



If calling, please ask for Democratic Services

Transport Committee

Thursday 16 June 2022, 9.30am

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

Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

Transport Committee

Thursday 16 June 2022, 9.30am

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

Public Business

No.	Item	Report	Page
1.	Apologies		
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Please note these minutes remain unconfirmed until the Transport Committee meeting on 16 June 2022.

Report 22.186

Public minutes of the Transport Committee meeting on 5 May 2022

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

Members Present

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

All members who participated at this meeting remotely and counted for the purpose of quorum in accordance with clause 25B of Schedule 7 of the Local Government Act 2002.

Karakia timatanga

The Committee Chair invited Councillor Lee to open the meeting with a karakia timatanga.

Public Business

1 Apologies

There were no apologies.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Pete Gent spoke to agenda item 6 - Progress against the Transport Committee's Strategic Priorities – Report 22.149.

Noted: The Committee Chair requested that officers provide a progress update on the National Ticking Solution at the next Committee meeting.

4 Confirmation of the Public minutes of the Transport Committee meeting of 24 March 2022 Report 22.118

Moved: Cr Kirk-Burnnand / Cr Gaylor

That the Committee confirms the Public minutes of the Transport Committee meeting of 24 March 2022 - Report 22.118.

The motion was **carried**.

5 Update on the progress of action items from previous Transport Committee meetings – May 2022 – Report 22.149 [For Information]

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

6 Progress against the Transport Committee's Strategic Priorities – Report 22.149 [For Information]

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

Noted: The Committee requested that officers:

- Circulate to the Committee a copy of the map detailing bus priority lanes on the Metlink network.
- Report back to the Committee regarding the public transport fares strategy, with specific analysis regarding cashless fares and the structuring of fares on the airport service, acknowledging that a workshop on this subject is scheduled and that the fares policy will be reported to Council for decision.
- Provide the Committee with a briefing outlining key funding and other public transport implications, arising from the Budget 2022/23 announcement on 19 May 2022, as soon as possible after the announcement.

7 Public Transport Performance – Report 22.146 [For Information]

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

Noted: The Committee requested that further analysis on patronage trends from Kapiti be included in the next Public Transport Performance report.

Karakia whakamutunga

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

The public meeting closed at 10.17am.

Councillor R Blakeley

Chair

Date:

Transport Committee
16 June 2022
Report 22.261



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – JUNE 2022

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

Te horopaki Context

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

Ngā hua ahumoni Financial implications

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

Ngā tūāoma e whai ake nei Next steps

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

Ngā āpitihanga Attachment

Number	Title
1	Action items from previous meetings – June 2022

Ngā kaiwaitohu Signatory

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

Attachment 1 to Report 22.261

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
5 May 2022	<p>Public participation</p> <p>Noted:</p> <p>The Committee Chair requested that officers provide a progress update on the National Ticketing Solution at the next Committee meeting.</p>	<p>Status</p> <p>Completed</p> <p>Comment</p> <p>See Report 22.232</p>
5 May 2022	<p>Progress against the Transport Committee’s Strategic Priorities – Report 22.149</p> <p>Noted:</p> <p>The Committee requested that officers:</p> <ul style="list-style-type: none"> • Circulate to the Committee a copy of the map detailing bus priority lanes on the Metlink network. • Report back to the Committee regarding the public transport fares strategy, with specific analysis regarding cashless fares and the structuring of fares on the airport service, acknowledging that a workshop on this subject is scheduled and that the fares policy will be reported to Council for decision. • Provide the Committee with a briefing outlining key funding and other public transport implications, arising from the Budget 2022/23 	<p>Status</p> <p>Completed</p> <p>Comment</p> <ul style="list-style-type: none"> • The map is still under development- we are waiting for this from Wellington City Council. • See Report 22.215 (Contactless payment initiatives update); Report 22.244 to Council (Airport Service) • Briefing provided on 20 May 2022

Attachment 1 to Report 22.261

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
	announcement on 19 May 2022, as soon as possible after the announcement.	
5 May 2022	<p>Public Transport Performance – Report 22.146</p> <p>Noted:</p> <p>The Committee requested that further analysis on patronage trends from Kapiti be included in the next Public Transport Performance report.</p>	<p>Status</p> <p>Completed</p> <p>Comment</p> <p>See Attachment 2 to Report 22.231</p>

Transport Committee
16 June 2022
Report 22.149



For Decision

FUTURE FARES DIRECTION - CONSULTATION

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (the Committee) of the package of fare initiatives for public consultation.

He tūtohu

Recommendations

That the Committee:

1. **Notes** that the fares policies in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) sets the strategic direction on future fares.
2. **Notes** that the proposed fare initiatives have been developed to meet the strategic priorities set out in the RPTP.
3. **Notes** that the following principles have been used to guide the design of the proposed fare initiatives and assist with the choice of options through the fares strategy review.

The future fare system should:

- a. Contribute to the Region's mode-shift and decarbonisation targets
 - b. Provide for social good
 - c. Promote consistency and fairness
 - d. Improve network efficiency
 - e. Be simple and easy to understand and use.
4. **Approves** the 'Future Fares Direction' consultation document as set out in Attachment 1 to this report as the basis for public engagement.
 5. **Delegates** to the Committee Chair the ability to make editorial changes to the 'Future Fares Direction' consultation document set out in Attachment 1.
 6. **Agrees** to a four-week submission period, proposed from 17 June to 15 July 2022.
 7. **Notes** that the Future Fares Direction Subcommittee will hear and consider submissions and other feedback on the fares package and recommend the final proposal to the Committee for adoption.

- 8 **Notes** that officers will brief Councillors on opportunities to engage with the public through a series of digital engagement events running from Wednesday 29 June to Saturday 9 July 2022.

Te tāhū kōrero

Background

Public Transport Fares review

2. The last fares policy review was completed in 2017. That fares policy review resulted in a package of fare initiatives (promoted as 'Better Metlink Fares') that was delivered at the same time with the changes to the Wellington City bus network and contracts in 2018.
3. The package was the first interim step in transitioning to Waka Kotahi NZ Transport Agency (Waka Kotahi) led National Ticketing Solution (NTS). Greater Wellington Regional Council (Greater Wellington) has now completed a more comprehensive review of fares as the next step in preparing for the NTS.
4. Following a review supported by an international fares consultant, Greater Wellington is now looking to consult the community on the proposed fare initiatives. These initiatives are set out in detail within **Attachment 1** – the 'Future Fares Direction' consultation document. This document requests the views of the community on specific items such as:
 - a Potential new concessions and discounts
 - b Potential new ticketing and pass products for group and visitor travel; and
 - c Potential new integrated fare structure which is in consideration under the NTS.
5. The proposed fare initiatives have been developed to help achieve the strategic objective set out in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) of an "efficient, accessible and low-carbon public transport network" by providing greater choice and flexibility for journey planning, fares and fare payment options.
6. The initiatives were designed to achieve four key outcomes which align with policies outlined in the RPTP:
 - a *Affordability* - with an emphasis of targeting those who may need it most
 - b *Modeshift* - encouraging greater public transport uptake, with a focus on growth outside peak travel periods
 - c *Fairness* - price an individual pays relative to distance travelled
 - d *Simplicity* - making fares easier to use and understand.
7. Formal consultation on the outcomes of the fares review is scheduled to be undertaken between 17 June and 15 July 2022 with public hearings on 3 and 4 August 2022. These hearings will be heard by the Future Fares Direction Subcommittee (the Subcommittee). The Subcommittee will consider submissions and feedback before making a final recommendation to the Committee regarding the Future Fares Direction.

Current fare policies

8. Under section 120 of the Land Transport Management Act 2003 (LTMA), Greater Wellington is required to include in a regional public transport plan policies on fares and the method or formula or other basis for setting and reviewing those fares.
9. The following key policies in Greater Wellington’s RPTP set the direction on the future fares:
 - a Policy 6(b) Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport
 - b Policy 6(c) Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport
 - c Policy 6(d) Provide incentives to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing
 - d Policy 6(e) Ensure public transport users make a sustainable and equitable contribution towards funding of the network
10. The RPTP also sets out a number of key actions to implement the fare policies, including:
 - a Review fares and use customer insights to ensure the current fare structure and pricing approach is fit for purpose and promotes fairness and affordability for customers, ratepayers and funding partners
 - b Identify an approach for optimal and consistent pricing for fares, and a capping scheme to encourage greater use of public transport, contactless payments, and off-peak travel
 - c Provide concessions for the people who are most in need including school children, full-time tertiary students and people with disabilities; and free travel for children under five
 - d Work with central government on national concession schemes including initiatives to enable cross regional concession schemes and provide concessions to Community Services Card holders
 - e Investigate innovative pricing and incentive options to encourage greater use of public transport and smarter connections between public transport and other sustainable transport modes
 - f Develop products for corporate customers to encourage mode shift; and
 - g Explore ‘Mobility as a Service’ options to facilitate access to public transport.

Te tātaritanga Analysis

Policy outcomes – desired fare system

11. The fare policies in the RPTP are developed with a focus on delivering an integrated fares and ticketing system that promotes equity and affordability, enhances social access, and enables an efficient and integrated network while balancing user

contribution with public funding. The policies also set the direction on Greater Wellington’s intentions to achieve the integrated fares and ticketing system.

12. During public consultation on the draft RPTP in February and March 2021, and public hearings 20-22 April 2021, Greater Wellington received a significant number of submissions on the topic of fares. While considerable public support was received for the introduction of a simplified and more efficient ticketing system that could be used across the network, a substantial number of respondents called for the cost of public transport to be reduced to make it a more accessible and attractive for more people.
13. After many years of having a dual ticketing system on the Wellington public transport network – Snapper on buses and a paper-based ticketing system on rail - Greater Wellington’s Public Transport Authority Metlink is currently rolling out electronic ticketing via Snapper on the metropolitan rail network. Once this work is completed in late 2022, Metlink will be able to implement a more consistent range of fares, concessions and ticketing products across the network and provide for the introduction of an integrated ticketing system through the NTS.
14. The future fare system is ultimately expected to enhance customer experience, encourage mode-shift away from private cars, and consequently contribute to the Wellington Region’s decongestion and decarbonisation targets.
15. While the Region has made significant progress in simplifying and aligning fares and concessions through the first stage of the fares transition (since the major fare changes came into effect from mid-2018), the current fare system still has some way to go in providing for a consistent customer experience and providing more incentives to residents to achieve mode shift through patronage growth. At a minimum, the existing fare structure and fare products need to be streamlined and integrated so that the cost of a journey is independent of the modes or services.
16. The NTS is anticipated to provide the platform and functionalities that are required to deliver the desired future fare system. The NTS is also expected to provide opportunities for more innovative fare products to help grow patronage and encourage an effective mode-shift to public transport and other sustainable modes of transport.

Current approach to fares transition

17. On 17 September 2020, Council endorsed a set of principles to guide the design and implementation of a broad range of initiatives through the transition to NTS (Metlink Resilience and Preparedness: Preparing for National Ticketing Solution – Report 20.233):
 - a Initiatives should be customer-centric
 - b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision
 - c Initiatives should demonstrate cost and risk optimisation
 - d Initiatives should contribute to Metlink readiness for and future transition to the NTS
18. These principles are included in the current RPTP and are expected to guide the decisions through the next stage of the transition to NTS.

Proposed Fare Initiatives

19. Greater Wellington is consulting on a series of short-term and longer-term initiatives including:
 - a Increasing the general off-peak travel discount from 25 to 35 percent to encourage greater off-peak usage
 - b Introducing cumulative off-peak discounts for all concession holders
 - c Introducing a policy that allows up to 3 children to travel free on weekends when accompanied by a parent or guardian
 - d Introducing a fare capping discount of 35 percent on a daily and weekly basis
 - e Introducing new targeted fare products for group, visitor, family and event travel across the region
 - f Introducing a distance-based Integrated Fare Structure
20. In addition, at its meeting on 16 June 2022, Council will be considering a report (Report 22.255) proposing the adoption of a new Community Services Card concession in line with the Government's Budget 2022 announcement. If approved by Council, feedback will also be gathered on this initiative.

Ngā hua ahumoni

Financial implications

21. The fare strategy implementation includes an assessment of the wider impacts (including financial impact) of the proposed fare initiatives currently being considered. Based on financial modelling conducted during the fares review, the recommended changes are designed to be cost neutral in the mid-long term.
22. This consultation is designed to determine broad public interest in, and support for, a range of fares initiatives. Following the consultation process and public hearings, the Subcommittee will be asked to determine which package of initiatives should be taken to Council for further consideration. At that point, Council will be presented with a detailed financial model for the particular fares package recommended for consideration to enable deliberation and decision-making.
23. Financial analysis of the particular fares package presented to Council will determine the potential impact on a future Annual Plan.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

24. The fares review aims to target groups within the community who may benefit from or rely on public transport services.
25. Māori will be positively impacted by the implementation providing more affordable Public Transport options. Furthermore, the fares will be easier to use and understand. The changes will make Public Transport more accessible for all communities including Māori.

26. This contributes to the principles behind Te Tiriti o Waitangi: Partnership, Protection, and Participation. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events.
27. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land). Finally, the consultation on the Future Fares Direction will give Māori and other communities a voice to have their say and input into the implementation of the proposed fare initiatives.

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

28. The future fare system is expected to contribute to the Region's mode-shift and decarbonisation targets – by:
 - a Retaining the current public transport users
 - b Targeting groups with higher potential for mode-shift
 - c Targeting areas with lower public transport mode-share
 - d Competing with the cost of alternative non-sustainable modes of transport
 - e Targeting journeys with higher decongestion and decarbonisation benefits.
29. The principles advance the commitment to provide a low emissions public transport network.
30. The principles have no adverse implications for greenhouse gas emissions over their lifetime and therefore do not require an approach to reduce them.
31. Climate change impacts are unlikely to have any direct effect upon the fare structure and fare products over its lifetime.

Ngā tikanga whakataua Decision-making process

32. Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.
33. The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

Te hiranga Significance

34. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's Significance and Engagement Policy and Greater Wellington's Decision-making Guidelines.

35. The subject matter of this report is part of a decision-making process that will ultimately lead to Council making a decision of high significance within the meaning of the Local Government Act 2002.

**Te whakatūtakitaki
Engagement**

36. In accordance with the Significance and Engagement Policy, officers have determined that the appropriate level of engagement is ‘consulting’.
37. All consultation will be carried out in accordance with the consultation principles set out in the Local Government Act 2002 and Greater Wellington’s Community Engagement Approach.
38. The consultation will occur in accordance with the requirements of the Land Transport Management Act 2003.

