



If calling, please ask for Democratic Services

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## Transport Committee

Thursday 15 August 2024, 09.30am

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

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**Quorum:** Seven Members

### Members

#### Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### Appointee

Andrew Lensen

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

## **Transport Committee** (A Committee of the Whole)

### **1 Purposes**

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

### **2 Specific responsibilities**

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

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

### **3 Delegations**

- 3.1 Subject to sections 3.3 to 3.7, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities (except those that must not be delegated, have been retained by Council, have been delegated to another committee, or have been delegated to the Chief Executive).
- 3.2 The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.
- 3.3 The Committee may make decisions on matters with a financial impact only where the related costs are:
  - a Budgeted for in the relevant business group's budget
  - b Not budgeted for in the relevant business group's budget, but can be met from savings within that budget.
- 3.4 Where the Committee considers a decision with a material financial impact is needed<sup>1</sup>, the Committee must refer the matter to Council for its decision.

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<sup>1</sup> 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

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Thursday 15 August 2024, 9.30am

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

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	<a href="#">Confirmation of the Public minutes of the Transport Committee on 20 June 2024</a>	24.336	6
5.	<a href="#">Update on the Progress of Action Items from Previous Transport Committee Meetings – August 2024</a>	24.376	9
6.	<a href="#">2024 Metlink Public Transport Customer Satisfaction Survey Results</a>	24.386	15
7.	<a href="#">Wellington Metropolitan Rail Network Performance and Funding Challenges - Update</a>	24.387	29
8.	<a href="#">Review of Wellington Regional Public Transport Plan - Update</a>	24.389	43
9.	<a href="#">Public Transport Advisory Group Meeting – 1 August 2024</a>	24.431	48
10.	<a href="#">Delivery of Wellington Regional Public Transport Plan - Update</a>	24.391	53
11.	<a href="#">Public Transport Performance Update</a>	24.390	64



**Please note these minutes remain unconfirmed until the Transport Committee meeting on 15 August 2024**

Report 24.336

## **Public minutes of the Transport Committee meeting on Thursday 20 June 2024**

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

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### **Members Present**

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

Andrew Lensen

Councillor Staples 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 Kirk-Burnnand / Cr Saw

That the Committee accepts the apologies for absence from Councillors Ponter and Ropata.

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 16 May 2024 – Report 24.238**

Moved: Cr Kirk-Burnnand / Cr Gaylor

That the Committee confirms the Public minutes of the Transport Committee meeting on 16 May 2024 – Report 24.238.

The motion was **carried**.

**5 Update on the Progress of Action Items from Previous Transport Committee Meetings – June 2024 – Report 24.280 [For Information]**

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

**6 Overview of Metlink’s Approach to Providing Support for Major Events – Report 24.284 [For Information]**

Fiona Robinson-Morey, Chief Advisor Metlink, and Matthew Lear, Manager Network Operations, spoke to the report.

**7 Emerging Trends in Transport – Report 24.310 [For Information]**

Andrew Ford, Manager Wellington Transport Analytics Unit, and Tim Shackleton, Senior Manager Commercial Strategy and Investments, spoke to the report.

**Noted:** The Committee requested officers to include in the next presentation in six months’ time, a cost comparison between private motoring and using public transport.

**8 Public Transport Performance Update -June 2024 – Report 24.282 [For Information]**

Rob Braddock, Manager Bus, Ferry and Total Mobility Operations, spoke to the report.

**Noted:** The Committee requested advice on the reasons for the rise in the number of bus complaints in Newlands/Tawa and Wairarapa.

**9 Public Transport Operator Update – Uzabus – Report 24.283 [For Information]**

Justin Allan, Managing Director Uzabus, spoke to the report and presentation about Uzabus.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 11.16am.

Councillor T Nash

**Chair**

Date:



**Transport Committee**  
**15 August 2024**  
**Report 24.376**



**For Information**

## **UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – AUGUST 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 – August 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**

<b>Number</b>	<b>Title</b>
1	Action items from previous Transport Committee meetings – August 2024

**Ngā kaiwaitohu**

**Signatory**

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

**Attachment 1 to Report 24.376**

**Action items from previous Transport Committee meetings**

Date	Action item	Status and comment
16 February 2023	<p><b>Transport Committee Update – Public Participation</b></p> <p><b>Noted:</b></p> <p>The Committee requested a report on East/West connectivity of public transport.</p>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></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><b>Public Transport On-Demand Review – Report 23.229</b></p> <p><b>Noted:</b></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><b>Status:</b></p> <p>Under consideration</p> <p><b>Comment:</b></p> <p>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 funding for future On-Demand is dependent on availability of National Land Transport Plan funding and clarity on available funding with will be apparent in late-August 2024.</p>
14 September 2023	<p><b>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</b></p>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></p>

**Attachment 1 to Report 24.376**

**Action items from previous Transport Committee meetings**

	<p><b>Noted:</b> The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p>This work is on hold pending more information about RiverLink construction phasing.</p>
22 February 2024	<p><b>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</b></p> <p><b>Noted:</b> The Committee requested:</p> <ul style="list-style-type: none"> <li>• That the action plan be shared with the Committee</li> <li>• That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.</li> </ul>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></p> <p>We have detailed asset health information that has been shared with us. The information is technical, spans 10 years, and involves thousands of assets. We will look for ways to interpret and present this information in a meaningful way potentially as part of the service impact scenario analysis we are working on with KiwiRail and Transdev.</p> <p>Service reduction based on Temporary Speed Restriction forecast modelling has taken place. However, the additional funding in Budget 2024 was more than forecast and additional work is required to understand how this additional funding changes the forecasts (if at all).</p>
20 June 2024	<p><b>Emerging Trends in Transport – Report 24.310 [For Information]</b></p> <p><b>Noted:</b> The Committee requested officers to include in the next presentation in six months’ time, a cost comparison between private motoring and using public transport.</p>	<p><b>Status:</b></p> <p>Noted</p> <p><b>Comment:</b></p>

**Attachment 1 to Report 24.376**

**Action items from previous Transport Committee meetings**

		Officers have noted this request and will include the information in the next presentation scheduled for November 2024.
20 June 2024	<p><b>Public Transport Performance Update -June 2024 – Report 24.282</b> [For Information]</p> <p><b>Noted:</b> The Committee requested advice on the reasons for the rise in the number of bus complaints in Newlands/Tawa and Wairarapa.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Information on the rise in the number of bus complaints in Newlands/Tawa and Wairarapa was sent to Committee members on 1 July 2024.</p>

**Transport Committee**  
**15 August 2024**  
**Report 24.386**



**For Information**

## **2024 METLINK PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY RESULTS**

**Te take mō te pūrongo**

### **Purpose**

1. To update the Transport Committee (the Committee) on the 2024 Metlink customer satisfaction survey (Survey) results for the public transport network.

**Te tāhū kōrero**

### **Background**

2. Each year, Metlink commissions an independent annual survey (run by Gravitas OPG) of Metlink customers' experiences of public transport in the Wellington region.
3. The survey helps us identify and prioritise improvements for customers and is also part of reporting requirements to NZ Transport Agency Waka Kotahi (NZTA) and Greater Wellington Regional Council (Greater Wellington).
4. The Survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience over time.
5. 2,830 customers participated in the Survey on 241 trips across all modes. The Survey has a margin of error of 1.8%.
6. The Survey was undertaken between 2 May and 5 June 2024.
7. A summary of this Survey can be found in [Attachment 1](#) to this report.

**Te tātaritanga**

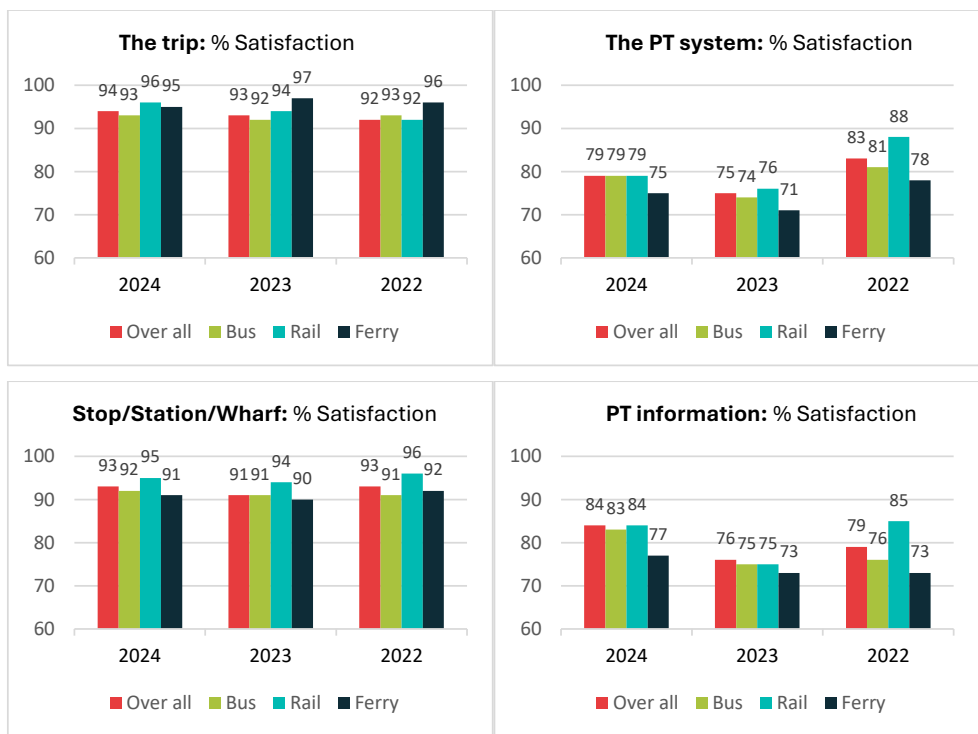
### **Analysis**

#### **Lead measures**

8. The Survey's lead indicator is overall satisfaction with '*The trip*'. This is a measure of passengers' satisfaction with the journey they were surveyed on (the survey is undertaken onboard while passengers are traveling).
9. Results of the 2024 customer satisfaction survey show that customer satisfaction with '*The trip*' (the customer experience on that journey) remains consistently high and on par with previous surveys. Overall satisfaction with '*The trip*' was 92%.

Overall, this dropped 1% from the previous year. Bus increased 1% (to 93%). Rail dropped 2% (to 92%). Ferry dropped 2% (to 95%).

10. Satisfaction with *'The public transport system overall'* measures customer perceptions with Metlink's service and reputation. This has had a positive 4% increase (to 79%), from the near record low scores of the previous year due to staff shortages and related reliability issues. Reinforcing this, the score for *'The likelihood of recommending public transport'* has increased 5% to 85%.
11. Perceptions of *'Value for money'* have shown a very significant 19% drop in satisfaction, most likely due to the reduction of child concessions in May 2024 (the month most of the survey was undertaken), the loss of half-price fares in August 2023 and news of impending fare increases for all from 1 July. Given most other service attributes had an increase in satisfaction, this significant drop is likely to have cancelled out the many positives and had a negative influence on the overall satisfaction scores for *'The trip'* and *'The public transport system overall'*.
12. The graphs below summarise the key customer satisfaction measures over the last three years.



	OVER-ALL			Bus			Rail			Ferry		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
<b>The trip</b> % satisfaction	94	93	92	93	92	93	96	94	92	96	97	95
<b>PT system</b> % satisfaction	83	75	79	81	74	79	88	76	79	78	71	75



<b>Stop/station/wharf</b> % satisfaction	93	91	<b>93</b>	91	91	<b>92</b>	96	94	<b>95</b>	92	90	<b>91</b>
<b>PT information</b> % satisfaction	79	76	<b>84</b>	76	75	<b>83</b>	85	75	<b>84</b>	73	73	<b>77</b>

Green = significant improvement in satisfaction from 2023

### Measures for specific attributes of service

13. Satisfaction with '*Value for money*' dropped 19% (to 69%). The customers most dissatisfied are younger travellers (15 to 24 years old) and regular travellers. This would indicate that the reducing of the fare concessions for children and youth (particularly those who travel frequently) has had a significant influence on this score.
14. The most significant improvements (of 5% or more) to service attributes include satisfaction with: '*Enough seats available*' (up 7% to 90%); '*How often the service runs*' (up 6% to 80%); '*Service being on time*' (up 5% to 74%) and; '*Travel Time*' (up 5% to 83%). These point to overall improvements to service delivery, especially for bus, which saw a strong 10% increase in satisfaction with '*How often the service runs*' and 8% increase for '*Service being on time*'.
15. Added to this, satisfaction with information Metlink provides customers has increased strongly. Satisfaction with '*PT information currently available*' has increased 8% (to 84%) and '*Information about delays and disruptions*' has improved 14% (to 64%). The increase in satisfaction with information often reflects levels of satisfaction with the reliability of services. However, the improved satisfaction also likely reflects recent improvements to the usability of the Metlink app and website, and the introduction of onboard announcements on buses. Satisfaction with the Metlink app has increased 10% (to 79%) and satisfaction with the Metlink website has increased 5% (to 80%).

### Responses for improving customer satisfaction

16. Aside from the attributes that customers will always expect improvement to (including more frequent and less expensive services), an ongoing focus on improved service reliability and customer information is likely to have the greatest influence on improving future satisfaction. More specifically:
  - a Satisfaction with '*Information about delays and disruptions*' remains the lowest scoring service attribute in the survey. Added to this, customers have highlighted some dissatisfaction with the quality of real-time information. The upgrade of Metlink's real-time information system and signs, starting this year, is likely to significantly improve this. Further supporting the third-party apps (such as Google Maps) that 40% of our customers use to plan their journeys with richer data is another opportunity to increase satisfaction.
  - b Related to improvements to information is the opportunity to continually improve how disruptions to services are delivered. Disruptions related to unplanned events and planned maintenance are inevitable. However, consideration of how these are better planned and communicated, especially

with regards to buses replacing rail services, is an opportunity to improve the experience of disruption.

- c Improvements to shelter for bus customers is a perennial concern. An ongoing programme of improving bus stops throughout the region, as well as planned improvements to bus shelters along Wellington City’s *Golden Mile* (Lambton Quay, Willis Street, Manners Street and Courtenay Place), where a majority of the City’s bus passengers travel through, is an opportunity to improve the customer experience over time.

**Ngā Take e hāngai ana te iwi Māori  
Implications for Māori**

- 17. The Metlink Customer Satisfaction Survey helps us identify, target and prioritise improvements for Public Transport customers.
- 18. The 2024 survey has included identification of ethnicity so the specific perceptions and requirements of Māori can be more readily identified. 9% of the 2024 survey participants identified as Māori. Further analysis of results will be undertaken to identify any specific trends relating to Māori passengers.

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

- 19. The full Passenger Satisfaction Survey results are available on the Metlink website on <https://www.metlink.org.nz/about-us/customer-satisfaction-survey>
- 20. Passenger survey results are also shared with Metlink operators.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Public Transport Customer Satisfaction Survey - Summary

**Ngā kaiwaitohu  
Signatories**

Writer	David Boyd – Manager, Customer Experience
Approvers	Bonnie Parfitt – Senior Manager, Network & Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink

<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or with Committee's terms of reference</i></b> "Reviewing performance trends related to public transport activities" is a specific responsibility set out the Committee's Terms of Reference.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> Certain performance measures in Greater Wellington's Long-Term Plan 2021 - 2031 relate to matters reported on in the operational performance report.
<b><i>Internal consultation</i></b> No other departments were consulted in preparing this report.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> There are no risks arising from this report.





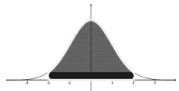









# 2024 Public Transport Passenger Satisfaction Survey

Attachment 1 / Transport Committee Report

**gravitas**OPG

# Survey Method

<p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p><b>Fieldwork Dates</b></p>  <p><b>May 2024:</b> 2<sup>nd</sup> May to 5<sup>th</sup> June</p> <p>Jun 2023: 17th May to 18th June 2023                  Jun 2022: 2nd to 29th June 2022                  Jul 2021: 1st July to 1st August 2021                  Nov 2020: 21st Oct to 20th Nov 2020                  May 2019: 1st May to 5th June 2019                  May 2018: 1st May to 1st June 2018                  May 2017: 2nd to 28th May 2017                  May 2016: 3rd to 29th May 2016                  May 2015: 21st April to 10th May 2015                  May 2014: 5th to 25th May 2014</p>	<p><b>Sample Size*</b></p>  <p><b>May 2024:</b> n=2,830 (from 241 trips)</p> <p>Jun 2023: n=3,099    May 2018: n=3,759                  Jun 2022: n=2,745    May 2017: n=4,053                  Jul 2021: n=3,221    May 2016: n=2,362                  Nov 2020: n=3,228    May 2015: n=4,456                  May 2019: n=4,042    May 2014: n=4,298</p>	<p><b>Response Rate**</b></p>  <p><b>May 2024 Total: 64%</b>  <b>Ferry: 71%; Train: 65%; Bus: 63%</b></p> <p>Jun 2023: 67%    May 2018: 67%                  Jun 2022: 66%    May 2017: 61%                  Jul 2021: 62%    May 2016: 59%                  Nov 2020: 66%    May 2015: 63%                  May 2019: 61%    May 2014: 58%</p>
<p><b>Maximum Margin of Error</b>                  (at 95% confidence interval)</p>  <p><b>± 1.8%</b></p>	<p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status, accessibility concession status, Park N Ride usage and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p><b>Time Series Comparisons</b></p>  <p>Statistically significant changes over time have been highlighted.</p> <p>  Denotes statistically significant change of 5 percentage points or less    Denotes statistically significant change of more than 5 percentage points</p>	<p><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2023 (70% bus, 29% train, 1% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

\* Note: Distribution of respondents by rail line, time and direction of travel, age, gender, disability status and reason for trip is provided in Appendix.

