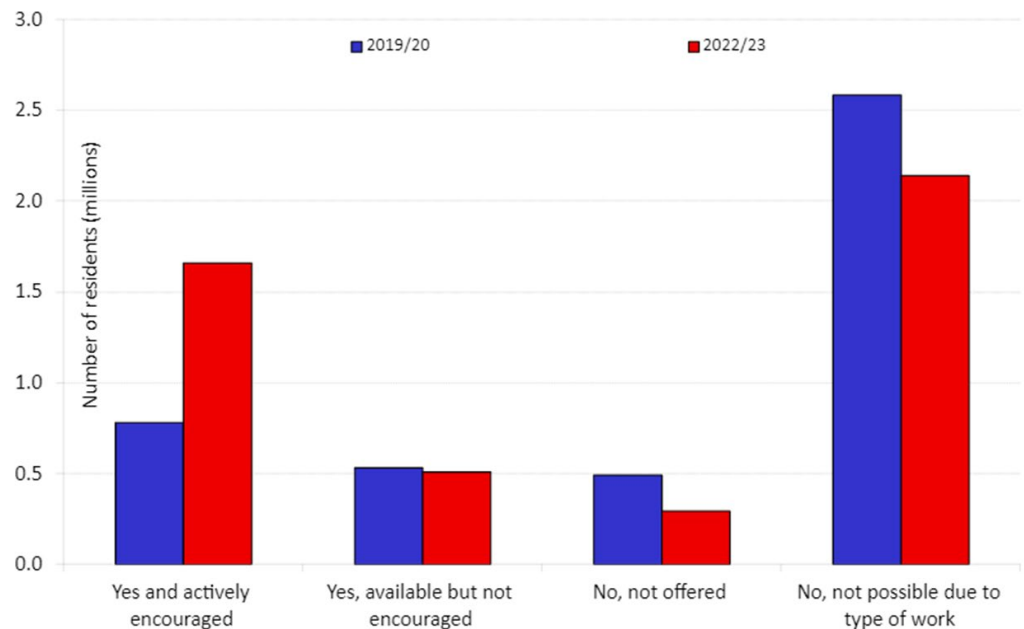
Working from home has become part of work-life

Wellington has a high percentage of workers (compared to other areas) who can work from home

WFH impacts PT (and longer distance PT) as high % of passengers are commuters who have jobs where they can work from home

In this context, **Wellington's** PT recovery to 100% of pre-Covid levels is good

Figure 10: Ability of London resident workers to work from home, LTDS, 2019/20 versus 2022/23.



Wellington Regional Trends

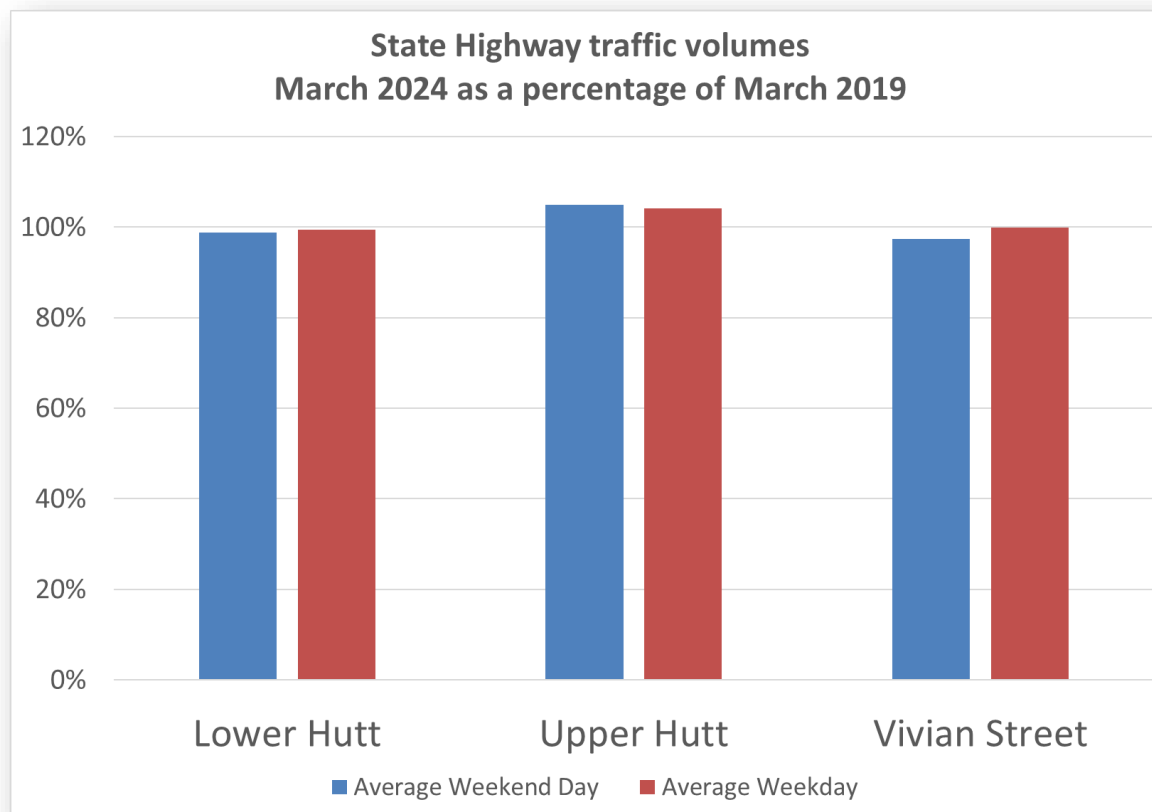
State highway traffic volumes – 2019 to 2024



Attachment 1 to Report 24.310

State highway traffic volumes are generally back at pre-Covid levels on weekdays and weekends

Travel times on core routes are also back at pre-Covid levels



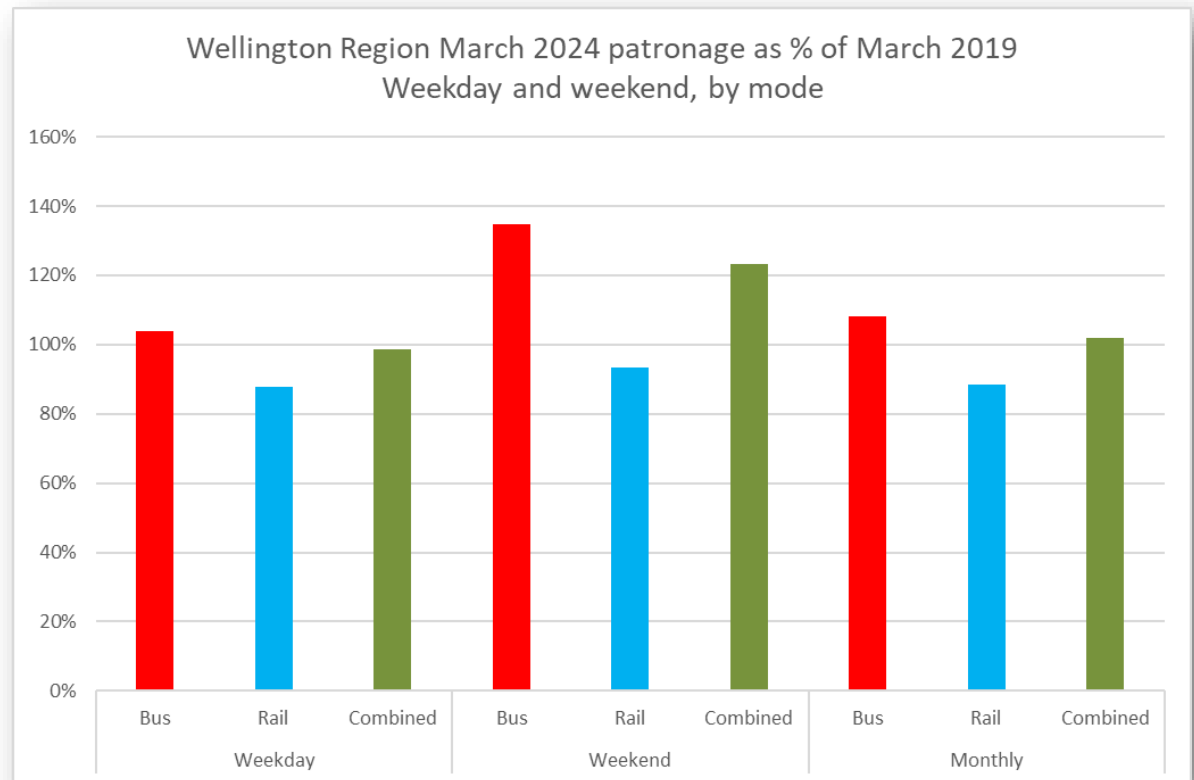
PT patronage – 2019 to 2024



Attachment 1 to Report 24.310

Weekday PT patronage is generally at pre-Covid levels – with bus slightly higher, and rail slightly lower

Weekend bus patronage was at 135% of pre-Covid levels in March 2024, rail at 90% (both positively impacted by events)



Bus patronage by time of day



Attachment 1 to Report 24.310

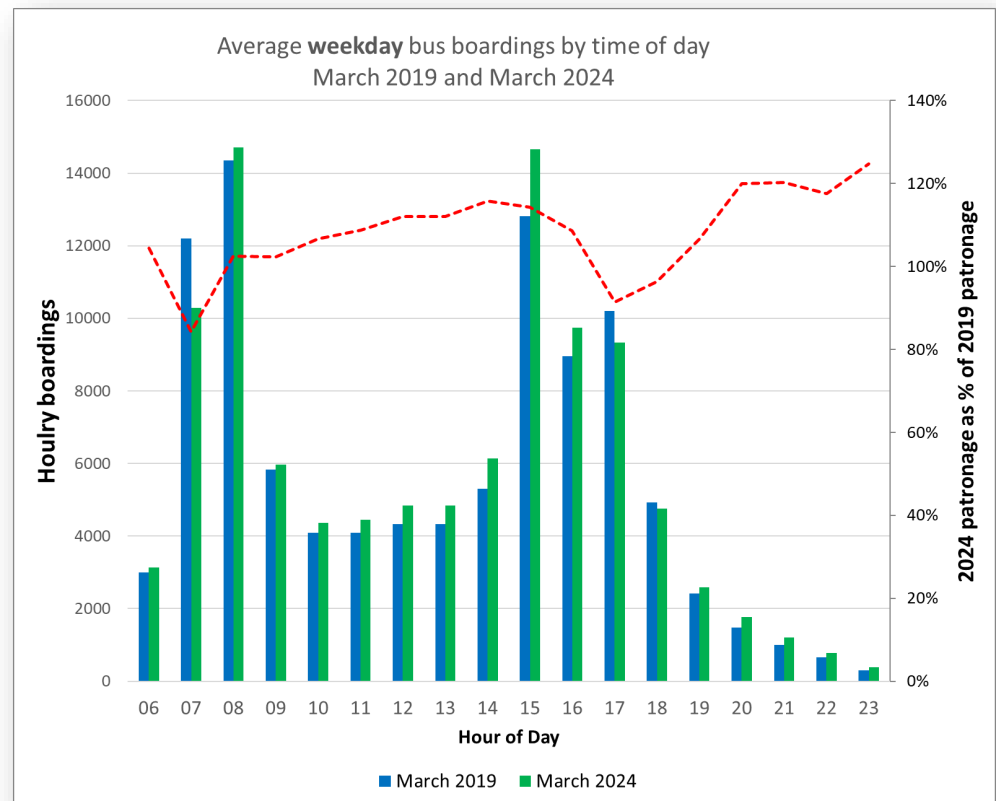
Peak bus patronage is generally at 90% - 95% of pre-Covid levels, with off-peak weekday patronage currently at 110%+

There is evidence of changes in travel patterns and the distribution of trips across the day; we are seeing:

- Boardings are lower between 7-8 8am, and 5-6pm
- Boarding are higher between 8-9am and 4-5pm; and off-peak

Why? Increased working from home; greater flexibility regarding travel patterns; off-peak fare discounts.

WEEKDAY BUS BOARDINGS



Patronage trends (demographic and payment)



Attachment 1 to Report 24.310

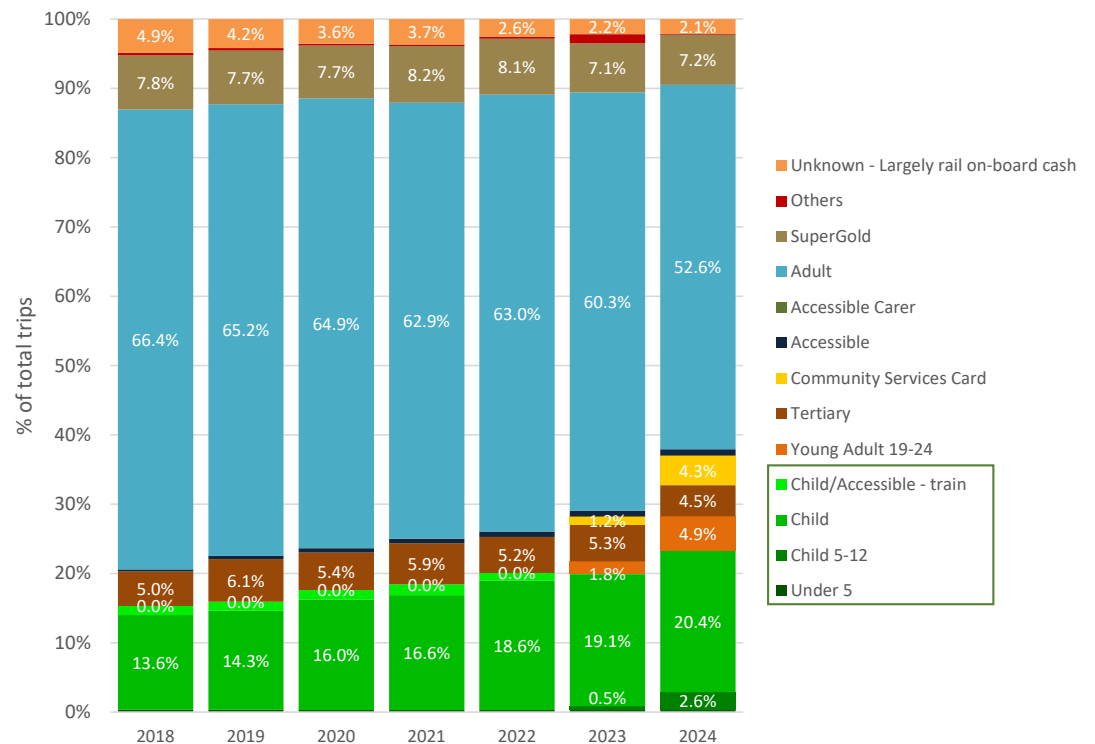
The use of child fares has increased to over 23% of all bus and rail trips, which is significant. This increase is likely to be attributed to a growing use of PT for school and family travel

- The use of cash for fare payment has dropped to 3.5% by May – compared to over 10% pre-Covid
- The use of passes for fare payment has been declining since Covid, and further declined since Snapper on Rail. Passes now account for 3% to 4% of all bus and rail trips (the ability to WFH reduces the benefit of fixed term passes).