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

39. Upon approval of the recommendations above, officers will initiate public consultation. This will involve communicating that we are consulting on our Future Fares Direction consultation document and the timeframes for consultation using all available channels.
40. Officers will brief Councillors on opportunities to engage with the public through a series of digital engagement events running from Wednesday 29 June to Saturday 9 July 2022. Digital engagement events have proven during consultation on the RPTP to be an accessible means for the public to learn about and discuss proposals with officers and elected members. Digital engagement events also provide a safe and reliable means of engaging with the public during the pandemic period. The digital engagement events will be promoted through social media and traditional print media channels.
41. Officers will report back to the Committee post-consultation with a summary of key findings and suggested changes to the proposed fare initiatives. A final plan will be drafted taking into account the feedback received. This will be brought to the Committee for approval.

**Ngā āpitihanga
Attachment**

Number	Title
1	Future Fares Direction Consultation document

**Ngā kaiwaitohu
Signatories**

Writers	Bernard Nunns – Policy Advisor, Metlink Emmet McElhatton – Manager Policy Metlink Margaret Meek – Business Advisor Metlink
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Approvers	Tim Shackleton – Manager Commercial, Strategy, and Investments Samantha Gain – General Manager Metlink
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<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>Under the Transport Committee’s Terms of Reference the Committee is responsible for:</p> <ul style="list-style-type: none"> a Approving strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan. b Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives. <p>Council committed in the RPTP to provide: “A fares and ticketing system that attracts and retains customers and balances user contribution with public funding”.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This aligns with the NTS programme of work identified in Greater Wellington’s LTP. This also aligns with policies set out in the RPTP (see background section).</p>
<p><i>Internal consultation</i></p> <p>Internal consultation was undertaken across the Metlink group.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks arising from the matter for decision.</p>

Front Cover

COVER DESIGN

Help us design the shape of our future public transport fares

Future Fares Review 2022

Public consultation: 17 June - 15 July 2022

Attachment 1 to Report 22.249

Page 2

He Kupu nā te Tiamana

Chair's message [Picture of Daran]

Public Transport in the Wellington Region is changing and we'd like your help designing how it will look in the future.

We have exciting developments planned across our network. These include the rollout of Snapper on our rail network and the introduction of the National Ticketing Solution. These will make public transport easier to access and will also enhance the types of fares we can offer.

As part of a recent review of our fares structure, Greater Wellington has identified opportunities to improve how we price and structure our fares, including the discounts and concessions we offer, the types of fare products we offer certain people in our community, and how we set or structure prices relative to distance travelled. Ultimately, we believe these new initiatives have significant potential to help achieve our strategic objective of an “efficient, accessible and low-carbon public transport network” by providing greater choice and flexibility.

In this consultation, we will be asking for your feedback on specific initiatives relating to the concessions and discounts we offer. In addition, we'd like your initial thoughts on new types of ticketing and pass products we are looking to introduce for group and visitor travel. Finally, we want to introduce you to, and get your initial thoughts on, a new Integrated Fare Structure we are considering introducing as part of the Waka Kotahi led National Ticketing Solution. This new structure will determine how overall journey costs will change with distance travelled, and will treat journeys across both our bus, rail and potentially ferry network as a single fare.

The initiatives we are **considering** introducing during this review have been designed to achieve four key outcomes which align with Greater Wellington's values as a Regional Council, and with the policies we adopted in 2021 in our Regional Public Transport Plan. These are:

- *Affordability* of travel, with an emphasis of targeting those who may need it most
- *Modeshift* - encouraging greater public transport uptake, with a focus on growth outside peak travel periods
- *Fairness* in price an individual pays relative to distance travelled
- *Simplicity* - making fares easier to use and understand

Your responses to this review will help Greater Wellington decide on the short-term fares-related initiatives we should adopt in the next 6-12months, as well as longer term changes that may require further planning, funding and development to deliver. The purpose of the consultation is to get your feedback now so we can identify the key initiatives we should prioritise and then progressively deliver to best meet the needs of our customers and communities.

We look forward to hearing from you during the consultation period and welcome the opportunity to discuss our proposals with you during one of the digital engagement sessions the Metlink team will be holding in early July 2022. We also welcome the opportunity to hear more from you on your submission if you choose to speak to your submission in person at the public hearings we'll be holding 3-4 August 2022.

This is an exciting time for public transport in our region. With the support of all our central and local government partners, our operators and our communities, we can continue to make informed decisions on public transport and keep our extraordinary region thriving, connected, and resilient.

[INSERT DARAN SIGNATURE]

Attachment 1 to Report 22.249

Daran Ponter

Greater Wellington Regional Council Chair

Attachment 1 to Report 22.249**Pages 3-4 Context for this review and public consultation**

Greater Wellington Regional Council (Greater Wellington) adopted Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 ([RPTP](#)) on 29 June 2021. The RPTP guides the design and delivery of public transport services, information and infrastructure in the Wellington region.

The RPTP sets out a series of policies for Ko ngā utu me te tahua Fares and Funding under the policy objective: “A fares and ticketing system that attracts and retains customers and balances user contribution with public funding”. Specific fares policies include:

- Participating in an integrated ticketing solution that supports integration of fares and the public transport network
- Applying a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport
- Providing concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport
- Providing incentives to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing.

During public consultation on the draft RPTP in February and March 2021, and public hearings the following April, Greater Wellington received many submissions on the topic of fares. While we received considerable public support for the introduction of a simplified and more efficient ticketing system that could be used across our network, a substantial number of respondents called for the cost of public transport to be reduced to make it a more accessible and attractive option for more people.

Since the RPTP was adopted, the New Zealand Government has announced a range of initiatives to promote public transport usage to help us achieve our country’s climate change goals and make public transport more affordable for more people in our community. One key initiative in Budget 2022 is the provision by the Crown of targeted funding to Public Transport Authorities to provide half-price fares for holders of Community Service Cards from 1 September 2022.

After some years of having a dual ticketing system on the Wellington public transport network – Snapper on buses and a paper-based ticketing system on rail - Greater Wellington’s Public Transport Authority Metlink is currently rolling out electronic ticketing through Snapper on the metropolitan rail network. Once this work is completed in late 2022, we will be able to implement a more consistent range of fares, concessions and ticketing products across the network and provide for the introduction of an integrated ticketing system through the Waka Kotahi NZ Transport Agency-led National Ticketing Solution.

Before Greater Wellington adopts its new approach to fares and ticketing on our public transport network, we’d like to give our residents, customers, community groups and businesses an opportunity to give us feedback on three focus areas for this Fares Review:

- Specific new concessions and discounts
- New types of ticketing and fares products you might want to buy
- How the overall journey costs will change across the region with distance travelled through introduction of a new Integrated Fare Structure.

Attachment 1 to Report 22.249

Over the following pages, we'll outline our specific proposals and ask for your thoughts and opinions on these. We'll outline how you can provide your feedback to us, give you an opportunity to make a public submission to our elected members, and give you an opportunity to participate in a series of digital engagement events where you can discuss our proposals with Greater Wellington officers and Councillors from Greater Wellington and our city and district council partners.

Page 5 Specific new concessions and discounts

Through our recent review of the current fares policy, Greater Wellington identified three issues associated with the concessions and discounts we currently provide. These were:

- That we could do more to achieve outcomes for social good through increasing our targeted concessions for various groups including Community Services Card holders
- That our current off-peak discounts were relatively modest in comparison with other public transport authorities internationally
- That current concession groups don't receive off-peak discounts, potentially limiting off-peak travel behaviour in the region.

This fares review introduces opportunities for Greater Wellington to:

- Introduce a Community Services Card concession
- Increase off-peak discounts to encourage more frequent use of public transport including more off-peak travel
- Introduce cumulative discounts off-peak for all concession holders.

Implementing the Government's half-price discount initiative for holders of Community Services Cards

The Land Transport Management Act 2003 (s.120) gives regional councils such as Greater Wellington the responsibility for adopting policies on fares and the means for setting and reviewing those fares through its RPTP. In our RPTP, Greater Wellington has adopted the specific action to “Work with central government on national concession schemes including initiatives to enable cross regional concession schemes and provide concessions to Community Services Card holders”.

In Budget 2022, the Government announced the provision by the Crown of targeted funding to public transport authorities to provide half-price fares for holders of Community Service Cards from 1 September 2022. On 16 June 2022, Greater Wellington adopted a policy to support and implement the Government's initiative through establishment of a new concession for Community Services Card holders. This will see Community Services Card holders in our region be able to receive half-price fares for peak and off-peak travel and will significantly increase access to affordable transport services for those who are most dependent on public transport and contribute to increased social equity and mobility in our region.

Although the new Community Services Card concession has been adopted by Greater Wellington, we are still keen to receive your feedback on this important initiative.

Q1: *Please give us your comments on Greater Wellington's adoption of the Government's Community Services Card half-price fares initiative.*

Comment:

Attachment 1 to Report 22.249

Increasing the general off-peak discount for all public transport users

For the purposes of fare charging, the RPTP defines off-peak as “weekdays between 9am and 3pm and after 6.30 pm and all-day weekends and public holidays”. Greater Wellington currently provides a 25 percent off-peak discount to encourage more public transport travel and contribute to our climate change and mode shift goals.

As part of this fares review, Greater Wellington is considering increasing this off-peak discount from 25 to 35 percent. Please provide your opinion and comments to the following proposal:

Q2: *Metlink should increase the off-peak travel discount from 25 to 35 percent to encourage greater off-peak usage.*

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Introducing cumulative discounts off-peak for all concession holders.

Currently, Greater Wellington provides targeted concessions for three groups of customers, and is preparing to implement a new concession for Community Services Card holders:

- Children: School-aged children get a 50 percent discount on the adult fare on all Metlink services. In addition, children under 5 years old travel for free anytime on Metlink buses, trains, and ferries, as long as they travel with another passenger who is at least 10 years old.
- Accessibility: Members of Blind Low Vision NZ and Total Mobility cardholders are eligible to a 50 percent discount on adult fares when using Snapper cards, 10-trip train tickets (noting these are planned to be phased out with electronic ticketing), and all ferry tickets. Carers can travel with the concession-holder for free, as long as they accompany the holder for the entire journey.
- Tertiary students: Eligible full-time tertiary students receive a 25 percent discount on peak adult Snapper fares. Off-peak fares are already discounted when using Snapper, so there is currently no further discount to off-peak fares when using a tertiary concession. Tertiary students can currently purchase a tertiary 10-trip ticket for peak travel on rail services. There is no further discount when using a tertiary concession for off-peak rail services.
- Community Services Card holders: This is a new concession which is planned from 1 September 2022 and will see Community Services Card holders receive 50 percent discount on peak and off-peak travel.

As part of this fares review, Greater Wellington is considering introducing a system of cumulative off-peak discounts for all concession holders. This will result in:

- A further 35 percent discount to the current fares for off-peak travel for school-aged children when using Snapper

Attachment 1 to Report 22.249

- A further 35 percent discount to the current fares for off-peak travel for accessibility concession holders (excluding Total Mobility services) when using Snapper
- A further 35 percent discount to the current fares for off-peak travel for eligible tertiary students on off-peak services when using Snapper
- A 50 percent discount for on-peak travel for Community Services Card holders as well as a further 35% off the on-peak fare for off-peak travel when using Snapper.

How will this impact on concession holders in practice? Here are four scenarios that illustrate how the proposed cumulative discounts will work for some of our customers. The scenarios are based on Metlink fares *prior* to the introduction of the Government’s temporary half-price fares scheme which ends on 31 August 2022.

Scenario one: Alice is 14-years old. She currently uses public transport to travel by bus during peak from her home in Upper Hutt (Zone 7) to her school in Taita (Zone 5). She currently pays \$1.90 for each of these journeys. Alice is a keen sportswoman and uses public transport to travel to her netball games at the weekend which are usually held at her school grounds in Taita. She currently pays \$1.90 for each of these weekend (off-peak) journeys.

Under the new Metlink cumulative discount policy, Alice will continue to pay \$1.90 for her trips to school during peak. However, for her weekend travel for netball, the cumulative discount policy will mean she will now only have to pay \$1.23 (35% off \$1.90) for these journeys.

Scenario two: Te Aroha is a member of Blind Low Vision NZ. Te Aroha (and her faithful service dog Macey) currently uses public transport to travel by train at different times of the day from her home in Tawa (Zone 4) to visit friends and family in Waikanae (Zone 10). She currently pays \$3.76 for each of these journeys when using an accessibility concession ten-trip ticket.

Under the new Metlink cumulative discount policy, Te Aroha will continue to pay \$3.76 for her trips during peak. However, for her weekend travel to visit family and friends, the cumulative discount policy will mean she will now only have to pay \$2.44 (35% off \$3.76) for these off-peak journeys (and Macey continues to travel with her for free).

Scenario three: Kainoa is a commerce student at university. He uses public transport to travel at peak by bus from his home in Porirua (Zone 5) to his lectures in Wellington (Zone 1). He currently pays \$3.91 for each of these journeys when using a tertiary concession. Kainoa is also guitarist in a musical collective and uses public transport to travel to jam sessions in Wellington CBD in the evenings and weekends. He currently pays \$3.91 for each of these off-peak journeys.

Under the new Metlink cumulative discount policy, Kainoa will continue to pay \$3.91 for his trips to Wellington City during peak. However, for his evening and weekend travel to jam with his mates, the cumulative discount policy will mean he will now only have to pay \$2.54 (35% off \$3.91) for these off-peak journeys.

Scenario four: William is a Community Services Card holder. He lives in Petone (Zone 4) and is a part-time volunteer for an animal rescue centre in Stokes Valley (Zone 6). William does not currently receive any concessionary discounts and currently pays the full adult fare of \$3.80 each way for his trips by bus to and from Stokes Valley.

Attachment 1 to Report 22.249

Under the new Community Services Card concession, William will pay \$1.90 (50% off the regular adult fare) for these trips at peak. In addition, under the new Metlink cumulative discount policy, William will pay \$1.24 (35% off \$1.90) for these trips to and from Stokes Valley during the off-peak periods.

Please provide your opinion and comments to the following proposal:

Q3: Metlink should introduce cumulative off-peak discounts for all concession holders

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Introducing family and whanau-friendly weekend travel

Greater Wellington wants to encourage family travel by public transport at weekends. Before we can introduce bundled travel products for families and visitors (Question 6 in this review), we are considering introducing a policy for free weekend travel for children when accompanied by a parent or guardian. The specific policy is:

- Up to 3 children to travel free on weekends when accompanied by a parent or guardian.