\*\* Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)



# Satisfaction with Trip Overall

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

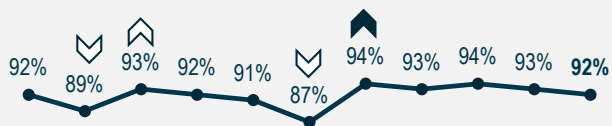
## May 2024 Results

Total satisfied  
**92%**

- 42% Very satisfied (9-10)
- 50% Satisfied (6-8)
- 5% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

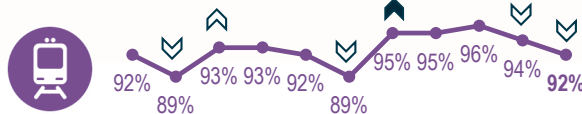
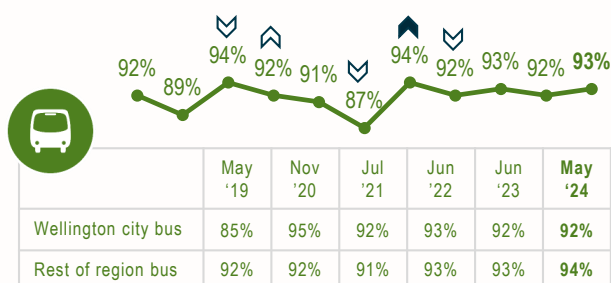
Base: n=2,632 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576) Jun '23 (n=2,900) May '24 (n=2,632)

## Satisfaction by Mode



✓ Johnsonville line users (100%)

Passengers most satisfied



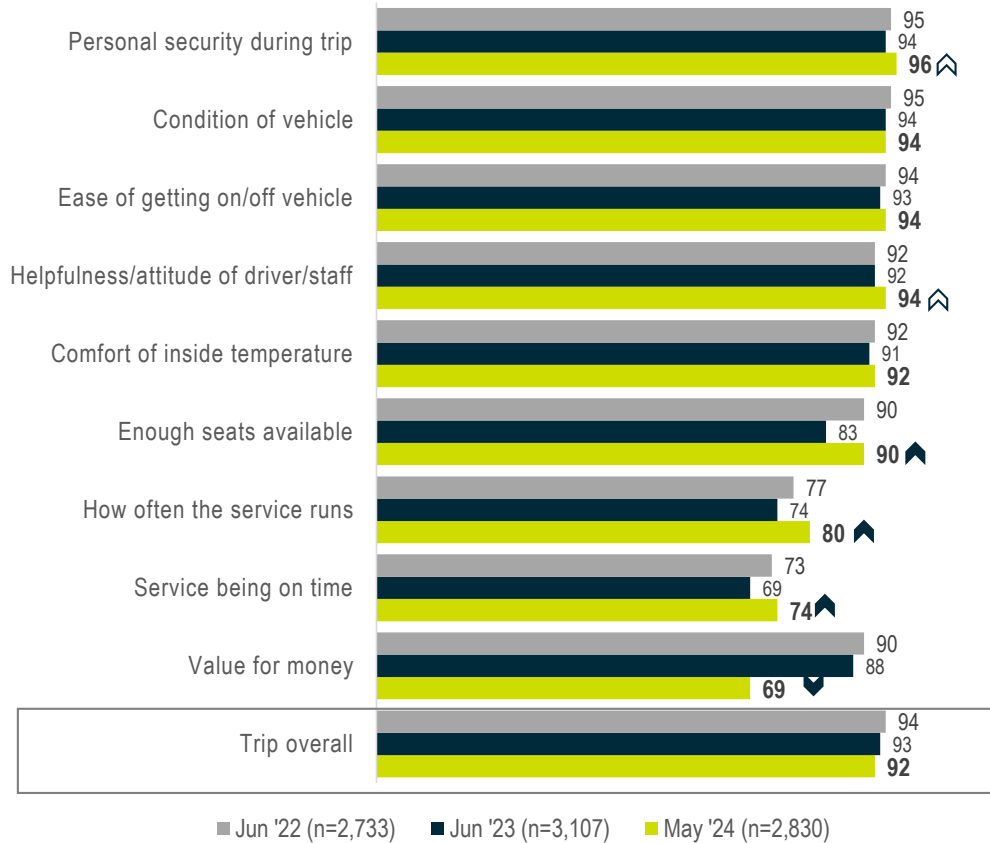
✗ Wairarapa line users (8%)

Passengers most dissatisfied

⬆ Denotes statistically significant change of 5 percentage points or less  
⬆ Denotes statistically significant change of more than 5 percentage points

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



At 92%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (95%, stable from 97% last year). This round train passengers are least likely to give positive ratings (92%), with the overall satisfaction declining for the second consecutive year period (down from 96% in July 2022 and 94% in July 2023).

Reversing the declines last year, satisfaction with service capacity (having enough seats available) (90%), service frequency (80%) and reliability (74%) have all improved significantly over the last 12 months.

In May 2024, fares for 17-24 year olds returned to full price and children 5-16 years (previously free) began paying half the adult fare. Furthermore, an announcement was made of further fare increases being introduced from July. As a result, satisfaction with value for money has declined significantly from 12 months ago with the proportion of satisfied passengers falling from 88% to 69%. Significant declines are apparent across all three modes of transport, particularly among younger and regular travellers.

# Overall Satisfaction with Public Transport System Overall

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the public transport system overall?

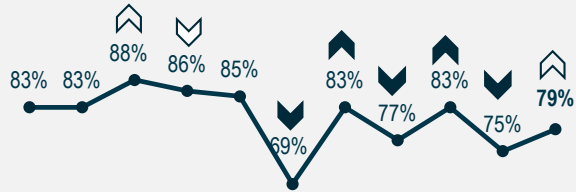
## May 2024 Results

Total satisfied  
**79%**

- 23% Very satisfied (9-10)
- 56% Satisfied (6-8)
- 10% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

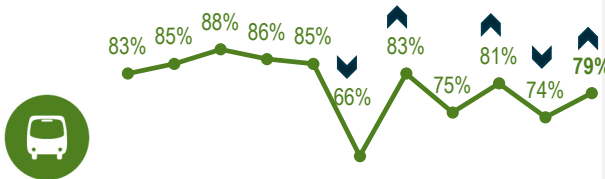
Base: n=2,646 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

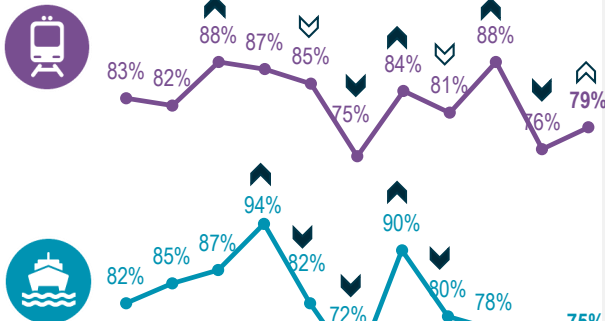


May '14 (n=4189) May '15 (n=4324) May '16 (n=2292) May '17 (n=3877) May '18 (n=3586) May '19 (n=3798) Nov '20 (n=3029) Jul '21 (n=3087) Jun '22 (n=2593) Jun '23 (n=2922) May '24 (n=2646)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	63%	83%	74%	80%	74%	78%
Rest of region bus	77%	80%	78%	85%	74%	79%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

⬆ Denotes statistically significant change of 5 percentage points or less  
⬆ Denotes statistically significant change of more than 5 percentage points



Passengers most satisfied

- ✓ Those paying for tickets with cash (93%)



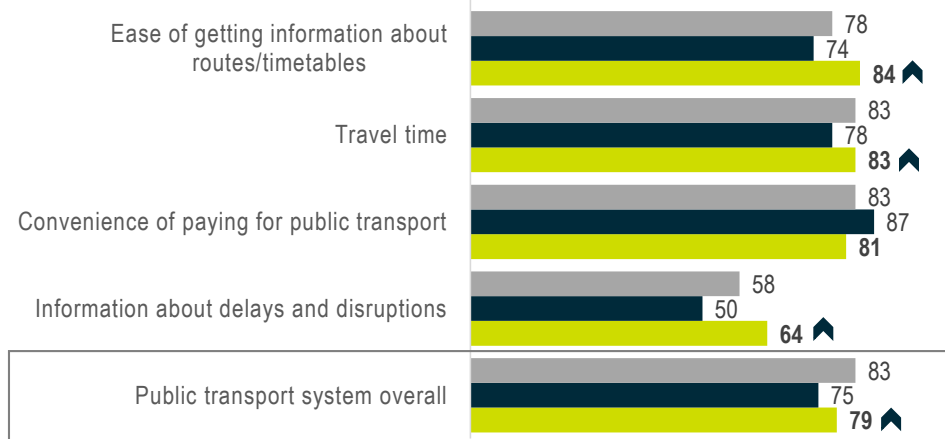
Passengers most dissatisfied

- ✗ Gender diverse (37%)
- ✗ Wairarapa line users (20%)
- ✗ Those with a disability (20%)



# Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



■ Jun '22 (n=2,593) ■ Jun '23 (n=3,107) ■ May '24 (n=2,830)

Arrows denote statistically significant change from previous year

Over the last 12 months, users' perceptions of Wellington's public transport system have improved significantly, satisfaction with the public transport system overall up 4 percentage points to 79%. Perceptions have improved across all three modes, with increases most notable among bus passengers (up from 74% to 79%).

Willingness to recommend public transport to others has also increased – up from 80% to 85%.

Public transport users are also more positive about the ease of getting information about routes/timetables (up 10 percentage points) and travel times (up 5 percentage points) than they were 12 months ago.

The share of passengers who agree that Wellington's public transport system is easy to use has improved significantly over the last 12 months (up from 72% to 83%).

Likely linked to the increase in fares, satisfaction with convenience of paying for public transport has declined significantly – down from 87% to 81%.



# Value for Money

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the value for money of the fare?

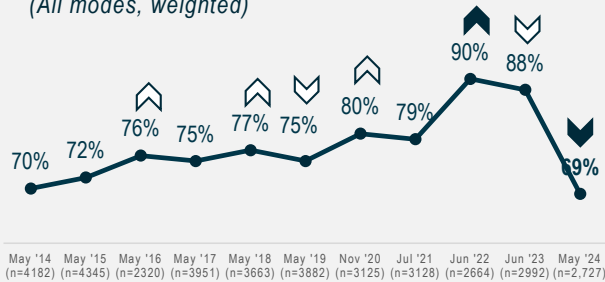
## May 2024 Results

**Total satisfied**  
**69%**

- 31% Very satisfied (9-10)
- 38% Satisfied (6-8)
- 11% Neither/nor (5)
- 15% Dissatisfied (2-4)
- 5% Very dissatisfied (0-1)

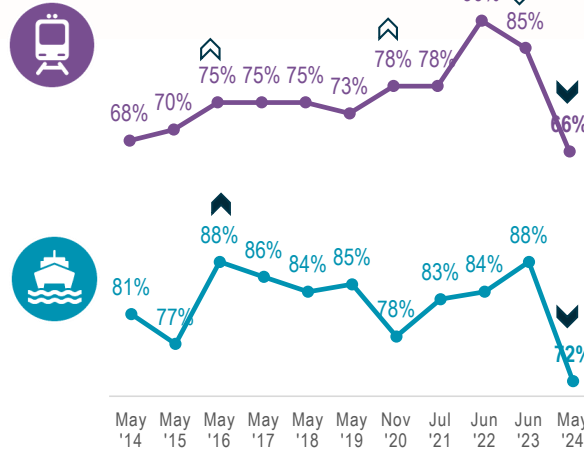
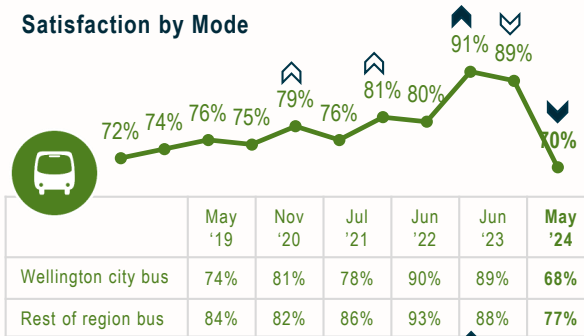
Base: n=2,727 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4182) May '15 (n=4345) May '16 (n=2320) May '17 (n=3951) May '18 (n=3663) May '19 (n=3882) Nov '20 (n=3125) Jul '21 (n=3128) Jun '22 (n=2664) Jun '23 (n=2992) May '24 (n=2,727)

## Satisfaction by Mode



**Passengers most satisfied**

- ✓ SuperGold card users (96%)
- ✓ Those using PT less often than once a month (90%)
- ✓ Johnsonville line users (81%)
- ✓ Travelling for shopping (81%)
- ✓ Those aged 45-59 years (79%)
- ✓ Travelling off-peak (72%)



**Passengers most dissatisfied**

- ✗ Those travelling for school (38%)/aged 15-17 years (36%) or 18-24 years (29%)
- ✗ Those using PT every day including weekends (27%)
- ✗ Snapper card users (23%)



Note: Half-priced fares introduced on all forms of public transport from April 2022  
In May 2024 fares for 17-24 year olds returned to full price; children 5-16 years changed to paying half the adult fare



Denotes statistically significant change of 5 percentage points or less  
Denotes statistically significant change of more than 5 percentage points



# How Often the Service Runs

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with how often the service runs?

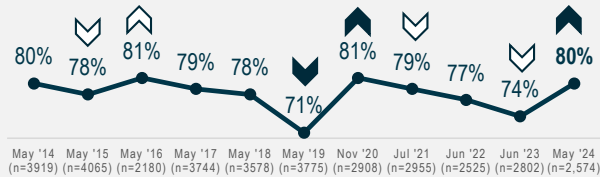
## May 2024 Results

**Total satisfied**  
**80%**

- 33% Very satisfied (9-10)
- 47% Satisfied (6-8)
- 8% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

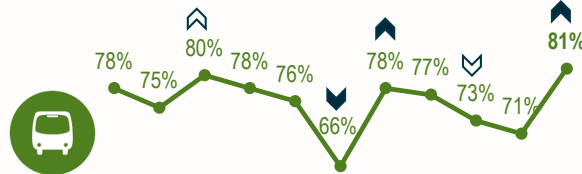
Base: n=2,574 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

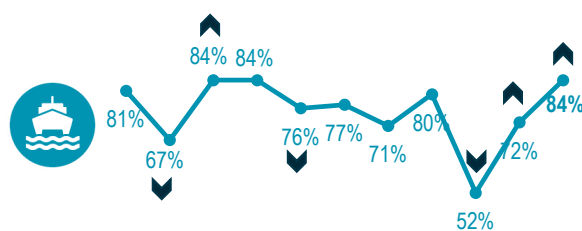
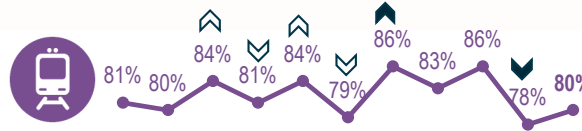


May '14 (n=3919) May '15 (n=4065) May '16 (n=2180) May '17 (n=3744) May '18 (n=3578) May '19 (n=3775) Nov '20 (n=2908) Jul '21 (n=2955) Jun '22 (n=2525) Jun '23 (n=2802) May '24 (n=2,574)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	65%	79%	77%	74%	72%	81%
Rest of region bus	68%	76%	75%	71%	68%	80%



**Passengers most satisfied**

- ✓ Those travelling for sightseeing (98%)
- ✓ Those using PT less often than once a month (94%)
- ✓ Kapiti line users (86%)



**Passengers most dissatisfied**

- ✗ Wairarapa line users (46%)
- ✗ Tranzurban passengers (17%)

# Satisfaction with PT Information Currently Available

Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?

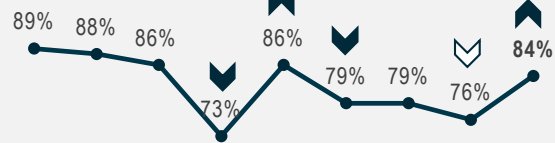
## May 2024 Results

Total satisfied  
**84%**

- 27% Very satisfied (9-10)
- 57% Satisfied (6-8)
- 9% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,230 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

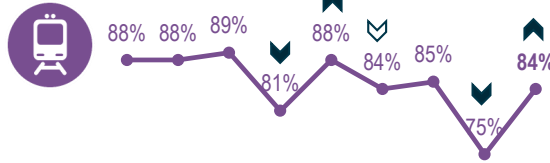


May '16 (n=2259) May '17 (n=3307) May '18 (n=3183) May '19 (n=3420) Nov '20 (n=2609) Jul '21 (n=2573) Jun '22 (n=2147) Jun '23 (n=2484) May '24 (n=2230)

## Satisfaction by Mode



Mode	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	65%	86%	74%	75%	75%	83%
Rest of region bus	80%	83%	80%	82%	78%	84%



May '16 '17 '18 '19 '20 '21 '22 '23 '24

⬆ Denotes statistically significant change of 5 percentage points or less  
⬆ Denotes statistically significant change of more than 5 percentage points



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

- ✗ Off-peak travellers (16%)
- ✗ Wairarapa line users (14%)
- ✗ Those with a disability (12%)

**Transport Committee**  
**15 August 2024**  
**Report 24.387**



**For Information**

## **WELLINGTON METROPOLITAN RAIL NETWORK PERFORMANCE AND FUNDING CHALLENGES - UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te tāhū kōrero**

#### **Background**

##### ***Wellington Metropolitan Rail Network: Performance and Funding***

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

**Wairarapa Line vibration issues**

- 7. On 16 May 2024, the Committee received a report entitled Release of Wairarapa SW Carriage Rough Ride and Vibration Review – Report 24.192 (the Wairarapa Report).
- 8. The Wairarapa Report provided the Committee with:
  - a An overview of vibration issues being experienced on the Wairarapa Line.
  - b A summary (and copy of) the Beca Wairarapa SW Carriage Rough Ride and Vibration Review (Review).
  - c A Programme of Works aimed at reducing service restrictions impacting SW-type carriages on the Wairarapa Line.

**Te tātaritanga  
Analysis**

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

**Wellington Metropolitan Rail Network Performance and Funding - update**

*Progress against identified actions*

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

Identified action	Comment
<p><b>Auckland Transport:</b> Work with Auckland Transport, as the other provider of metropolitan rail services, to develop a shared message to inform Government advocacy.</p>	<p>Metlink and Auckland Transport managers have monthly meetings to discuss areas of commonality with respective metropolitan rail network areas.</p> <p>We are also working closely with Auckland Transport on the Metropolitan Rail Operating Model review (MROM Review) ensuring we are aligned on key messaging to the policy team at the Ministry of Transport with respect to rail network funding.</p>
<p><b>Government advocacy:</b> Ensure the Crown (Minister) together with New Zealand Transport Agency Waka Kotahi (NZTA) and the Ministry of Transport:</p> <ul style="list-style-type: none"> <li>a are aware of the service reductions that will occur on the Wellington Metropolitan Rail Network.</li> </ul>	<p>A letter from the Minister of Transport to Council Chair Daran Ponter concerning metropolitan rail funding and the subsequent response from Council Chair Daran Ponter to the Minister of Transport are attached as <a href="#">Attachment 1</a> and <a href="#">Attachment 2</a>.</p>

Identified action	Comment
<p>b are aware that due to the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard, funding the shortfall will not mean an immediate reduction in service impacts.</p> <p>c accepts the service risk and other safety risks that exist if the funding shortfall is not addressed.</p> <p>d accepts the size and scale of the funding gap and engages with KiwiRail to resolve the short-term problems with additional ‘seed’ funding whilst a longer-term solution to funding can be agreed.</p>	<p>Actions a-d related to Government advocacy will be covered in the joint Wellington Investment Case for rail (see paragraphs 12 to 14 below for detail).</p> <p>Note, action d is also partly covered by Budget 2024 funding (see paragraphs 15 to 17 below for detail).</p>
<p><b>Service reductions:</b> Consider potential service reductions to either reduce costs or release funds to KiwiRail to ensure that the highest patronised lines remain operational until sufficient funding is available.</p>	<p>Service reduction based on TSR forecast modelling has taken place. However, the additional funding in Budget 2024 was more than forecast and additional work is required to understand how this additional funding changes the forecasts (If at all).</p>
<p><b>Insurance capping/removal:</b> Request that KiwiRail:</p> <p>a re-evaluates its allocation methodology to incorporate the latest climate risks to which it is now exposed.</p> <p>b considers capping or removing the ratepayer contribution to insurance for this critical Crown asset.</p> <p>c Work with the Crown to implement a self-insurance regime similar to the roading network.</p>	<p>KiwiRail and its insurers have agreed to cap Greater Wellington’s contribution to network insurance for FY25 at approximately \$7.4 million. While this is higher than previous capped amounts it is considerably lower than originally requested by KiwiRail.</p> <p>Ongoing discussions need to continue with KiwiRail, Ministry of Transport and NZTA about network insurance past this next FY.</p> <p>Officers note that there is no mechanism or commitment to resolve this matter; the allocation methodology is owned by KiwiRail.</p>

Identified action	Comment
<p><b>Metropolitan Rail Operating Model:</b> Request that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown in accordance with the Metropolitan Rail Operating Model principles; these are not contemplated by the Wellington Network Agreement.</p>	<p>Action is covered by the MROM Review (see paragraphs 12 to 14 below for detail).</p>
<p><b>Business cases:</b> Support KiwiRail with a series of business cases to support funding bids for the urgent backlog and associated costs as well as the future programme shortfalls.</p>	<p>Action is covered by the Wellington Investment Case development (see paragraphs 18 to 22 below for detail).</p>
<p><b>Performance fee:</b> Request KiwiRail caps its performance fee to the current amount (\$2 million per annum) regardless of additional budget.</p>	<p>KiwiRail have been receptive to cap the performance fee. Different performance measures could be introduced to better reflect the work required on the rail network. Discussion with KiwiRail is ongoing.</p>

11. Note, many of the actions identified have now become part of work stemming from, or included as part of, the matters listed below.

*Metropolitan Rail Operating Model Review*

12. In February 2024, the Ministry of Transport developed Terms of Reference for a review of the Metropolitan Rail Operating Model (MROM).
13. The purpose of the MROM review is to:
- a address the key issues on metro rail networks
  - b review the MROM settings that contribute to those issues
  - c advise Ministers on the above two matters and determine next steps following ministerial consideration.
14. The Review is led by the Ministry of Transport, with the following organisations contributing to it: Greater Wellington, Auckland Transport, KiwiRail, Treasury, and NZTA.