Changes to the proportion of total trips made by various passenger groups

July 2018 to March 2024

Source: Metlink Snapper ticketing and rail ticket sales data



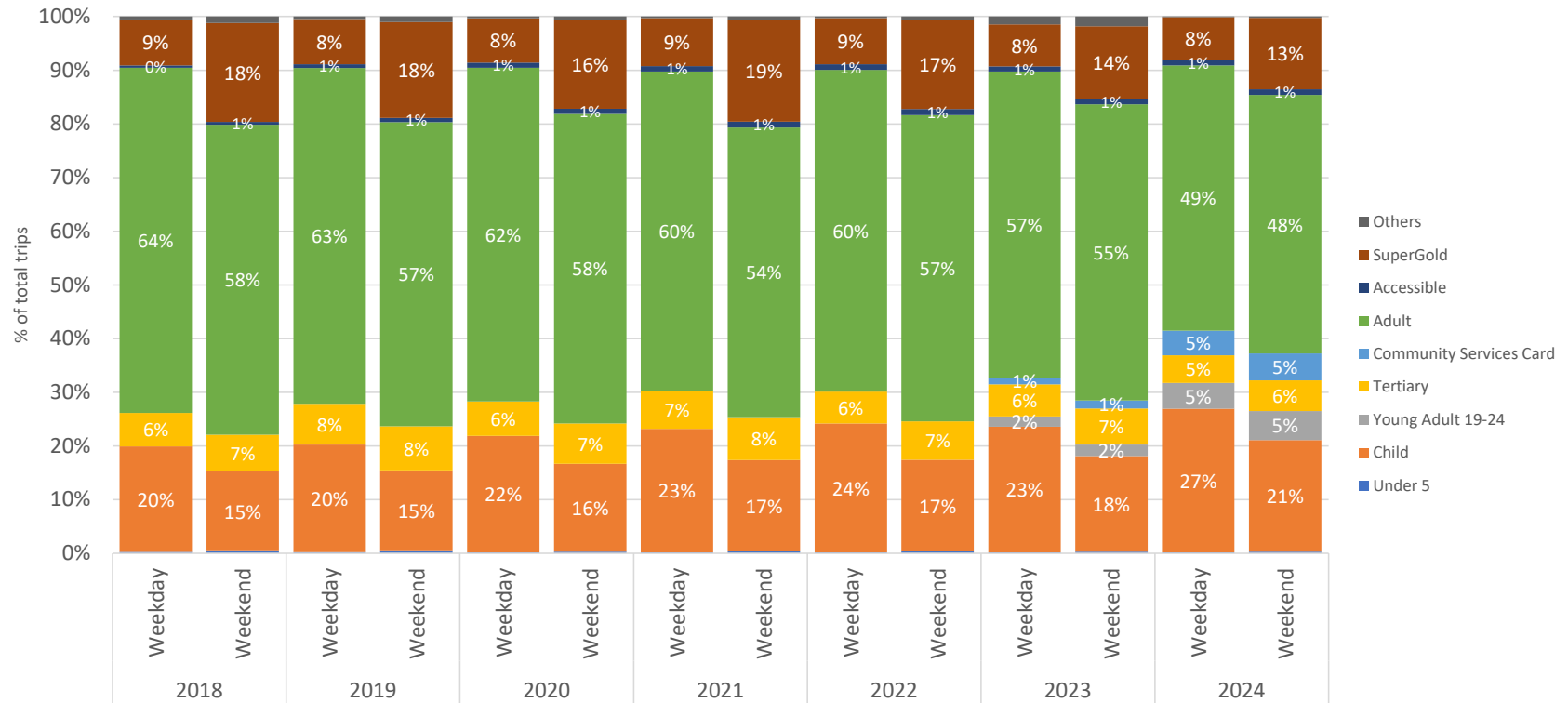
Weekday and weekend trips (demographic change)



Attachment 1 to Report 24.310

Passenger trips as a proportion of total trips (Bus)

Jul 2018 to May 2024
Source: Snapper ticketing data



Forecast patronage



Attachment 1 to Report 24.310

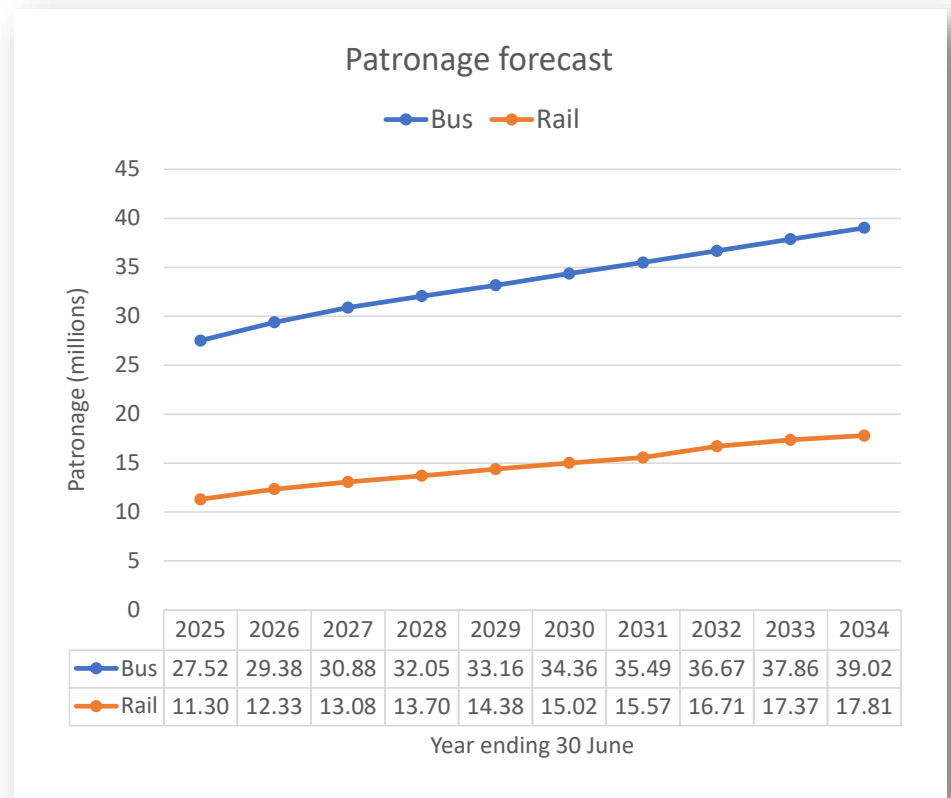
KEY ASSUMPTIONS

- **Rail:** Maintaining current service levels – with mid-long term improvement to service frequency (LNIRIM)
- **Bus:** Continued growth via electric buses fleet is predicated on sufficient funding and continued reliability and frequency
- **Integrated Fares:** Integrated fares and ticketing (IFT) expected to encourage more PT journeys by improving the convenience and ease of travelling on more than one PT mode.
- **Economic / Social:** No significant downturn (this is factored into patronage)

Currently Tracking for FY 24/25:

Bus: Patronage is ahead of forecast

Rail: Is Modestly behind forecast

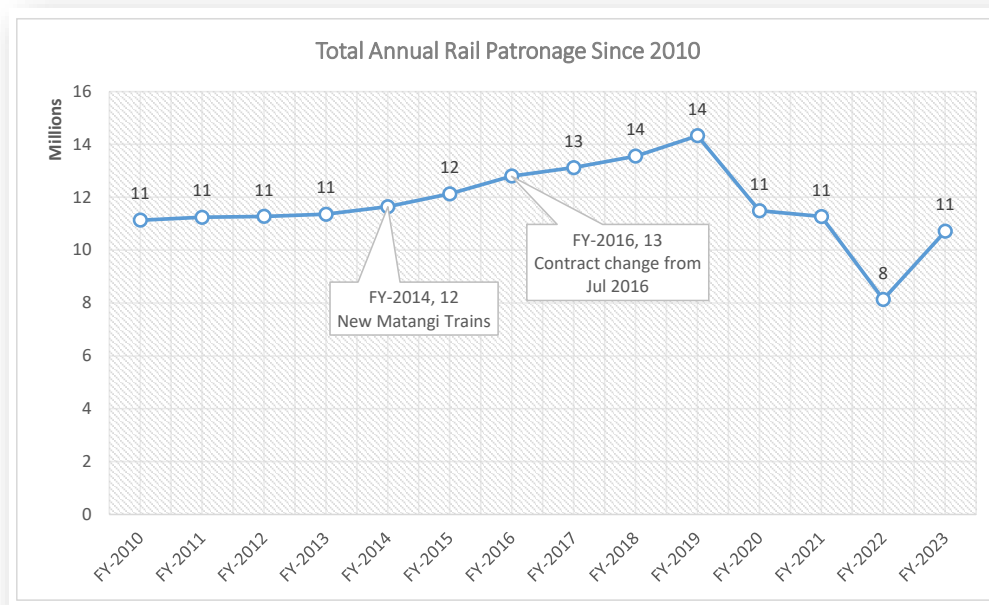


Considerations: Rail Growth

Attachment 1 to Report 24.310

COVID has bought us time – but long investment lead times mean we cannot afford to be complacent

Rail patronage is sensitive – it is highly influenced by changes in service levels, work flexibility and Modeshift motivators



Other trends and insights

Attachment 1 to Report 24.310



Day of week – PT and car

- Rail peak period patronage is 20% to 30% lower on Fridays, bus is 10% lower
- Small decrease in highway volumes in Friday morning peak, balanced by increased volumes in afternoon / evening (Friday is busiest day on the roads)



Time of day

- Some evidence of similar changes in in travel patterns and the distribution of trips compared to PT
- Slightly lower volumes prior to 7am but no change in volumes on major highways and arterials between 7am and 9am, possibly due to working from home and increased travel flexibility



Cycle numbers

- Have increased by 15% to 20% (conservative estimate) since Covid

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

Attachment 1 to Report 24.310

	NOVEMBER 2023 UPDATE	JUNE 2024 UPDATE
PT Patronage	Wellington Region: ~95% Other jurisdictions : ~80% to 85%	Wellington Region: ~100% (bus higher) Other jurisdictions : 85% to 90%
Weekend PT	Wellington Region: ~120% Other jurisdictions : Approaching 100%	Wellington Region: ~135% (bus) Other jurisdictions : Around 100%
Rail	Wellington Region: ~80% Other jurisdictions: ~75% to 80%	Wellington Region: ~85% Other jurisdictions: ~80% to 85%
State Highway traffic volumes	Wellington Region: ~95% to 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	

Strategic Considerations for Regional Public Transport

Strategic Considerations and Possible Responses

Attachment 1 to Report 24.310

STRATEGIC CONSIDERATIONS

POSSIBLE RESPONSES

Changing Travel patterns across the week
 now differ substantially across the week - less capacity is required on some weekday peak services

- Future peak frequency differs by day of week
- Extra buses available for mid-week peak demand as needed

Spreading travel patterns across the day
 Increasing flexibility to spread working hours, particularly for office workers

- Further encourage peak spreading behaviour change
- Further shoulder and inter-peak frequency to encourage off-peak travel

Social and recreation weekend travel growth
 Clear increased use of PT for social and recreational travel, particularly in the weekends

- More all-week bus prioritisation lanes
- Increase weekend frequency, with a focus to support high demand recreational areas

Strategic Destinations and Events
 Limited scale trials (HX and Integrated event ticketing) showing high uptake prospectivity

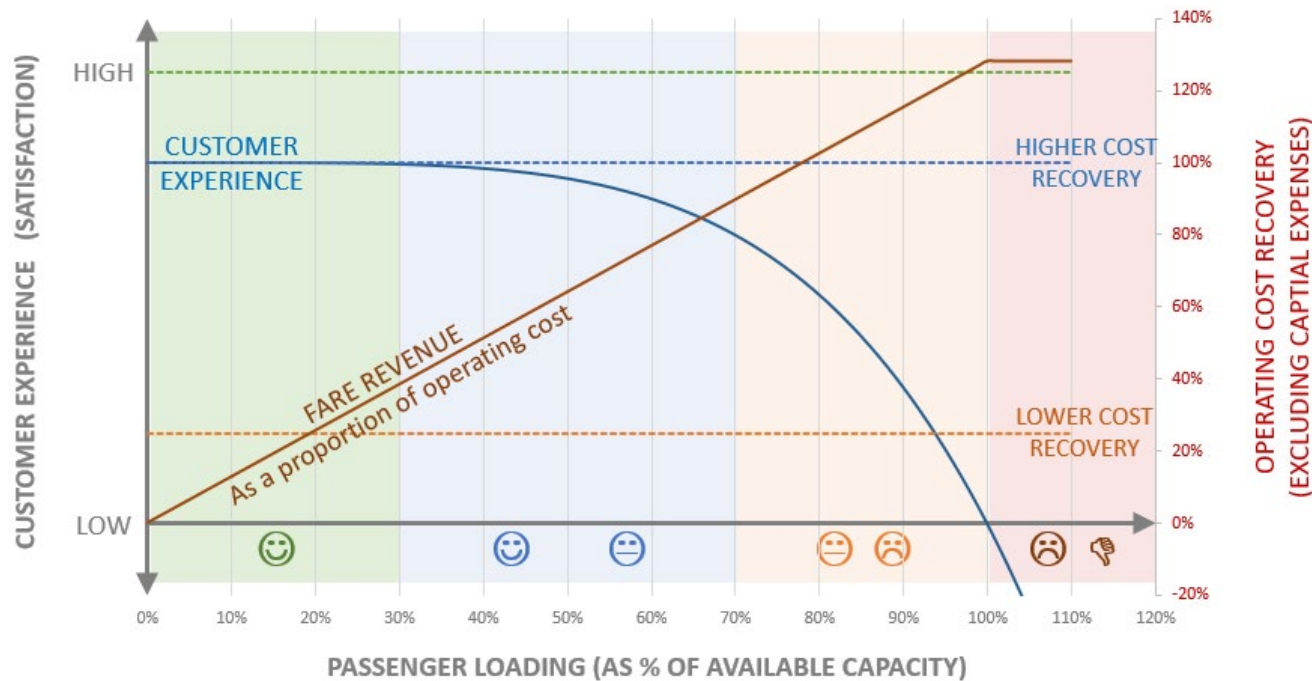
- Investigate options for further targeted destination and event services
- Expand and enhance event integrated ticketing