Please provide your opinion and comments to the following proposal:

Q4: Metlink should introduce a policy that allows up to 3 children to travel free on weekends when accompanied by a parent or guardian

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Attachment 1 to Report 22.249

Specific new discounts – longer-term initiatives

Introducing fare capping

‘Fare capping’ is a longer-term initiative we are considering as we introduce electronic ticketing across the Metlink network and prepare for the implementation of the National Ticketing Solution. Fare capping is a concept used widely across the world to encourage greater use of public transport throughout a day and week. After a set number of journeys daily or weekly, a significant discount is applied for the rest of your journeys on that day or for that week.

As part of our planning as we work towards implementation of the National Ticketing Solution, Greater Wellington are considering the introduction of some form of fare capping to support our strategic objectives of mode shift, equity and fairness and network efficiency. Two initiatives we’d like your opinion and comments on are implementation of:

- A daily discount offering a 35 percent discount after two journeys per day. This will be on top of any concession and discounts in place.
- A weekly discount offering a 35 percent discount after eight journeys in a calendar week. This will be on top of any concession and discounts in place but will not include the daily fare capping discount.

Please note that the introduction of the longer-term discount will be conditional upon funding and may be gradually introduced over time

Please provide your opinion and comments to the following proposal:

Q5: Metlink should consider including a fare capping discount of 35 percent on a daily and weekly basis.

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Attachment 1 to Report 22.249

Page 9 New types of ticketing and fares products you might want to buy

Through our recent review of the current fares structure, Greater Wellington identified gaps in the fare products we currently provide for group travel across our network and for visitors to our diverse and beautiful region. We currently have limited ‘bundled’ product offerings for group and family travel on our network.

For visitors and tourists, we currently offer the Metlink Explorer day pass which provides unlimited travel for one calendar day on Metlink buses and trains weekdays after 9am, and anytime on weekends and public holidays.

We think we can improve on this through the development of new fare products to encourage uptake of environmentally-friendly transport options for families, visitors as well as target fares for major sport and recreational events. Metlink is working closely with [WellingtonNZ](#), the region’s economic development, events and promotions agency to develop and promote these sorts of new fares products.

Before we develop new fares product we would like to use this consultation opportunity to hear your thoughts on what sort of products you would see as the most useful. In particular what type of targeted fares that might appeal to families, visitors or for travel to and from major events. Please provide your opinion and comments to the following proposal:

Q6: Metlink should consider introducing new targeted fare products for group, visitor, family and event travel across the region

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Attachment 1 to Report 22.249

Page 9 How the overall journey costs will change across the region with distance travelled through introduction of a new Integrated Fare Structure.

Greater Wellington’s current fare structure is based on a 14 zone system which divides the region into concentric zones for the purposes of setting fares from one part of the region to another. You can learn more about the [current zone structure](#) through the Metlink website.

Currently you must pay a separate fare for each journey across the bus, train or ferry network. Fully ‘integrated fares’ would look to charge users a single fare based on any combination of bus, train and ferry journeys they may choose to take. One option would be to extend the current 14 zone system. Doing this will require considerable planning and development and before we choose this option, we would like your feedback on whether there might be a better way of designing an integrated fare structure.

While the current zone-based fares system has served us well to date, we also recognise, through your previous feedback and our own fares review insights, that there are issues with the current system which could be addressed. These are:

- *Fairness*: That journeys that cross that same number of boundaries can often vary greatly in distance travelled yet the cost will be the same due to the location of fare boundaries.
- *Penalising Indirect Travel Routes*: That the current zone-based system does not provide incentives to use public transport for journeys that require more indirect trips (eg, east to west, from Porirua to the Hutt Valley)
- *Parking and infrastructure issues*. That the current zone-based system can create inequities and cause parking congestion and bus stop crowding (or poor usage) either side of a fare zone boundaries as customers look to avoid additional zones cost.
- *Incentivisation for longer journeys*. That the current system provides for relatively cheap short-distance travel, but also creates relatively more expensive long-distance travel when benchmarked globally.

[Current Zone map here]

Over the coming three years, as we prepare for the introduction of integrated fares through the National Ticketing Solution, we believe we can address some of these issues through the introduction of a distance-based integrated fare structure. This could create an arrangement similar to a ‘taxi fare’, with two key components:

1. a ‘flag-fall’ fee, plus
2. a distance-based charge per kilometre travelled between departure and destination points. This distance travelled could be calculated on a “as the crow flies” basis, meaning the geographic distance travelled (not the distance travelled by the bus or train if the route is indirect)

This system would be supported by journey-planning apps and tools to enable customers to price and plan their public transport trips.

From research to date we recognise that the introduction of a distance-based system may take time for our customers to get familiar with and comfortable using, we believe it could bring a significant number of benefits including:

- Increasing our ability to provide more equitable fares for journeys of the same length
- Ensuring that indirect journeys are not penalised as the result of having no direct public transport routes

Attachment 1 to Report 22.249

- Removing inequities, including parking issues that are sometimes caused by the current zone boundaries
- Increasing Greater Wellington’s flexibility for changing fares

The distance-based Integrated Fare Structure would not see the removal of current and proposed new concessions and discounts.

Please provide your opinion and comments to the following proposal. We also welcome any comments you have on the current zone-based system and how this might be improved or simplified.

Q7: *Metlink should consider introducing a distance-based Integrated Fare Structure*

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know

Comment:

Some other information we’d appreciate when making your submission

Please let us know if you wish to speak directly to your submission at the public hearings we will be holding 3-4 August 2022 at Greater Wellington Council Chambers, 100 Cuba Street, Te Aro, Wellington.

Q8: Would you like to make a public submission to our hearings committee?

I do not wish to make a public submission	
I do wish to make a public submission	
My contact information to arrange a public submission spot:	
Tel:	
Email:	

To help us better understand the perspectives you bring to this submission process, we’d appreciate if you can provide us some additional information about you.

Q9: Where in the region is your primary dwelling located?

Wellington City		Porirua City	
Hutt City		Kāpiti Coast District	
Upper Hutt City		Carterton District	
South Wairarapa District		Masterton District	

Attachment 1 to Report 22.249

Other parts of New Zealand outside the Wellington region		I do not currently reside in New Zealand	
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Q10: What mode of public transport do you mainly use? (i.e. normally three times a week or more)

Mainly bus		Mainly ferry	
Mainly rail		Both bus and ferry	
Both bus and rail		I regularly use all modes	
I do not regularly use public transport			

Q11: What do you use public transport for? Tick all that apply

I do not regularly use public transport	
To commute for employment and education	
To access essential services including health and retail	
For leisure and lifestyle purposes	
For other purposes. If so, what are they?	
Comment:	

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Page 12 How you can Have Your Say

Your feedback is important to us. Please share your views to guide Greater Wellington and the Metlink team on this fares review. We prefer if you can make your submission through the [Greater Wellington Have Your Say](#) website but will also consider submissions made via email to futurefares@gw.govt.nz or by post to

Metlink Fares Review 2022
 Greater Wellington Regional Council
 PO Box 11646
 Wellington 6011

Consultation closes 5pm Friday 15 July 2022. The information you provide as part of your submission will only be used for the purpose of making a decision on the proposals introduced during this consultation period. Any personal information you provide when submitting to this review will only be used:

- For the purpose/s you provide that information
- For other reasons permitted by the Privacy Act 2020 (eg, with your consent, for a directly related purpose, or where the law permits or requires this use).

A full Privacy Statement can be viewed at <https://haveyoursay.gw.govt.nz/privacy-statement>

Digital engagement sessions will be held online where you can discuss our proposals with Greater Wellington officers and Councillors from Greater Wellington and our city and district council partners. These online sessions have proven popular during the COVID-19 pandemic and community feedback has been that they provide an accessible and interactive way to meet with our Councillors and officers. You can register for these sessions through the [Eventfinda website](#) and do not need to download any software or applications to participate.

Date	Time	Location
Wednesday 29 June 2022	12midday to 1.30 pm	Virtual
Saturday 2 July 2022	9am – 10.30 am	Virtual
Tuesday 5 July 2022	3pm – 4.30 pm	Virtual
Thursday 7 July 2022	6pm – 7.30 pm	Virtual
Saturday 9 July 2022	9am – 10.30 pm	Virtual

We look forward to hearing from you on these exciting proposals!

Transport Committee
16 June 2022
Report 22.193



For Decision

ESTABLISHMENT OF THE FUTURE FARES DIRECTION HEARING SUBCOMMITTEE

Te take mō te pūrongo

Purpose

1. To establish a subcommittee to hear and deliberate on submissions made on the Future Fares Direction consultation.

He tūtohu

Recommendations

That the Committee:

1. **Establishes** the Future Fares Direction Hearing Subcommittee.
2. **Adopts** the Terms of Reference for the Future Fares Direction Hearing Subcommittee, as set out in Attachment 1.
3. **Appoints** Councillors to the Future Fares Direction Hearing Subcommittee, as follows:
 - a Councillor Blakeley
 - b Councillor Brash
 - c Councillor Connelly
 - d Councillor Kirk-Burnnand
 - e Councillor Lee
 - f Councillor Nash
 - g Councillor Ponter
4. **Appoints** Councillor Blakeley as Future Fares Direction Hearing Subcommittee Chair.
5. **Notes** that the hearing is scheduled for 3 to 4 August 2022.

Te horopaki

Context

2. Subject to the Committee adopting the recommendations in the report *Future Fares Direction – Consultation* (Report 22.149) – a package of proposed fare initiatives will be made available for public consultation.

3. The scheduled consultation period for the Future Fares Direction is from 17 June 2022 to 15 July 2022.
4. The hearing is scheduled for 3 to 4 August 2022.

Te tātaritanga Analysis

5. Clause 30 of Schedule 7 to the Local Government Act 2002 and Council's Standing Orders allow for a committee, including a Transport Committee, to establish subcommittees as considered appropriate. A committee may appoint any member of a subcommittee.

Terms of Reference

6. The proposed Terms of Reference for the Future Fares Direction Hearing Subcommittee ([Attachment 1](#)) provide for:
 - a Submitters to speak to their submissions by remote participation.
 - b All members of the Committee having equal speaking rights and a deliberative vote. In the event of an equality of votes, the Chair has a casting vote.

Appointments

7. It is proposed that the membership of the Subcommittee is composed of those Councillors who have advised that they are available to attend the hearing:
 - a Councillor Blakeley
 - b Councillor Brash
 - c Councillor Connelly
 - d Councillor Kirk-Burnnand
 - e Councillor Lee
 - f Councillor Nash
 - g Councillor Ponter
8. It is proposed that Councillor Blakeley chairs the hearing subcommittee.

Ngā hua ahumoni Financial implications

9. There are no financial implications arising from this report.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

10. There are no implications for Māori arising from this report.

Ngā tikanga whakatau
Decision-making process

11. Officers considered the matters requiring decision in accordance with the requirements of Clause 30 and 31 of Schedule 7 of the Local Government Act 2002 and the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga
Significance

12. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council’s *Significance and Engagement Policy* and Greater Wellington’s *Decision-making Guidelines*. Officers recommend that these matters are of low significance due to their administrative nature.

Te whakatūtakitaki
Engagement

13. Due to the low significance of the matters for decision, no external engagement was required.

Ngā tūāoma e whai ake nei
Next steps

14. Members of the Subcommittee will be advised of the Subcommittee meeting dates.

Ngā āpitihanga
Attachment

Number	Title
1	Terms of Reference for the Future Fares Direction Hearing Subcommittee

Ngā kaiwaitohu
Signatories

Writer	Lucas Stevenson – Kaitohutohu/Advisor, Democratic Services
Approvers	Alex Smith – Kaitohutohu Matua/Senior Advisor, Democratic Services Francis Ryan – Kaiwhakahaere Matua/Manager, Democratic Services Luke Troy – Kaiwhakahaere Matua Rautaki/General Manager, Strategy

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>It is appropriate for the Committee to determine how it wishes to consider submissions on the Future Fares Review.</p> <p>Clause 30 of Schedule 7 to the Local Government Act 2002 and Council's Standing Orders provide for the Committee to establish subcommittees, as it considers appropriate.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The hearing supports the process for determining the future direction of public transport fares, consistent with the Wellington Regional Public Transport Plan..</p>
<p><i>Internal consultation</i></p> <p>Metlink officers were consulted a.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Attachment 1 to Report 22.193

Future Fares Direction Hearing Subcommittee

(A subcommittee of the Transport Committee)

1. Purpose

To hear and consider submissions made on the Future Fares Direction consultation document and recommend to the Transport Committee any amendments to the fare proposals contained in the consultation document.

2. Powers

The Future Fares Direction Hearing Subcommittee has the power to:

- Consider both the written and oral submissions, presentations made in support of submissions, and any other feedback on the Future Fares Direction.
- Seek clarification from Council officers on any technical matters.
- Develop recommendations on amendments to the Future Fares Direction for consideration by the Transport Committee.

3. Responsibilities

The Future Fares Direction Hearing Subcommittee shall ensure that:

- The hearing and consideration process is carried out in a way that is effective and timely;
- Submitters are provided with the best possible opportunity to be heard in support of their submission;
- Hearing Subcommittee members receive submissions with an open mind and give due consideration to each submission;
- The decision making process is robust and transparent.

4. Members

The members of the Future Fares Direction Hearing Subcommittee are:

- Cr Roger Blakeley
- Cr Jenny Brash
- Cr Ros Connelly
- Cr Chris Kirk-Burnnand
- Cr David Lee
- Cr Thomas Nash
- Cr Daran Ponter

5. Chair

Cr Blakeley is the Chair of the Future Fares Direction Hearing Subcommittee.

Attachment 1 to Report 22.193

6. Quorum

Four Subcommittee members.

7. Meeting procedures

- All members have equal speaking rights and a deliberative vote.
- The Chair has a deliberative vote; and, in the case of an equality of votes, does not have a casting vote (and therefore the act or question is defeated and the status quo is preserved).
- Members must be present for the substantial part of the hearing and deliberations in order to participate in the decision-making of the Hearing Subcommittee.
- Submitters may speak to their submission by remote participation.

10 Duration of Subcommittee

The Subcommittee is deemed to be dissolved at the end of the decision-making process on the Future Fares Direction.

Transport Committee
16 June 2022
Report 22.215



For Information

METLINK CONTACTLESS PAYMENT INITIATIVES - UPDATE

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on progress made to date regarding advancing Metlink contactless payment initiatives.