*Budget 2024*

15. In Budget 2024 funding of \$107.7 million to assist with remedying urgent metropolitan rail asset renewal has been committed for the next 12 months only.
16. Note that there is currently no committed ongoing Crown funding to address end-of-life renewals<sup>1</sup>.

<sup>1</sup> Note that on-time renewals are mostly covered through the Wellington Network Agreement and partly through the Rail Network Investment Programme.



17. KiwiRail’s programme to utilise this funding will be based on asset renewal priorities and is to be agreed by Greater Wellington and Auckland Transport.

*Wellington Investment Case Development*

18. Metlink and KiwiRail have agreed to develop a joint Wellington Investment Case for rail.
19. The purpose of the Wellington Investment Case is to seek significant additional funding for the activities identified in the Rail Network Investment Programme (RNIP).
20. KiwiRail is required to prepare a RNIP every three years to be eligible for funding from the National Land Transport Fund. The RNIP must take into account the purpose of the Land Transport Management Act 2003, as well as the current Government Policy Statement on Land Transport (the current GPS was released in June 2024).
21. The Wellington Investment Case will include analysis on:
  - a the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard.
  - b service reductions that will occur on the Wellington Metropolitan Rail Network in the event that required funding is not received.
  - c service risk and other safety risks that will exist if the funding shortfall is not addressed.
22. The joint Wellington Investment Case is expected to be completed in October 2024.

**Wairarapa Line Vibration Issues - update**

23. On 16 May 2024, the Committee was provided with a report which provided information on vibration issues impacting SW carriages operating on the Wairarapa Line (see Report 24.192 Release of Wairarapa SW Carriage Rough Ride and Vibration Review).
24. A Programme of Works to reduce service restrictions was presented to the Committee in May 2024. An update on progress in the Programme of Works follows:

Activity	When*	Comment/s	Update (as at 1 Aug)
Commence WRL rail track grinding	25 May 2024	Grinding is scheduled to take approximately 6 weeks.  Testing to following grinding.	Grinding completed between Featherston and Masterton.  Grinding between Featherston and Remutaka Tunnel is scheduled for completion in mid-August.
Commence re-profiling of wheels	Mid-July 2024	Re-profiling of affected carriages is expected to take 3 months	Re-profiling of test train has been completed.

Activity	When*	Comment/s	Update (as at 1 Aug)
		For testing purposes some carriages have already been re-profiled.  Re-profiling will be progressed in stages, with testing undertaken to determine whether achieves outcome.	Test train ran between Featherston and Masterton on 24 July 2024. Test was successful. Re-profiling remainder of fleet to be planned and will follow.
Remove Temporary Speed Restrictions (TSRs) related to vibration issues	October 2024	TSRs applied to the WRL carriages will be removed following the completion of the wheel re-profiling programme.	Programme still expected to be completed in October 2024

\*Note that timings are subject to change and will be accelerated if possible.

**Ngā tūāoma e whai ake nei**

**Next steps**

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

**Ngā āpitihanga**

**Attachments**

Number	Title
1	Letter from Minister of Transport received by email on 31 May 2024 regarding Metropolitan Rail Funding.
2	Letter to Minister of Transport dated 2 July 2024 in response to Attachment 1 letter

**Ngā kaiwaitohu**

**Signatories**

Writer	David Mawson – Rail Network Delivery Manager, Assets & Infrastructure
Approvers	Fiona Abbott – Senior Manager Assets & Infrastructure Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager, Metlink

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

## Hon Simeon Brown

Minister for Energy  
Minister of Local Government  
Minister of Transport  
Minister for Auckland  
Deputy Leader of the House

Attachment 1 to Report 24.387



OC240529

Daran Ponter  
Chair, Greater Wellington Regional Council  
By email: [daran.ponter@gw.govt.nz](mailto:daran.ponter@gw.govt.nz)

cc: Nigel Corry, Chief Executive, Greater Wellington Regional Council

Dear Daran,

The Government recognises the value of metro rail to Wellingtonians. There has been historic underfunding of track maintenance in both Auckland and Wellington, which results in more renewals being needed. Many of these renewals have also been deferred because of funding levels. Through Budget 2024 I have secured \$107.7 million to progress critical renewals and avoid the risk of significant network disruptions.

The Government is investing heavily in lifting the performance of the Wellington infrastructure. The previous National Government started the Wellington Metro Upgrade Programme, and the Coalition Government is working with you on the Lower North Island Integrated Rail Mobility programme. The joint investments we are making will lift train frequencies and should result in increased patronage, affording Wellingtonians choice for how they get around their city and alleviating pressure on the road network.

### **The distribution of the investment between Auckland and Wellington is still to be determined**

The \$107.7 million will be distributed between Auckland and Wellington according to projects of highest criticality over the next year. KiwiRail is working on a priority list for each region, which I would like agreed with Auckland Transport and Greater Wellington Regional Council before confirming the programme of work.

As you know, under the current metro funding model, laid out in Network Access Agreements, Auckland Transport and Greater Wellington Regional Council are responsible for funding ~75 per cent and 85 per cent of the annual cost of the respective networks. NZTA contributes 51 per cent of these costs, as a public transport subsidy.

Current indications are that your 2024/25 maintenance and operations funding is likely to be less than what is needed to meet service reliability levels. I understand that GWRC's share is expected to be 83 per cent of what was requested by KiwiRail.

The Government is prepared to cover the necessary funding to progress critical renewals and avoid network disruptions in 2024/25. However, I expect you to increase your

contribution of NMP costs in 2025/26 and I expect to see evidence of this. I seek a response from you on how this will be achieved.

**Work is underway to support efficient and reliable metro rail operations**

The Budget 2024 announcement is a one-off investment that acknowledges the urgency of the situation you are in, given the previous Government's rejection of your funding bids.

One-off funding announcements are not suitable for a long-term sustainable and transparent funding system. They are a last resort measure from the Government. I expect that your officials continue to work with the Ministry of Transport, NZTA, and KiwiRail on the Metropolitan Rail Operating Model (MROM) review.

The purpose of the review is to:

- develop a clear set of shared objectives for the metro rail system
- develop a sustainable and transparent long-term funding system for metro rail, based on the service level expectations and clarity on user contributions
- ensure all parties:
  - have a shared understanding of the roles, responsibilities, and accountabilities,
  - are appropriately incentivised to deliver on improving metro rail operations
- strengthen metro rail system governance and management to support current and future operations, responding appropriately to changing needs through time.

I look forward to hearing from you.

Yours sincerely,



Hon Simeon Brown  
**Minister of Transport**

## By email

2 July 2024

Hon Simeon Brown  
Minister of Transport  
[s.brown@ministers.govt.nz](mailto:s.brown@ministers.govt.nz)

Tēna koe Minister

### Metropolitan Rail Funding

This letter responds to your letter received by email on 31 May 2024 [your ref OC240529] regarding Metropolitan Rail Funding.

Greater Wellington agrees that the value of rail to Wellington is significant. In 2023, we had 11.3 million passenger boardings (20,000 per day at peak) representing those in the Wellington region that use rail to get to work and school, and for hospital appointments, recreational activities and events. Our data shows that 40% of jobs in Wellington are in the CBD and that rail is 22% of all peak journeys into the city.

We are pleased the Government has committed funds of \$107.7m next year to continue to lift the rail infrastructure condition acknowledging decades of under-investment in this critical Crown asset. Thank you. We are working with KiwiRail on the Wellington allocation of this funding.

We also support and are actively engaged in the current review of the Metropolitan Rail Operating Model (MROM) to clarify accountabilities, funding pathways, and monitoring. As you state, one-off funding bids and year-on-year budget allocations without long-term certainty are not conducive to a delivering a reliable and resilient metro rail service, giving Wellingtonians a transport choice and taking pressure off the constrained roading network.

This letter is a useful opportunity to provide the local government perspective on the current funding situation. I summarise below the key aspects of the current MROM and the Crown's funding of backlog and capacity.

## **Current MROM**

The current funding model is articulated well in the Metro Funding Framework briefing paper (2010) attached for your reference. To summarise:

- the current model acknowledges the Crown's role as the infrastructure owner and the need to make equity injections to bring the network up to an agreed standard of serviceability (based on the agreed timetable in 2010, which remains unchanged).
- Users are not charged for depreciation or any capital charge on the Crown's investment in the network infrastructure.
- The cost of maintaining the network infrastructure to the agreed standard is recovered from the users via a Track Access Charge (TAC). This cost includes both routine maintenance and Renewals Services ('replacing life-expired Wellington Network assets at the optimum time with a modern equivalent asset so that the safe and efficient operation of the Wellington Network is sustained'. Also referred to as 'steady state' renewals).
- The access rights and obligations (including the budgets for the ongoing costs) are set out in the Wellington Network Access Agreement between KiwiRail and Greater Wellington.
- Any proposal to upgrade the network further is considered on a case-by-case basis based on merits in terms of wider transport and economic benefits.

## **Crown funding for backlog and capacity**

In establishing MROM in 2010, acknowledging the degraded state of the rail network, the Crown agreed to provide investment to bring the network up to a functional, safe and reliable standard with ongoing maintenance to be funded by user charges.

To begin to uplift the network standard, the Crown and KiwiRail identified some complex infrastructure enhancements and 'deferred renewals' as seven separate programmes of work. This became the Wellington Metropolitan Upgrade Programme (WMUP).

Crown funding for rail has also been provided directly to KiwiRail through the Rail Network Improvement Programme (RNIP) and New Zealand Upgrade Programme (NZUP).

Most of these catch-up renewal programmes are still in progress, and KiwiRail confirms these programmes are insufficiently funded to resolve the decades-old backlog renewals. Through a significant uplift in asset management maturity, KiwiRail has identified it will require approximately \$750m over the next 15 years to achieve the original intent of the WMUP by addressing renewals of assets that are well beyond their life expectancy.

KiwiRail has been open about this backlog situation for many years. However, rather than securing the necessary Crown investment, it has been using the Renewals Services budget to address that backlog not covered through the WMUP. This practice has meant asset health continues to decline. Operational costs have escalated significantly as assets fail and require unplanned corrective maintenance.

Greater Wellington has escalated this situation many times to both KiwiRail and the various funding agencies, but to date here has been no change in approach. In fact, the situation has been compounded by KiwiRail unilaterally using the Renewals Service budget to pay for the escalating insurance costs for Greater Wellington, leaving only a minimum for renewals work. We have repeatedly challenged this practice.

Through the MROM review we will look to ensure Greater Wellington has greater autonomy over deployment of its funding, particularly with respect to achieving value for money from its investment. Such value is not achievable if KiwiRail continues to use Greater Wellington funds to pay for the ever-increasing backlog, which according to MROM, should be funded by the asset owner (the Crown).

### **Operating costs and funding gap**

Greater Wellington is committed to ensuring value for its ratepayers and we are looking to ensure the funding is applied appropriately to the objectives we need to collectively achieve, including meeting at least the current timetable.

Your letter correctly identifies the gap between the funding KiwiRail has requested and the funding Greater Wellington has agreed.

We attach for your information a comparison between what KiwiRail has requested (\$180.3m) and Greater Wellington's contribution (\$148m) over the next three years, the main difference being insurance (\$22.1m), the corrective maintenance charges related to the deferred capital items (\$8m), and the performance fee (\$2m).

To summarise for the 24/25 Financial Year:

- According to KiwiRail's allocation methodology, insurance for the Wellington metro aspect of this Crown asset has increased from \$2m in 2020 to nearly \$12m in 2024 and this escalates to \$14m at the end of the triennium. (This compares with approximately \$2m for Auckland metro). We have agreed to pay \$5.5m and we note the amount requested for Wellington is >25% of the national insurance for the rail network. Given the excess (\$5m) and the maximum payout (\$500m), we believe that this is a poor return on investment, has limited use as a risk management mitigation, and is disproportionately allocated to Greater Wellington when we also must insure our own



assets. This accounts for nearly 90% of the gap between the funding KiwiRail has requested and the amount Greater Wellington has agreed.

- Over the years, KiwiRail unilaterally decided to descope work from capital projects despite our objections to the ongoing operational costs which we must then pay. As such, we have reduced the maintenance portion by the amount directly related to the renewal of those end-of-life assets. Corrective maintenance has uplifted steeply in the last three years and Greater Wellington has no control over the decisions that have led to these costs.
- The WNA includes a performance fee. We have requested KiwiRail cap its performance fee. The current performance metrics do not represent the customer experience and we do not think it appropriate the fee increases with expenditure whilst the network state declines.

The above has led to a deficit of \$7.1m between what KiwiRail has requested and Greater Wellington has agreed to pay, for the next financial year.

The above issues speak to a wider issue – a disconnect between Greater Wellington funding and KiwiRail investment decisions. Greater Wellington is currently making investment payments to KiwiRail with no insight or agreement on what funding is spent on. For the sake of Wellington commuters, this cannot continue. Greater Wellington must be part of the decision-making on the asset upgrade programme.

### **Greater Wellington Contribution**

You have sought assurance from Greater Wellington that we will increase our contribution to the network management plan (NMP) costs in 2025/26, and you have asked how this will be achieved. Over the last year and through our Long-Term Plan 24-34 we have:

- Increased the funding for additional emergency work by \$2.3m in FY24/25; \$1.3m in FY25/26; and \$800k in 26/27. This is a total of \$4.4 million over the next triennium;
- agreed to pay all the steady state renewals/renewals services requested by KiwiRail noting we would require the budget to be spent on such renewals rather than insurance and backlog (we are awaiting confirmation from KiwiRail on this); and
- Discussed with KiwiRail a more equitable methodology to access the performance fee. Due to many exemptions in the KiwiRail's performance KPIs, KiwiRail can easily achieve its targets, and these do not reflect the true performance of the rail network. Greater Wellington has made multiple offers to give KiwiRail the full performance fee (approximately \$2m per annum depending on actual budget) regardless of its performance if it was ring fenced for renewals. KiwiRail has not agreed this focus on renewals.

In terms of how we intend to proceed Greater Wellington is seeking a regime from the MROM review that:

- enables the improvement in the state of the network from 'in decline' to 'steady state' - so we can manage and increase our services.
- allows us greater oversight and decision rights over the significant contribution we make to the costs of network renewals and other operating costs. Currently, we are obliged to pay over 80% of the ongoing costs without the ability to hold KiwiRail to account for delivery or the benefits of the investment.
- provides a complete understanding for all parties of the scale of the backlog and the investment required to bring it up to the 'functional, safe and reliable standard' envisaged in the business cases for the WMUP programme.

We also need to resolve the matter of insurance and a new approach to confirming KiwiRail investment decisions on the Wellington metropolitan network. Ratepayer funding is being used without any local input to investment decisions, and little KiwiRail accountability.

I look forward to working with you to advance these matters and arriving at a mutually agreed and sustainable funding model for our region, that provides this essential service for our economy and our communities.

Nāku, nā



**Daran Ponter**  
Council Chair  
Greater Wellington Regional Council

Encl WNA Funding requests  
Rail – Metro funding framework – An Overview

**Transport Committee**  
**15 August 2024**  
**Report 24.389**



**For Information**

## **REVIEW OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE**

**Te take mō te pūrongo**

### **Purpose**

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

**Te tāhū kōrero**

### **Background**

2. On 16 February 2023, the Committee approved the commencement of a review of the Wellington RPTP (Regional Public Transport Plan 2024-34 Review - Report 23.12).
3. The Committee noted that the review would be undertaken to confirm the next network unit structure in anticipation of procurement of new bus operating contracts and to address planned strategic changes and opportunities arising from the amendment to the Land Transport Management Act 2003.
4. The review would also align the Wellington RPTP with a number of other key Greater Wellington strategic plans including:
  - a Greater Wellington Long Term Plan 2024-34 (LTP)
  - b Wellington Regional Land Transport Plan (RLTP)
  - c NZ Transport Agency Waka Kotahi (NZTA) National Land Transport Plan (NLTP)
  - d Funding Bids from the National Land Transport Fund (NLTF)
  - e Relevant territorial authority (TA) plans.
5. On 22 February 2024, the Committee agreed to amend the timelines for the review so it could be consistent with the documents outlined above (paragraph 4), with the review being expected to be completed by August 2024 (report 24.4 Review of Wellington Regional Public Transport Plan refers).
6. This report provides the Committee with an update on the progress being made since our last update at the Transport Committee Workshop on 20 June 2024.

## **Te tātaritanga**

### **Analysis**

#### ***Progress since last update***

7. Work has continued on the review since our last presentation to the Committee. This work includes alignment to new NZTA requirements for RPTPs, engagement with TAs on the results/outputs of our collaborative planning workshops with them, and engagement with Ngāti Toa Rangatira and the Wellington Tenth Trust on the RPTP.
8. Officers are making steady progress on finalising the draft RPTP in preparation for its adoption for consultation in September 2024.

#### ***Revised RPTP guidelines issued by NZTA***

9. On 4 June 2024, NZTA released revised “*Development guidelines for regional public transport plans*” (the Guidelines). The purpose of the Guidelines is to provide guidance to public transport authorities (PTAs) when preparing regional public transport plans.
10. The Guidelines include:
  - a Clarification on what aspects of the Guidelines are “requirements”, strong recommendations and what are optional considerations - previously unclear
  - b Explicit policy that required content is a condition of PTAs “receiving funding from the NLTF or approving procurement procedures” - new emphasis on RPTP as an additional funding mechanism
  - c Explicit policy that “subsidy” from NLTF or local government can only be provided to a service that is identified in a RPTP as integral to the region’s PT network; and operated in a unit or part of a unit by or under contract to a PTA - some minor exceptions noted but not hugely applicable to Greater Wellington’s context
  - d Sets up a best practice “integrated planning and delivery” framework for public transport planning and requirements for service design and policy content including the use of nationally consistent service descriptors
  - e Creates new policy on how inter-regional and On Demand Public Transport services are planned
  - f Creates new requirements on public transport infrastructure “gaps” planning
  - g Creates new requirements and guidance on “fares and pricing policy” including “clear objectives that balance financial sustainability, transport system efficiency and equity”, new concessions policy and minimising cash use
  - h Establishes new expectations on RPTP review cycles – every three years – and requirements on “Significance Policy”
  - i Establishes new requirements on collaborative processes between PTAs and TAs on RPTP development

- j Establishes new requirements on engaging with Māori
11. Officers have already anticipated many of these requirements in current planning and are actively working to ensure the draft Wellington RPTP is consistent with the guidelines and meets all new compliance requirements.

**Consultation and questions**

12. Following Councillor feedback at the Transport Committee workshop on 24 June 2024, officers have been working on refining the consultation questions that will go into the draft Wellington RPTP.
13. The following questions are being considered and will be tested both internally and with our external consultant (who are assisting with the independent submission analysis) to ensure they are fit for purpose and will generate useful feedback and submissions:
- a Will the activities and policies outlined in the draft RPTP result in an efficient, accessible and low carbon public transport network?
  - b Will the creation of a network of high-frequency bus corridors with reduced journey times across the region, at the loss of a modest level of parking and roading space, result in improved social, economic and environmental outcomes for all?
  - c Will introducing demand management to Metlink Park and Ride carparks, including paid parking in the form of an integrated park and travel system, improve customer access to the public transport network?
  - d Will the redevelopment of Waterloo Station into a high-amenity, integrated transport hub improve the customer experience of, and access to, public transport in the Hutt Valley?
  - e Should Metlink permit customers to travel on buses and trains with pets, including small and large dogs, (noting that Guide Support dogs are already welcome on all our services)?
  - f Do you support the criteria developed to phase out cash on board buses on a route-by-route basis?
14. The proposed consultation questions were tested with the Public Transport Advisory Group (PTAG) 1 August 2024. The focus topics had previously been workshopped with PTAG over the past term.