Climate Focus
 Increasing social connection of PT to "environment good" to increase modeshift

- Employer Target Schemes (leveraging FBT removal)
- Travel Behaviour Change initiatives

Considerations: Growth, Funding and Capacity Attachment 1 to Report 24.310

- We are nearly 12 months ahead on our LTP bus patronage estimates
- New buses / services come at high cost, with fares only covering 25% of their cost
- There are growing tension between loadings and cost, and tradeoffs are increasingly required



Considerations: Changing Nature of Travel

Attachment 1 to Report 24.310

	TREND	CONSIDERATION
SOCIAL TRAVEL PATTERNS	Much greater proportion of travel for recreational and off-peak social travel	Increase planning and focus of bus routes around key strategic recreational destinations and adjust frequency
WORK FLEXIBILITY	More customers clearly have greater flexibility around when (and possible if) they travel	Opportunity to influence travel behaviour to manage peak demand hence capacity and cost throughout the day
AGEING POPULATION	Ageing population is creating a larger share of PT dependent customers	Growing requirement for accessibility of services across the network
MICRO-TRANSIT	Increasing active travel modes (cycling, micro mobility)	Park and ride strategy on-hold costs and cheaper alternatives promoted

Next Steps

Report back on the evolution of the high-level trends

6 monthly basis



Transport Committee
20 June 2024
Report 24.282



For Information

PUBLIC TRANSPORT PERFORMANCE UPDATE – JUNE 2024

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

- e show suspended trips along with cancelled trips
 - f accessibility
 - g bus capacity
 - h emissions/decarbonisation.
8. The performance reports incorporate the following requested changes:
- a 2018/19 patronage line added to 'all modes' graph
 - b brief comments added on graphs for reliability and punctuality
 - c added suspended services to the bus cancellations graph
 - d section added on driver numbers
 - e bus emissions/ decarbonisation
 - f explanation of what is included under 'Other' in the complaints section.
9. A Health, Safety and Wellbeing update is included in this report.
10. Metlink expects to be able to provide the Committee with further changes over the next few months as data required for the additional sections is sourced and collated.
11. Monthly performance reports are published on the Metlink website at: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/#DataAndReports>
12. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for April 2024.
13. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga Analysis

Bus performance – April 2024

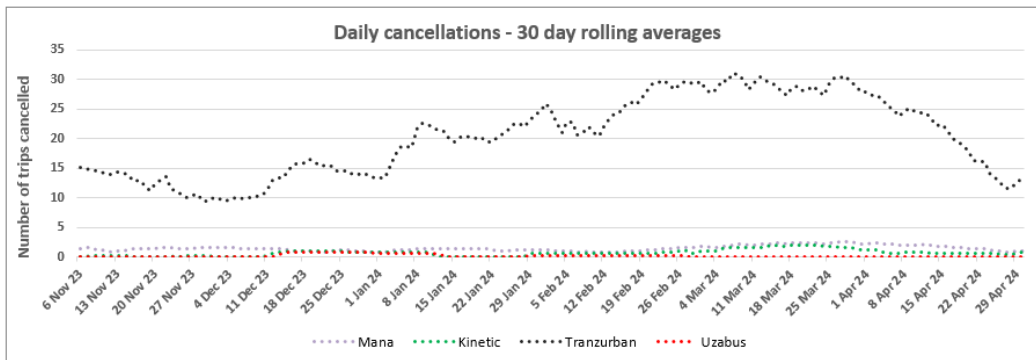
Patronage

14. Bus passenger boardings for April 2024 were 2.2 million, this compares to boardings of 2.0 million in April 2019 (pre-COVID-19). Patronage for the year to date is at 106.6% of pre-COVID-19 levels.

Reliability

15. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
16. Reliability for April 2024 was 99.5% compared to March 2024 which was 99.0%. Reliability this month continues to reflect stabilising driver numbers and retention rates.

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



18. All Operators are achieving the required performance levels for reliability. Metlink continues to work closely with Tranzurban on their driver recruitment levels and future plans. Tranzurban’s recruitment is continuing to go well.

Punctuality

19. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
20. The punctuality target for our bus services is 95%.
21. Bus service punctuality was 94.4% in April 2024, compared to 93.3% in March 2024. Punctuality this month continues to reflect traffic congestion in the usual places in Wellington City, as well as road works disruption in Karori/Thorndon; Thorndon Quay and Island Bay) Significantly there remains disruption along SH2 in the Wairarapa.

Rail performance – April 2024

Patronage

22. Rail passenger boardings for April 2024 were 0.9 million, this compares to boardings of 1.1 million in April 2019 (pre-COVID-19). Patronage for the year to date is at 79.8% of pre-COVID-19 levels, which may indicate changed travel behaviour.

Reliability

23. 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.
24. The rail reliability target is 99.5%.
25. Rail service reliability was 97.9% in April 2024, compared to 98.2% in March 2024.
26. 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.

Punctuality

27. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
28. The rail punctuality target is 90%.
29. Punctuality for April 2024 was 88.1%, compared to 90.3% in March 2024.
30. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti, Hutt and Wairarapa lines.

Bus replacements

31. In April 2024, 19.3% of rail services were replaced by buses (planned and unplanned):
 - a 18.0% of the rail services that were replaced by buses were planned.
 - b 1.3% of the rail services that were replaced by buses were unplanned.
32. Of the 18.0% of planned rail services that were replaced by buses, 42% were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); the remainder were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks, accessible, and electronic ticketing).
33. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.

Upcoming Blocks of Line (planned bus replacements)

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

Ferry performance – April 2024

35. Ferry services have operated according to their reduced timetable; trips to Matiu / Somes Island are not operating as the island is closed for six to eight months (from February 2024) for wharf improvements.
36. Boardings were 93.5% of April 2019 numbers (pre COVID-19).

Tawa Public Transport On Demand Trial – patronage

37. Tawa on Demand Trial passenger boardings for April 2024 were 4,938 this compares to boardings of 4,083 in April 2023. Patronage for the year to date is at 45,111 completed rides, this compares to 32,269 over the same period in 2022/23.
38. In the period since the commencement of the Tawa on Demand Trial on 16 May 2022 to 30 April 2024, there have been 87,681 completed rides and 2,804 unique riders have used the service.

39. The Tawa on Demand Trial expanded to the Porirua City centre on 6 November 2023; since the expansion on a rolling quarter average ridership has increased by 2.5%.
40. The average monthly patronage in the six months since the expansion is 4,528, compared to the average monthly patronage for the same period in the previous year at 3,599 (like for like, excluding Sundays).
41. Sunday services for this trial started on 10 December 2023. There have been 1071 completed rides on a Sunday compared to 2,218 for the same period on a Saturday.
42. The current gross costs for this financial year are \$985,314, this is on track with the allocated budget of \$1.2 million. Net costs are \$863,842.
43. The forecast total cost to the end of the pilot on 31 December 2024, are \$2.9 million which is in line with the forecast when Council approved the extension.

Fare revenue

44. In April 2024, there was a budget shortfall of \$3.3 million for the month across bus and rail services.
45. The year-to-date budget shortfall is \$38.2 million and is attributable to:
 - a \$7.1 million due to the extended half-price fares scheme fares in July and August 2023 without NZ Transport Agency Waka Kotahi support.
 - b \$31.1 million is due to the change in travel behaviour post-COVID compared to the travel assumptions set pre-COVID in 2020; 51% of this is claimable from NZ Transport Agency Waka Kotahi.
46. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

Warranted Transport Officer activity - April

47. Metlink's Warranted Transport Officers undertook 2,774 payment validations onboard rail services in April 2024.
48. Payment validations of Metlink bus services fares are based on observations – passengers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-snapper trips, including fares which do not incur a charge to the customer.
49. In April, no infringement notices were issued by Warranted Transport Officers.

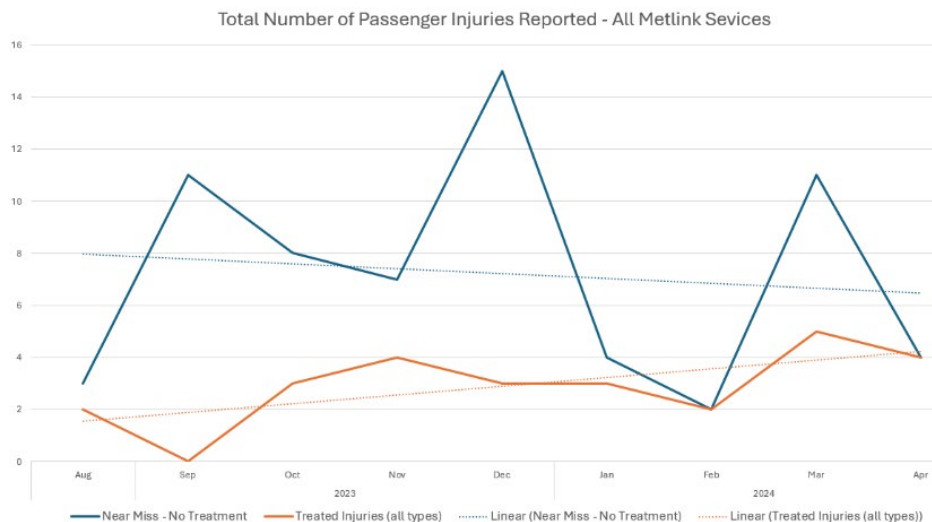
50. The table below reports on the number of times when Warranted Transport Officers have sought customer details in relation to their non-payment of the correct fare:

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	TOTAL
Details sought	14	7	1	2	0	8	0	32

Health, Safety and Wellbeing

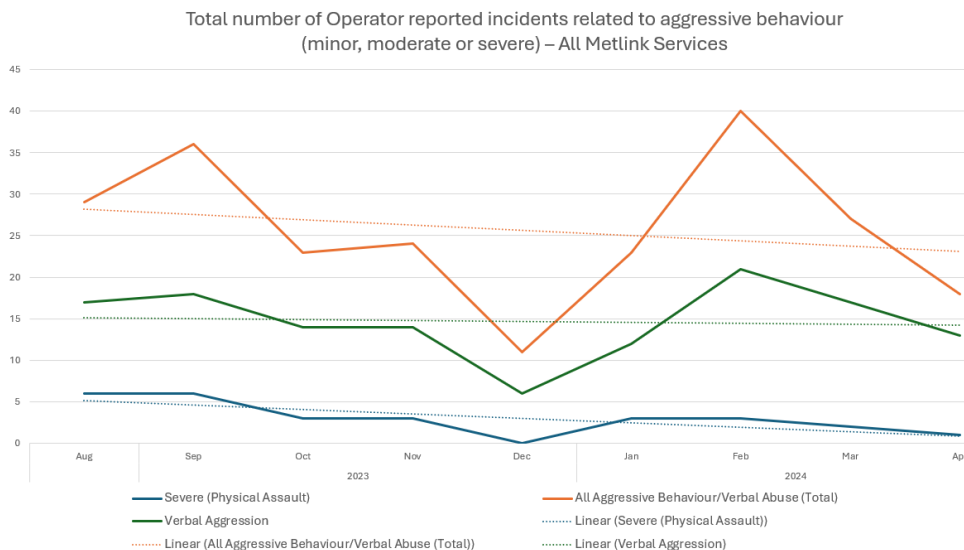
Passenger injuries

51. The graph below shows that the trend of reported ‘near miss incidents’ (i.e. no treatment required as a result) involving passengers has decreased since August 2023. However, the number of ‘minor and moderate passenger injuries’ (i.e injuries that require first aid or some further treatment) is increasing.
52. Metlink continues to release safety messaging to remind people to remain vigilant when journeying on public transport and when crossing roads especially if they are wearing headphones or using their mobile phones.



Aggressive behaviour or verbal abuse

53. The graph below shows a gradual decrease in overall reporting of passenger-related aggressive behaviour by operators since August 2023. Over half of the monthly reports are related to incidents of verbal abuse. Note that numbers of severe aggression (assaults) have decreased.



54. While reports of aggressive behaviour towards bus drivers has decreased, there was a spike in thefts or attempted thefts of bus cash boxes in April 2024; with five reports received in the month of April, compared to the previous five-month average of 1.2 reports per month.

**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – April 2024
2	Upcoming Planned Rail Replacements - July 2024 to August 2024

**Ngā kaiwaitohu
Signatories**

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

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> 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.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Certain performance measures in the 2021-31 Long-Term Plan 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.



Performance report

April 2024



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Partner Performance

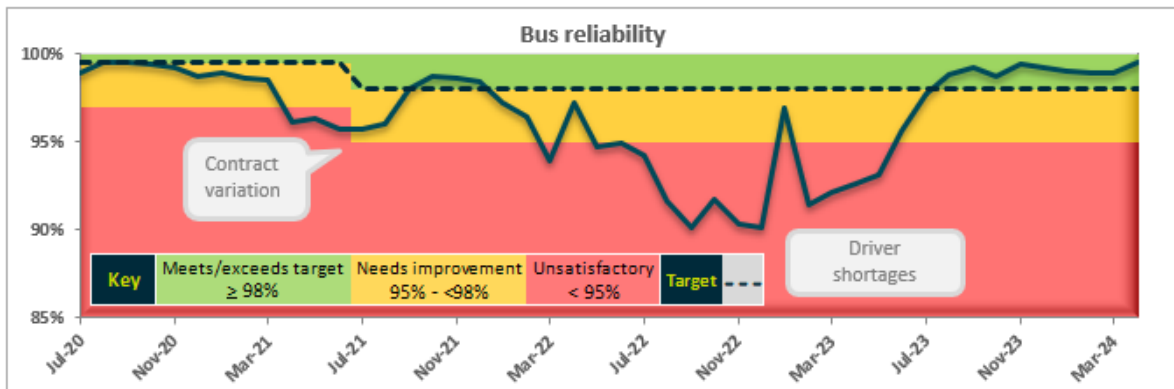


Bus operators

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 98.9% for the year to date. Reliability this month continues to reflect stabilising driver numbers and retention rates, as well as the Term 1 school holidays.