Te tāhū kōrero

Background

2. On 17 September 2020 the Committee considered the report Metlink resilience and preparedness: preparing for national ticketing solution (Report 20.233) ([Attachment 1](#)).
3. The Committee agreed to a set of principles to guide Metlink initiatives to reduce on board cash fare payment, and increase the use of 'contactless' fare payment. The principles can be found at paragraph 41 of Attachment 1.
4. The Committee noted that officers would undertake the development and implementation of initiatives for increasing current contactless fare payment across the Metlink bus, ferry and rail network provided that such initiatives:
 - a align with the endorsed principles; and
 - b are able to be accommodated within existing budgets.
5. On 25 March 2021, the Committee was advised that Metlink was to trial removing cash payment on peak express bus services (Report 21.87).

Cashless peak express services - pilot

6. Metlink undertook a pilot of making express peak services (30x, 31x, 32x, 85x) cashless to understand how customers responded.
7. The aim of the pilot was to inform whether a further roll-out of cashless bus services to other low cash payment services was feasible.
8. As part of the pilot, officers observed the chosen services and gathered customer insights before going live, during the trial, and at the end of the trial to understand:
 - a Why some customers choose to pay with cash on peak services (i.e forgotten to top up, one-off travellers?)
 - b What challenges or risks might be involved going cashless.

- c How customers feel about making these services cashless. Is the value proposition of improving travel times a perceived benefit?
- d What the impacts have been of patronage and revenue.

Cashless peak express services – outcome of trial

- 9. This initiative has been successful in achieving full Snapper card payment with no negative impacts on the customer experience, patronage or revenue.
- 10. On the back of this success, Metlink is extending this approach to payment to other suitable bus services.

**Te tātaritanga
Analysis**

- 11. In line with principles for contactless payment (set out in paragraph 41 in **Attachment 1**), this initiative will ensure no customers are left behind, by:
 - a Applying the Snapper only rule to peak commuter services with existing levels of Snapper card payment of 96 per cent or greater; and
 - b ensuring that there is also a cash payment alternative bus service available in the vicinity.
- 12. The focus on Snapper only payment on peak-only commuter services will allow faster boarding and journey times for passengers and make bus travel a more attractive mode choice for journeys to work.
- 13. Based on the above criteria, the following services have been selected as the next tranche of contactless payment only services.

Contactless/Snapper payment only bus services to be introduced in 2022

Route	Total users	Card users	% Card users	Cash users	% Cash users	Alternative bus services that accept cash fares	
13	Mairangi - Wellington	3659	3606	98.6%	48	1.3%	14, 22
26	Khandallah - Wellington	5658	5483	96.9%	120	2.1%	25, 22, JVL
33	Karori Sth - Wellington	5808	5696	98.1%	93	1.6%	2
34	Karori West - Wellington	5538	5358	96.7%	83	1.5%	2
35	Hataitai - Wellington	5175	5043	97.4%	120	2.3%	2, 12e, 14
36	Lyall Bay - Wellington	10601	10222	96.4%	253	2.4%	3
37	Wrights Hill - Wellington	3240	3192	98.5%	42	1.3%	2, 21
39	Owhiro Bay - Wellington	3885	3785	97.4%	75	1.9%	1, 29
56	Paparangi - Wellington	8421	8254	98.0%	155	1.8%	52
57	Woodridge - Wellington	10167	9965	98.0%	172	1.7%	52
58	Newlands - Wellington	9418	9141	97.1%	198	2.1%	52
60e	Porirua-Tawa-Wellington	4879	4707	96.5%	156	3.2%	60, KPL

Monthly patronage for December 2020 COVID-19 alert level 1.

14. As part of this implementation, officers will observe the chosen services to ensure there are no negative impacts on the customer experience and patronage.

Ngā Take e hāngai ana te iwi Māori
Implications for Māori

15. A guiding principle of the proposal is “Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices”.

Ngā tūāoma e whai ake nei
Next steps

16. Officers will engage with operators to advise them of the change. Customer communications will be prepared in advance of the change, targeted for late 2022.

Ngā āpitihanga
Attachment

Number	Title
1	Report 20.233 Metlink Resilience and Preparedness: Preparing for National Ticketing Solution

Ngā kaiwaitohu
Signatories

Writers	David Boyd – Manager, Network and Customer
Approvers	Samantha Gain – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or Committee’s terms of reference</i></p> <p>This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below:</p> <p>“To ...set the operational direction to deliver public transport and mode-shift;”</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>This report provides an update on measures which are being taken to progressively strengthening the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the National Ticketing Solution (a major initiative in the Long Term Plan and Public Transport Plan).</p>
<p><i>Internal consultation</i></p> <p>No internal consultation was required outside of the Metlink Group.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no legal or health and safety risks associated with this report.</p>

Transport Committee
17 September 2020
Report 20.233



For Decision

METLINK RESILIENCE AND PREPAREDNESS: PREPARING FOR NATIONAL TICKETING SOLUTION

Te take mō te pūrongo

Purpose

1. To set out a proposed approach for progressively strengthening the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the National Ticketing Solution (NTS).

He tūtohu

Recommendations

That the Transport Committee:

- 1 **Agrees** the principles set out at paragraph 41 of this report, to guide Metlink initiatives to reduce on board cash fare payment, and increase the use of 'contactless' fare payment.
- 2 **Notes** that officers will undertake the development and implementation of initiatives for increasing current contactless fare payment across the Metlink bus, ferry and rail network provided that such initiatives:
 - a. align with the endorsed principles; and
 - b. are able to be accommodated within existing budgets.
- 3 **Notes** that in the event that initiatives are not able to be accommodated within existing budgets, they will be brought to the Committee for decision.
- 4 **Notes** that officers will update Councillors on the development of initiatives.

Te tāhū korero

Background

2. A variety of fare payment methods are in place across the Metlink public transport network including cash and Snapper on bus, cash and paper tickets on rail, and cash, paper tickets and EFTPOS on ferry.
3. COVID-19 has significantly altered the operating environment for public transport. During initial COVID-19 Alert Levels 4 and 3 concerns about physical distancing and transmission risk led to the removal of cash fares and cash and ticket handling across the Metlink public transport network.

4. Funding to cover lost fare revenue was made available by Waka Kotahi NZ Transport Agency (NZTA) to Metlink during COVID-19 Alert Levels 4 and 3. NZTA has made it clear that the financial support it provided earlier in 2020 will not be repeated. In this regard, since 1 July 2020, we have resumed the collection of fares and have continued to do so during the return to Alert Level 2. Living within a COVID-19 environment will require us to focus upon ongoing preparedness and resilience across our network, particularly in relation to our ability to collect fare revenue in a way that minimises customer and staff exposure to communicable disease.
5. Greater Wellington is also preparing for the transition to the National Ticketing Solution (NTS). Public transport providers around New Zealand have implemented interim ticketing systems such as Snapper, as a way of incrementally improving fare payment methods and to ensure a smooth transition for customers and operators to the NTS.

Te tātaritanga Analysis

Strategic context

6. Enhancing fare collection efficiency and effectiveness aligns with Council’s longstanding vision for the delivery of a world-class integrated public transport network for the Wellington region, with high levels of accessibility, quality, reliability and flexibility.
7. The Wellington Regional Public Transport Plan 2014 (PT Plan) sets out the key policies and actions relating to revenue protection. Policy 3.e sets out actions to ensure that all users pay the correct fares.
8. In line with this policy, in March 2018, the Sustainable Transport Committee endorsed a Metlink Revenue Protection Strategy 2018-21. The strategic approach within the Strategy is based on themes: Preventing Revenue loss; Engaging with Customers; Enforcement; and Monitoring and Reporting.
9. The approach to prevent revenue loss in the Strategy is as follows:

Preventing Revenue Loss

- Providing simple and easy to use and robust fares and ticketing systems that provide good value for customers and encourage compliance.
 - Maximising use of electronic ticketing and minimising use of cash fares.
 - Ensuring there are robust process for fare collection, cash and ticket handling, revenue reconciliation (and bank transfers).
10. In the context of Metlink operating in a COVID-19 environment, we also need to ensure we have ongoing resilience to continue to operate and deliver (essential) public transport services to our communities, including our ability to collect fare revenue.

Fare collection across the network

11. On board cash fare payment and paper ticket use is still a considerable part of fare payment on the Metlink public transport network.
12. On the bus network, approximately 80% of fares are paid using Snapper and 8.5% using cash. It is estimated 15% of rail fares are paid on board using cash and paper tickets are

still used as the primary fare collection method on rail. On ferry, approximately 11% of boardings are paid for by on board cash payments.

13. Levels of cash payment on buses varies between different parts of the region and between peak and off-peak times. Payment data from the bus network for July 2020 demonstrates payment variance:

Area	Total boardings	Card	Cash	Free*	Non-card pass [^]	Other [~]
Wellington	1,253,745	87.1%	3.8%	8.2%	0.3%	0.5%
Hutt Valley	284,145	72.6%	7.9%	14.1%	4.8%	0.5%
Eastbourne	92,437	83.5%	5.1%	10.4%	0.4%	0.6%
Porirua	101,947	68.8%	11.9%	12.2%	6.8%	0.2%
Newlands	74,154	90.9%	2.9%	5.6%	0.2%	0.5%
Broadmeadows, Khandallah, Ngaio	107,347	88.5%	3.6%	7.0%	0.2%	0.6%
Kāpiti	46,659	64.0%	12.0%	14.0%	9.8%	0.2%
Wairarapa	12,145	63.6%	15.4%	11.7%	9.1%	0.1%
Total	1,972,579	83.4%	5.1%	9.3%	1.6%	0.5%

* SuperGold and Under 5s

[^] Metlink Explorer and Monthly

[~] Discretionary, Metlink Inspector, Metlink Staff

14. Officers have reviewed bus payment method on a route-by-route basis. **Attachment 1** to this report provides data for the top 20 routes which have the highest and lowest percentage of cash fare payment. The data illustrates that the top 20 routes with the lowest percentage of cash fare payment are ‘peak-only’ services which serve the Wellington CBD. In contrast, the majority of the top 20 routes with the largest proportion of cash fare payments are in locations outside of Wellington City and where there are likely to be a higher number of habitual cash fare customers.
15. It should be noted that our initial analysis on bus payment methods highlight some important issues we will consider going forward, including:
- a There are only 9 Routes, some of which have very low patronage, that have cash payment usage greater than 10%; and
 - b Perhaps most significantly, there are over 40 Routes that currently have cash payment usage lower than 5%, which illustrates the scale of Routes that are almost cash-free at the moment.
16. Cash and paper based fare collection on Metlink’s rail network is not harmonised with the rest of the public transport network. This results in complexity and inefficiencies for customers and the rail operator. It creates difficulties in collecting fares during peak periods when some services are crowded and during major events like services to the Stadium. Limited patronage data makes it difficult to provide evidence-based insights for the operational management and planning of services.
17. Issues highlighted by bus operators around the use of cash fare payment include driver safety when handling cash on board and paying-in cash, and the security requirements and costs of cash handling including counting, processing, administration, and banking.

18. Harbour ferry services offer on board cash and EFTPOS payment for tickets. Approximately 50% of passengers (likely to be regular travellers) use multi-trip products purchased off-board

Opportunities for developing initiatives for increased contactless payment

Increased Snapper use on bus services

19. The proportion of bus trips paid for with Snapper has increased by approximately 20% since its adoption across the entire Metlink bus network.
20. Initiatives to further reduce on board cash use on bus services would build on targeted Snapper card distribution programmes in Strathmore Park (undertaken in 2019), Porirua East and Naenae (undertaken in 2020). These programmes have demonstrated that where ongoing education and support is provided customers are likely to continue to use Snapper.
21. There is also an opportunity to trial initiatives to remove on board cash from bus services where cash payment is known to be already low and customers see a value proposition in removing cash to speed up their journey. Examples include those commuter bus services with current cash payment usage below 5%.

Extension of Snapper to the rail network

22. In preparing this report, officers have considered a range of contactless payment technology options for rail, including EFTPOS on board and mobile ticketing. We are not proposing to progress these options at this stage, primarily because of cost of technology and the complexity of procuring new systems, the ability to ensure a solution can be implemented within NTS timelines, and a need to ensure the best approach for customers.
23. Officers do, however, believe it is worthwhile to explore the extension of Snapper to the Metlink rail network, particularly since we would be able to utilise aspects of the current Snapper service already provided to Metlink such as technology, fare structure and data management. Extending Snapper onto trains provides a minimised implementation cost option for Metlink.
24. Many rail customers are already familiar with Snapper use on bus and therefore adopting snapper on rail creates a convenient and simplified payment experience for customers. It also allows customers to benefit from an ‘integrated’ experience, using the same fare payment media across the network.
25. Implementing Snapper on rail would be expected to achieve a similar shift away from cash to bus, within an equally short timeframe - partly as rail services have a high proportion of peak commuter patronage and partly as a proportion of rail users are already also Snapper users on Metlink bus services.
26. Modern rail ticketing systems require customers to ‘tag-on’ and ‘tag-off’ at stations, for example, at stand-alone validators, rather than as they board or alight from trains. This is to ensure the safe management of boarding and alighting and to ensure customers can board and alight as quickly as possible. Consequently, extending Snapper to rail requires the installation of platform fare payment equipment.

27. Implementation of on-platform payment technology is also required for the NTS. The early works such as determining the location of validators, and gaining approvals for installation can be completed in parallel with the current procurement process of a ticketing supplier. Technology is also able to be swapped out when NTS is ready for deployment. Completing this early work as soon as possible allows Metlink to be better placed for the deployment of NTS.
28. As part of feasibility investigations, officers will also bring forward work required as part of the transition to NTS including reviewing revenue protection approach on rail.
29. A well-planned customer communications and transition strategy will also be critical part of introducing Snapper on rail. Phased implementation (for example, on a single line) would be used to test the technology and refine the customer experience.

Ferry

30. On ferry services, the physical operating environment may change the approach to increasing contactless payment use by customers. Officers will work with ferry operator East by West to investigate initiatives to achieve an increase in uptake of contactless payment use.

Key considerations

31. Officers have identified the following key considerations. These considerations have formed the development of a set of principles outlined in paragraph 41.

Customer Experience

32. International and local experience shows that customers increasingly prefer and use cash free methods of payment for public transport. The reason for this is the key benefits for customers including access to fare discounts, convenience, and ease of boarding allowing for faster journeys. Many customers also prefer to use non-cash payment in order to track and manage their travel budgets, and often, that of their dependants.
33. In our regular customer satisfaction survey when passengers are asked about payment – ‘Convenience of paying’ is one of the poorer performing aspect of service in the survey with rail customers, with 68% satisfaction with rail customers, compared to 78% satisfaction with bus customers.
34. There is an opportunity to allow easy transition to NTS for customers, by ensuring customers are able to adjust to new payment technology, particularly for rail where contactless payment on rail will be unfamiliar for some customers.