**Work with Territorial Authorities on outputs from our co-design workshops**

15. Officers are currently finalising the outputs from our co-design workshops with our TA partners. The outputs include collateral which highlights:
- a Areas of future residential, commercial and recreational development
  - b Areas where there is inequality in terms of access to public transport services
  - c What public transport services and infrastructure could be required to serve these communities going forward

### **Ngā Take e hāngai ana te iwi Māori**

#### **Implications for Māori**

16. Metlink is working with Greater Wellington’s Te Hunga Whiriwhiri group to ensure mana whenua perspectives are built into the RPTP and the “Engaging with Mana Whenua” section of the RPTP has been revised accordingly.
17. Mana whenua collaboration will focus on ensuring the RPTP objectives, outcomes and policies adequately reflect mana whenua perspectives and aspirations.

### **Ngā tūāoma e whai ake nei**

#### **Next steps**

18. The draft consultation RPTP will be provided to the Committee for adoption at its meeting on 19 September 2024; with public consultation due to occur between 23 September and 21 October 2024. Public hearings on the plan are scheduled for 27 and 28 October 2024.

### **Ngā kaiwaitohu**

#### **Signatories**

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

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

**Transport Committee>**  
**15 August 2024**  
**Report 24.431**



**For Information**

## **PUBLIC TRANSPORT ADVISORY GROUP MEETING – 1 AUGUST 2024**

**Te take mō te pūrongo**

### **Purpose**

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 1 August 2024.

**Te tāhū kōrero**

### **Background**

2. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Advisory Group's Terms of Reference provides that:
  - a The Council appoints the Chair of the Advisory Group.
  - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
  - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
4. The Transport Committee's Terms of Reference provides that Chair of the Advisory Group will be a non-voting member of the Transport Committee.
5. The Advisory Group's most recent meeting occurred on 1 August 2024.

**Te tātaritanga**

### **Analysis**

#### ***Meeting agenda and matters considered by the Advisory Group***

##### *Welcome and acknowledgements*

6. The Advisory Group welcomed new member, Jamin Fountain, recently appointed by Council to represent the perspective of Youth (with an emphasis on those who can represent secondary school students).
7. Jaime Hayden, new Manager Community Engagement for Metlink, introduced herself to the Advisory Group.



8. Resignations from members Katie Rowsell and Miles Reay were acknowledged. Due to changing life circumstances, they can no longer attend meetings. Officers thanked them for their participation, especially Miles Reay who has been a member of the Advisory Group since 2020.

*Update from Transport Committee Chair, Thomas Nash*

9. Councillor Nash provided an update on, and implications of, the Government's Policy Statement on Land Transport 2024-34 and Greater Wellington's newly adopted Long Term Plan 2024-34.
10. Questions from members pointed to the importance of prioritising accessibility for disabled people. This included accessibility training for bus drivers, and the need to address the shortage of wheelchair accessible taxis.
11. Members who work as bus drivers provided examples of how new roading infrastructure, especially in Wellington City, could be improved for bus drivers and passengers. They called for road controlling authorities to better understand the needs of public transport vehicles and users to inform the design of roadways.

*Upcoming consultation on the Wellington Regional Public Transport Plan*

12. Emmet McElhatton, Manager Policy, Metlink gave the Advisory Group an overview of the upcoming public consultation on the Regional Public Transport Plan scheduled to occur from late-September to October 2024.

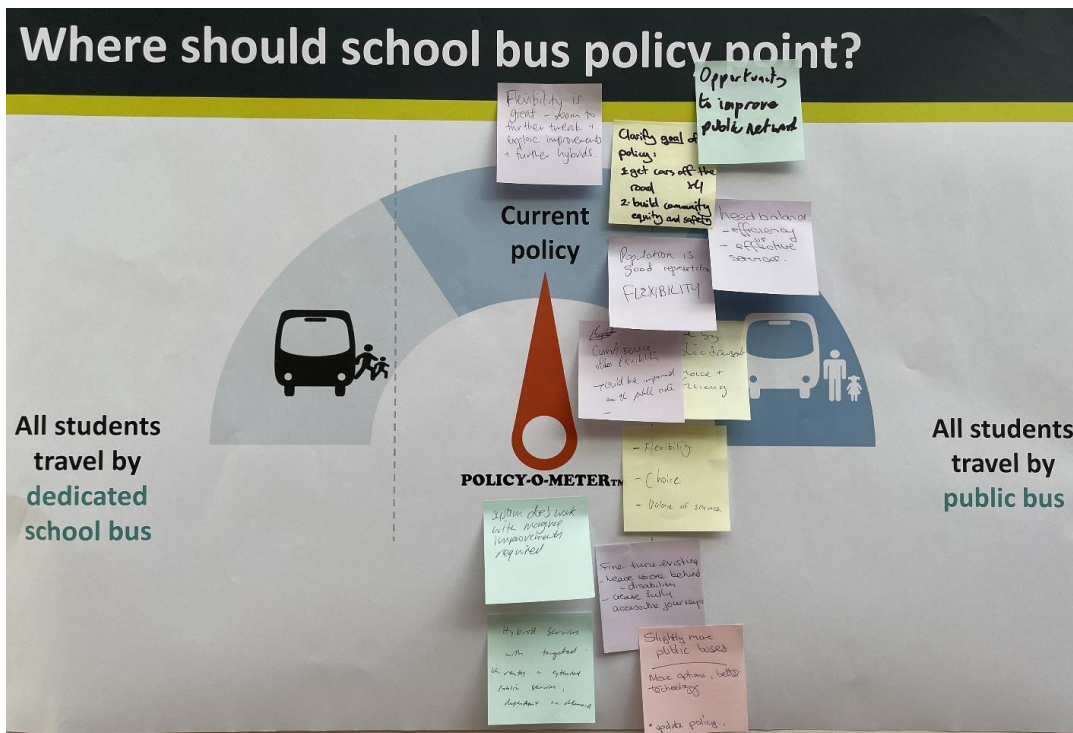
*Workshop: Testing the policy for School Bus Services*

13. To help inform the review of the Regional Public Transport Plan, members were asked to provide feedback on Metlink's school bus services policy.
14. A range of statistics and case studies were provided to illustrate how the current policy operates in practise.
15. To facilitate discussion, members were presented with a 'policy-o-meter' diagram. This simple horizontal scale laid out opposing policy approaches to providing school bus services. At one end of that scale was the fictional scenario that all students travel by dedicated school bus (scenario B). At the other end was the fictional scenario that all students travel by public bus (scenario C). Current policy was pin pointed mid-scale representing a hybrid of these two extreme approaches (scenario A).
16. Members were divided into groups to discuss the advantages and disadvantages of each approach from a range of perspectives, including: whānau, students, community and culture, funding or the 'public purse', other passengers, schools and teachers.
17. Overall, all groups agreed that the current policy (scenario A) remains fit for purpose by balancing the diverse needs of students, whānau and communities with available resources.
18. However, many members were of the view that the current policy could be amended to enable more students to travel on public buses rather than dedicated school services. *Figure 1*, below, shows an image of how members placed their

votes either centre or centre-right on the 'policy-o-meter' indicating a preference for more students to travel on public bus services.

19. To improve the current school bus policy and its application, members recommended Metlink consider the following:
  - a Clarify policy goals and aims. Is the policy about supporting education, community, mode shift or all of the above?
  - b Clarifying rules for school eligibility for dedicated school services and school extensions to public services.
  - c Redesigning the network to ensure coverage of schools within public bus routes, and ensure timetables reflect school and extracurricular activities (e.g. Saturday sports).
  - d Increase understanding of current school bus policy for students, whānau and communities.

Figure 1.



***Next meeting***

20. The next Advisory Group meeting is scheduled for 7 November 2024.

**Ngā kaiwaitohu**

**Signatories**

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

<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or with Committee's terms of reference</i></b> The Committee's Terms of Reference sets out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> The Advisory Group is one tool that enables Metlink to deliver the following Level of Service set out in the 2024-34 Long Term Plan: "Provide a consistent and high quality customer experience across the public transport network "In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, "Continue to improve customer experience across all aspects of the network".
<b><i>Internal consultation</i></b> There was no internal consultation needed.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> There are no known risks or impacts.

**Transport Committee**  
**15 August 2024**  
**Report 24.391**



**For Information**

## **DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

1. To provide the Transport Committee (the Committee) with an update on progress made in the delivery of the Wellington Regional Public Transport Plan.

### **Te tāhū kōrero**

#### **Background**

#### ***Terms of Reference***

2. The Committee’s Terms of Reference set out its specific responsibilities. One of the specific responsibilities is for the Committee to:  
*“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).”*

#### ***Wellington Regional Public Transport Plan***

3. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP 2021-31) was adopted by Council on 29 June 2021 (Adoption of Te Mahere Waka Whenua Tūmatanui o Te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 – Report 21.168).
4. The RPTP 2021-31 is primarily a policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan, the Government Policy Statement on Land Transport, and the

Greater Wellington Regional Council (Greater Wellington) Long Term Plan. High level objectives, targets and performance measures for public transport are set in these documents rather than in the RPTP 2021-31.

5. The RPTP 2021-31 has been built around the strategic priority of “an efficient, accessible and low carbon public transport network” achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience.

*Mode shift*

6. For mode shift, the RPTP 2021-31 focuses on the key measure of 40% increase in active mode shift to public transport by 2030. The RPTP 2021-31 outlines that this will be done through delivery and implementation of Let’s Get Wellington Moving and Wellington Regional Rail’s Strategic Direction, and by:
  - a Providing a high quality, high capacity, high frequency core network
  - b Improving access to public transport
  - c Promoting behaviour change.

*Decarbonisation of the public transport fleet*

7. The RPTP 2021-31 focuses on the key measures of: 60% reduction in public transport emissions by 2030; 30% reduction in carbon emissions for the Wellington Region by 2027; and 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030. The RPTP 2021-31 outlines that this will be done by accelerating decarbonisation of the public transport vehicle fleet including:
  - a Driving environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
  - b Decarbonising the Metlink bus fleet by 2030
  - c Exploring ways to further decarbonise the Metlink rail and ferry fleet.

*Improving customer experience*

8. The RPTP 2021-31 focuses on the key measure of maintain customer satisfaction rating greater than 92% for overall trip. The RPTP 2021-31 outlines that our focus on continuing to improve customer experience across all aspects of the network will be achieved by:
  - a Providing greater choice and flexibility for journey planning, fares, and fare payment options
  - b Improving the accessibility of public transport for all.

*Safety*

9. The RPTP 2021-31 focuses on the key measure of 40% reduction in serious injuries on the public transport network by 2030. The RPTP 2021-31 outlines that our focus on prioritising the safety and maintenance of the public transport network to encourage safe behaviours will be achieved by prioritising safety through continuous improvements to both infrastructure and operations.

### ***Review of RPTP 2021-2031***

10. Development of the RPTP 2025-2035 is underway. On 22 February 2024, the Committee agreed to delay the RPTP review programme by three to four months to allow Metlink to have greater certainty about central government direction for public transport from the Government Policy Statement on Land Transport.
11. In June 2024, NZ Transport Agency Waka Kotahi (NZTA) issued a fully revised iteration of their Development Guidelines for Regional Public Transport Plans. This document provides guidance to public transport authorities on compliance with the requirements for RPTP development and content in the Land Transport Management Act 2003.
12. Officers have revised the development approach for the RPTP to ensure all compliance measures are met. The Development Guidelines are notable in that, for the first time, they explicitly link RPTP content with NZTA funding and procurement approvals.
13. Officers are finalising a draft consultation RPTP for adoption by Transport Committee in September 2024 with public consultation to follow in October. An update on the review of the RPTP is on the agenda for consideration at the Committee meeting on 15 August 2024 (Refer report 24.389 Review of Wellington Regional Public Transport Plan – Update).
14. A ‘not significant variation’ to the RPTP to amend some unit, bus timetable and exempt service matters was adopted by Council on 16 May 2024 (Report 24.181 Not Significant Variations to Wellington Regional Public Transport Plan).

### **Te tātaritanga Analysis**

#### ***Update on progress made in the delivery of the Wellington Regional Public Transport Plan***

15. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 30 June 2024, focusing on:
  - a Inter-regional transport initiatives
  - b Fare strategies and methods
  - c Increased mode share to public transport and active modes
  - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
  - e Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

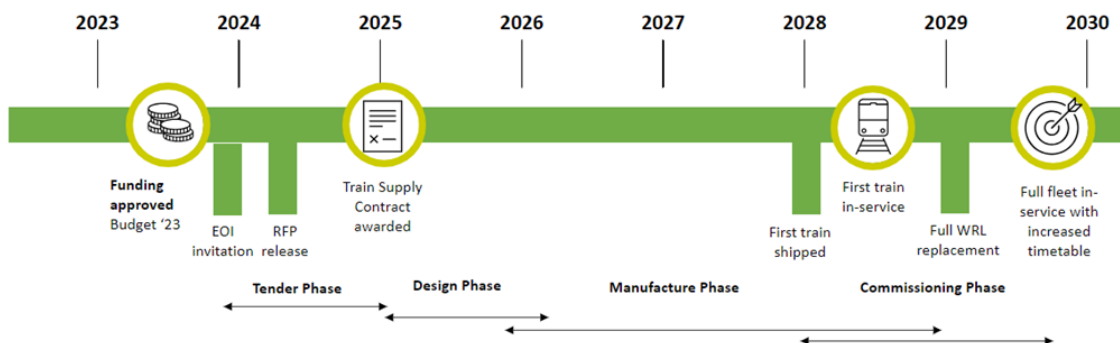
#### *Inter-regional transport initiatives*

##### Lower North Island Rail Integrated Mobility

16. As part of Budget 2023, the Government agreed funding for the Lower North Island Rail Integrated Mobility (LNIRIM). LNIRIM is the primary inter-regional transport initiative being undertaken; it includes 18 four-car low emission multiple units, and

associated infrastructure, for the Wairarapa and Manawatū rail lines. It is expected that the new trains will double peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line.

17. The key milestones for the procurement of the LNIRIM fleet and maintenance services include:
  - a Approval of the Procurement Strategy
  - b Expression of Interest (EOI) release
  - c Short list bidders
  - d Request for Proposals release
  - e Preferred supplier
  - f Contract award
18. A final shortlist of respondents has been confirmed to the Expressions of Interest (EOI) for providing a proposal to design, build and maintain 18 x four-car low emission multiple units for improving the passenger rail service, capacity and frequency on Wairarapa and Manawatū lines.
19. The shortlisted companies are:
  - a Alstom Rail Transportation New Zealand Limited
20. Construcciones y Auxiliar de Ferrocarriles S.A. (CAF)
  - a Stadler Bussnang AG
21. Request for Proposal documentation was released to the shortlisted companies on the 29 July 2024, targeting contract award by mid-2025.
22. The following diagram sets out the indicative timeline for the Programme.



Other inter-regional transport initiatives

23. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons). NZ Transport Agency Waka Kotahi (NZTA) has agreed to Horizons extending the existing contract (operated by Uzabus) on a non-trial basis until 2 March 2025.



24. Officers will be workshopping Levin-Ōtaki-Waikanae bus connections with Horizons in September 2024 to review the 291 service and explore enhanced service options in the area. Bus services in Ōtaki are also being considered through the RPTP review.

*Fare strategies and methods*

National Ticketing Solution

25. Metlink continues to work with NZTA and Public Transport Authorities across New Zealand towards implementation of the National Ticketing Solution (NTS).
26. Matters related to the structure and configuration of fares and fare products for implementation with the NTS were considered by Council on 16 May 2024 (Report 24.184 National Ticketing Solution: Approach to Fares Transition). Council resolved to:
  - a Adopt the following fares changes to coincide with the NTS implementation in the region:
    - i Continue with the current concentric zones fare structure, with the fares charged based on the number of zones travelled through on a journey, including the zones where the journey starts and ends.
    - ii Integrate fares across bus and rail journey combinations in the region to remove the additional costs associated with transfers between services within the same zone.
    - iii Continue with the current 50% off-peak discount.
    - iv Extend the number of fare zones using existing zonal pricings methodology to account for the longer multi-modal, or cross-line journeys that will be possible when fares and ticketing will be integrated under the NTS.
    - v Implement a journey-based 7-Day Cap, with a pricing approach that encourages greater use of public transport and off-peak travel while balancing user contribution with public funding.
    - vi Implement a journey-based Daily Cap, with a pricing approach in line with the 7-Day Cap.
    - vii Remove existing multi-trip and period passes (which will be replaced with the proposed capping scheme).
  - b Agree to adopt the following transition approach relating to cash payments:
    - i Phase out cash on board trains once the NTS rail ticket vending machines are fully operational in the region.
    - ii Progressively phase out cash on board buses on a route-by-route basis once an agreed set of criteria is developed through the Wellington Regional Public Transport Plan.
    - iii Ensure the phase out strategy will provide for the needs of the cash reliant community through appropriate measures including targeted

customer engagement, review of the retail network coverage and on the ground promotion of alternative payment and ticketing solutions.

- iv Where cash continues to be able to be used, continue with the current pricing approach for cash-based fares, as follows:
  - Cash-based fares will continue to be set 25% higher than the equivalent contactless fares and rounded up to the nearest 50 cents.
  - No discounts or concessions will apply when fares are paid with cash, with the exception of the Child Concession.
  - Separate fares will be charged for each trip of a journey when fares are paid using cash.
27. On 26 July 2024, the NTS Governance Board approved Metlink’s approach to customer transition to NTS. The approach improves the customer experience, reduces potential revenue loss and reduces the need to develop processes to manage customer refunds, as compared to an ‘equipment transition’ approach.
28. The NTS programme is currently reviewing its overall schedule and target dates will be confirmed in the coming months.
29. Design of the aspects of the ticketing system which need to have national consistency is underway; this is required for Environment Canterbury’s NTS implementation.

*Increased mode share to public transport and active modes*

Asset control to build network resilience

30. Council’s Strategic Public Transport Asset Control Strategy was adopted following presentation to bus operators and formal consultation as part of the Long Term Plan process. The Council adopted the Strategy on 27 June 2024. The Strategy sets out a pathway for Council to gain greater control of bus assets (including depots, charging infrastructure and fleet) in order to build network resilience, which supports long term planning and improved public transport certainty.
31. Greater Wellington has entered into a Memorandum of Understanding with Ngāti Toa Rangitira regarding a 6-month exclusive due diligence period for the potential development of a Northern Depot, with a view to entering into a long term lease in 2025.
32. Greater Wellington has agreed commercial terms with Wellington International Airport Limited for the lease transfer from Lyall Bay to Kauri Street, Miramar for the development of a Southern Depot.
33. Greater Wellington is engaging with Wellington City Council on long term lease arrangements for the Karori Depot (Western Depot).

Integrated ticketing

34. Metlink continues to look for opportunities to partner with event organisers on integrated ticketing.

35. Game tickets for the upcoming All Blacks matches at the Sky Stadium in August and September 2024 have public transport included.

#### Targeting Employers to leverage Fringe Benefit Tax changes

36. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. This Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
37. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits. It offers employees an attractive incentive to uptake public transport and active modes.
38. Metlink and the Regional Transport Travel Choice Team are undertaking work to assess the viability of developing business products that will enable employers to offer employer subsidised fares to their employees. The joint project has the strategic outcome of encouraging travel choice (both active modes and public transport) that will help achieve the Government's key emissions reduction targets. Providing a FBT exemption for public transport supports this proposition and makes it more viable and attractive.
39. As part of this work, the project team are exploring the possibility of undertaking a pilot in conjunction with a third-party provider to provide a mechanism for an employer to easily provide this benefit to their employees using a salary sacrifice method.

#### Connecting people to rail with active and shared modes

40. This project aims to encourage travel choice towards public transport by connecting people with active and shared modes to rail stations. We aim to support better information and work collaboratively with customers to deliver more tailored solutions for more convenient, and safe connection to train stations without needing a car.
41. This project will be executed as a series of pilot projects in targeted areas - Lower Hutt, Upper Hutt and the Wairarapa (Featherston, Carterton, Masterton) as well as Kāpiti Coast and Porirua.
42. Having assessed stations for suitability, work began on the first pilot project, aiming to increase the number of commuters using micromobility to access Waterloo Station to travel to central Wellington by rail. This project is no longer feasible as the provider has withdrawn their service. Alternative options for the first pilot project are currently being assessed.

*Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged*

#### Behaviour change to improve accessibility

43. This Accessibility Action Plan project aims to remove barriers for people with disabilities or impairments to travel by bus, by increasing the availability of priority seating.

44. The joint Metlink/Travel Choice pilot project tests an awareness campaign to disrupt the thinking of passengers who do not need to sit in the priority seating area but do so anyway. A follow-on awareness and behaviour change trial is under development.

#### Public Transport Advisory Group

45. Metlink continues to hold Public Transport Advisory Group (PTAG) meetings. PTAG has 26 members representing the following perspectives relating to public transport and active mode matters in the Wellington Region: peak users (rail and bus); off peak users (rail and bus); active mode users (walking, cycling and micro-mobility); transport equity; rural; disability/accessibility; transport dependent; tertiary students; youth; senior citizens; business/retail; mana whenua, Māori and LGBTQIA+.
46. Jamin Fountain was appointed as a new member to PTAG at the Transport Committee on 27 June 2024 (report PE24.235 Appointment of member to Public Transport Advisory Group). Jamin Fountain is able to represent the following perspective: Youth (with an emphasis on those who can represent secondary school students).
47. We continue to seek membership applications from people able to represent the perspective of employers.
48. At the PTAG meeting on 6 May 2024, a workshop was held to gain members' views on how to improve buses replacing train services and Metlink's policy regarding the carriage of dogs on public transport. See Public Transport Advisory Group Meeting – 6 May 2024 – Report 24.182, which was on the agenda for the Committee meeting on 16 May 2024.
49. At the 1 August 2024 PTAG meeting, a session was held to gain members' view on the Metlink School Bus Services Policy. PTAG also received updates from Councillor Nash on the implications of the recently released Government Policy Statement on Land Transport and the Long Term Plan, and upcoming consultation on the Regional Public Transport Plan. See Public Transport Advisory Group Meeting – 1 August 2024 – Report 24.292, which is on the agenda for the 15 August 2024 Committee meeting.

#### Other actions

50. Better access for the transport disadvantaged continues to be a key focus for the current RPTP review.
51. See paragraphs 52 to 54 below for further work that has been undertaken in relation to accessibility on the network.

#### *Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)*

52. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".

53. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan (AAP) to plan and prioritise improvements to the public transport network.
54. The current focus is on developing an approach for a number of priority improvements, which has some funding as part of the 2024-34 Long Term Plan, including. The following priority improvements are underway:
  - a Disability training for operational staff: Procurement strategy in development for a training provider
  - b Bus stop and station accessibility improvements: Accessibility ranking in development
  - c Hidden disabilities and priority seating: Campaign in development.

### **Ngā Take e hāngai ana te iwi Māori Implications for Māori**

55. The RPTP includes a key policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:
  - a Build strong enduring relationships with mana whenua through all facets of public transport delivery.
  - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework.
  - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy.
  - d Work with mana whenua to reach communities and build relationships to encourage public transport use.
  - e Ensure that Māori values are considered in the built environment through our design principles.
  - f Extend the use of Te Reo Māori in customer information channels and fare payment methods.
56. Metlink staff are working closely with Te Hunga Whiriwhiri to review RPTP content and provisions relating to Te Tiriti o Waitangi principles and specific policy outcomes for Māori. The review approach was workshopped with Te Tiriti o Waitangi Komiti in May and October 2023 and will be followed up with a report at an upcoming Te Tiriti o Waitangi Komiti meeting.

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

57. Climate change mitigations are a key focus for the RPTP with its strategic priority an 'efficient, accessible and low carbon public transport network'. Relevant RPTP Strategic Focus Areas are:

- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet.
- b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction.

58. Relevant RPTP key measures are:

- a 40% increase in mode shift to public transport by 2030
- b 60% reduction in public transport emissions by 2030
- c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
- d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.

59. Relevant RPTP themes are:

- a Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies.
- b Decarbonise the Metlink bus fleet by 2030.
- c Explore ways to further decarbonise the Metlink rail and ferry fleet.

### **Ngā tūāoma e whai ake nei**

#### **Next steps**

60. Staff will provide the Committee with updates on progress against the RPTP on a quarterly basis.

### **Ngā kaiwaitohu**

#### **Signatories**

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki   Group Manager, Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea   Group Manager, Metlink
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<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council’s roles or with Committee’s terms of reference</i></b> The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> This report updates the Committee on progress against its stated priorities.
<b><i>Internal consultation</i></b> Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> There are no known risks.

**Transport Committee**  
**15 August 2024**  
**Report 24.390**



**For Information**

## **PUBLIC TRANSPORT PERFORMANCE UPDATE**

**Te take mō te pūrongo**

### **Purpose**

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

**Te horopaki**

### **Context**

2. Since the introduction of the Public Transport Operating Model (PTOM) bus partnering contracts in July 2018, Metlink has had access to information that helps us to better appreciate and understand the performance of our public transport network.
3. Monthly operational performance reports were developed in early 2019; drawing on available information to provide performance reporting at the level provided in other authorities.
4. Monthly performance reports are published on the Metlink website to enable the public to easily access this information.
5. Over time, Metlink has amended the content of these operational reports to respond to requests from 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 June 2024.
13. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

### ***Bus performance – June 2024***

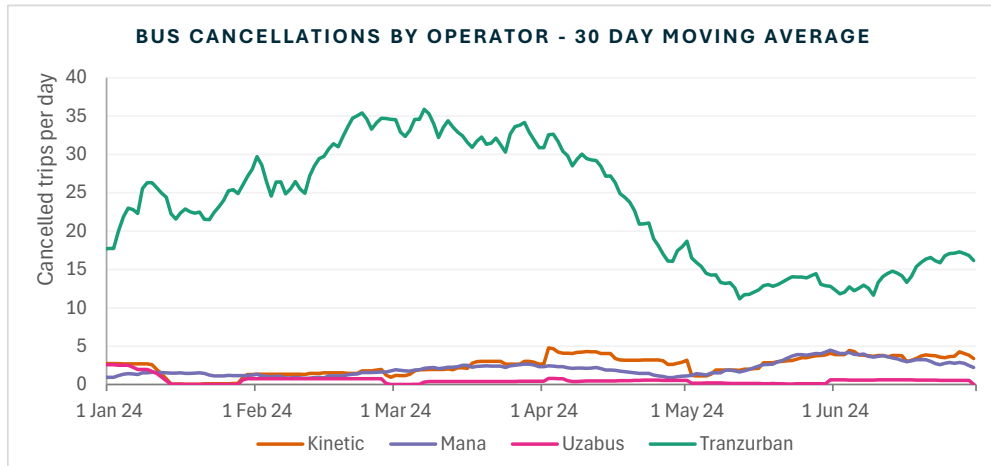
#### *Patronage*

14. Bus passenger boardings for June 2024 were 2.09 million, this compares to boardings of 2.10 million in June 2019 (pre-COVID-19). Patronage for the year to date is at 105.6% 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 June 2024 was 99.4% compared to May 2024 which was 99.5%. 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, with enough drivers in training to cover current vacancies.

*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 93.8% in June 2024, compared to 93.4% in May 2024. Punctuality this month continues to reflect traffic congestion in the usual places in Wellington City, including significant roadworks at the Basin Reserve and continuing disruption on Thorndon Quay and at Island Bay. Roadworks also remain along SH2 in the Wairarapa.

**Rail performance – June 2024**

*Patronage*

22. Rail passenger boardings for June 2024 were 0.85 million, this compares to boardings of 1.14 million in June 2019 (pre-COVID-19). Patronage for the year to date is at 78.9% 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 June 2024, compared to 98.7% in May 2024.
26. Reliability was affected by the issues at the seawall near Porirua; for three days at the beginning of June we ran a reduced timetable.
27. Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.4% of the reliability failures in June 2024.

#### *Punctuality*

28. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
29. The rail punctuality target is 90%.
30. Punctuality for June 2024 was 82.0%, compared to 84.3% in May 2024.
31. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

#### *Bus replacements*

32. In June 2024, 10.6% of rail services were replaced by buses (planned and unplanned):
  - a 9.8% of the rail services that were replaced by buses were planned.
  - b 0.8% of the rail services that were replaced by buses were unplanned.
33. Of the 9.8% of planned rail services that were replaced by buses, 79% were awarded to Metlink bus operators (Tranzurban, Kinetik and Mana); the remainder were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks, accessible, and electronic ticketing).
34. 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)*

35. Information on upcoming planned Blocks of Line covering the period August 2024 to September 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/>.

#### *Blocks of Line – summer 2024/25*

36. In order for essential engineering works to be undertaken, Wellington metro rail lines will be closed for extended periods over the 2024/25 summer period.
37. Lines will be closed as follows:

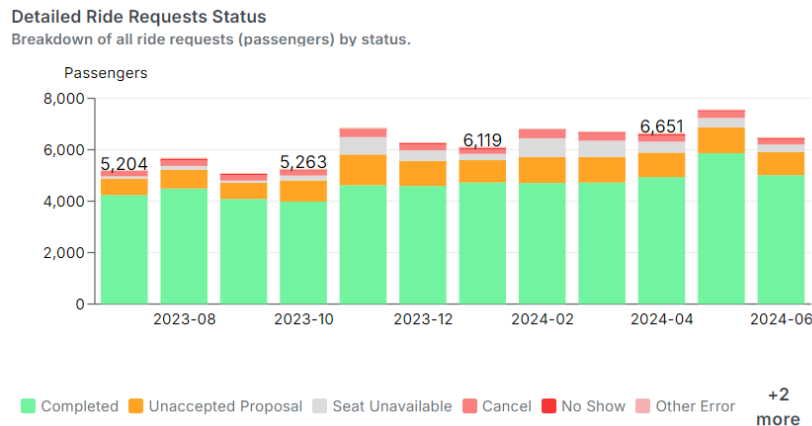
- a The Johnsonville Line will be closed to enable the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - b The Kāpiti Line will be closed between Wellington and Paekākāriki to enable overhead line works, track renewals, and the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - c The Hutt Valley Line will be closed between Wellington and Petone to enable track renewals and the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - d The Wairarapa Line will be closed between Upper Hutt and Masterton to enable essential engineering works (Remutaka Tunnel track renewal) from 26 December 2024 to 10 February 2025.
38. Buses will replace rail services while lines are closed. Trains will operate between Paekākāriki and Waikanae on the Kāpiti Line, and between Petone and Upper Hutt on the Hutt Valley Line.
39. Metlink has provided information to the media on the line closures over the 2024/25 summer period. A communications plan has been developed to ensure that the public are well informed in advance of the closures.
40. An infographic showing line closures is attached as [Attachment 3](#) to this report.

**Ferry performance – June 2024**

- 41. 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.
- 42. Boardings were 67.5% of June 2019 numbers (pre COVID-19).

**Tawa Public Transport On Demand Trial – patronage**

- 43. Tawa on Demand Trial passenger boardings for June 2024 were 5,012. There has been steady increase in demand over the year with 55,900 completed rides in 2023/24. This is an increase of 13,909 passengers on the previous year. The graph below shows total demand and completed rides by month for the financial year.



44. In the period since the commencement of the Tawa on Demand Trial on 16 May 2022 to 30 June 2024, there have been 98,560 completed rides and 2,955 unique riders have used the service.
45. 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 12%.
46. The average monthly patronage in the six months since the expansion is 4,757, compared to the average monthly patronage for the same period in the previous year at 3,845 (like for like, excluding Sundays).
47. Sunday services for this trial started on 10 December 2023. There have been 1647 completed rides on a Sunday compared to 3,167 for the same period on a Saturday.
48. The current gross costs for the full financial year 2023/24 are \$1,231,800. This is \$31,800 over the allocated budget of \$1.2 million. Farebox recovery for the full year was 9% and net costs including van rental income were \$1.08 million.
49. The forecast total cost to the end of the pilot on 31 December 2024 is within the \$2.9 million budget, in line with forecast costs when Council approved the extension (report 23.229 Public Transport On-demand Trial Review refers).

***Fare revenue***

50. In June 2024, there was a budget shortfall of \$3.5 million for the month across bus and rail services.
51. The fare revenue budget shortfall for the 2023/24 financial year (to 30 June 2024) is \$43.4 million and is attributable to:
  - a \$7.1 million due to the extended half-price fares scheme in July and August 2023 without NZ Transport Agency Waka Kotahi (NZTA) support (Council decision as per Report 23.280 Implementation of the Government's Recent Public Transport Fare Initiatives).
  - b \$36.3 million due to reduced patronage and change in travel patterns post-COVID compared to the travel assumptions set pre-COVID in 2020.
52. After factoring in the Airport Express service revenue (\$2.5 m):
  - a 51% of the fare revenue budget shortfall (\$23.4m) is funded by NZTA
  - b In line with Council endorsement on 30 May 2024 (Report 24.190 Addressing the Public Transport Funding Gap), of the 49% (\$22.5m) not claimable from NZTA, \$18.5m of the shortfall in fare revenue is to be loan funded and \$4m is to be funded via Transport reserves.
53. 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.
54. Patronage and fare revenue assumptions have been reset in the 2024-2034 Long Term Plan to align with updated patronage assumptions (reflecting post-COVID travel patterns)

55. Officers will continue to report to the Committee on how fare revenue is tracking against budget. A significant deviation from budget is not expected (in the absence of an unforeseen event such as COVID was).

**Warranted Transport Officer activity – June**

56. Metlink’s Warranted Transport Officers undertook 1747 payment validations onboard rail services in June 2024.
57. Payment validations of Metlink bus services fares are based on observations – customers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-snapper trips, including fares which do not incur a charge to the customer.
58. In June 2024, no infringement notices were issued by Warranted Transport Officers.
59. The table below reports on the number of times Warranted Transport Officers have sought customer details in relation to their non-payment of the correct fare in the June 2024 period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	TOTAL
Details sought	2	16	1	0	0	2	0	21

**Health, Safety and Wellbeing**

*Metlink involvement in national safety campaigns*

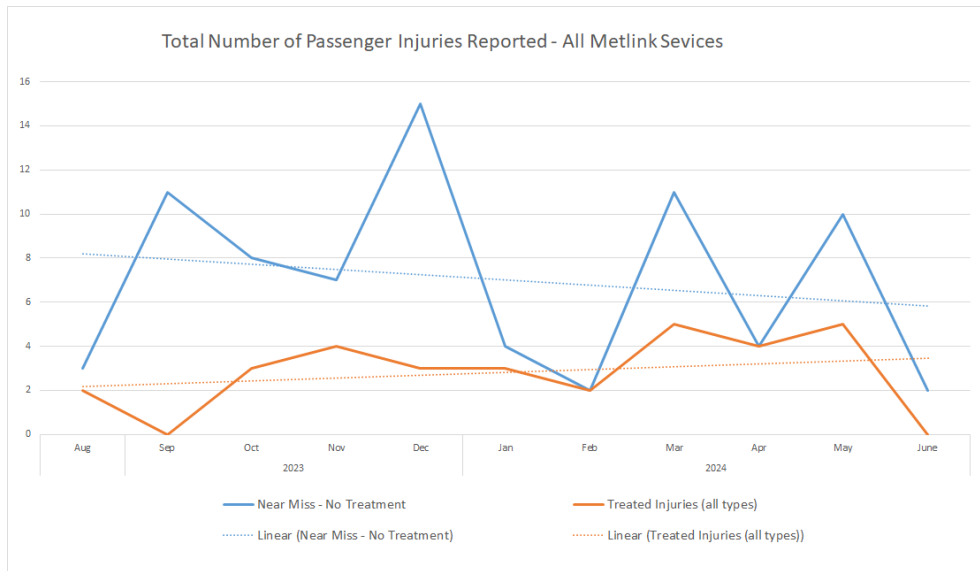
60. Metlink was a partner in Rail Safety Week 2024, which ran from 5 to 11 August 2024, actively supporting and participating in initiatives across the Wellington region rail network. Rail Safety Week 2024 has a particular focus on level crossing safety.
61. As part of National Road Safety Week (May 2024) Metlink delivered a safety campaign associated with people taking responsibility for their own safety in preventing accidents and near misses around buses.

*Passenger injuries*

62. The graph below shows that the incidence of reported ‘near miss incidents<sup>1</sup>’ involving passengers has trended down since August 2023.
63. The graph below shows that the number of ‘minor and moderate passenger injuries<sup>2</sup>’ has been increasing. In recent months, these injuries appear to have involved passengers suffering a medical event while travelling on the service. It is pleasing to see that operators were able to quickly contact emergency services and get help to those involved.

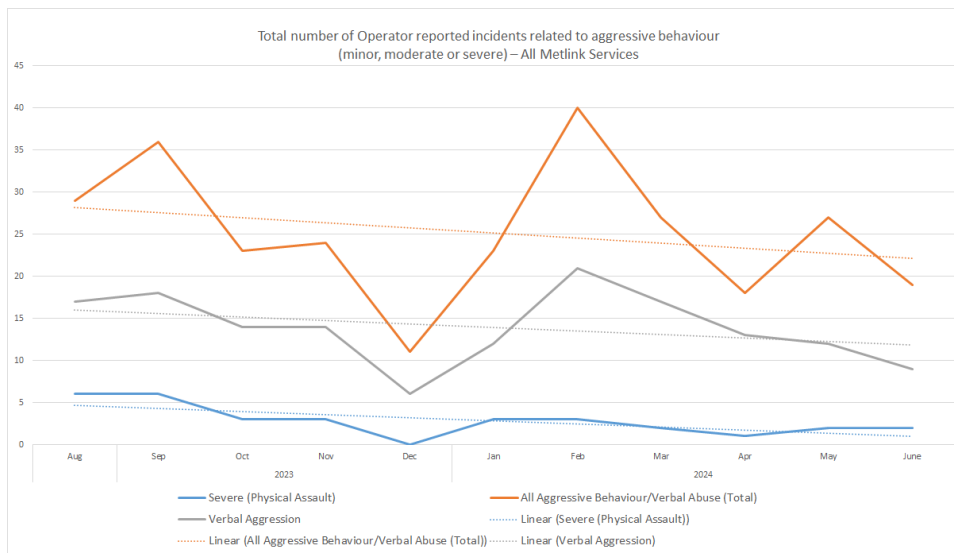
<sup>1</sup> Near miss incidents are those where no treatment is required as a result of the incident

<sup>2</sup> Minor and moderate passenger injuries are those that require first aid or some further treatment



*Aggressive behaviour or verbal abuse*

64. The graph below shows the continuing gradual decrease in overall reporting by operators of passenger-related aggressive behaviour since August 2023. Verbal abuse directed toward operators continues to be the common abuse event type reported.



**Ngā āpitihanga**

**Attachments**

<b>Number</b>	<b>Title</b>
1	Metlink performance report – June 2024
2	Upcoming Planned Rail Replacements – August 2024 to September 2024
3	Upcoming Planned Rail Replacements – summer period 2024/25

**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



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

# Metlink performance report

JUNE 2024



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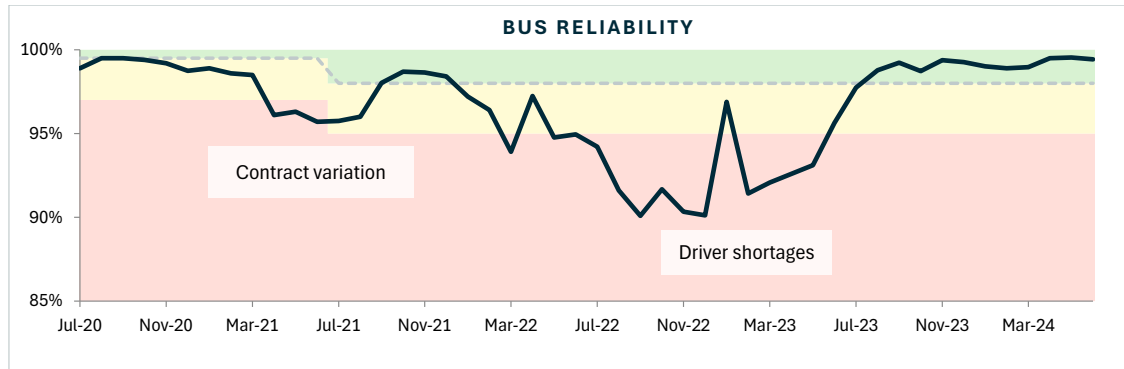
# Partner performance

## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In June, 99.4% of bus services were delivered, and 99.0% for the year to date.