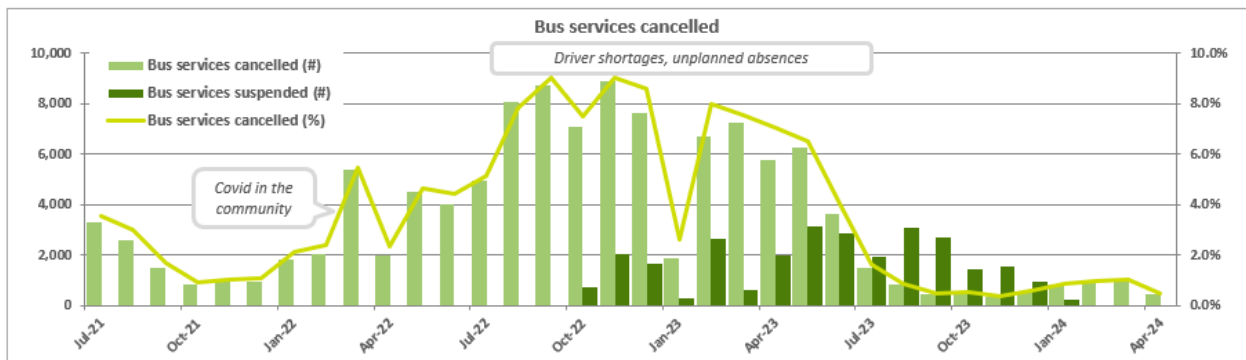


Reliability - current month

	Apr-24	Apr-23	% Change
Wellington City			
Newlands & Tawa	99.5%	98.9%	0.6%
East, West & City	99.8%	96.3%	3.5%
North, South, Khandallah & Brooklyn	98.8%	82.5%	16.4%
Hutt Valley	99.9%	95.3%	4.6%
Porirua	98.8%	86.4%	12.4%
Kapiti	100.0%	99.7%	0.2%
Wairarapa	98.6%	98.0%	0.6%
Total	99.5%	92.6%	6.9%

Reliability - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	99.3%	98.7%	0.6%
East, West & City	99.8%	90.1%	9.7%
North, South, Khandallah & Brooklyn	97.7%	87.3%	10.4%
Hutt Valley	99.3%	95.5%	3.8%
Porirua	97.3%	89.7%	7.6%
Kapiti	99.5%	99.5%	0.0%
Wairarapa	98.5%	98.7%	-0.2%
Total	98.9%	92.0%	6.9%

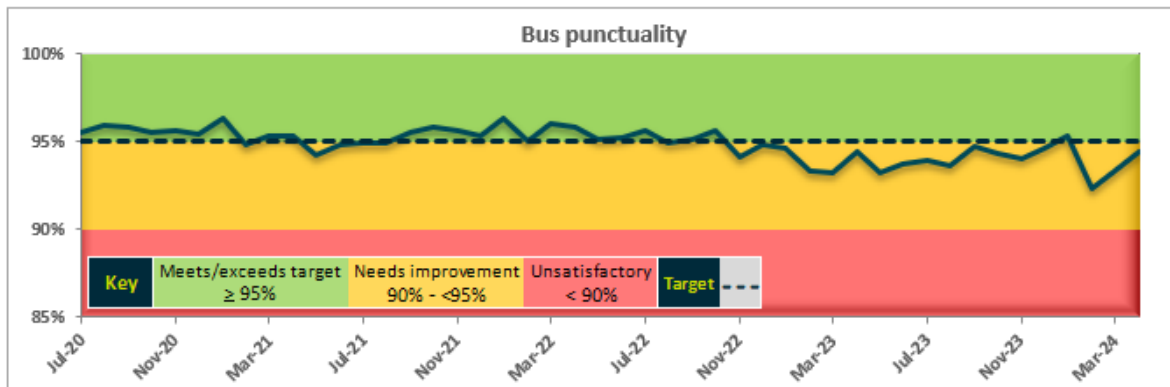


In April 93,700 bus trips ran, carrying 2.2 million passengers.

Punctuality

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

Bus service punctuality was 94.4% in April and 94.1% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places in Wellington City (Thorndon Quay, Berhampore and Island Bay in particular), and roadworks in the Wairarapa. April was a busy month for events and protests, with the Strike for Climate, and the Massey University graduation parades.



Punctuality - current month

	Apr-24	Apr-23	% Change
Wellington City			
Newlands & Tawa	96.9%	94.8%	2.1%
East, West & City	94.8%	96.7%	-1.9%
North, South, Khandallah & Brooklyn	93.1%	89.6%	3.4%
Hutt Valley	94.1%	94.7%	-0.7%
Porirua	96.1%	95.7%	0.4%
Kapiti	94.1%	94.4%	-0.3%
Wairarapa	86.2%	90.0%	-3.9%
Total	94.4%	94.4%	0.0%

Punctuality - year to date (Jul - Apr)

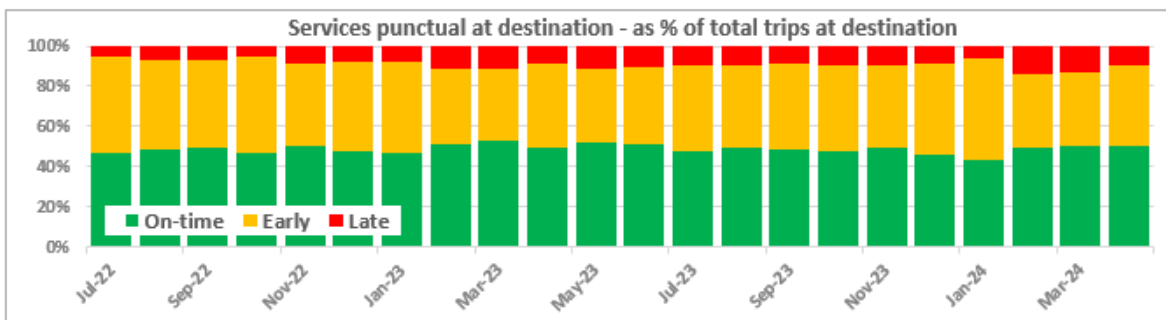
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	95.5%	95.6%	-0.1%
East, West & City	95.4%	96.2%	-0.8%
North, South, Khandallah & Brooklyn	91.2%	90.1%	1.1%
Hutt Valley	94.2%	95.2%	-1.0%
Porirua	95.3%	95.6%	-0.3%
Kapiti	93.3%	95.6%	-2.3%
Wairarapa	90.7%	92.7%	-2.0%
Total	94.1%	94.6%	-0.5%

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, 49.9% of bus services recorded at destination arrived on time, with a further 40.3% arriving more than one minute early, while 9.8% of services arrived more than five minutes late.



Punctuality at destination - current month

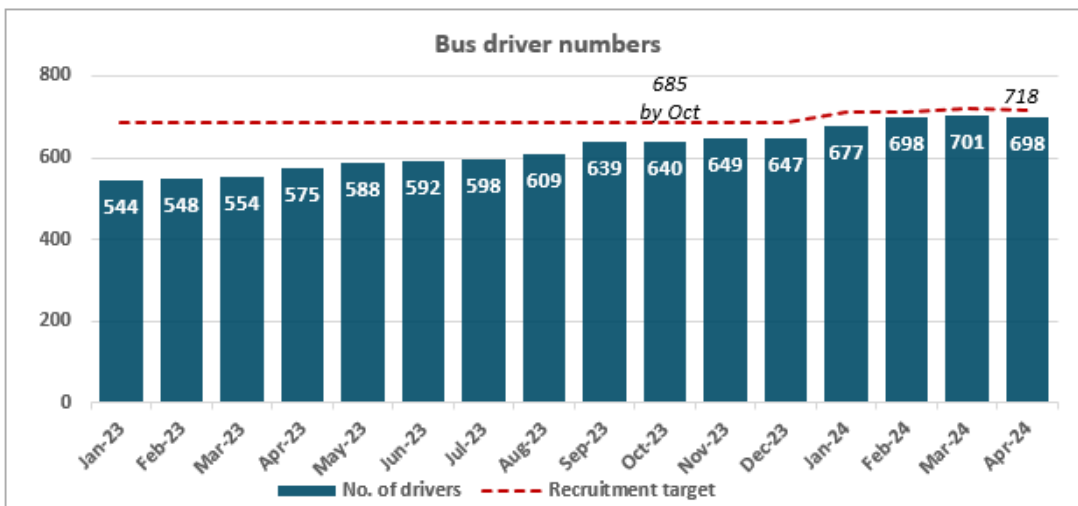
	Apr-24	Apr-23	% Change
On-time	49.9%	49.2%	0.7%
Early	40.3%	42.1%	-1.7%
Late	9.8%	8.7%	1.0%

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

	2023/24	2022/23	% Change
On-time	48.2%	49.0%	-0.8%
Early	42.0%	43.2%	-1.2%
Late	9.8%	7.9%	1.9%

Bus driver shortages

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 718 drivers required to run the network.



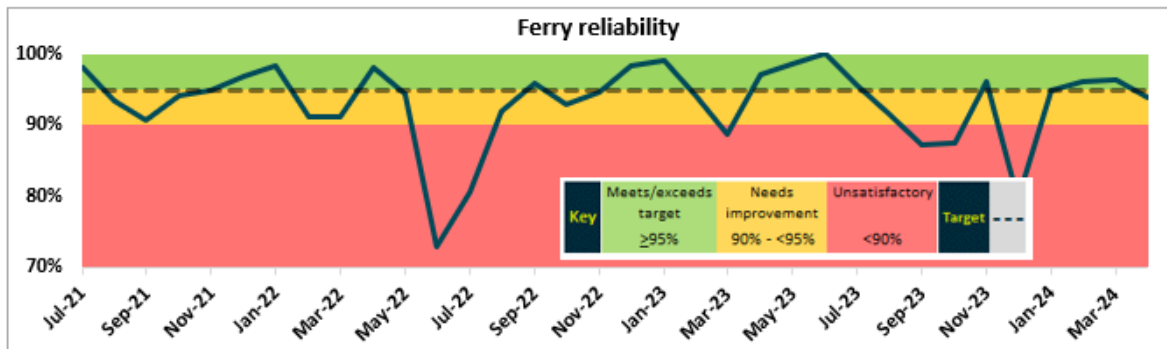


Ferry operator

Reliability

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

Reliability for April was 93.9%, compared to 97.1% for the same month last year. There were 48 trips cancelled due to the weather this month.



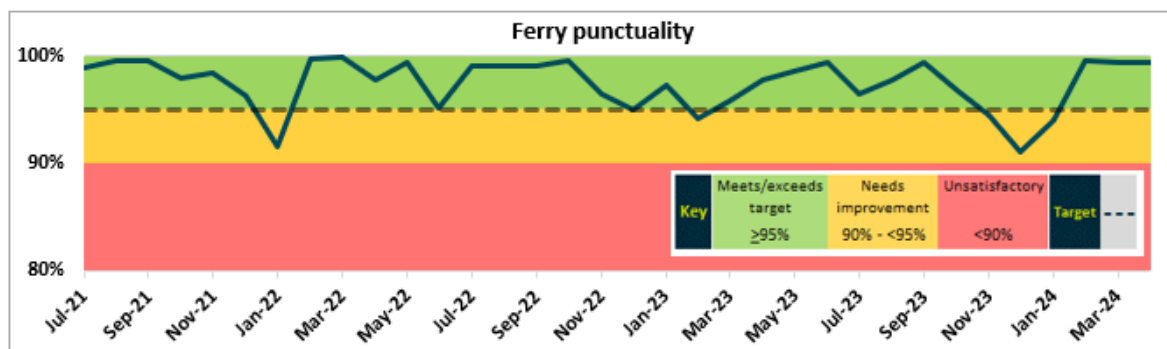
Reliability - current month

	Apr-24	Apr-23	% Change
Total	93.9%	97.1%	-3.2%

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 99.3%, compared to 97.8% for the same month last year.



Punctuality - current month

	Apr-24	Apr-23	% Change
Total	99.3%	97.8%	1.5%



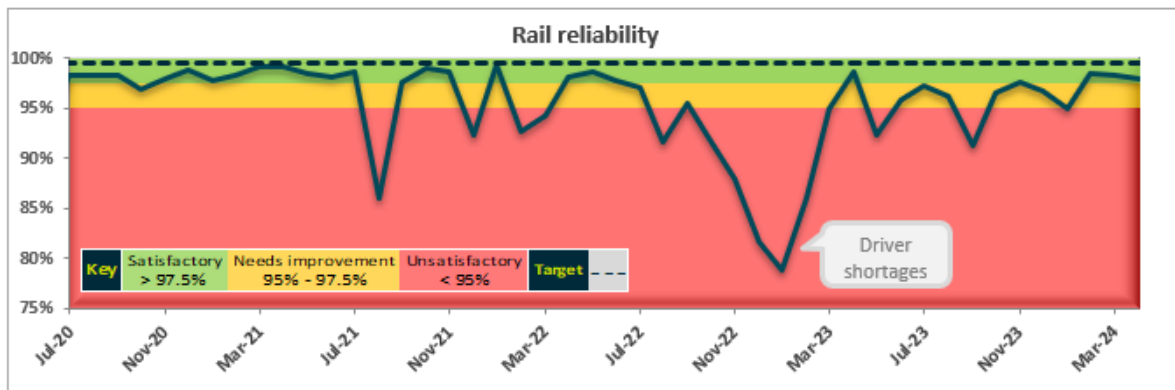
Rail operator

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 97.9% in April, and 96.9% for the year to date.

There were no major disruptions during April, 0.3% of services were affected by staff sickness, which is significantly lower than recent months. There were also a number of trespass incidents continuing through April which resulted in services being terminated early to enable a faster return to timetable. A mechanical failure on the 29th of April led to four service cancellations of Hutt Valley services towards the end of the PM peak. The RMTU annual meeting was held on 8th April, which required bus replacement of off-peak services.