Data

35. Understanding how public transport services are being used, for both operational and planning purposes is essential to the efficient management and continual improvement of service provision by Metlink and its service provider partners.
36. Complete and reliable patronage data is a core component of this capability. A contactless electronic ticketing system (such as Snapper) provides a rich data source for analysis and monitoring of services.

37. In contrast, cash on board fare payments provide relatively sparse and low quality data. This is particularly true of the on board rail ticketing system, where cash fares paid cannot be attributed to specific journeys taken. Insights into travel behaviour are therefore obtainable only in aggregate form (such as manual passenger counts), anecdotally, or through sample surveys. In addition, any potential for travel data to complement contact tracing (for example, Snapper users), is lost.

Transition to National Ticketing Solution

38. Like all participating regions to the NTS, Metlink will need to carry out a major change programme to transition to the NTS, including customer behaviour change and communications, the installation of infrastructure including validators on buses and at rail stations, and business preparedness internally and with operators and suppliers.
39. Most of this work cannot be planned in detail until the nature of the ticketing solution is known and the NTS timeline becomes firmer. However, there is preparatory work that Metlink can carry out in advance, such as investigation and feasibility for the installation of ticketing equipment at rail stations and supporting customer experience initiatives.
40. The preparation and implementation of any changes to fare payment systems are the same in terms of the activities Metlink needs to undertake to transition. Therefore, there is significant benefit from customer and business perspective to begin this transition process as early as possible.

Principles

41. To guide the design and implementation of initiatives the following set of principles have been developed:
- a Initiatives should be customer-centric by:
 - i Enhancing the customer experience by being simple, flexible, convenient and reliable
 - ii Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices
 - iii Ensuring that initiatives are designed iteratively with customers, through testing, trialling and customer engagement at each stage
 - iv Ensuring that off-board cash payment for purchase of ticket products remains available for customers who may still require such an option
 - v Ensuring that reload channels are extended to provide convenient access to customers.
 - b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision by:
 - i Strengthening the ability to collect fares and protect fare revenue
 - ii Enhancing the extent and quality of travel behaviour and patronage data for analytical and planning purposes

- iii Being introduced manageably and progressively, for example, with pilot phases and in a targeted or phased manner on specific routes or services
 - iv Generating early gains through prioritising initiatives for maximum effectiveness
 - v Ensuring close monitoring of progress and effectiveness from customer, patronage, and revenue perspectives, to enable evaluation and optimisation as necessary
 - vi Being supported by Metlink service operators and service providers
 - vii Contributing to the health and safety of operational staff and customers.
- c Initiatives should demonstrate cost and risk optimisation by:
- i Being subject to due diligence processes such as feasibility investigation
 - ii Being able to be implemented at low cost, and ideally within existing budget approvals
 - iii Being able to be implemented in a timely manner and ahead of NTS implementation to maximise customer benefits and to avoid complexity for customers and operators.
- d Initiatives should contribute to Metlink readiness for and future transition to the NTS by:
- i Allowing for, and aligning with the planned transition to future NTS and subsequent integrated fares
 - ii Introducing customer experience improvements which converge progressively with anticipated NTS customer behaviour
 - iii Encouraging behaviour change away from cash payment on board services by promoting increased use of contactless fare payment.

Ngā hua ahumoni Financial implications

42. No detailed costing of potential initiatives has yet been carried out. However, it is expected that:
- a The costs of the initiatives outlined in this report can be met within the existing budget.
 - b If costs exceed budget, this will be reported to Council or the Committee (as required) for approval.
43. Note that improvements in fare collection and a reduction in cash handling may result in some revenue collection improvement.

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

44. The matters requiring decision in this report were considered by officers in accordance with the process set out in the Greater Wellington’s Climate Change Considerations Guide.

Mitigation and adaptation assessment

45. There is no need to conduct a climate change assessment on these matters. Officers note that should this proposal be adopted it may result in mode shift and ease of payment may increase patronage as it enhances the customer experience.

**Ngā tikanga whakatau
Decision-making process**

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

**Te hiranga
Significance**

47. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington’s *Decision-making Guidelines*. Officers recommend that the matter is of low significance; the Committee is being asked to agree to a set of principles to guide the design and implementation of initiatives which are aimed to progressively strengthen the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the NTS.

**Te whakatūtakitaki
Engagement**

48. We have engaged with NZTA over the development of this paper and NZTA supports the Recommendations, particularly in the context of our preparedness for the NTS and our ongoing resilience for COVID-19
49. Metlink’s customer engagement over recent years highlights a clear expectation from most customers for a fully integrated, contactless ticketing system. For many, this is based on their experience of using public transport in Auckland or overseas.
50. Subject to Committee decision, officers will develop a communication plan regarding any initiatives that may affect customers, engage with relevant operators and communities and work with NZTA to ensure alignment with government direction and projects including the NTS.

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

51. Subject to Committee decision, officers will work with Transdev (rail operator) and Snapper personnel to investigate the feasibility of extending Snapper onto Metlink rail services.

52. Continue to work on initiatives to reduce reliance on cash fare payments on board Greater Wellington Metlink bus and ferry services.

Ngā āpitihanga

Attachments

Number	Title
1	Top 20 bus routes with highest and lowest percentage of cash fare payment

Ngā kaiwaitohu

Signatories

Writers	Bonnie Parfitt – Manager Metlink Network and Customer Dawn Wilce – Manager Metlink Commercial Partnerships
Approver	Scott Gallacher – GM Metlink

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or Committee’s terms of reference</i></p> <p>This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below:</p> <p>To ...set the operational direction to deliver public transport and mode-shift;</p>
<p><i>Implications for Māori</i></p> <p>A guiding principle of the proposal is “Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices”.</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>Contribution to Plans and Strategies is set out in the report (see paragraphs 28-31)</p>
<p><i>Internal consultation</i></p> <p>No internal consultation was required outside of the Metlink Group.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no legal or health and safety risks associated with this report.</p>

Transport Committee
16 June 2022
Report 22.232



For Information

NATIONAL TICKETING SOLUTION - UPDATE

Te take mō te pūrongo

Purpose

1. To provide updates to the Transport Committee (Committee) on the status of development of the National Ticketing Solution (NTS).

Te tāhū korero

Background

2. The NTS is a joint initiative led by Waka Kotahi NZ Transport Agency (Waka Kotahi) and supported the Public Transport Authorities (PTAs) across New Zealand. The NTS has the objective of consolidating the various national public transport ticketing solution requirements and avoiding duplication of regional investment in separate ticketing solutions. NTS will facilitate a more consistent public transport ticketing experience across the country.
3. Greater Wellington has been involved in all aspects of the NTS development, including business case input, tender assessment, transition planning, customer product brand development and assisting develop the operating model which will define the roles and responsibilities of the bodies providing and consuming NTS services.
4. The first implementation of the NTS will likely commence in 2024. This is subject to the completion of contractual negotiations involving an agreed roadmap and necessary approvals still being arranged with all stakeholders.
5. As an interim solution and following the successful pilot on the Johnsonville rail line, Waka Kotahi is supporting Greater Wellington implement Snapper across the whole Wellington rail network, prior to transitioning to the NTS.

Te tātaritanga

Analysis

NTS Procurement and timeline

6. The procurement process for a NTS Ticketing Solution Provider (TSP) is being managed by Waka Kotahi and overseen by the NTS Steering Group made up of Waka Kotahi and PTA representatives under an independent Chair.
7. Current progress and next steps are:

- a a global ticketing partner has been identified as the preferred TSP and the negotiations with this supplier are nearing completion
 - b the Waka Kotahi Board will be asked to approve the NTS Detailed Business Case and to commit to the implementation of NTS at its meeting on 7 July 2022.
 - c following commitment by the Waka Kotahi Board, PTAs will be asked to commit to participating in the NTS by signing a new Participation Agreement (known as P2 Agreement).
8. At this stage it is anticipated that Greater Wellington officers will request Council to consider signing the P2 Agreement (which may include delegating the signing of the agreement to the Chief Executive) at its meeting on 25 August 2022.

Ngā tūāoma e whai ake nei

Next steps

9. Officers will provide further information regarding the content of the P2 Agreement at a workshop on 2 August 2022, followed by a request to Council to consider the signing of the P2 Agreement at its meeting on 25 August 2022.

Ngā kaiwaitohu

Signatories

Writers	Nicki Lau Young – Manager, NTS
Approvers	Tim Shackleton – Manager, Commercial, Strategy and Investments Samantha Gain – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council's roles or Committee's terms of reference</i></p> <p>This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below:</p> <p>To ...set the operational direction to deliver public transport and mode-shift;</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>This matter is set out in the 2021-31 Long term Plan:</p> <p><i>National ticketing solution: We will continue our work from the previous Long Term Plan on the roll-out of a contactless ticketing system through the development and phased implementation of the National Ticketing Solution and integrated fares across the public transport network</i></p>
<p><i>Internal consultation</i></p> <p>No internal consultation was required outside of the Metlink Group.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no legal or health and safety risks associated with this report.</p>

Transport Committee
16 June 2022
Report 22.231



For Information

PUBLIC TRANSPORT PERFORMANCE – APRIL 2022

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

2. Metlink now has access to a growing array of information that helps to better appreciate and understand the performance of its public transport network.
3. Over time, Metlink looks forward to continuing to strengthen our insight, expertise, and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for April 2022.
6. At 11:59pm on 2 December 2021, New Zealand moved from the COVID-19 Alert System to the COVID-19 Protection Framework (also known as the traffic light system).
7. At 11:59pm on Wednesday 13 April 2022, New Zealand moved to COVID-19 orange traffic light setting (from COVID-19 red traffic light setting).

Te tātaritanga

Analysis

Bus performance

8. Bus service levels continue to be impacted by the Omicron outbreak. Officers consider the level of impact to our public transport network to now be having a medium impact. COVID-19 cases in the workforce are having a direct impact on an increase in cancellations. This began in April 2022 and has continued through May 2022, and at a high level is mirrored by what is happening in the wider community. Operators have managed any cancellations caused by the impact of Omicron on its workforce through cancelling trips on the day; customers are informed of cancellations through the Metlink website, App and our usual social media channels.

9. Bus passenger boardings for April 2022 were 1.3 million. Under red and orange traffic light settings monthly boardings were lower than usual. Boardings over the month were 81.7 percent of April 2021 boardings. March 2022 boardings were 61.6 percent of boardings for the same month in 2021.
10. The reliability metric is a measure of services deemed to have run. Reliability for April 2022 was 97.2 percent, compared to 93.9 percent in March 2022.
11. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for April 2022 was 95.9 percent, compared to 96.0 percent in March 2022.

Rail performance

12. Rail services have been impacted by the Omicron outbreak. However, the rail operator (Tranzdev) has been able to manage the impact of COVID-19 cases on the rail network and move back to a full timetable.
13. April and May have seen a rise in the number of COVID-19 cases in the rail workforce but due to the nature of the operation this has been managed with minimal impact on the customer.
14. Rail passenger boardings for April 2022 were 0.7 million. Boardings over the period were 69.6 percent of April 2021 boardings. This compares to March 2022 boardings being 43.6 percent of boardings for the same month in 2021.
15. Reliability in April 2022 was 98.1 percent compared to 94.2 percent in April 2022, while punctuality was 87.7 percent, compared to 89.6 percent in April 2022.

Ferry performance

16. Ferry service levels have not been impacted by the Omicron outbreak.
17. Boardings for April 2022 were 107.4 percent of boardings for the same month in 2021. In March 2022, boardings were 52.0 percent of boardings compared to March 2021.

Fare revenue

18. In April 2022, there was a budget shortfall of \$5.2million (-68 percent), and a shortfall of \$31.4 million (-40 percent) for the year to date. This compares to March 2022 results of a budget shortfall of \$5.0 million (-52 percent) for the month, and a shortfall of \$26.2 million (-47 percent) for the year to date.
19. Waka Kotahi NZ Transport Agency (Waka Kotahi) have agreed to finance 51 percent (current funding assistance rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the 2021-31 Long Term Plan up to \$7.5 million for the 2021/22 financial year (FY); \$6 million for FY22/23 and \$4 million for FY23/24. Any additional funding shortfall will be reassessed towards the end of the financial year to determine whether this will be loan or reserve funded.
20. 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 ferry services.

Half price fares - impact to date

21. On 1 April 2022, half price fares were implemented across the Wellington public transport network for a three-month period, as required by the Government’s half-price scheme.
22. Patronage continues showing an increasing trend since the introduction of the half-price initiative. However, it is difficult to attribute the increase to half-price fares.
23. We have put a specific question regarding the impact of half price fares in this year’s customer satisfaction survey, which is currently underway. The expectation is that the question and the regular question about whether people think Public Transport is value for money will provide some valuable insights into our understanding of people’s response to the half-price fares.
24. Officers will continue to monitor changes in patronage and travel patterns.

Patronage trends and insights

25. As requested at the previous meeting, [Attachment 2](#) to this report provides patronage trends and insights, with a focus on Kāpiti.

**Ngā āpitihanga
Attachment**

Number	Title
1	Metlink performance report – April 2022
2	Patronage trends and insights

**Ngā kaiwaitohu
Signatories**

Writers	Andrew Myers –Customer Insights and Assets Manager Matthew Lear –Network Operations Manager
Approvers	Fiona Abbott – Manager, Assets and infrastructure Melissa Anderson – Manager, Operations and Partnerships Samantha Gain – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> "Reviewing performance trends related to public transport activities" is a specific responsibility set out in the Committee's Terms of Reference.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.
<i>Internal consultation</i> No other departments were consulted in preparing this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no risks arising from this report.