Reliability this month continues to reflect stable driver numbers and retention rates.



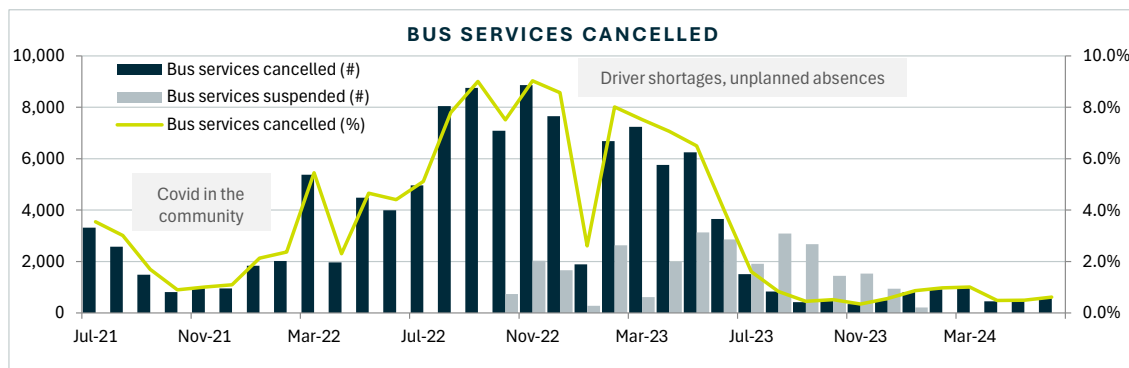
■ ≥98%, Meets/exceeds target   ■ 98%-95% Needs improvement   ■ <95% Unsatisfactory

#### Reliability - current month

	Jun-24	Jun-23	Change
Wellington City			
Newlands & Tawa	99.2%	98.8%	0.4%
East, West & City	99.8%	99.6%	0.2%
North, South, Khandallah & Brooklyn	98.6%	86.5%	12.1%
Hutt Valley	99.6%	97.4%	2.2%
Porirua	99.4%	93.0%	6.4%
Kāpiti	100.0%	99.8%	0.2%
Wairarapa	99.1%	98.5%	0.6%
<b>Total</b>	<b>99.4%</b>	<b>95.6%</b>	<b>3.8%</b>

#### Reliability - year to date (Jul - June)

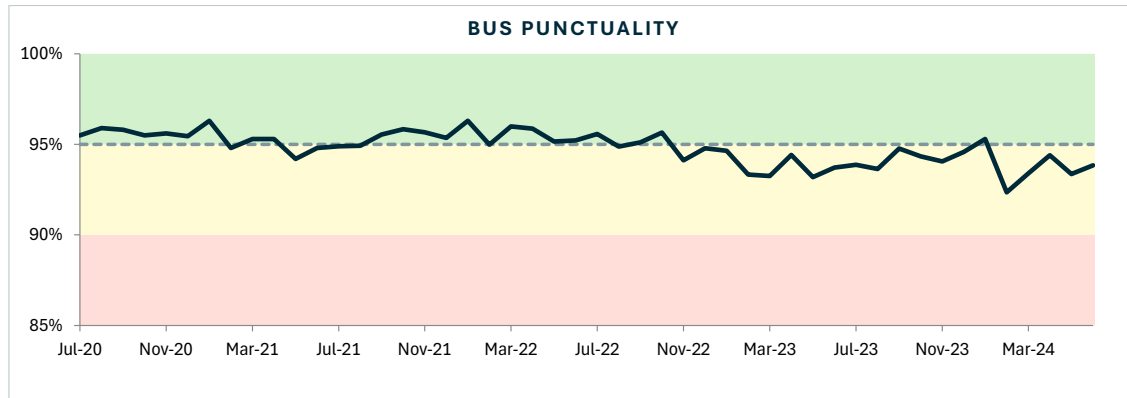
	2023/24	2022/23	Change
Wellington City			
Newlands & Tawa	99.2%	98.6%	0.6%
East, West & City	99.8%	91.6%	8.2%
North, South, Khandallah & Brooklyn	97.9%	86.6%	11.3%
Hutt Valley	99.4%	95.6%	3.8%
Porirua	97.6%	90.1%	7.5%
Kāpiti	99.6%	99.6%	0.0%
Wairarapa	98.7%	98.8%	-0.1%
<b>Total</b>	<b>99.0%</b>	<b>92.4%</b>	<b>6.6%</b>



## 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 93.8% in June and 94.0% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places in Wellington City (Taranaki Street, Thorndon Quay and Island Bay in particular), and roadworks in the Wairarapa.



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

### Punctuality - current month

	Jun-24	Jun-23	Change
Wellington City			
Newlands & Tawa	96.0%	94.8%	1.2%
East, West & City	94.8%	96.6%	-1.7%
North, South, Khandallah & Brooklyn	91.5%	87.4%	4.1%
Hutt Valley	93.2%	94.5%	-1.4%
Porirua	95.9%	94.8%	1.1%
Kāpiti	94.3%	94.1%	0.2%
Wairarapa	89.3%	87.6%	1.7%
<b>Total</b>	<b>93.8%</b>	<b>93.7%</b>	<b>0.1%</b>

### Punctuality - year to date (Jul - June)

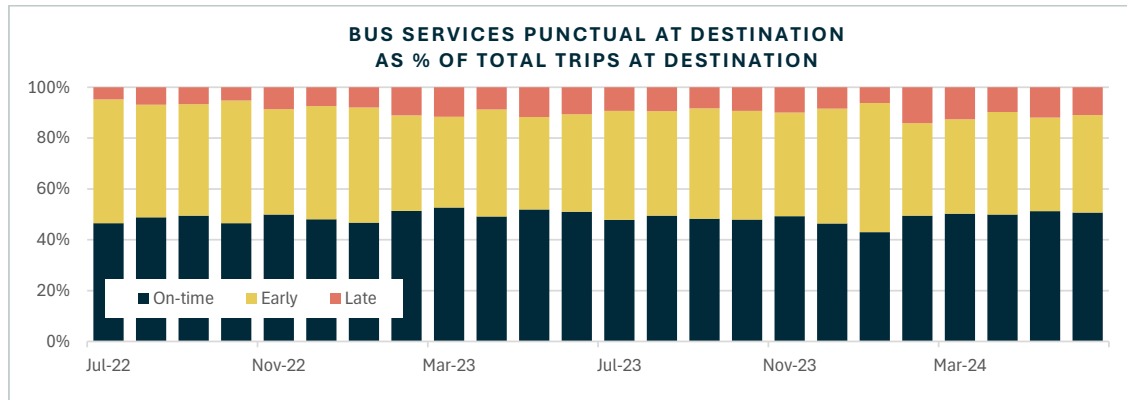
	2023/24	2022/23	Change
Wellington City			
Newlands & Tawa	95.5%	95.3%	0.2%
East, West & City	95.2%	96.2%	-1.0%
North, South, Khandallah & Brooklyn	91.3%	89.6%	1.7%
Hutt Valley	94.0%	95.0%	-1.0%
Porirua	95.4%	95.6%	-0.2%
Kāpiti	93.4%	95.3%	-1.9%
Wairarapa	90.3%	91.7%	-1.4%
<b>Total</b>	<b>94.0%</b>	<b>94.4%</b>	<b>-0.4%</b>

## 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 June, 50.7% of bus services recorded at destination arrived on time, with a further 38.4% arriving more than one minute early, while 11.0% of services arrived more than five minutes late.



### Punctuality at destination - current month

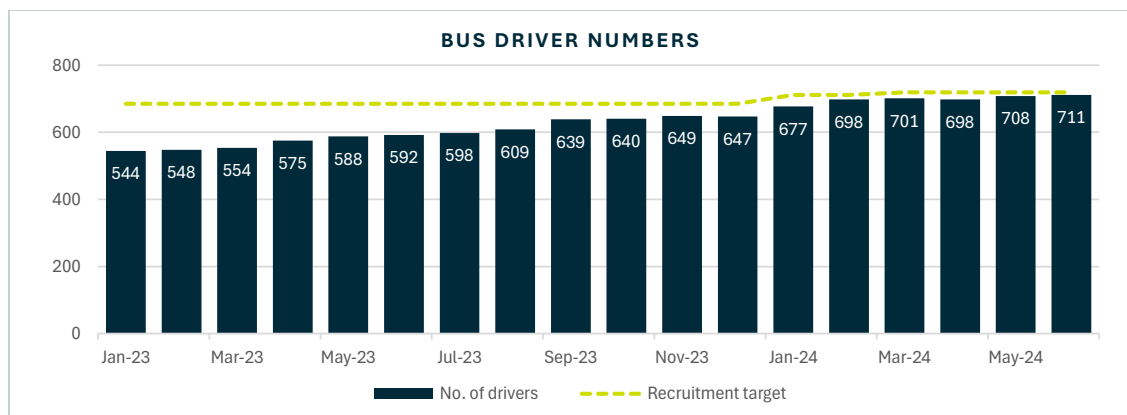
	Jun-24	Jun-23	Change
On-time	50.7%	51.1%	-0.4%
Early	38.4%	38.3%	0.1%
Late	11.0%	10.6%	0.3%

### Punctuality at destination - year to date (Jul - June)

	2023/24	2022/23	Change
On-time	48.7%	49.4%	-0.7%
Early	41.2%	42.1%	-0.9%
Late	10.1%	8.4%	1.6%

## Bus driver recruitment

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 719 drivers required to run the network.

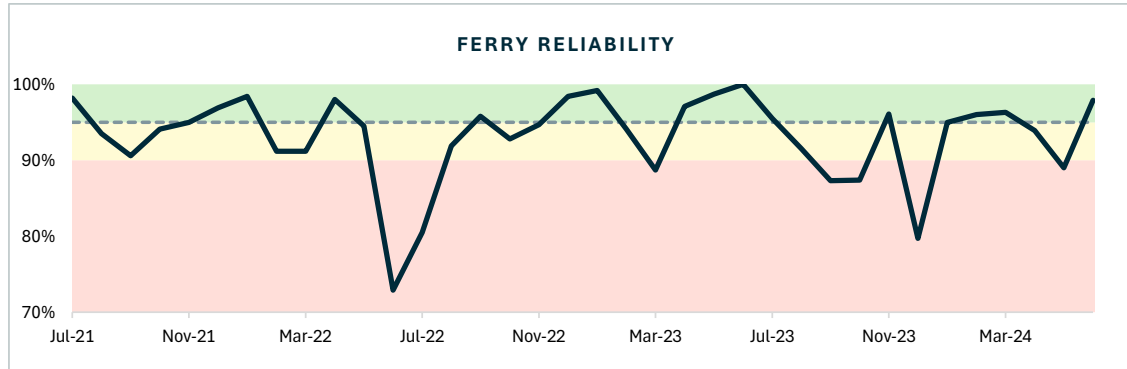




## Reliability

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

Reliability for June was 97.9%, compared to 100% for the same month last year. There were no weather-related cancellations this month, and 14 non-weather related cancellations.



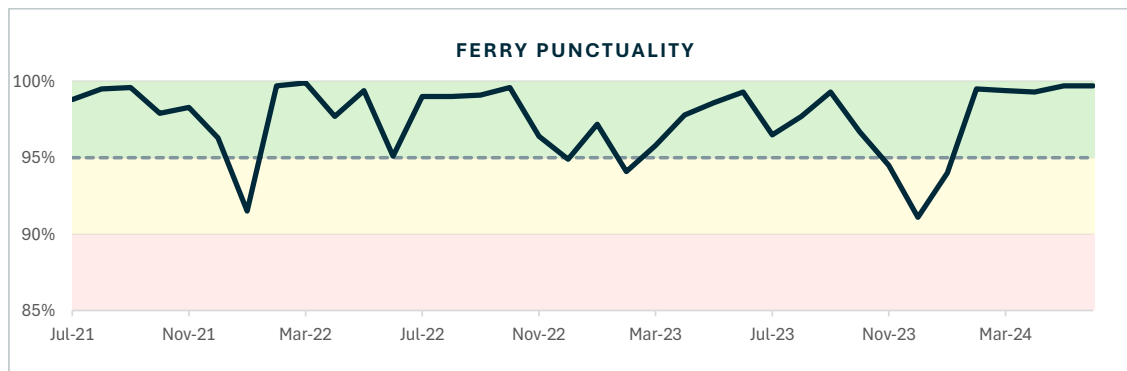
■ ≥95%, Meets/exceeds target   
 ■ 95%-90% Needs improvement   
 ■ <90% Unsatisfactory

Reliability - current month			
	Jun-24	Jun-23	% Change
Total	97.9%	100.0%	-2.1%

## Punctuality

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

Punctuality for June was 99.7%, compared to 99.3% for the same month last year.



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

Punctuality - current month			
	Jun-24	Jun-23	% Change
Total	99.7%	99.3%	0.4%

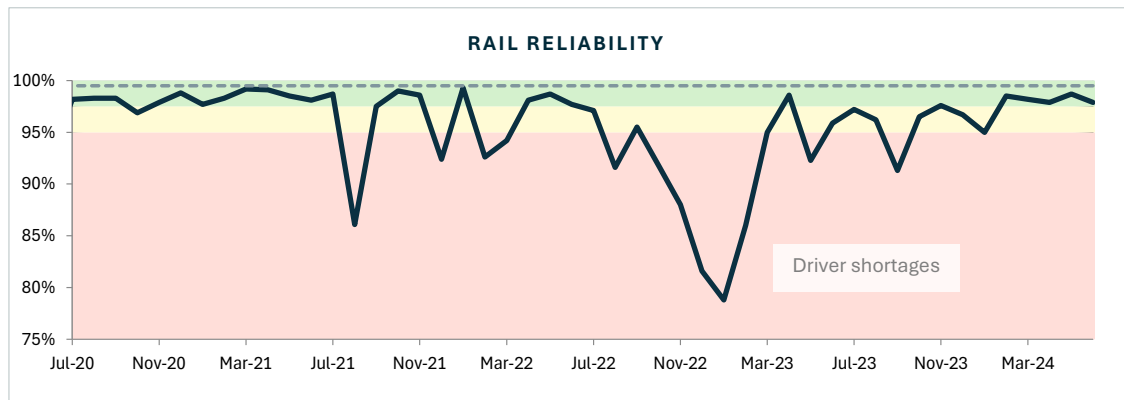


## Reliability

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 June, and 97.1% for the year to date.

Throughout June, several network issues impacted overall performance. A broken rail at Manor Park on Wednesday 5 June caused a service impact. The speed restrictions applied for the Porirua seawall erosion added to the journey time for KPL services from the Thursday 6 June and continued to cause service impact throughout the month. A temporary timetable was implemented to address the impact of speed restrictions, which was enacted between Thursday 6 and Wednesday 12 June, and was well received by passengers. During the early hours of the Wednesday 19 June, cable was stolen from near Ava station, which impacted the AM peak HVL services. Finally, on the evening Thursday 20 June, a HVL service reported colliding with a person just south of Petone, the person was uninjured, but the police closed the line while investigating.



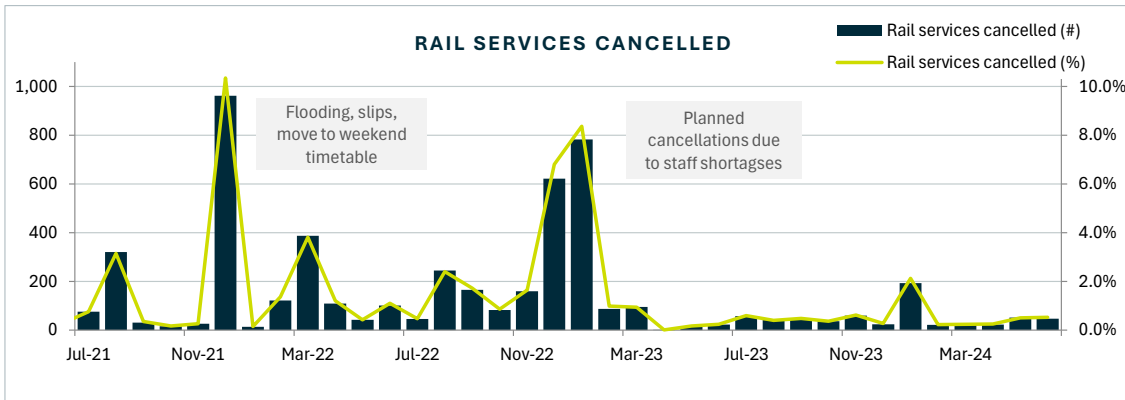
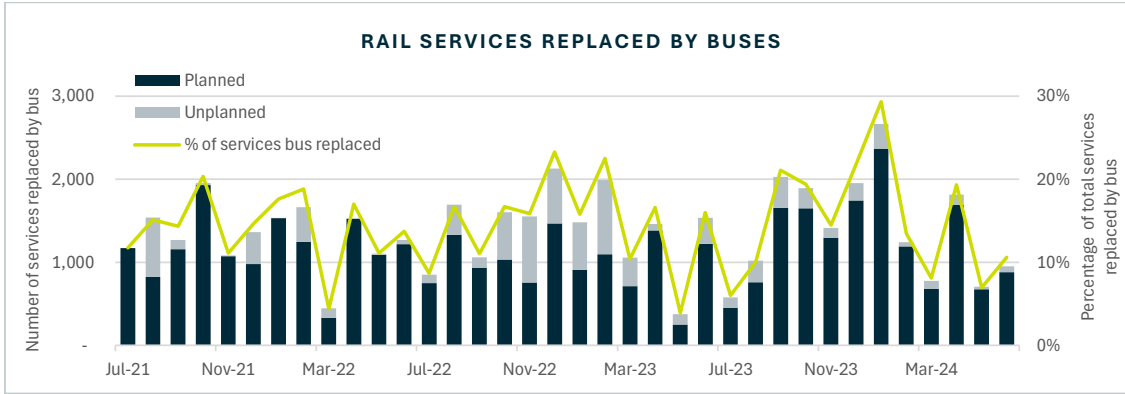
Reliability - current month

	Jun-24	Jun-23	Change
Hutt Valley	97.6%	95.8%	1.8%
Johnsonville	99.0%	94.0%	5.0%
Kāpiti	98.0%	97.7%	0.3%
Wairarapa	89.5%	91.8%	-2.3%
<b>Total</b>	<b>97.9%</b>	<b>95.9%</b>	<b>2.0%</b>

Reliability - year to date (Jul - June)

	2023/24	2022/23	Change
Hutt Valley	97.6%	93.0%	4.6%
Johnsonville	96.8%	88.5%	8.3%
Kāpiti	97.3%	90.3%	7.0%
Wairarapa	92.8%	95.6%	-2.8%
<b>Total</b>	<b>97.1%</b>	<b>91.1%</b>	<b>6.0%</b>

In June, 10.6% of rail services were replaced by buses, compared to 7.0% the previous month.