Reliability - current month

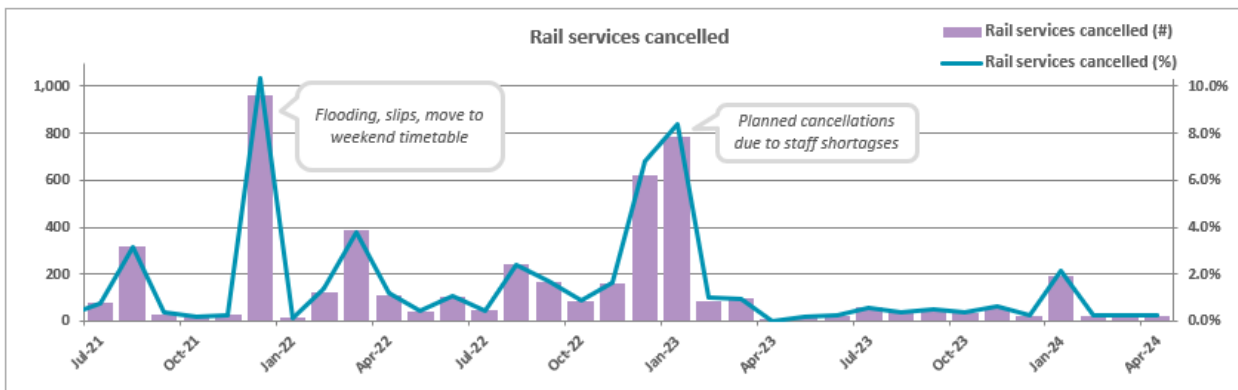
	Apr-24	Apr-23	% Change
Hutt Valley	97.9%	98.7%	-0.8%
Johnsonville	99.0%	98.5%	0.5%
Kapiti	97.4%	98.5%	-1.1%
Wairarapa	93.5%	97.4%	-3.9%
Total	97.9%	98.6%	-0.7%

Reliability - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Hutt Valley	97.5%	93.0%	4.5%
Johnsonville	96.3%	87.5%	8.8%
Kapiti	97.0%	89.2%	7.8%
Wairarapa	93.0%	95.8%	-2.8%
Total	96.9%	90.5%	6.4%

In April, 19.3% of rail services were replaced by buses, compared to 8.1% the previous month.





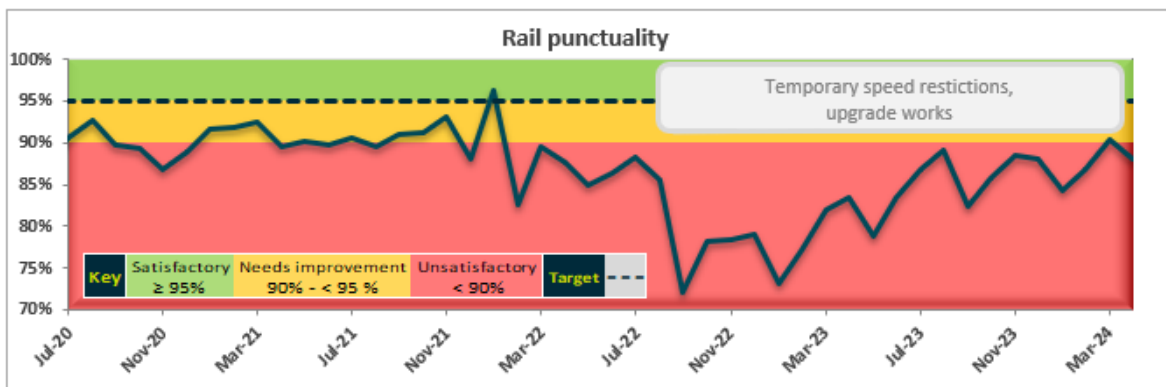
In April, there were 9,400 rail trips run, carrying 0.9 million passengers.

Punctuality

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

Punctuality for April was 88.1%, and 87.8% for the year to date.

Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kapiti and Wairarapa lines. The mechanical failure on the 29th of April significantly delayed a number of Hutt Valley services towards the end of the PM peak.



Punctuality - current month

	Apr-24	Apr-23	% Change
Hutt Valley	91.6%	87.0%	4.6%
Johnsonville	96.0%	96.0%	0.0%
Kapiti	82.8%	71.3%	11.5%
Wairarapa	22.8%	51.8%	-29.0%
Total	88.1%	83.5%	4.6%

Punctuality - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Hutt Valley	88.7%	88.2%	0.5%
Johnsonville	96.0%	92.6%	3.4%
Kapiti	85.3%	61.1%	24.2%
Wairarapa	26.6%	53.3%	-26.7%
Total	87.8%	79.8%	8.0%

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 t 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.

Rail network punctuality in April 99.36%, this decreased slightly from March which was 99.43%.

Rail network reliability in April was 99.89%, this increased slightly from March which was 99.83%.

Rail network punctuality and reliability was impacted by the following events in April:

- The week starting the 15th of April, Wairarapa service 1606 ran reduced consist with the 9th car unable to be utilised. This was due to unsafe underfoot conditions between platforms 8 and 9 at Wellington Station after the installation of a new set of points.
- On the 30th of April a points failure at 3 points Wadestown on the Johnsonville line forced two service cancellations. A faulty relay was found to be the cause and was replaced by signals technicians.
- Raised levels of TSRs on the NIMT contributed in part to several Kāpiti line Metlink services being terminated early at Paraparaumu.
- A 70kph speed restriction has been applied to the Wairarapa line from the north end of tunnel two through to Masterton due to vibration of the SW carriage fleet. The rail grinder commences work at the end of May.

KPI summary

Network Availability (Can the operation run planned train service on the Wellington network)

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

Maintenance Compliance (Assets that require inspections or maintenance interventions prescribed by their asset standard. This not asset renewal)

Maintenance is 100% compliant across both Track and STTE.

Health & safety

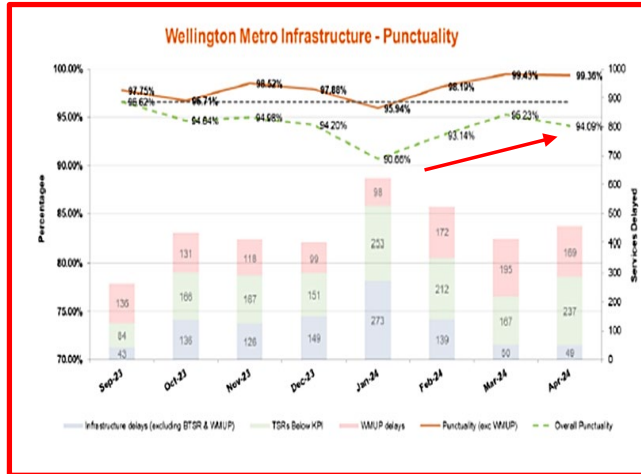
HSE

April saw 30 Harm Free Days.

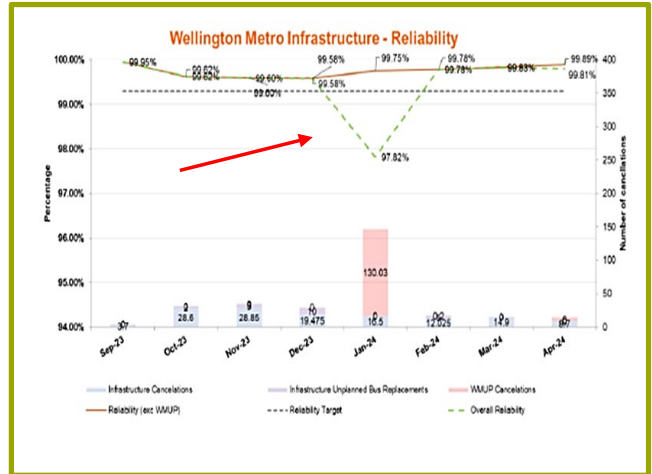
Rail network performance Graphs

NB: Green dotted line indicates performance of the network with WMUP delays included.

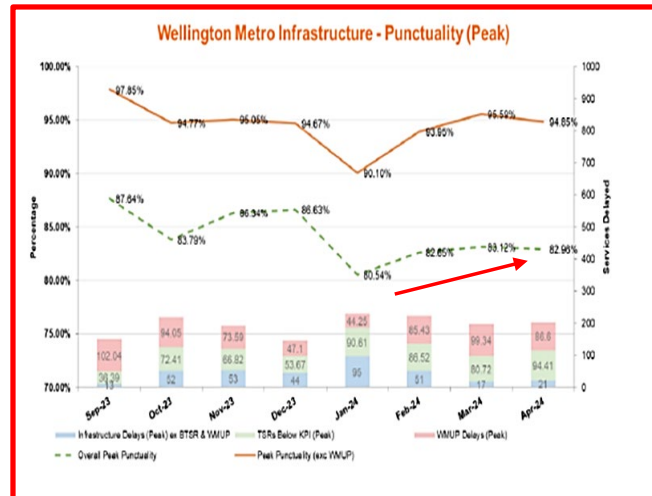
Punctuality
All services 94.09%



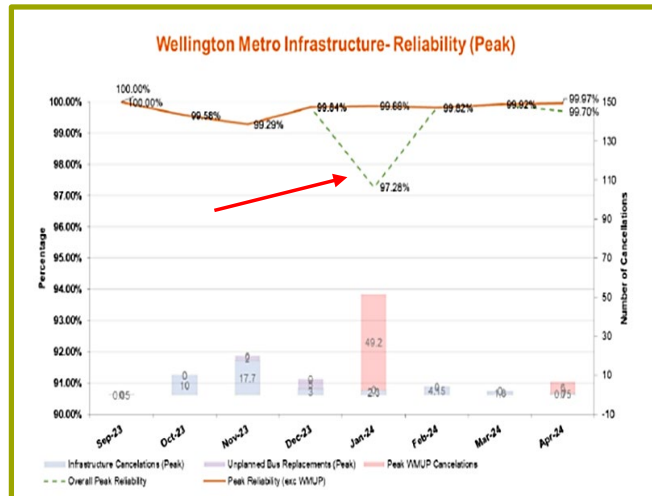
Reliability
All services 99.81%



Peak services 82.96%



Peak services 99.70%



Operational Performance

Patronage

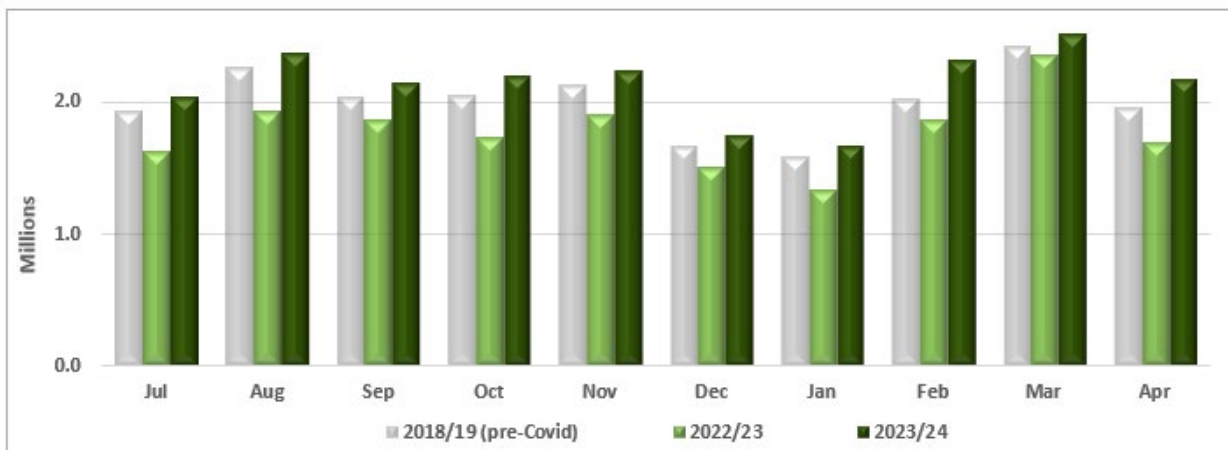
There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of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

In April 2024, we saw increased passenger boardings when compared to the same month last year.

Bus passenger boardings

April bus passenger boardings were 28.1% higher than the same month last year, and 20.0% higher for the year to date.

Boardings this month were 11.2% higher than April 2019 numbers (pre-Covid).



Boardings by area - current month

	Apr-24	Apr-23	% Change
Wellington	1,637,061	1,284,474	27.4%
Hutt Valley	401,657	313,426	28.2%
Porirua	80,346	56,427	42.4%
Kapiti	51,967	40,169	29.4%
Wairarapa	13,032	10,017	30.1%
Total	2,184,063	1,704,513	28.1%

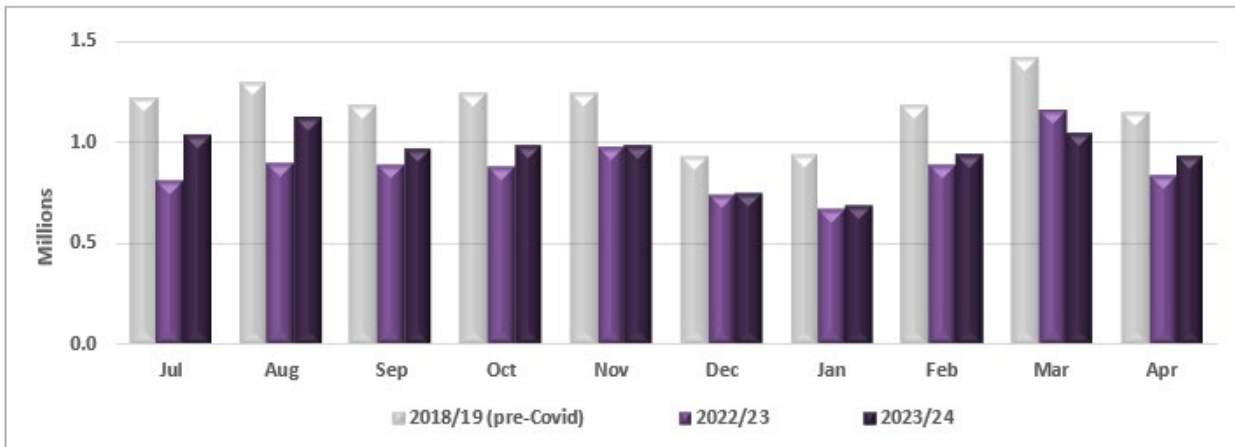
Boardings by area - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Wellington	15,949,956	13,232,623	20.5%
Hutt Valley	4,074,341	3,423,363	19.0%
Porirua	772,351	648,332	19.1%
Kapiti	547,805	471,404	16.2%
Wairarapa	135,366	125,186	8.1%
Total	21,479,819	17,900,908	20.0%

Rail passenger boardings

April rail passenger boardings were 11.6% higher than the same month last year, and 8.1% higher for the year to date.

Boardings this month were 18.9% lower than April 2019 numbers (pre-Covid).