April 2022 – for the GWRC Transport Committee

This report contains a summary of key information for April 2022. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

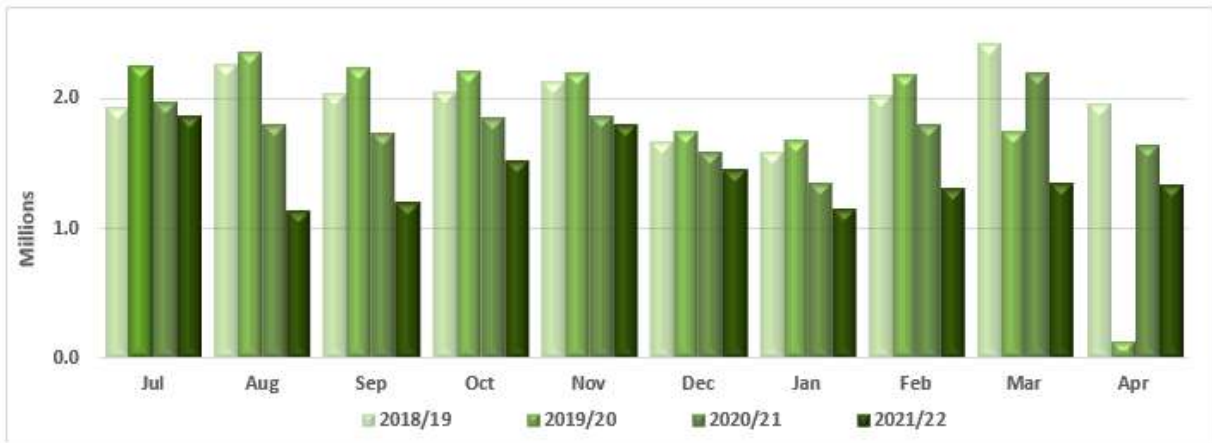
Full monthly performance reports are available under 'Performance of our network' on the Metlink website: <https://www.metlink.org.nz/>

Patronage

In April 2022, under Red and Orange of the Covid-19 Protection Framework, we saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under Red and Orange of the Covid-19 Protection Framework, April bus passenger boardings were 18.3% lower than the same month last year and 20.5% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



Boardings by area - current month

	Apr-22	Apr-21	% Change
Wellington	968,733	1,208,548	-19.8%
Hutt Valley	271,236	314,685	-13.8%
Porirua	54,665	66,052	-17.2%
Kapiti	34,892	38,635	-9.7%
Wairarapa	9,743	11,423	-14.7%
Total	1,339,269	1,639,343	-18.3%

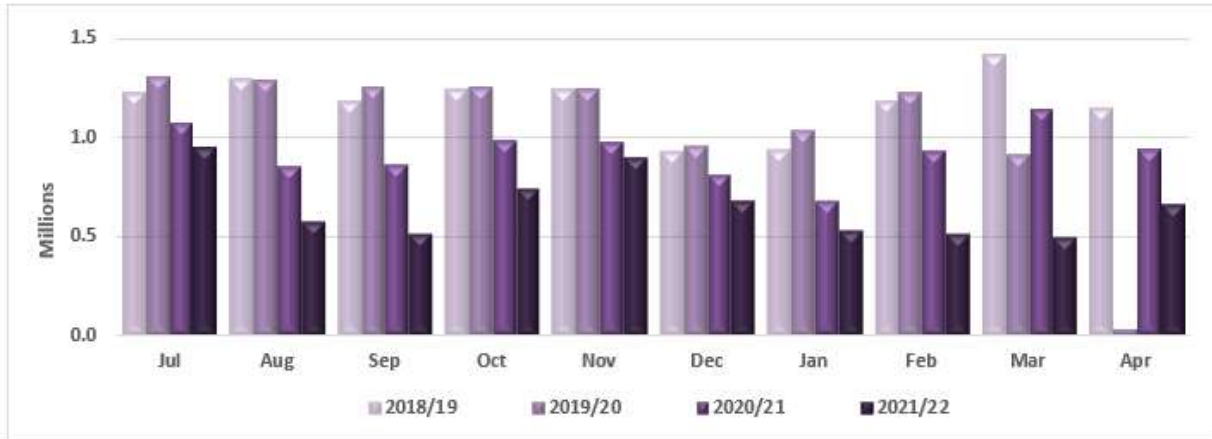
Boardings by area - year to date (Jul - Apr)

	2021/22	2020/21	% Change
Wellington	10,288,469	13,008,953	-20.9%
Hutt Valley	2,829,707	3,513,194	-19.5%
Porirua	577,861	729,371	-20.8%
Kapiti	372,468	443,665	-16.0%
Wairarapa	101,304	127,287	-20.4%
Total	14,169,809	17,822,470	-20.5%

Attachment 1 to Report 22.231

Rail Passenger boardings

Under Red and Orange of the Covid-19 Protection Framework, April rail passenger boardings were 30.4% lower than the same month last year, and 29.3% lower for the year to date. *Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).*



Boardings by line - current month

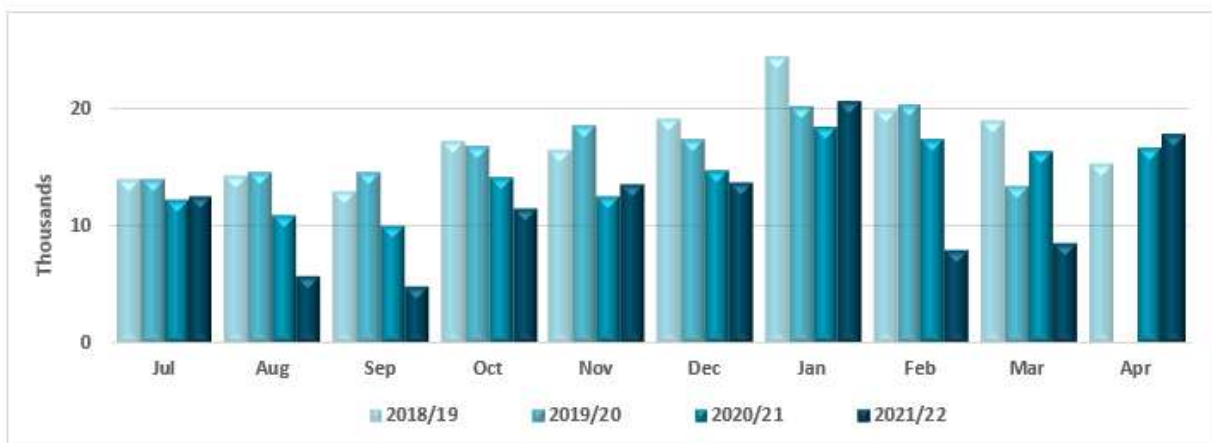
	Apr-22	Apr-21	% Change
Hutt Valley	274,241	396,998	-30.9%
Kapiti	256,032	395,260	-35.2%
Johnsonville	90,702	89,188	1.7%
Wairarapa	31,558	55,901	-43.5%
Total	652,533	937,347	-30.4%

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

	2021/22	2020/21	% Change
Hutt Valley	2,814,065	3,885,765	-27.6%
Kapiti	2,614,519	3,855,802	-32.2%
Johnsonville	722,334	938,400	-23.0%
Wairarapa	352,839	514,256	-31.4%
Total	6,503,757	9,194,223	-29.3%

Ferry Passenger boardings

Under Red and Orange of the Covid-19 Protection Framework, April ferry boardings show an increase of 7.4% on the same month last year, and a decrease of 18.7% for the year to date. Weather conditions often affect ferry boardings. *We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).*



Boardings - current month

	Apr-22	Apr-21	% Change
Total	17,862	16,635	7.4%

Boardings - year to date (Jul - Apr)

	2021/22	2020/21	% Change
Total	115,966	142,602	-18.7%



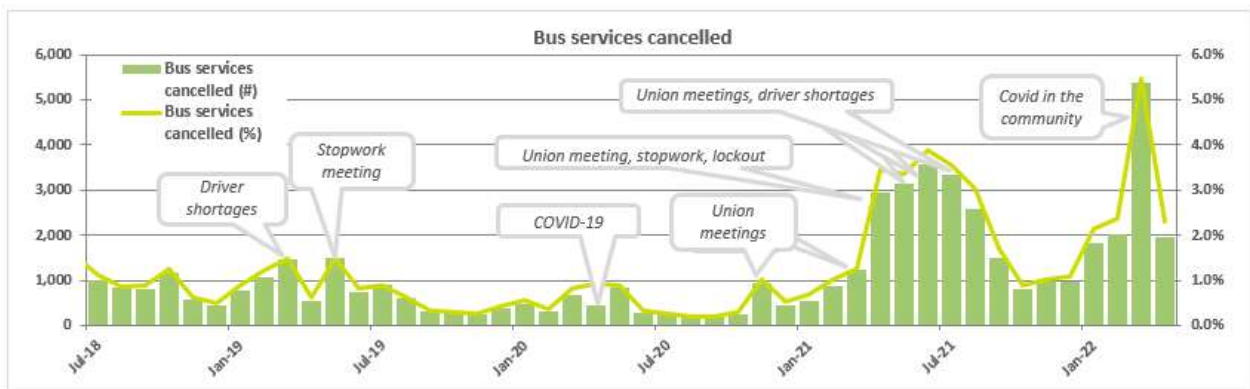
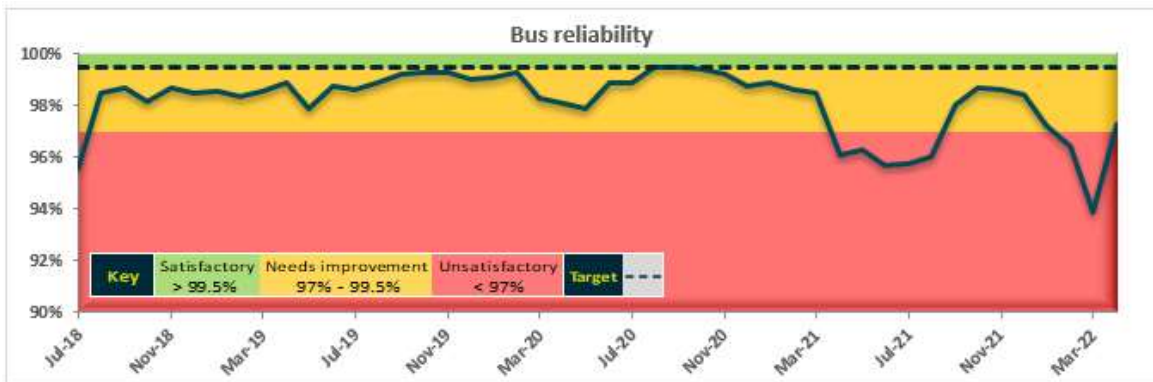
Bus service delivery

Reliability

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

In April, 97.2% of bus services were delivered, and 97.0% for the year to date.

Reliability this month improved, largely due to school holidays and the subsequent reduced driver requirement.

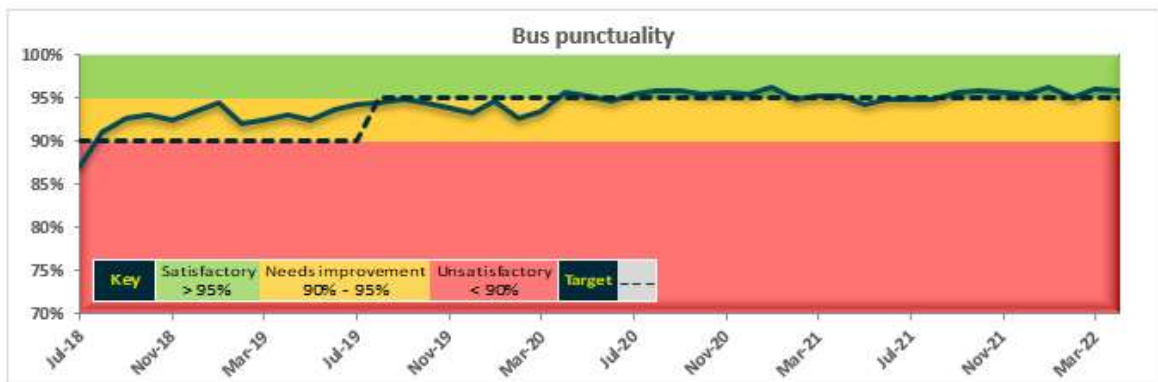


Punctuality

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

Bus service punctuality was 95.9% in April, and 95.6% for the year to date.

Punctuality remained mostly stable this month. However, some services remain affected by a high number of road works across the network, while late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.