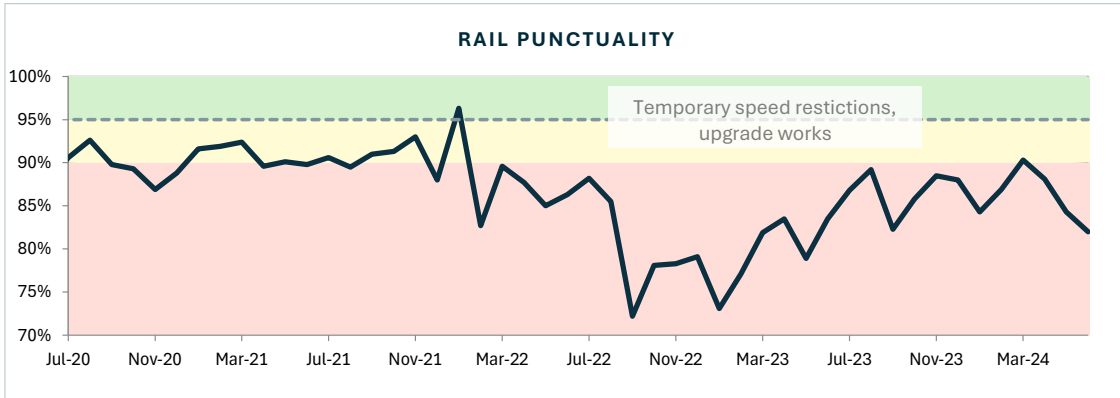


In June, there were 8,953 rail trips run, carrying 849,315 passengers.



## Punctuality

Punctuality was affected by the ongoing speed restrictions on both the Kāpiti and Wairarapa Lines, a temporary speed restriction by the Porirua Seawall significantly affected services throughout the month.



**Punctuality - current month**

	Jun-24	Jun-23	Change
Hutt Valley	88.0%	86.9%	1.1%
Johnsonville	93.7%	83.4%	10.3%
Kāpiti	70.8%	84.8%	-14.0%
Wairarapa	9.6%	17.7%	-8.1%
<b>Total</b>	<b>82.0%</b>	<b>83.5%</b>	<b>-1.5%</b>

**Punctuality - year to date (Jul - June)**

	2023/24	2022/23	Change
Hutt Valley	88.5%	88.1%	0.4%
Johnsonville	95.8%	91.9%	3.9%
Kāpiti	83.4%	62.9%	20.5%
Wairarapa	23.5%	49.2%	-25.7%
<b>Total</b>	<b>87.1%</b>	<b>80.1%</b>	<b>7.0%</b>

## Rail network owner

### Commentary

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

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

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

June's Punctuality decreased by 0.83% and Reliability decreased by 0.21% compared to the previous month.

June's Punctuality and Reliability was heavily impacted by the Seawall Erosion TSR between Paremata and Porirua on the NIMT. The estimated increase in lost time due to this new site resulted in the operator Metlink introducing a special timetable to best manage the disruption. The actual impact of the lost time was less than anticipated, and after monitoring the delay time, a normal timetable resumed 4 days later.

The impact of a broken rail at Manor Park on the 5th of June during morning peak led to 5 services being cancelled and 18 services being bus replaced while repairs were undertaken.

A signals outage occurred between Kenepuru and Pukerua Bay on the 26th of June causing signals to revert in the area. The cause was a power failure that led to a delay of the standby generator kicking in. Disruption was minimal with the CTC (Train Control) system reinstated 30 minutes later.

The Rail Grinder continued work on the Wairarapa Line during June to mitigate the vibration of SW carriages. Further night shift grinding is planned between Carterton and Masterton and Remutaka to Featherston and will take place in July. Expected finish on the Wairarapa Line is the 8th of August.

An LTI occurred on the 4th of June, a Traction Lineman strained a muscle in his back while conducting Electrical Safety Observing duties. Rail network punctuality in May was 98.43%, this decreased slightly from April which was 99.36%.

## KPI summary

### Network Availability

Can the operation run planned train service on the Wellington network

A broken rail occurred at Manor Park on the 5th of June. The Hutt Valley Line was closed while the rail was replaced.

### Maintenance Compliance

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

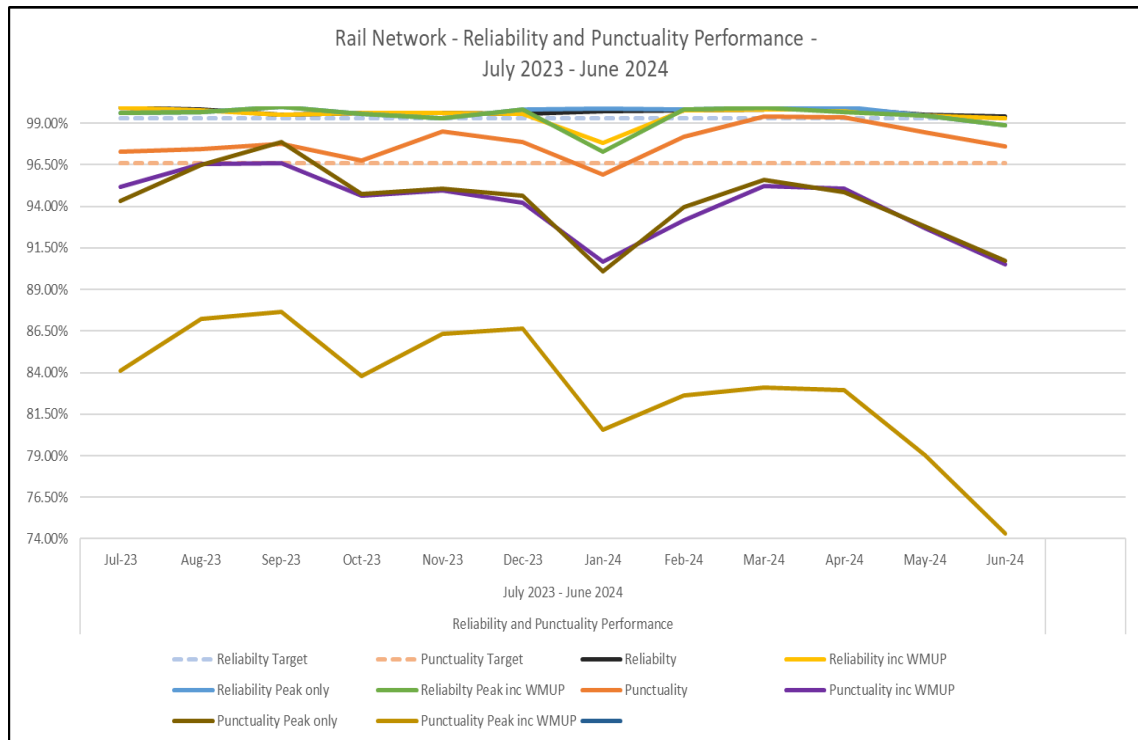
Maintenance is 100% compliant across both Track and STTE.

## Health & safety

### HSE

One Lost Time injury (LTI) occurred on the 4th of June.

## Rail network performance graphs



# Operational performance

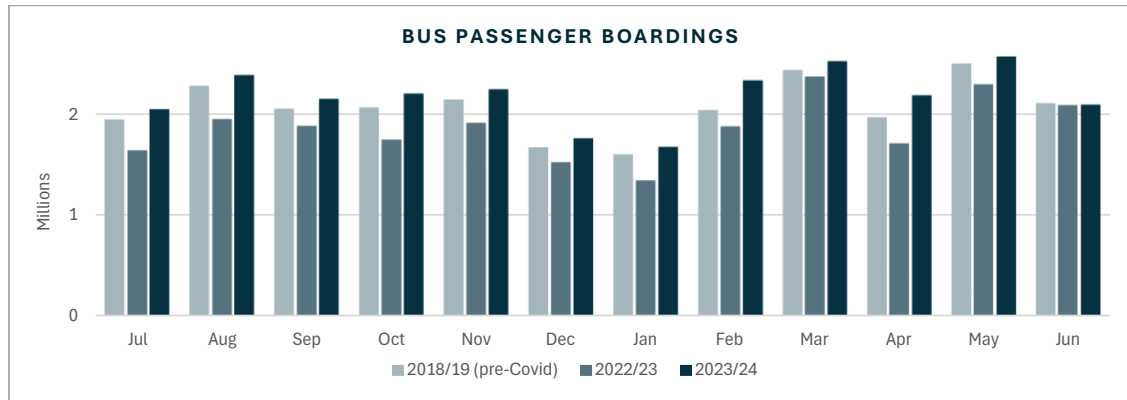
## Patronage

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

### Bus passenger boardings

June bus passenger boardings were 0.2% higher than the same month last year, and 17.3% higher for the year to date.

Boardings this month were 0.7% lower than June 2019 numbers (pre-Covid).



Boardings by area - current month

	Jun-24	Jun-23	% Change
Wellington	1,533,059	1,528,220	0.3%
Hutt Valley	400,237	403,732	-0.9%
Porirua	85,701	78,816	8.7%
Kāpiti	57,017	57,359	-0.6%
Wairarapa	12,642	15,516	-18.5%
<b>Total</b>	<b>2,088,656</b>	<b>2,083,643</b>	<b>0.2%</b>

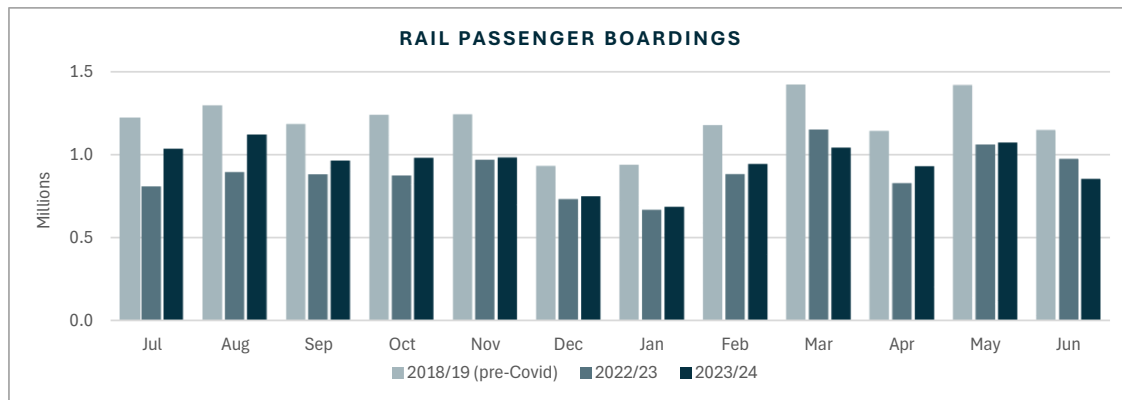
Boardings by area - year to date (Jul - June)

	2023/24	2022/23	% Change
Wellington	19,376,672	16,455,522	17.8%
Hutt Valley	4,956,156	4,257,336	16.4%
Porirua	960,392	812,023	18.3%
Kāpiti	674,304	590,930	14.1%
Wairarapa	165,572	157,022	5.4%
<b>Total</b>	<b>26,133,096</b>	<b>22,272,833</b>	<b>17.3%</b>

## Rail passenger boardings

June rail passenger boardings were 12.7% lower than the same month last year, and 5.5% higher for the year to date.

Boardings this month were 25.8% lower than June 2019 numbers (pre-Covid).



Boardings by line - current month

	Jun-24	Jun-23	% Change
Hutt Valley	359,806	413,014	-12.9%
Kāpiti	351,367	392,282	-10.4%
Johnsonville	93,617	115,532	-19.0%
Wairarapa	44,524	52,340	-14.9%
<b>Total</b>	<b>849,314</b>	<b>973,168</b>	<b>-12.7%</b>

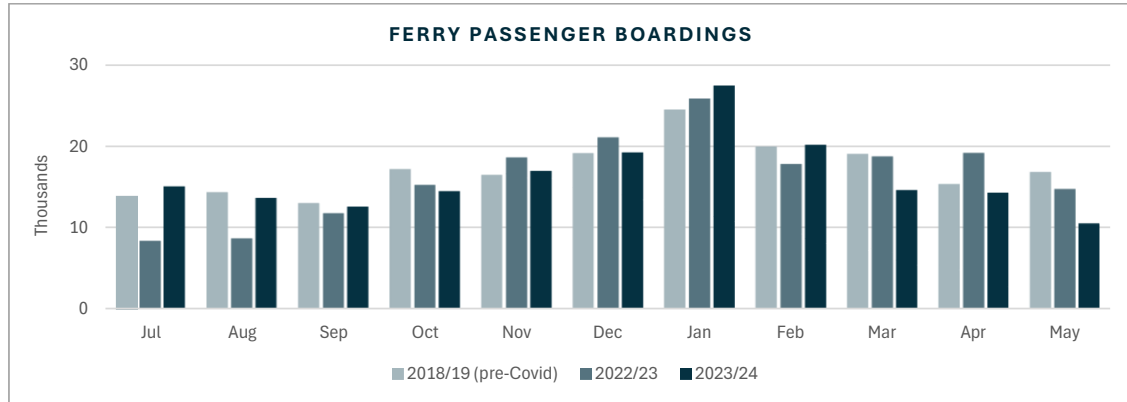
Boardings by line - year to date (Jul - June)

	2023/24	2022/23	% Change
Hutt Valley	4,827,243	4,592,480	5.1%
Kāpiti	4,619,311	4,277,522	8.0%
Johnsonville	1,252,154	1,257,876	-0.5%
Wairarapa	603,349	583,807	3.3%
<b>Total</b>	<b>11,302,057</b>	<b>10,711,685</b>	<b>5.5%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 39.3% on the same month last year, and a decrease of 3.4% 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 32.5% lower than June 2019 numbers (pre-Covid).

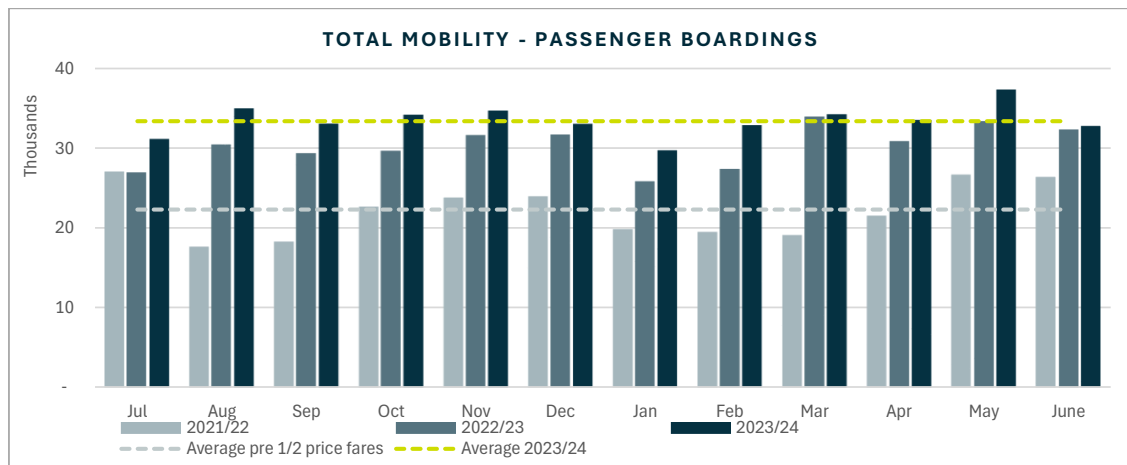


	Jun-24	Jun-23	% Change
<b>Total</b>	<b>9,021</b>	<b>14,869</b>	<b>-39.3%</b>

	2023/24	2022/23	% Change
<b>Total</b>	<b>187,952</b>	<b>194,661</b>	<b>-3.4%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In June there were 37,696 Te Hunga Whaikaha Total Mobility trips, an increase of 1.1% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.

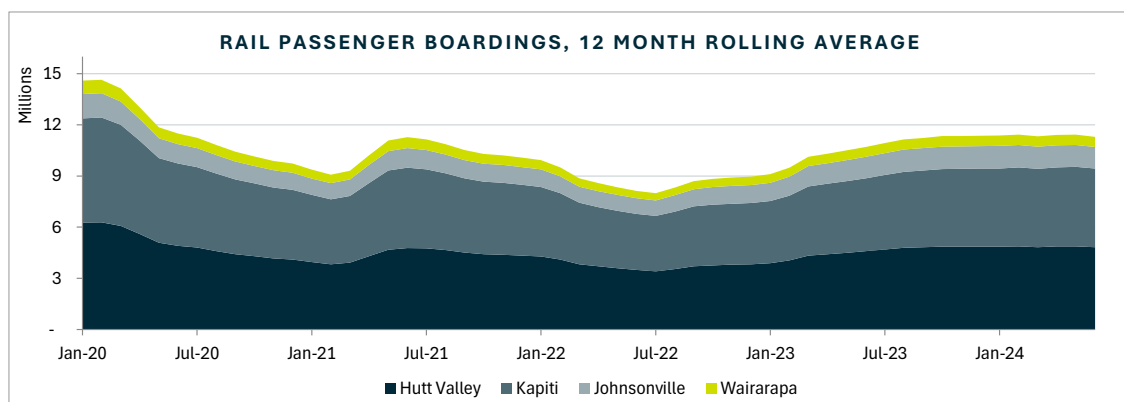
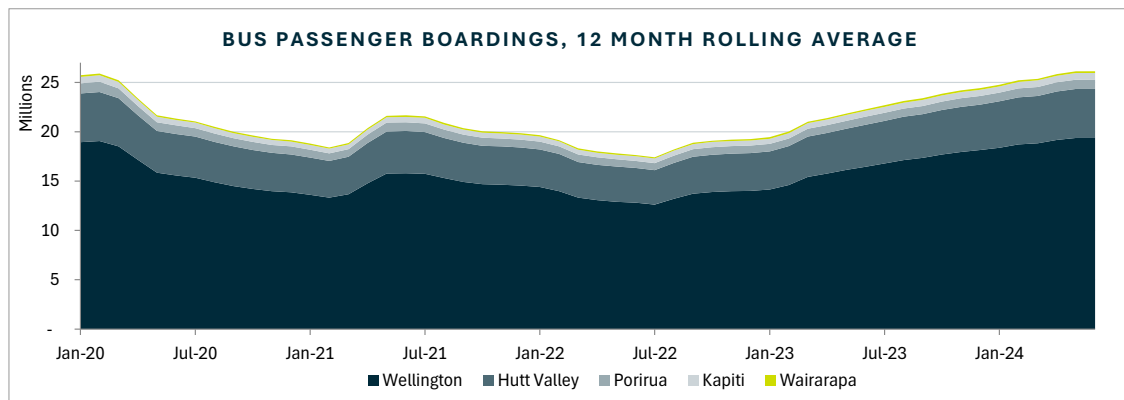
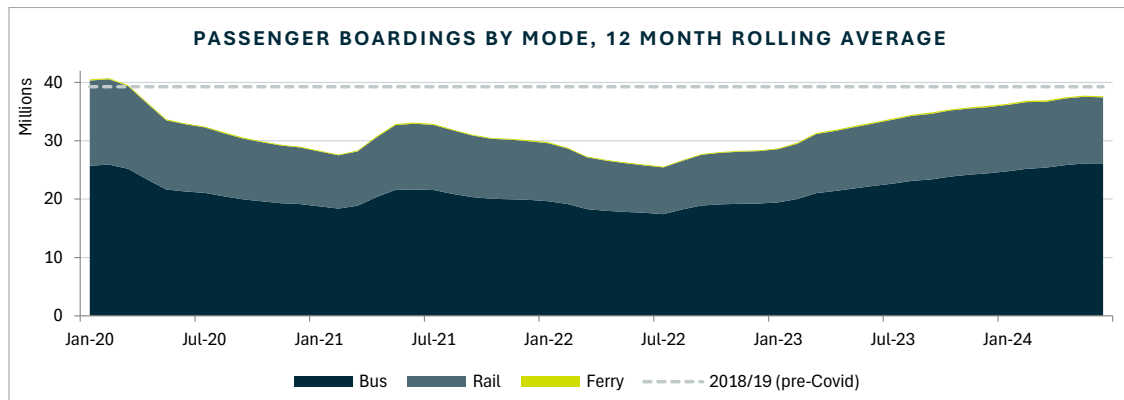