Boardings by line - current month

	Apr-24	Apr-23	% Change
Hutt Valley	399,745	357,943	11.7%
Kapiti	378,649	331,715	14.1%
Johnsonville	95,508	97,241	-1.8%
Wairarapa	50,818	41,398	22.8%
Total	924,720	828,297	11.6%

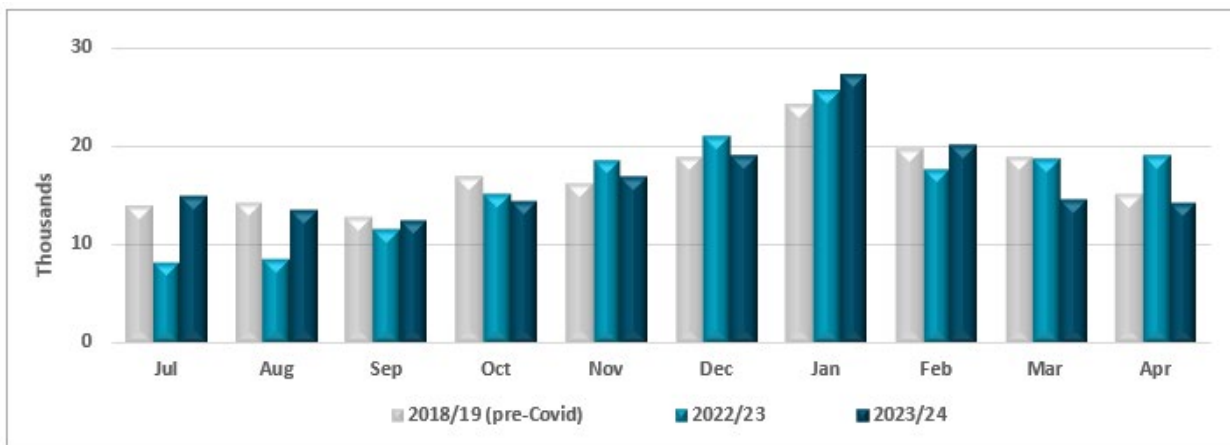
Boardings by line - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Hutt Valley	4,009,142	3,729,621	7.5%
Kapiti	3,827,407	3,466,532	10.4%
Johnsonville	1,045,184	1,010,435	3.4%
Wairarapa	503,280	472,932	6.4%
Total	9,385,013	8,679,520	8.1%

Ferry passenger boardings

Ferry boardings show a decrease of 25.5% on the same month last year, and an increase of 2.0% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended for 6-8 months from 19th February 2024, while improvements are made to the wharf.

Boardings for the month were 6.5% lower than April 2019 numbers (pre-Covid).



Boardings - current month

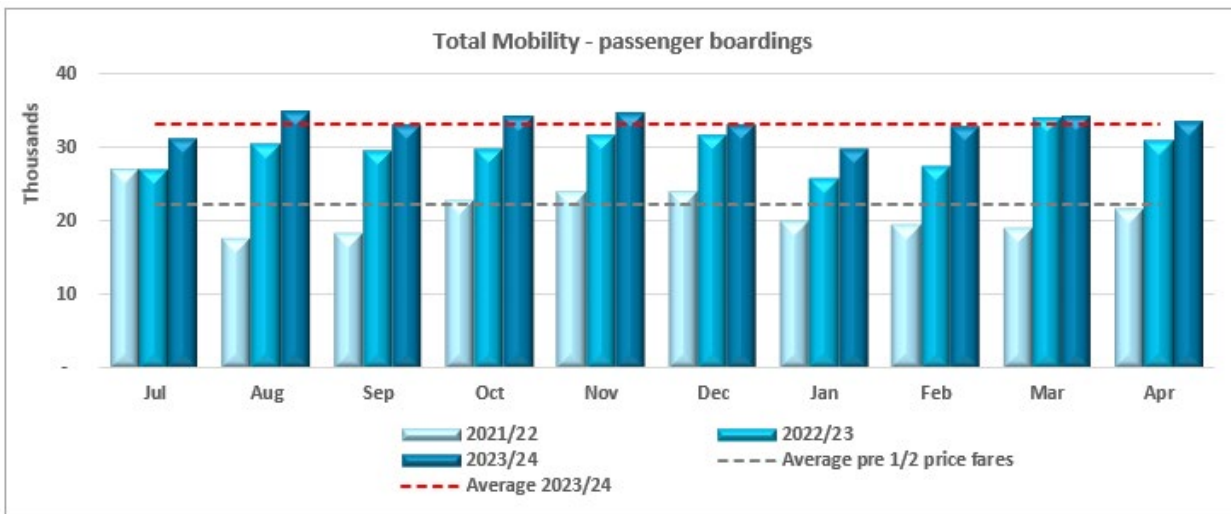
	Apr-24	Apr-23	% Change
Total	14,277	19,175	-25.5%

Boardings - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Total	168,447	165,076	2.0%

Te Hunga Whaikaha Total Mobility passenger boardings

In April there were 33,456 Te Hunga Whaikaha Total Mobility trips, an increase of 8.4% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.



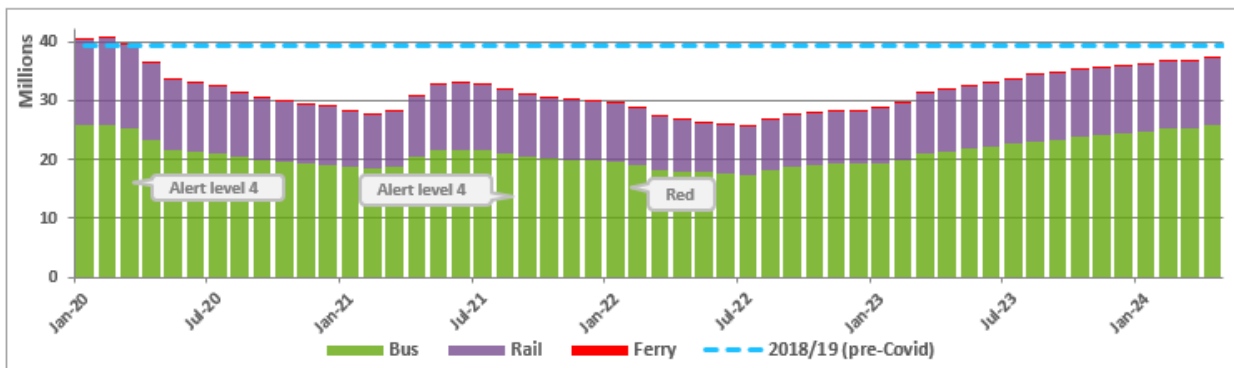
Passenger boardings trend – 12 month rolling totals

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

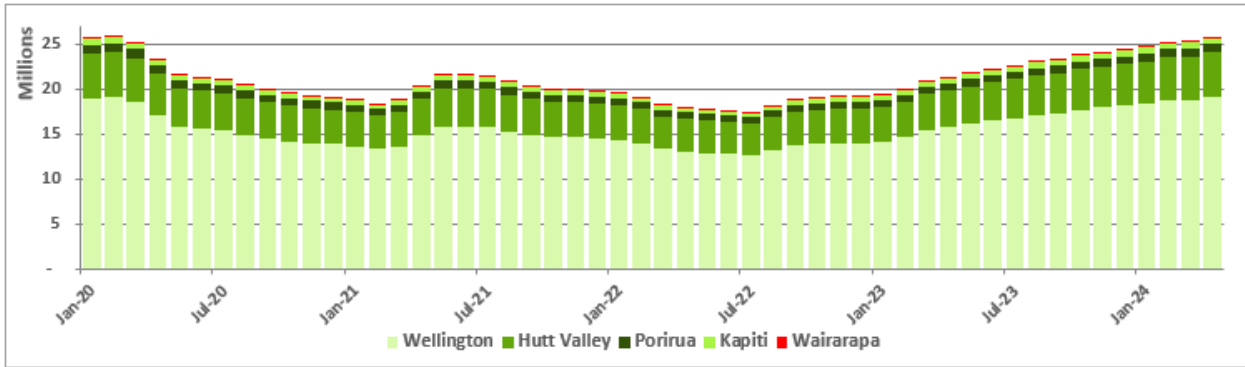
Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth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

All modes

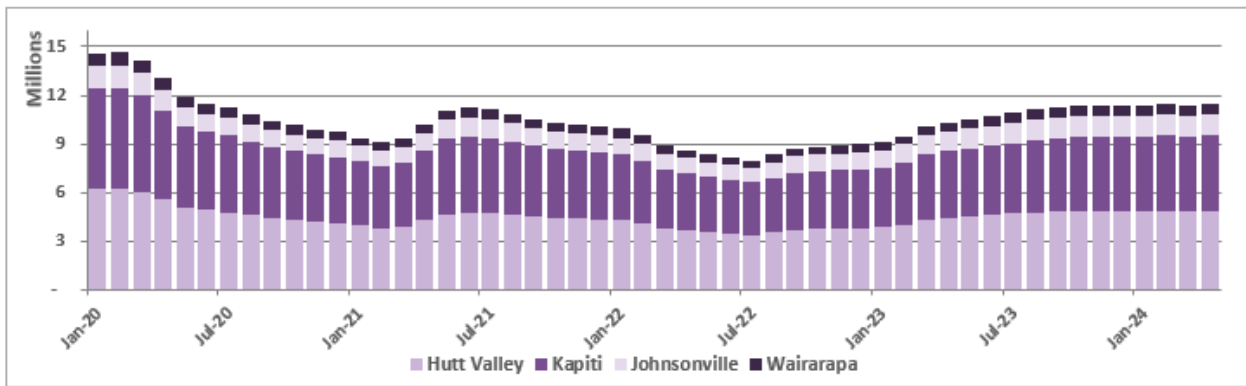
There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) - we can now see trending growth again for all modes, but this has not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



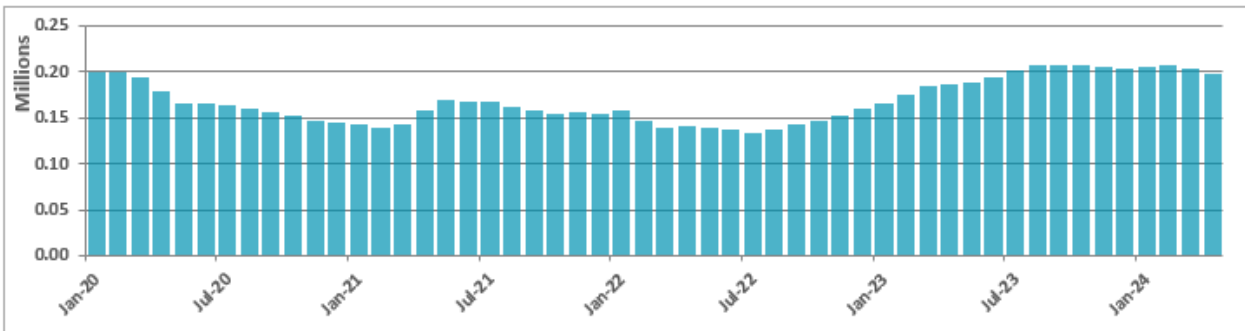
Bus



Rail



Ferry

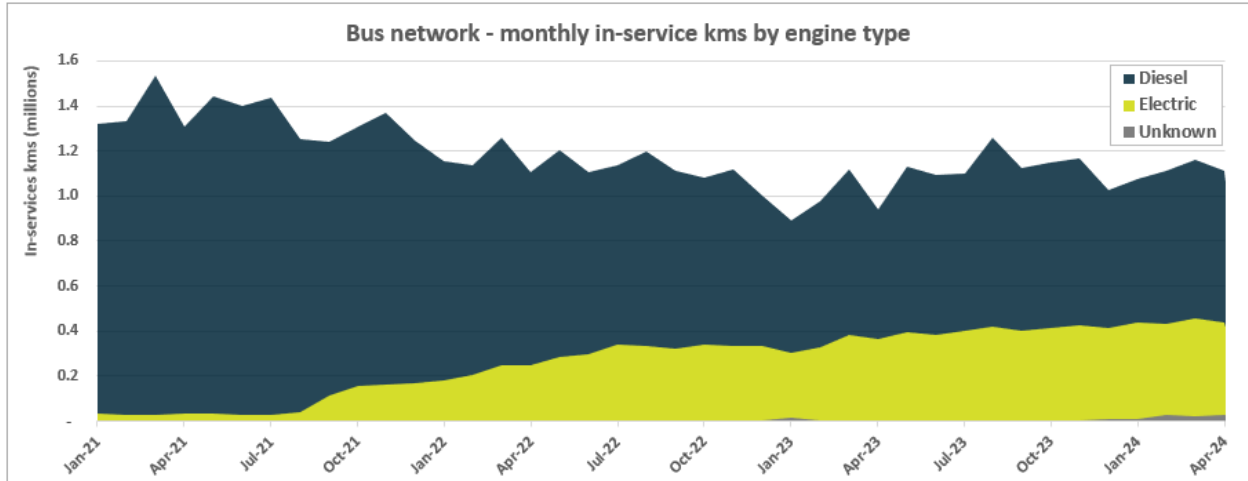


Bus emissions

Please note that numbers include a 15% adjustment estimated for dead running (e.g. moving from a depot to a first stop), and interpolation for unsighted stops or where there is other information missing (e.g. a vehicle cannot be matched to an engine type).

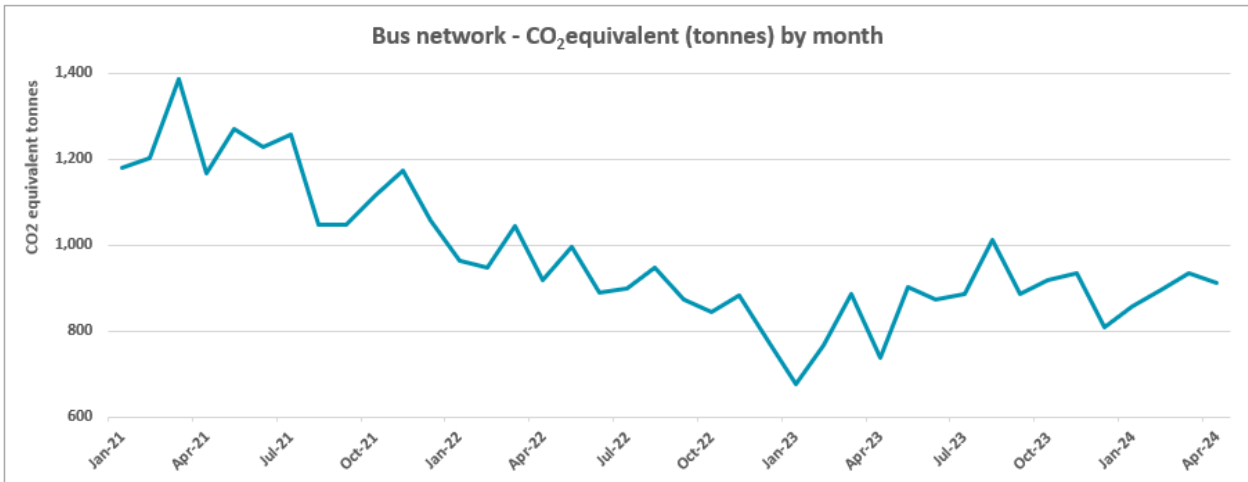
In-service kilometres by engine type

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

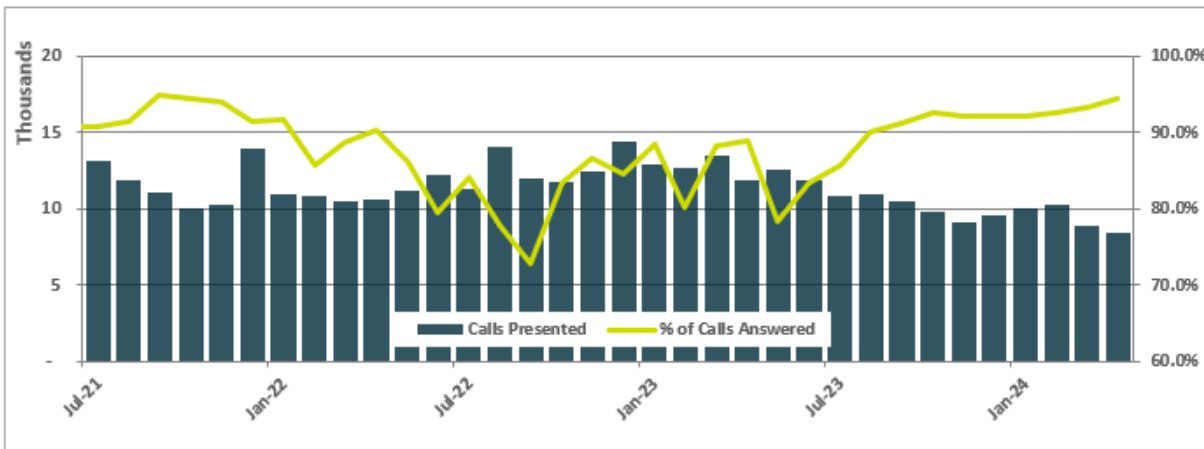
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in April 2024.