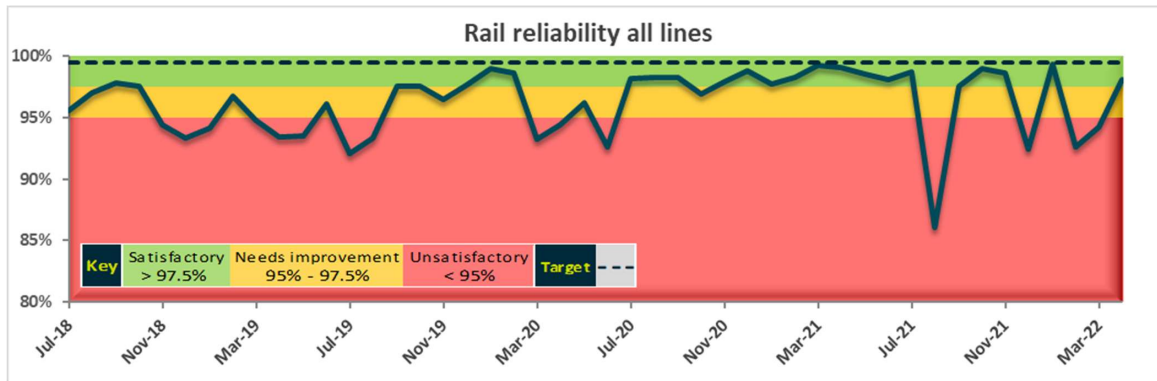
Rail service delivery

Attachment 1 to Report 22.231

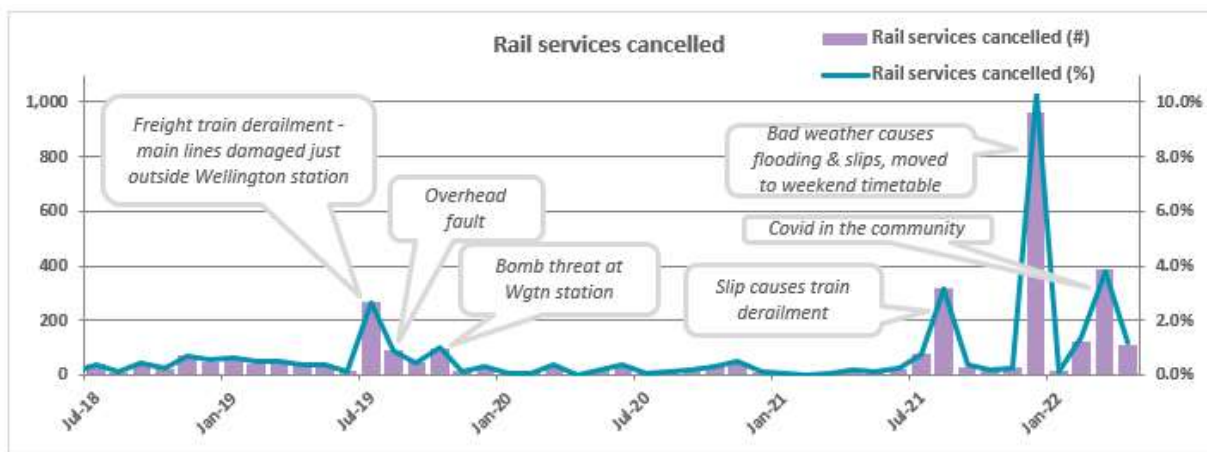
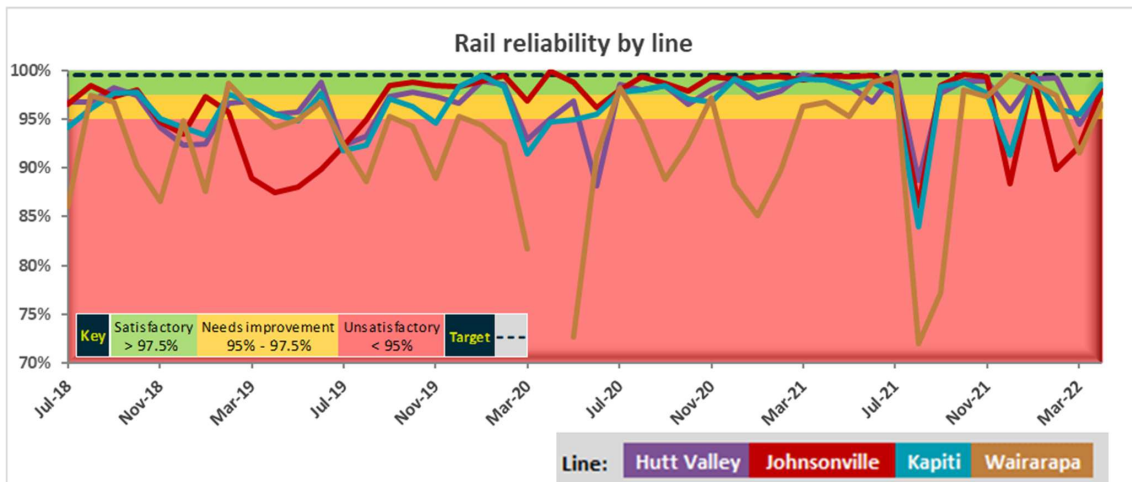
Reliability

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 98.1% in April and 95.8% for the year to date. With staff shortages due to COVID, targeted cancellations continued in the early part of April - with services returning to near normality on 8 April. An overhead power issue on the 4 April, a SPAD-A early in the morning of 8 April, and mechanical issues, caused cancellations and disruptions this month.



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



Punctuality

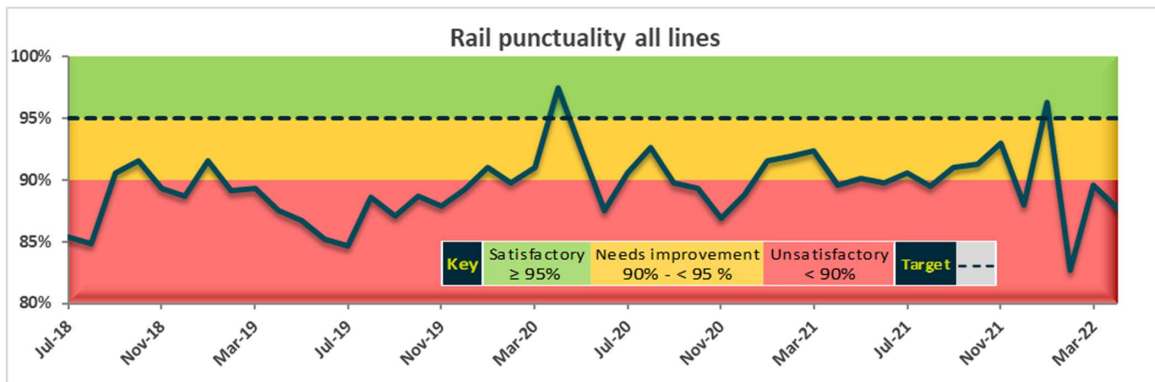
Attachment 1 to Report 22.231

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

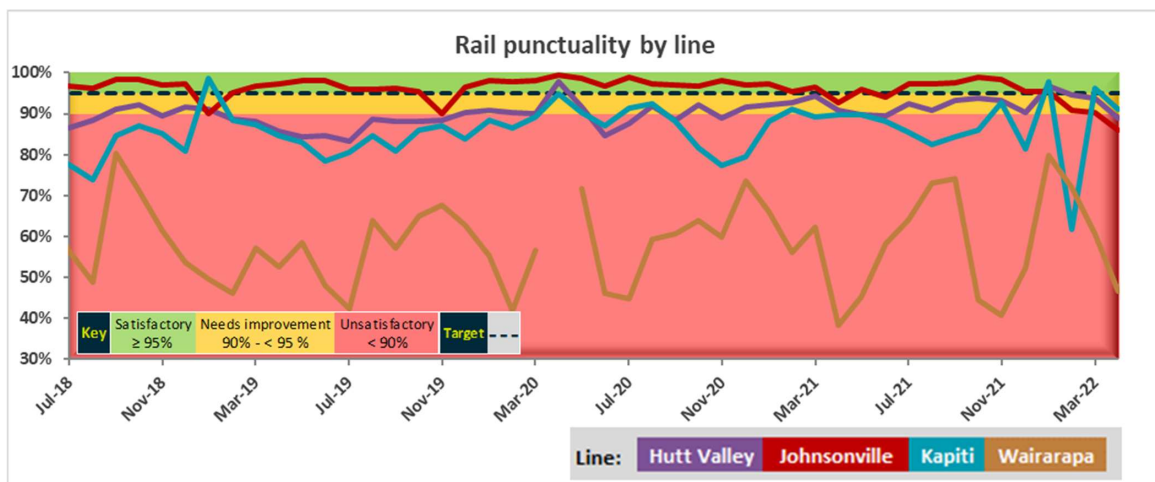
Punctuality for April was 87.7% and 90.0% for the year to date.

A few isolated incidents impacted punctuality in April, including SPAD-A and overhead issues which caused minor disruptions but were cleared before peak traffic, and low adhesion.

Performance on the Johnsonville line was 86% which is a lot lower than usual - impacts of some speed restrictions due to the ongoing issues with slope stability on the line seem to be having a compounding effect on performance. This is being investigated by a cross party working group which includes KiwiRail. The poor performance on the WRL continues – caused by speed restrictions due to ongoing maintenance. Transdev has indicated that they are developing options that may help improve performance for issues that are within their control.



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



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.

There was a budget shortfall of \$5.2m (-68%) in April, and a shortfall of \$31.4m (-40%) for the year to date.

Fare revenue - current month

	Apr-22	Budget	Excess/Shortfall
Bus	1,089,779	3,594,900	- 2,505,121
Rail	1,368,324	4,020,688	- 2,652,364
Total	\$ 2,458,103	\$ 7,615,588	-\$ 5,157,485

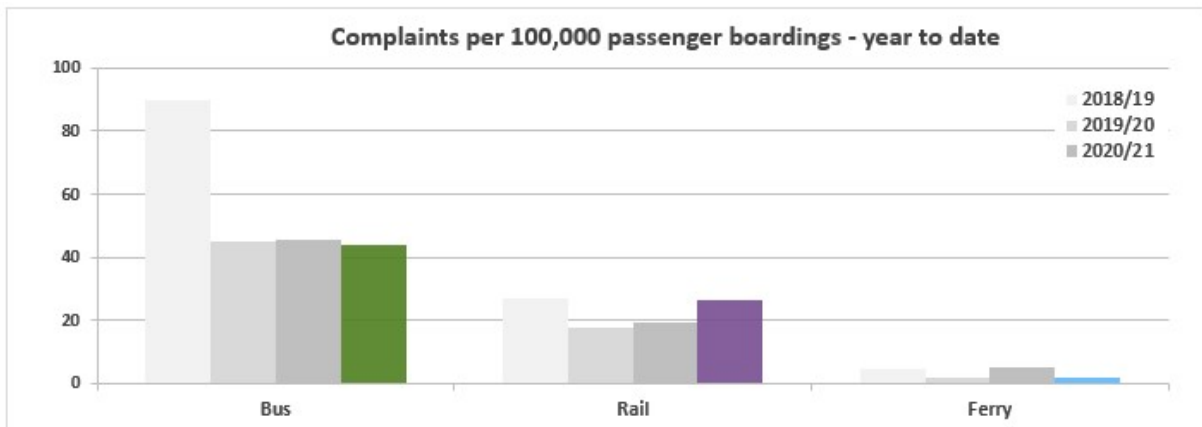
Fare revenue - year to date (Jul - Apr)

	2021/22	Budget	Excess/Shortfall
Bus	22,076,515	36,847,719	- 14,771,204
Rail	24,610,375	41,212,049	- 16,601,674
Total	\$46,686,890	\$78,059,768	-\$ 31,372,878

Complaints

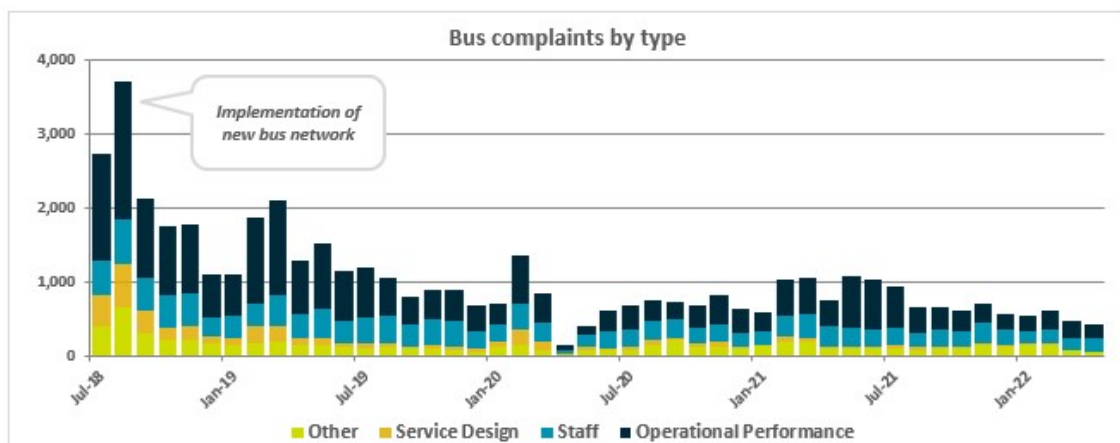
Complaints volume

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 higher for bus than any other mode.



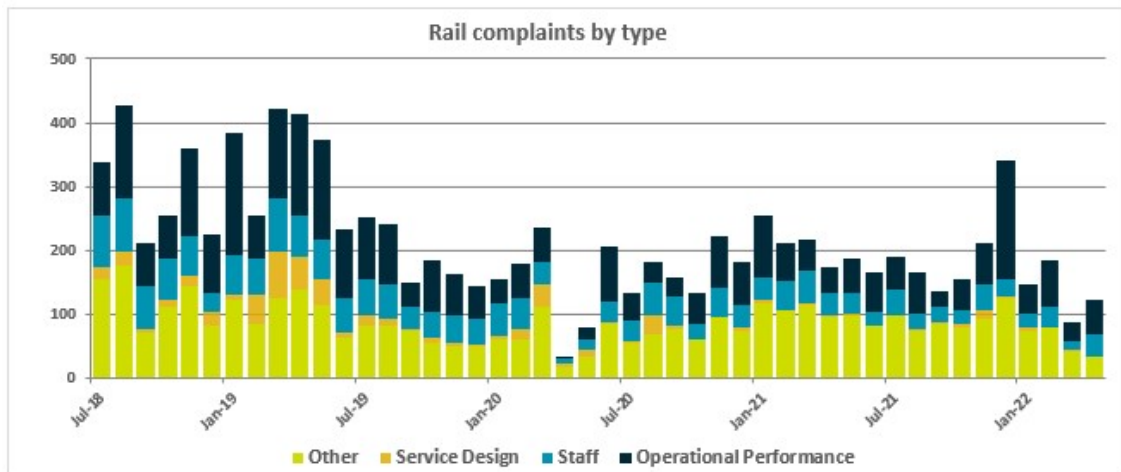
Bus complaints

Bus complaints for the month were 43.0% lower than in April last year, and 20.0% lower for the year to date.

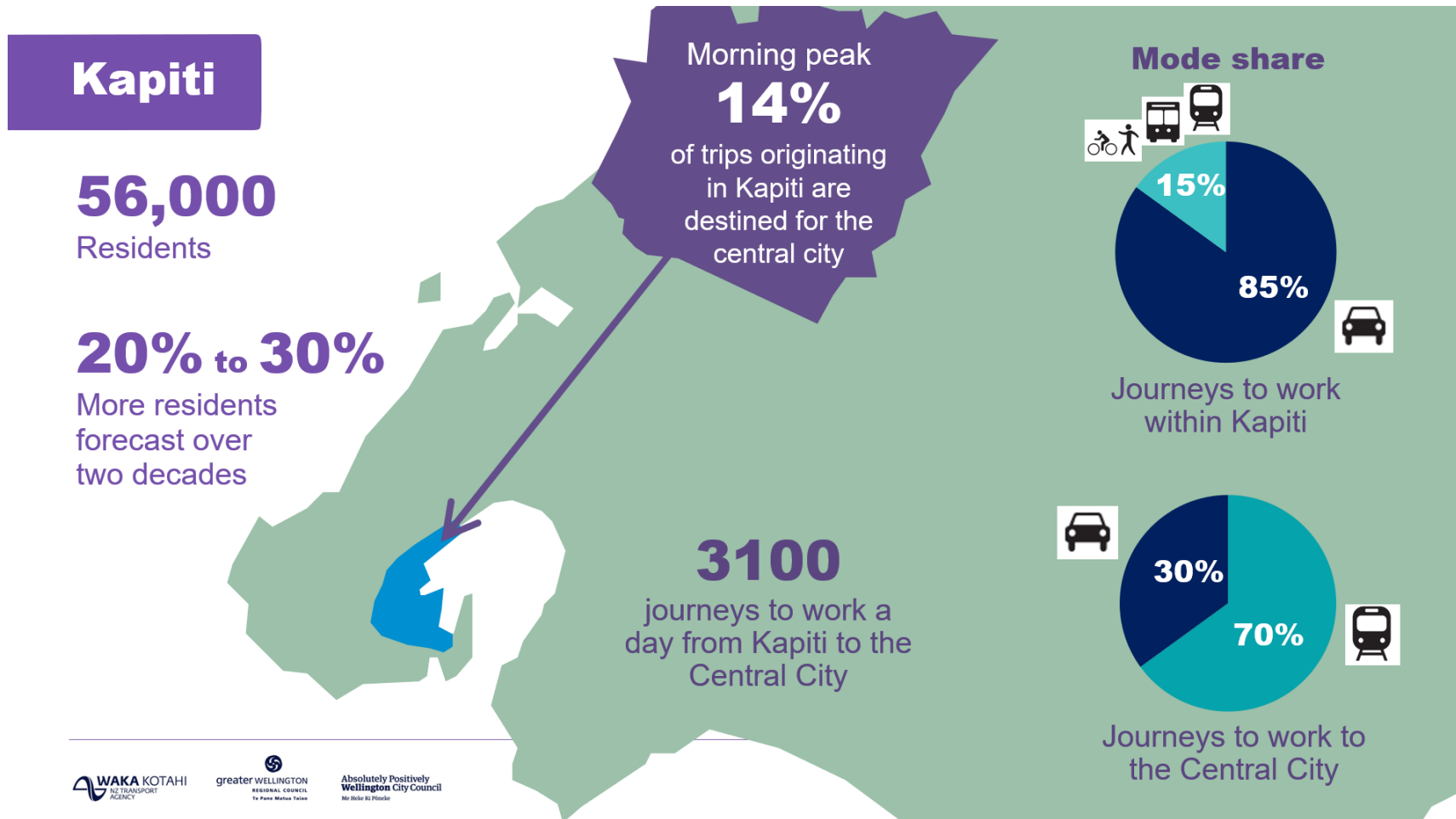


Rail complaints

Rail complaints for April were 28.9% lower than the same month last year, and 6.8% lower for the year to date.