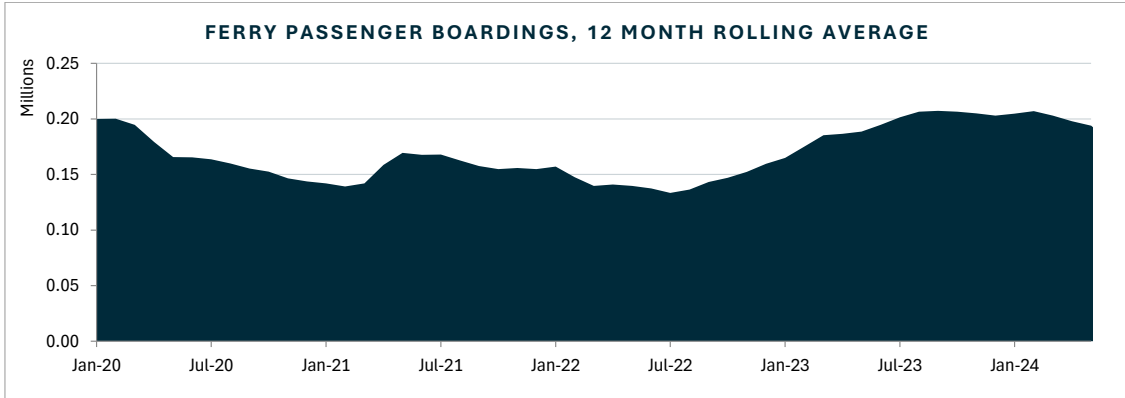
## Passenger boardings trend – 12 month rolling totals

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

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

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

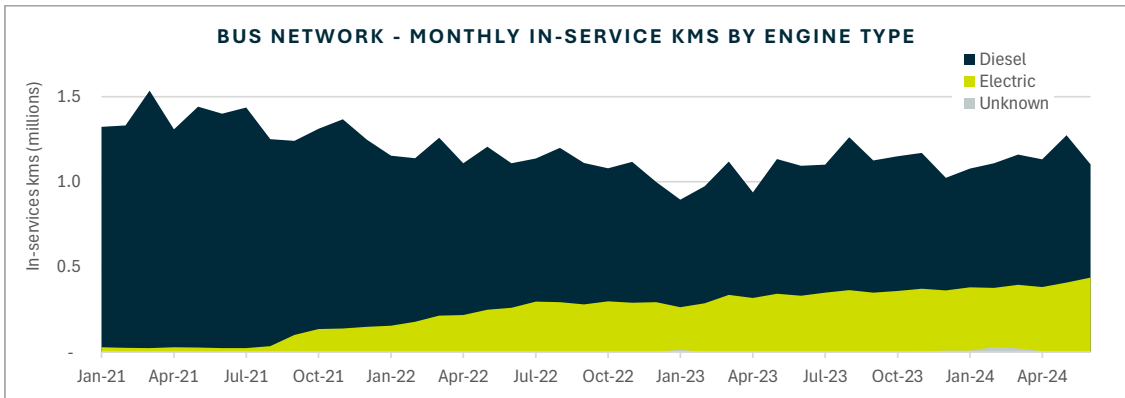




## Bus emissions

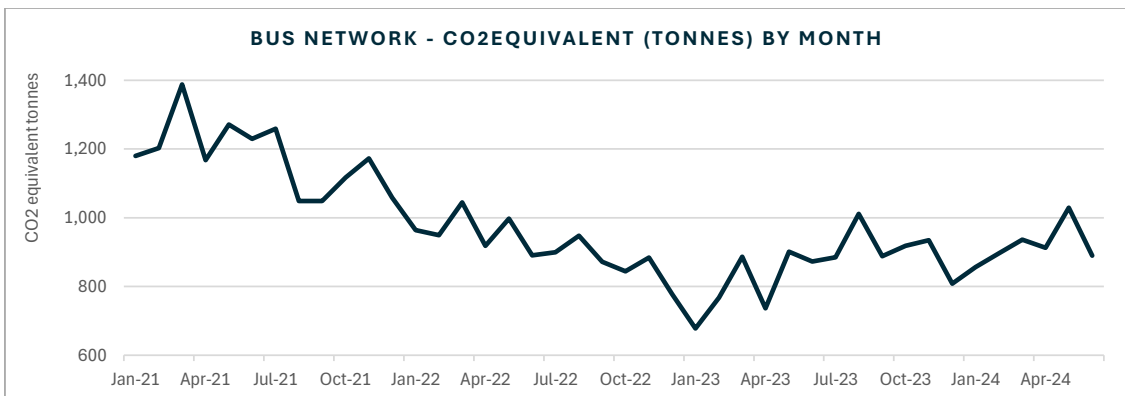
### In-service kilometres by engine type

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



### CO2 equivalent tonnes

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





## Bus vehicles by engine type

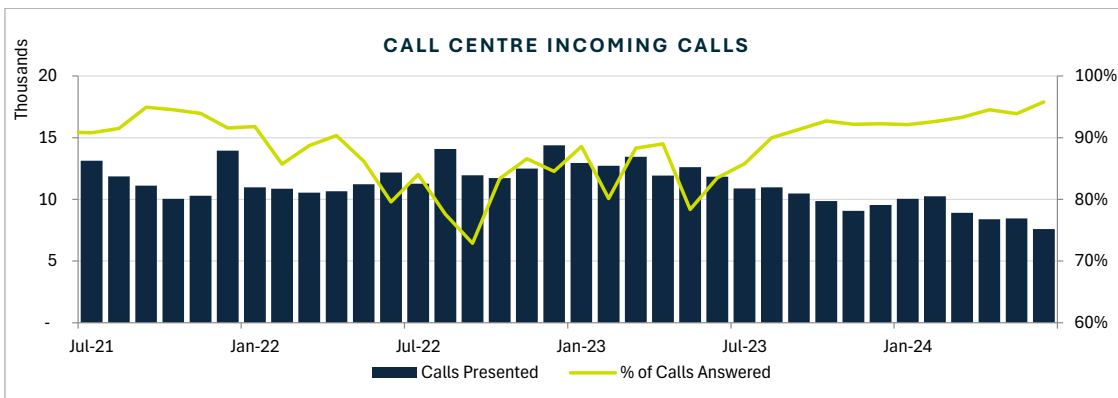
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in June 2024.

Engine type	Count
Electric	101
EURO3	44
EURO4	19
EURO5	68
EURO6	215
Unknown	7
<b>Total</b>	<b>454</b>

## Customer contact

### Call centre incoming calls

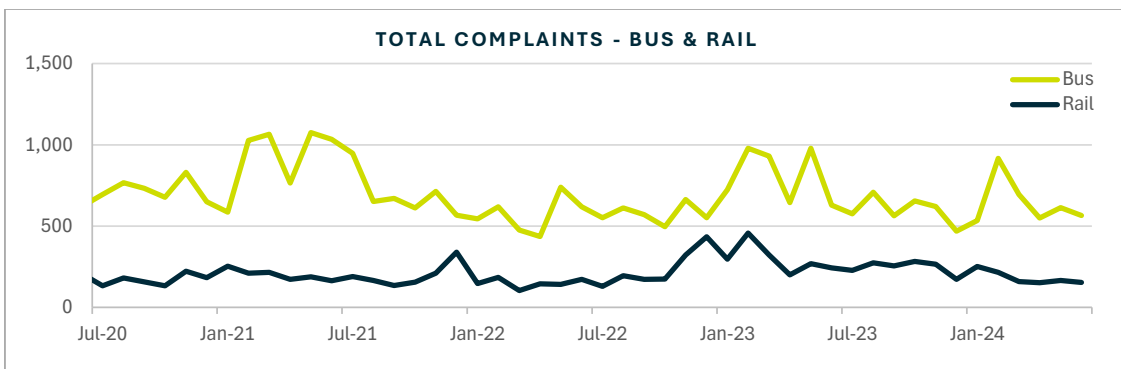
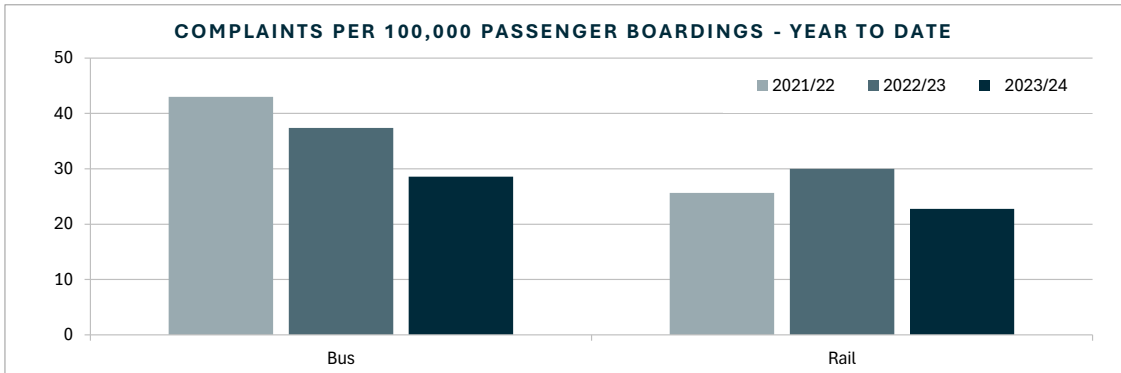
Metlink answered 95.8% of the 7,605 calls received in June.



# Complaints

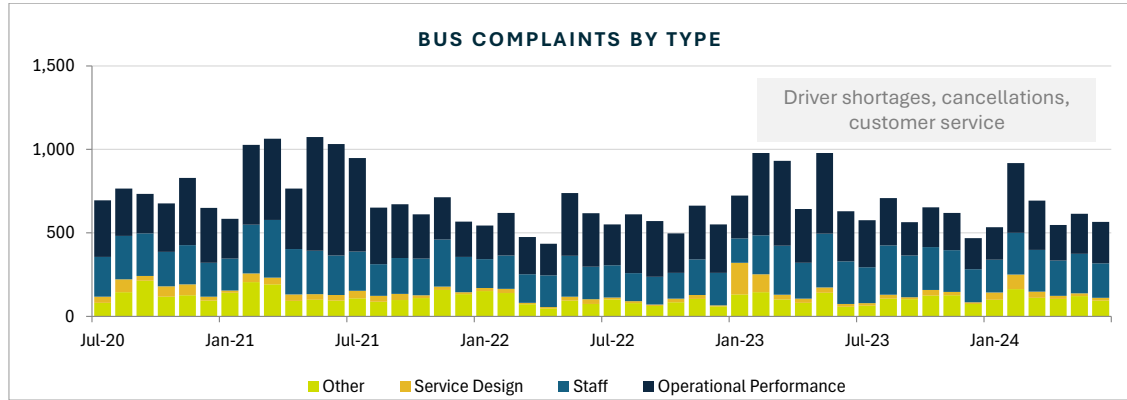
## Complaints volume

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 10.0% lower than June last year, and 10.4% lower for the year to date. Complaint levels have returned to normal levels. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

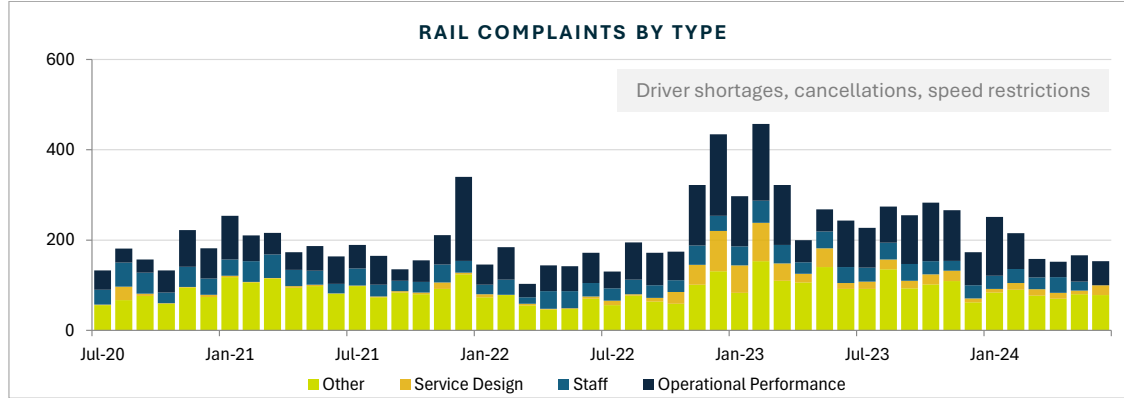
	Jun-24	Jun-23	Change
Wellington			
Newlands, Tawa	29	30	-3.3%
East-West, City	187	145	29.0%
North, South, Khandallah & Brooklyn	175	252	-30.6%
Hutt Valley	125	140	-10.7%
Porirua	26	40	-35.0%
Kāpiti	17	16	6.3%
Wairarapa	7	6	16.7%
<b>Total</b>	<b>566</b>	<b>629</b>	<b>-10.0%</b>

Bus complaints - year to date (Jul - June)

	2023/24	2022/23	Change
Wellington			
Newlands, Tawa	456	265	72.1%
East-West, City	2,245	2,398	-6.4%
North, South, Khandallah & Brooklyn	2,238	3,109	-28.0%
Hutt Valley	1,841	1,756	4.8%
Porirua	365	525	-30.5%
Kāpiti	237	232	2.2%
Wairarapa	82	46	78.3%
<b>Total</b>	<b>7,464</b>	<b>8,331</b>	<b>-10.4%</b>

## Rail complaints

Rail complaints stayed steady during June despite a number of service cancellations caused by the Kāpiti Line speed restrictions.



### Rail complaints - current month

	Jun-24	Jun-23	Change
Hutt Valley	52	78	-33.3%
Kāpiti	49	55	-10.9%
Johnsonville	4	21	-81.0%
Wairarapa	23	42	-45.2%
General	25	47	-46.8%
<b>Total</b>	<b>153</b>	<b>243</b>	<b>-37.0%</b>

### Rail complaints - year to date (Jul - June)

	2023/24	2022/23	Change
Hutt Valley	887	933	-4.9%
Kāpiti	802	1,047	-23.4%
Johnsonville	135	292	-53.8%
Wairarapa	351	244	43.9%
General	398	698	-43.0%
<b>Total</b>	<b>2,573</b>	<b>3,214</b>	<b>-19.9%</b>

# 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 June there was a budget shortfall of \$3.5 million. Year to date the shortfall is \$43.4 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$36.3 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				Fare revenue - year to date (Jul - June)			
	Jun-24	Budget	Excess/Shortfall		2023/24	Budget	Excess/Shortfall
Bus	\$2,805,215	\$4,319,701	-\$1,514,486	Bus	\$32,889,585	\$51,836,413	-\$18,946,828
Rail	\$2,665,457	\$4,702,354	-\$2,036,897	Rail	\$31,904,235	\$56,428,245	-\$24,524,010
<b>Total</b>	<b>\$5,470,672</b>	<b>\$9,022,055</b>	<b>-\$3,551,383</b>	<b>Total</b>	<b>\$64,793,820</b>	<b>\$108,264,657</b>	<b>-\$43,470,837</b>

## 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

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

### Melling Line

● All day  
○ Part of the day

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

### Kāpiti Line

● All day  
○ Part of the day

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

# Johnsonville Line

- All day
- Part of the day

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

# Wairarapa Line

- All day
- Part of the day

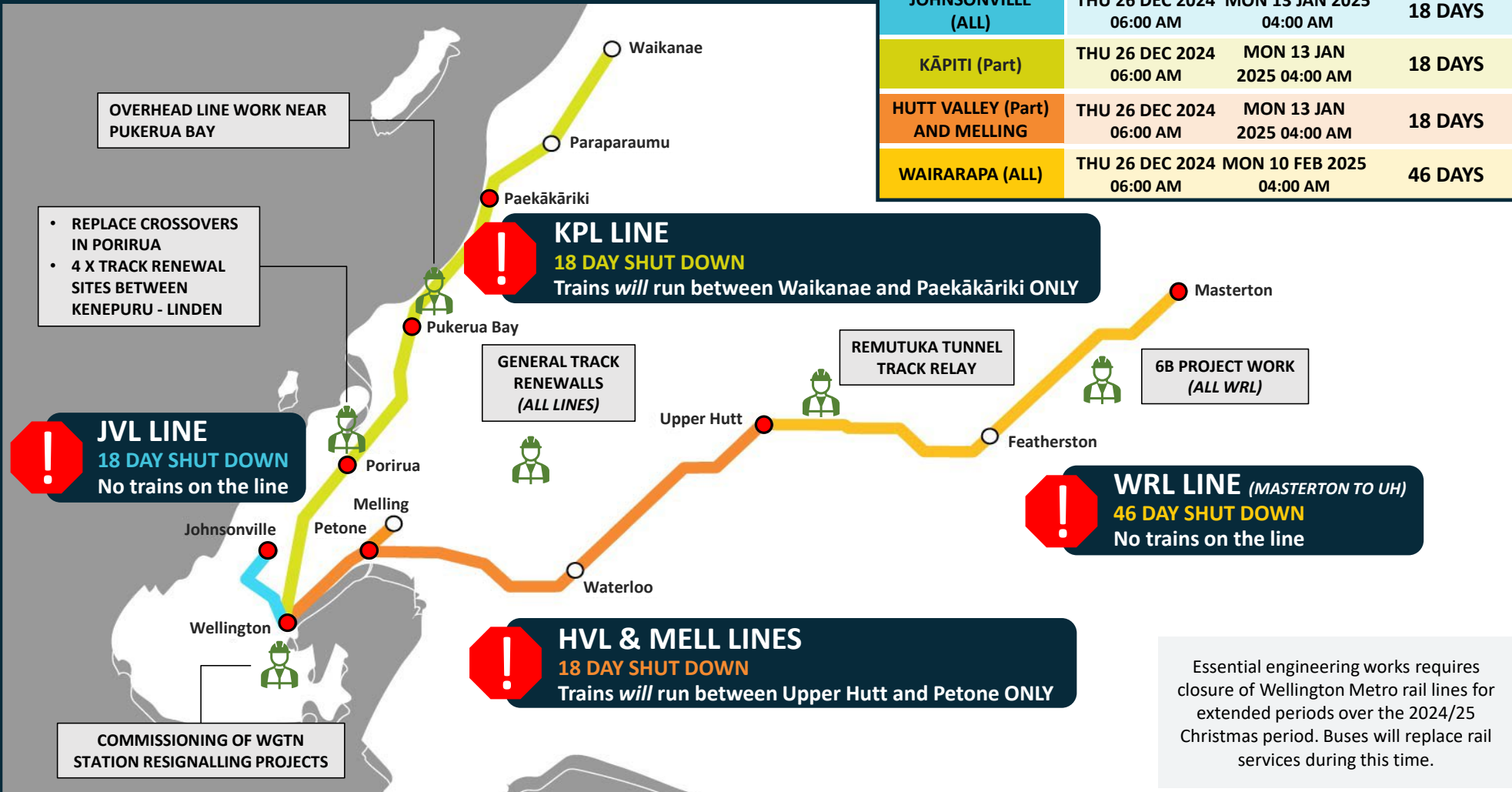
August 2024							September 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
			1	2	3	4							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30						

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

Attachment 3 to Report 24\_390

## WELLINGTON METRO RAIL LINES – XMAS 2024 BLOCK OF LINES

LINE	FROM	TO	DURATION
JOHNSONVILLE (ALL)	THU 26 DEC 2024 06:00 AM	MON 13 JAN 2025 04:00 AM	18 DAYS
KĀPITI (Part)	THU 26 DEC 2024 06:00 AM	MON 13 JAN 2025 04:00 AM	18 DAYS
HUTT VALLEY (Part) AND MELLING	THU 26 DEC 2024 06:00 AM	MON 13 JAN 2025 04:00 AM	18 DAYS
WAIRARAPA (ALL)	THU 26 DEC 2024 06:00 AM	MON 10 FEB 2025 04:00 AM	46 DAYS



**KPL LINE**  
**18 DAY SHUT DOWN**  
 Trains will run between Waikanae and Paekākāriki ONLY

**JVL LINE**  
**18 DAY SHUT DOWN**  
 No trains on the line

**HVL & MELL LINES**  
**18 DAY SHUT DOWN**  
 Trains will run between Upper Hutt and Petone ONLY

**WRL LINE (MASTERTON TO UH)**  
**46 DAY SHUT DOWN**  
 No trains on the line

Essential engineering works requires closure of Wellington Metro rail lines for extended periods over the 2024/25 Christmas period. Buses will replace rail services during this time.