Number of vehicles by engine type - Apr 2024						
ELECTRIC	EURO3	EURO4	EURO5	EURO6	Unknown	Total
97	38	17	67	211	19	449

Customer Contact

Call centre incoming calls

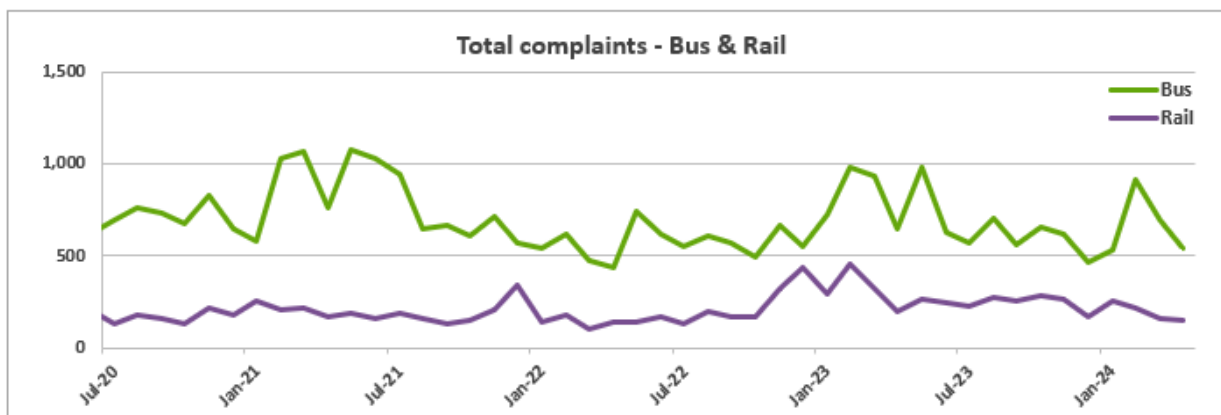
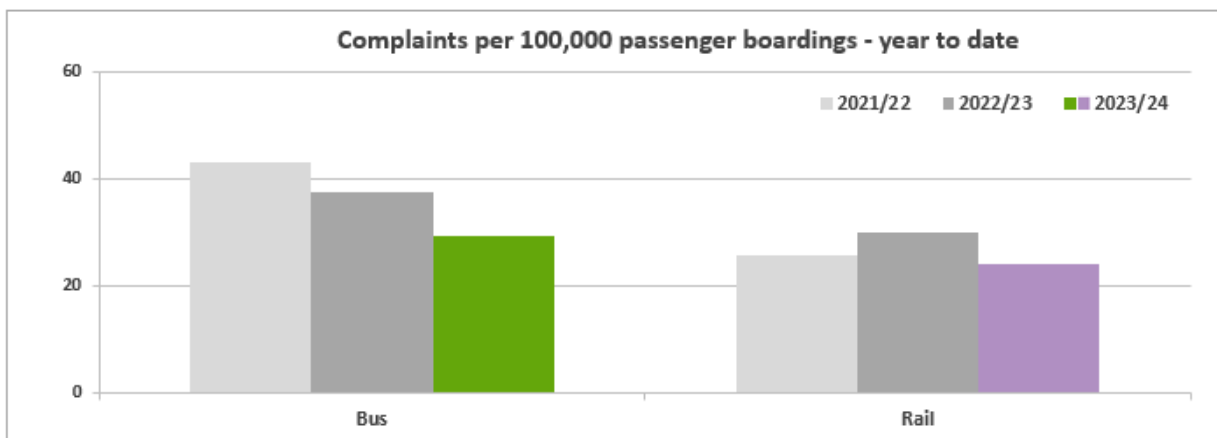
Metlink answered 94.5% of the 8,379 calls received in April.



Complaints

Complaints volume

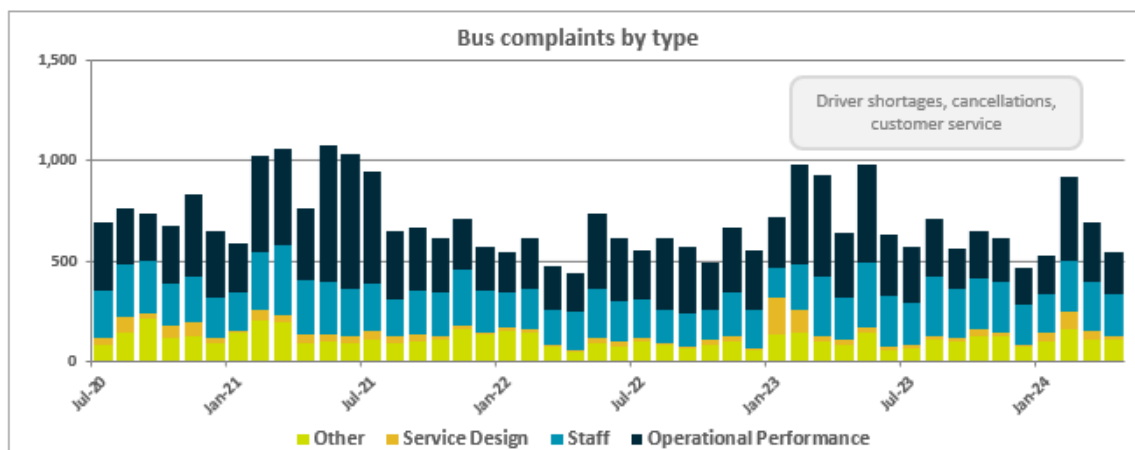
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.



Bus complaints

Bus complaints for the month were 15.1% lower than in April last year, and 6.8% lower for the year to date.

Complaint levels for the month are returning to normal levels. They relate mostly to customer service and driver behavior.



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

Bus complaints - current month

	Apr-24	Apr-23	% Change
Wellington			
Newlands, Tawa	42	14	200.0%
East-West, City	161	176	-8.5%
North-south, Khandallah, Brooklyn	148	224	-33.9%
Hutt Valley	149	169	-11.8%
Porirua	17	44	-61.4%
Kapiti	22	16	37.5%
Wairarapa	8	1	700.0%
Total	547	644	-15.1%

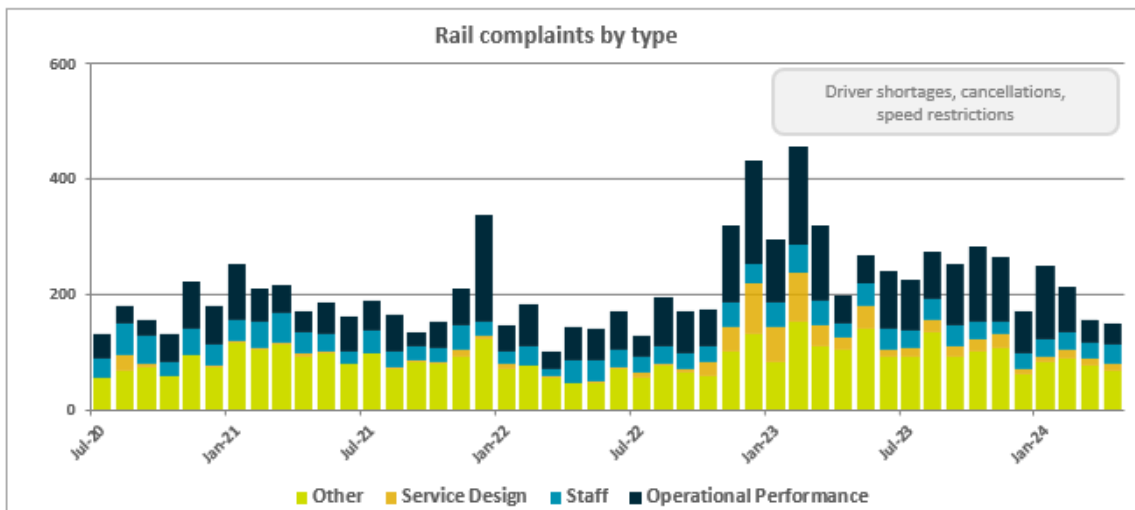
Bus complaints - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Wellington			
Newlands, Tawa	377	199	89.4%
East-West, City	1,865	1,973	-5.5%
North-south, Khandallah, Brooklyn	1,892	2,465	-23.2%
Hutt Valley	1,544	1,408	9.7%
Porirua	317	445	-28.8%
Kapiti	203	199	2.0%
Wairarapa	72	35	105.7%
Total	6,270	6,724	-6.8%

Rail complaints

Rail complaints for April were 25.5% lower than the same month last year, and 16.7% lower for the year to date.

Complaints remain lower than usual, which is due to there being no major disruptions, however, there has been an increase in complaints about poor timekeeping.



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

Rail complaints - current month

	Apr-24	Apr-23	% Change
Hutt Valley	38	44	-13.6%
Kapiti	41	57	-28.1%
Johnsonville	13	13	0.0%
Wairarapa	16	16	0.0%
General	41	70	-41.4%
Total	149	200	-25.5%

Rail complaints - year to date (Jul - Apr)

	2023/24	2022/23	% Change
Hutt Valley	757	807	-6.2%
Kapiti	706	931	-24.2%
Johnsonville	127	256	-50.4%
Wairarapa	310	178	74.2%
General	352	531	-33.7%
Total	2,252	2,703	-16.7%

Financial Performance

Fare revenue

Bus and rail fare revenue

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

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

In April there was a budget shortfall of \$3.3 million. Year to date the shortfall is \$38.2 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$31.1 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020. 51% of this is claimable from Waka Kotahi.

Fare revenue - current month

	Apr-24	Budget	Excess/Shortfall
Bus	2,892,056	4,319,701	- 1,427,645
Rail	2,867,868	4,702,354	- 1,834,486
Total	\$ 5,759,924	\$ 9,022,055	-\$ 3,262,131

Fare revenue - year to date (Jul - Apr)

	2023/24	Budget	Excess/Shortfall
Bus	26,357,752	43,197,011	- 16,839,258
Rail	25,672,632	47,023,537	- 21,350,905
Total	\$52,030,385	\$ 90,220,548	-\$ 38,190,163

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

Melling Line

● All day
○ Part of the day

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

Kāpiti Line

● All day
○ Part of the day

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

Johnsonville Line

● All day
○ Part of the day

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

Wairarapa Line

● All day
○ Part of the day

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

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

Transport Committee
20 June 2024
Report 24.283



For Information

PUBLIC TRANSPORT OPERATOR UPDATE – UZABUS

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with a brief overview of public transport bus operator Uzabus’s business.

Te tāhū kōrero

Background

2. Both the Council Chair and Chair of the Transport Committee have expressed a desire for there to be ongoing opportunities for interaction between Councillors and public transport operators.
3. Each of our six public transport operators are scheduled to attend a Transport Committee meeting in 2024 to provide a brief overview of their business.

Ngā tūāoma e whai ake nei

Next steps

4. A senior manager from Uzabus will speak to [Attachment 1](#) at the Committee’s meeting on 20 June 2024.

Ngā āpitihanga

Attachment

Number	Title
1	Uzabus presentation

Ngā kaiwaitohu

Signatories

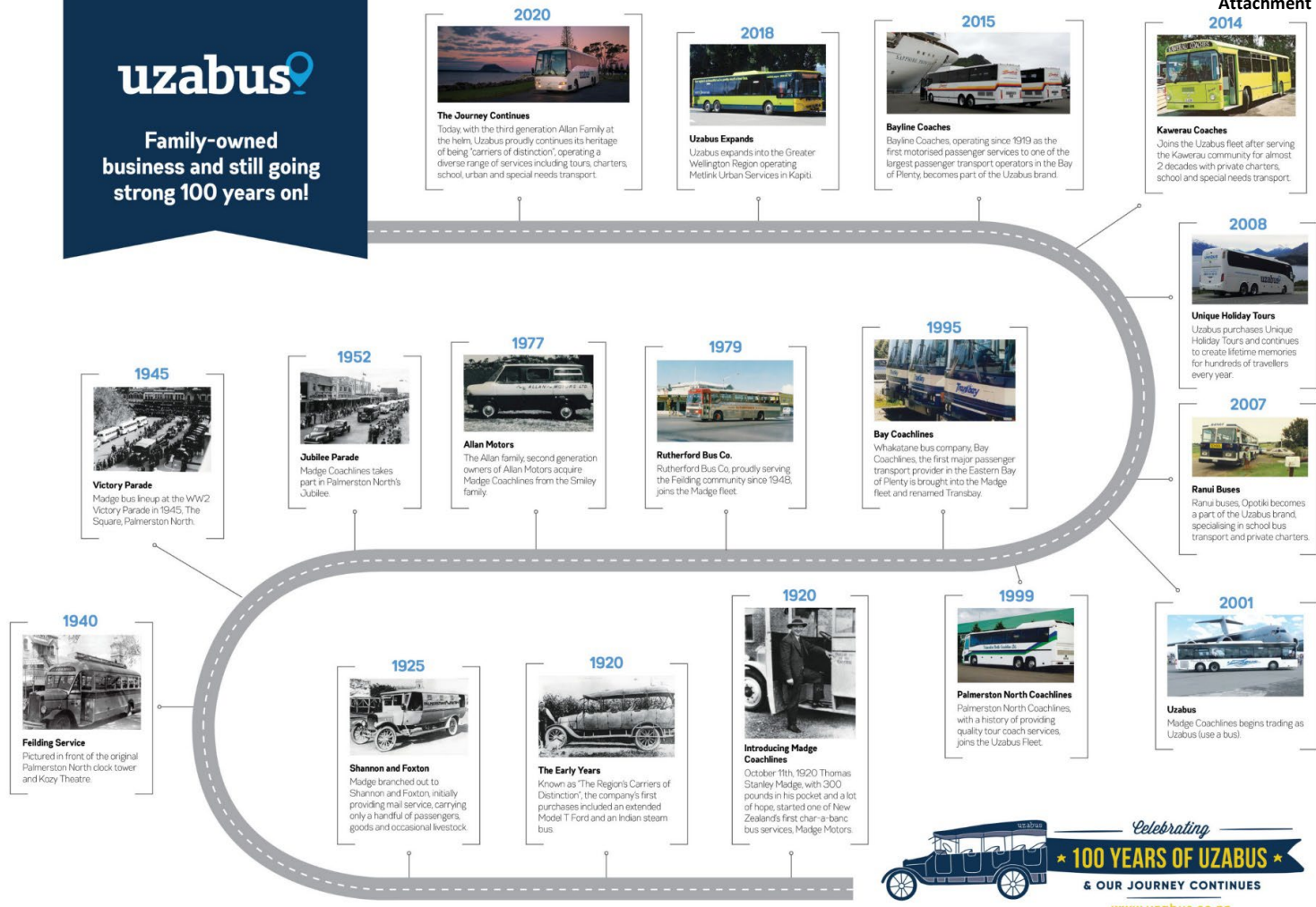
Writer	Margaret Meek – Principal Advisor Public Transport Governance, Metlink
Approvers	Matthew Chote – Senior Manager Operations and Partnerships, Metlink (Acting) Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

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





Attachment 1 to Report 24.283



1940




Feilding Service
Pictured in front of the original Palmerston North dock tower and Kozy Theatre.

1945



Victory Parade
Madge bus lineup at the WW2 Victory Parade in 1945, The Square, Palmerston North.

1952




Jubilee Parade
Madge Coachlines takes part in Palmerston North's Jubilee.

1925



Shannon and Foxton
Madge branched out to Shannon and Foxton, initially providing mail service, carrying only a handful of passengers, goods and occasional livestock.

1920




The Early Years
Known as 'The Region's Carriers of Distinction', the company's first purchases included an extended Model T Ford and an Indian steam bus.

1920



Introducing Madge Coachlines
October 11th, 1920 Thomas Stanley Madge, with 300 pounds in his pocket, and a lot of hope, started one of New Zealand's first char-a-banc bus services, Madge Motors.

1977



Allan Motors
The Allan family, second generation owners of Allan Motors acquire Madge Coachlines from the Smiley family.

1979




Rutherford Bus Co.
Rutherford Bus Co, proudly serving the Feilding community since 1948, joins the Madge fleet.

1995



Bay Coachlines
Whakarene bus company, Bay Coachlines, the first major passenger transport provider in the Eastern Bay of Plenty is brought into the Madge fleet and renamed Transbay.

1999




Palmerston North Coachlines
Palmerston North Coachlines, with a history of providing quality tour coach services, joins the Uzabus Fleet.

2001



Uzabus
Madge Coachlines begins trading as Uzabus (use a bus).

2007



Ranui Buses
Ranui buses, Opotiki becomes a part of the Uzabus brand, specialising in school bus transport and private charters.

2008



Unique Holiday Tours
Uzabus purchases Unique Holiday Tours and continues to create lifetime memories for hundreds of travellers every year.

2015



Bayline Coaches
Bayline Coaches, operating since 1919 as the first motorised passenger services to one of the largest passenger transport operators in the Bay of Plenty becomes part of the Uzabus brand.

2018



Uzabus Expands
Uzabus expands into the Greater Wellington Region operating Metlink Urban Services in Kapiti.

2020



The Journey Continues
Today, with the third generation Allan Family at the helm, Uzabus proudly continues its heritage of being 'carriers of distinction', operating a diverse range of services including tours, charters, school, urban and special needs transport.

2014



Kawerau Coaches
Joins the Uzabus fleet after serving the Kawerau community for almost 2 decades with private charters, school and special needs transport.





Our Kapiti Staff

Our staff consists of;

- Branch Manager, Operations Manager, Administrations Manager
- Workshop manager and Fleet maintenance staff
- 45+ drivers holding full-time, permanent part-time and casual positions

Our main Uzabus offices in Palmerston North and Tauranga provide accounts and other supporting functions.

Our Culture

- As family business we understand the importance of individuals family needs.
- We create an atmosphere in which we get to know and take an interest in our staff.
- We want employees to feel a connection to the team and to feel a sense of involvement and engagement.
- Social interaction is encouraged and supported



Staff Retention

- **Flexible Work Hours and Shift Options:** We recognise that employees have diverse personal commitments and responsibilities outside of work, where possible we offer flexible work arrangements to enhance job satisfaction and retention.
- **Training and Upskilling Opportunities:** Providing ongoing training and development opportunities to support employee growth and career advancement.
- **Fostering a Positive and Inclusive Workplace Culture:** Cultivating a supportive and inclusive work environment to retain top talent.
- **Employee Recognition Programs:** Acknowledging and rewarding employees for their hard work, achievements, and contributions to boost morale and motivation, ultimately leading to higher retention rates.
- **Depot Facilities:** Provide a comfortable and inviting work environment

Fleet Elite – Greenroad Driver Awards

Each quarter, a report is received showing the current Fleet Elite status of all Uzabus drivers. In January, when the full-year results are in, award pins, certificates, and vouchers are provided to top-performing drivers in recognition of the excellence of their driving performance.



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Our Staff





Fleet Profile

Uzabus currently operate 23 vehicles for the Kapiti unit, 2 of which are interim vehicles to be replaced by the two EV growth vehicles due late 2024, early 2025.

14 x medium size Euro VI Micro-Hybrid
2018 Wrightbus Streetlite buses



7 x large size Euro V 2018 Youngman-Neoplan
buses





Our Fleet

2018 Wrightbus Streetlite - Euro VI Micro-Hybrid

Medium size vehicle (MV)

- 9.5 meters in length
- Seats 29
- Wheel forward
- Easy access of disability, large frontal area for wheelchair maneuvering
- Low ground clearance for ramp deployment

Low running costs

- Lightweight body
- Micro hybrid
- Low RUC
- Reduced fuel cost
- Small footprint, reduced accidents





2018 Wrightbus Streetlite - Euro VI Micro-Hybrid



2018 Youngman-Neoplan Euro V



Large size vehicle (LV)

- 12.5 meters in length
- Seats 40
- Door forward

Reduced running costs

- Lightweight body 18 ton GVM
- Euro V engine
- Low RUC
- Reduced fuel cost



2018 Youngman-Neoplan Euro V





Future Fleet

Introduction of EV to Fleet

We are currently in the final planning and implementation stages with GWRC toward introducing two MV (medium vehicle) Electric Buses to our Kapiti fleet for 2024.

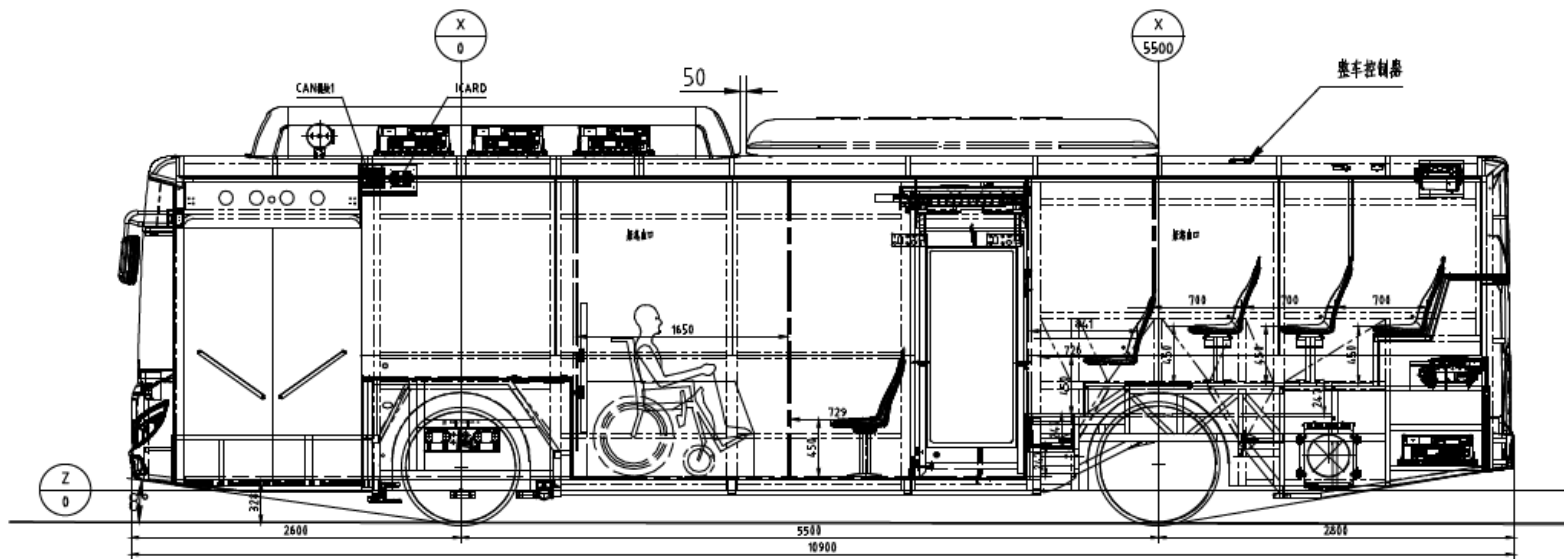
The chosen buses are Yutong E10 350kWh buses imported by Terramotive. The bus design is a small-footprint bus built to meet New Zealand's weight requirements without the need of over weight permits.

Yutong E13 buses are currently servicing the Airport services for GWRC.

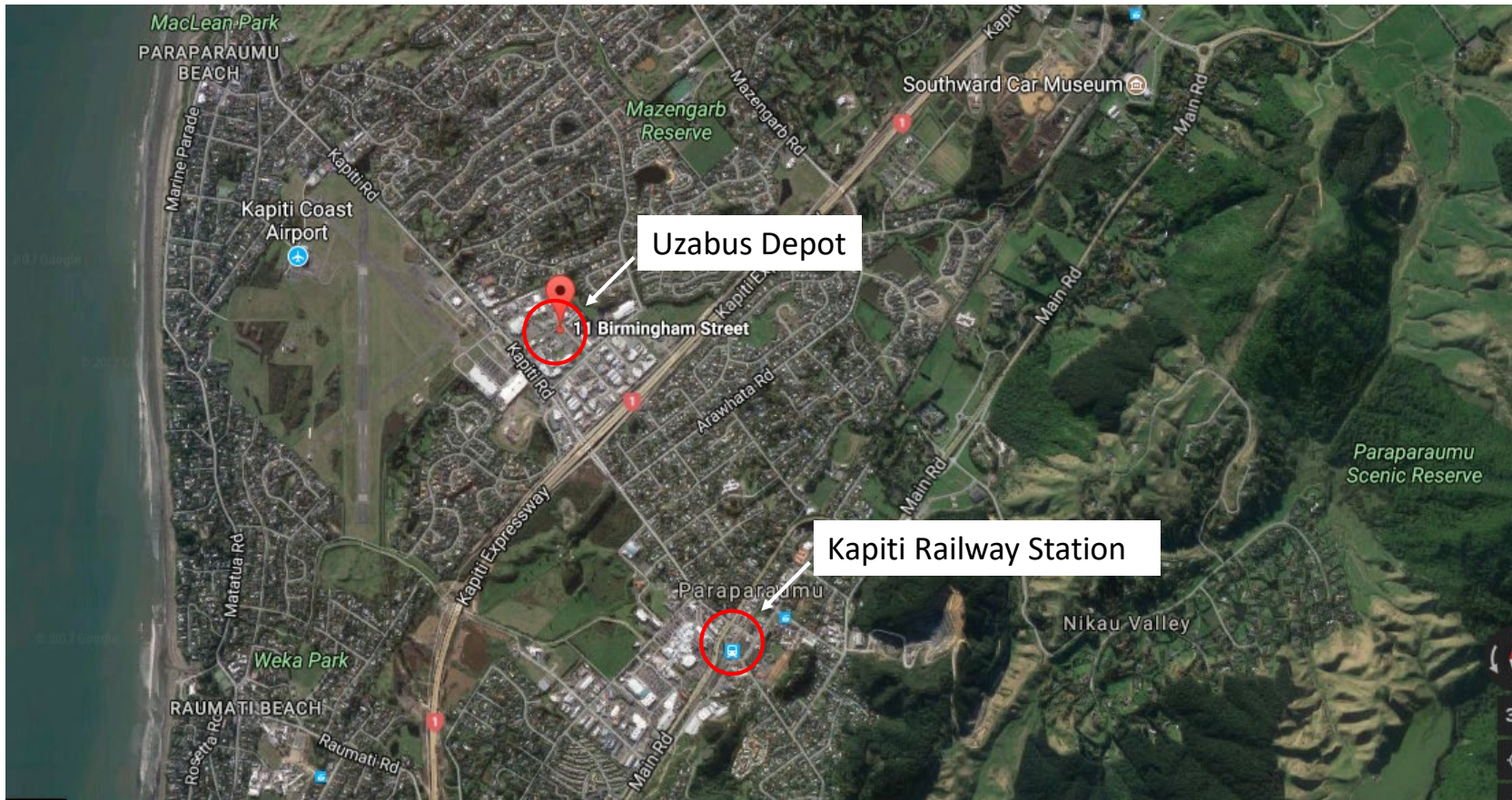


Future Fleet

Yutong E10 BEV



Our Depot – 11 Birmingham Street, Paraparaumu



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Depot Facilities

Front building

- Reception & offices
- Training room
- Drivers room

Rear building

- Drivers lunch room facilities
- 3 bay workshop & office

Yard

- Wash pad & rain water storage
- Onsite diesel fueling
- Single EV charging station



Attachment 1 to Report 24.283



Questions & Answers