Journey to work – 2018 census



Major influences on transport last 2 years

- COVID
 - lockdowns
 - work-from-home, partial return to offices
- Half-price fares
- Transmission Gully
- Parliament occupation

Traffic and PT volumes, Nov 2021 compared with Nov 2019

	Road traffic volumes at selected state highway locations	Bus boardings	Rail boardings	Cycle numbers
Wellington City	-5% ↓	-19% ↓	-15% ↓	+15% ↑
Hutt Valley	0% →	-17% ↓	-28% ↓↓	
Porirua	-1% ↓	-16% ↓	-29% ↓↓	
Kapiti	-3% ↓	-12% ↓	-29% ↓↓	
Wairarapa	+2% ↑	-12% ↓	-36% ↓↓	

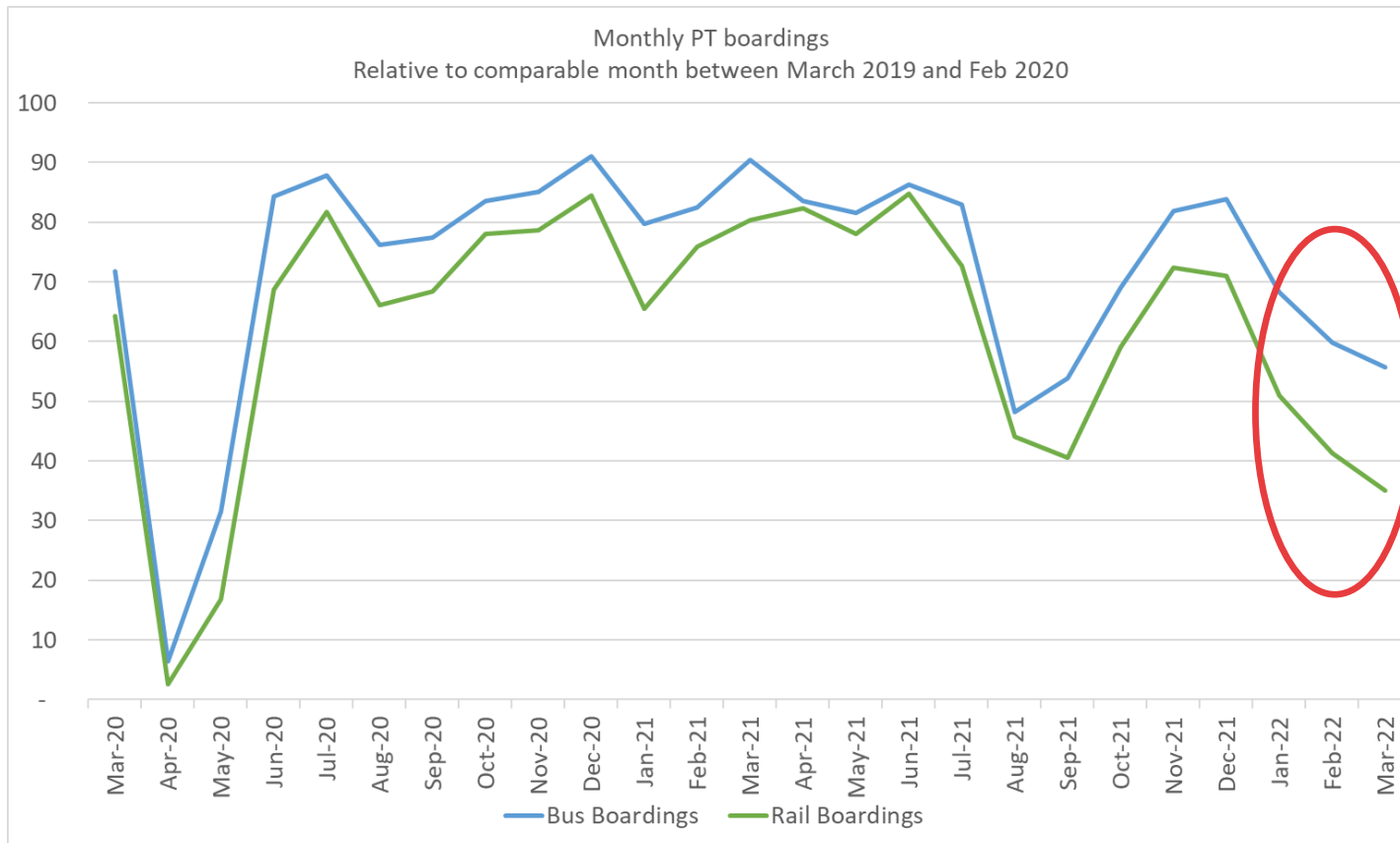
- SH volumes: 2% higher (Wairarapa) to 5% lower
- Bus: 10%–20% lower, rail 30% lower
- Cycle volumes: up 15%
- Indicative May 2022 data shows region trending toward / above Nov 2021 patterns

Transport-generated CO₂ emissions

	2020	2021
Wellington City	-14%	-8%
Hutt Valley	-11%	-7%
Wairarapa	-9%	2%
Porirua	-10%	-4%
Kapiti	-11%	-6%
Wellington Region	-12%	-6%

- Emissions estimated from traffic volumes
- Indicative estimated reduction in transport-generated CO₂
 - 2020: 12% reduction (relative to 2019)
 - 2021: 6% reduction (relative to 2019)
 - Greater reduction in Wellington City
 - Lower reduction in Wairarapa

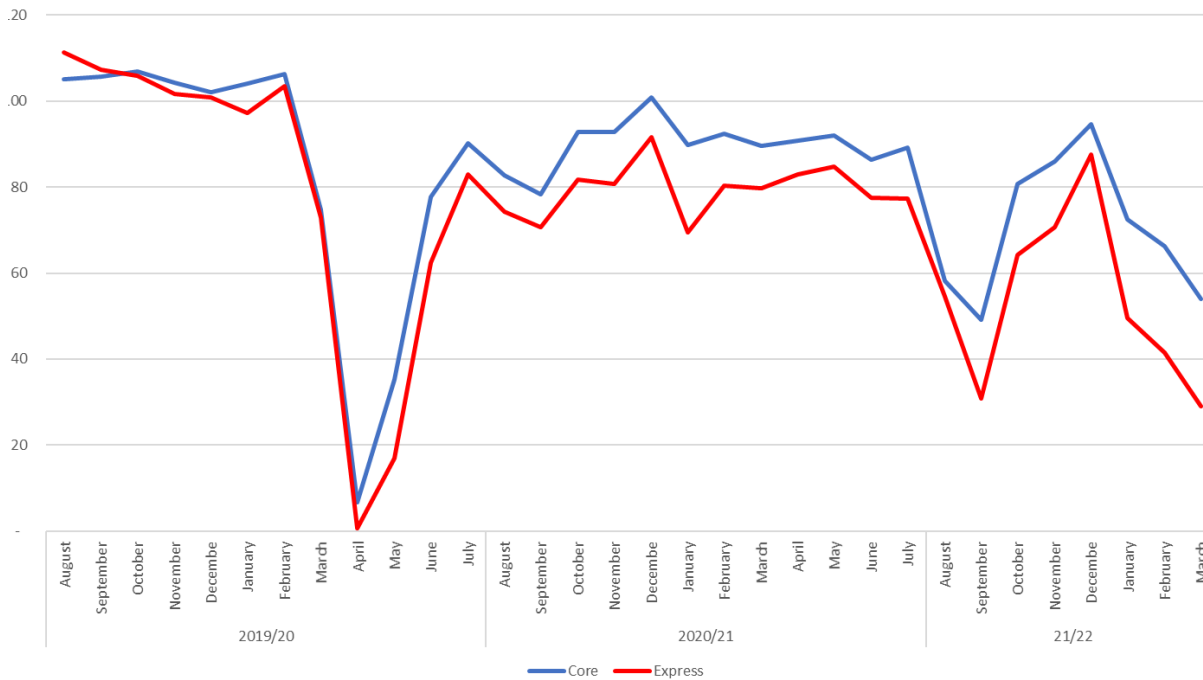
Rail and bus patronage



- Rail lower than bus (both relative to comparable pre-Covid month)
- Function of different users
 - 70% rail pax are commuters who are more likely to be able to WFH
 - Bus caters more people who cannot WFH (even at peak times)
 - 50% of bus passengers travel off-peak for (mostly) non-work purposes

Peak and off-peak PT patronage

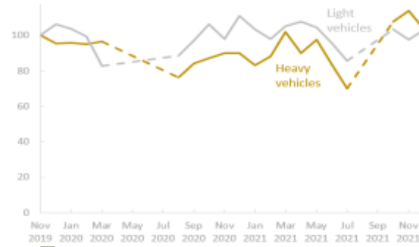
Monthly PT Boardings by service type (Core / Express)
2019/20 and 2020/21 relative to 2018/19 (Pre-Covid)



- Aug 2020 to Jul 2021
 - Core - ~90 % compared to 2018/2019
 - Express - ~80 % compared to 2018/2019
- Aug 2021 to Mar 2022
 - Core - ~70 % compared to 2018/19
 - Express - ~55 % compared to 2018/19

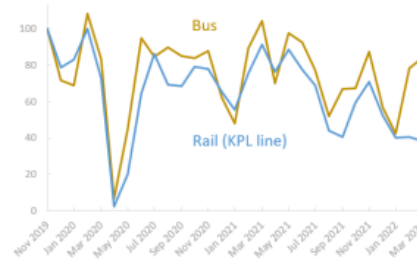
Kāpiti DRAFT

Road traffic



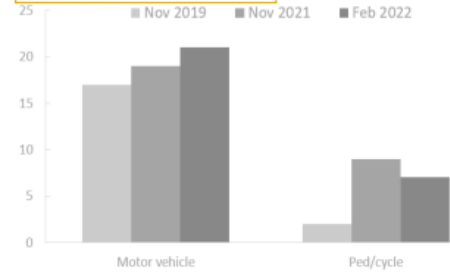
↓ 3% down, light vehicles
 ↑ 14% up, heavy vehicles
 at SH1K Poplar Ave mainline NB, Nov 2021 vs Nov 2019

Public transport



↓ 27% down, passenger boardings
 Nov 2021 vs Nov 2019

Road deaths and serious injuries



↑ 24% up, motor vehicle DSI
 ↑ 250% up, ped/cycle DSI
 12 months to Feb 2022 vs Nov 2019

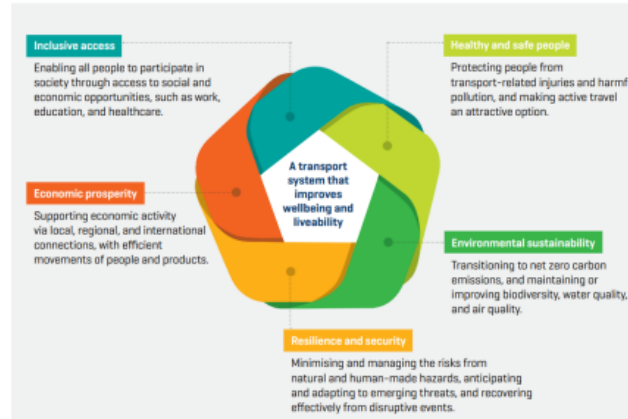
Attachment 2 to Report 22.231

Accessibility

		Wellington Region	Kāpiti
Supermarket	Walk	86%	82%
	Cycle	97%	96%
	PT	91%	86%
	Car	100%	100%
GP	Walk	85%	79%
	Cycle	96%	92%
	PT	91%	82%
	Car	100%	100%
Hospital	Walk	26%	19%
	Cycle	68%	55%
	PT	45%	48%
	Car	98%	100%
Primary school	Walk	93%	82%
	Cycle	98%	99%
	PT	94%	85%
	Car	100%	100%

Mixed accessibility to key services and destinations by most modes. Only 82% of people live within 30 minutes walk of a primary school.

Transport Outcomes Framework

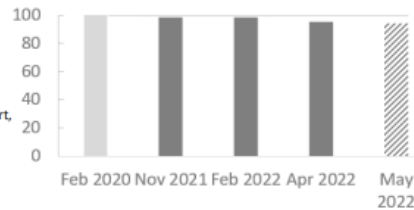


Emissions relative to 2019

Work in progress

Road travel time

↓ 6% improvement
 Walkanae to Wellington Airport,
 Feb 2020 to May 2022



PT travel time

Work in progress

PT travel time variability

Work in progress

Transport Committee
5 May 2022
Report 22.264



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 5 MAY 2022

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 5 May 2022.

Te tāhū kōrero

Background

2. On 27 February 2020, Council 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 Terms of Reference for the Advisory Group provide that:
 - a The Chairperson shall be determined by the Advisory Group
 - b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting
 - c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group's most recent meeting occurred on 5 May 2022, and its business is set out in the following paragraphs.

Meeting agenda and matters considered by the Advisory Group

Transit Oriented Development (TOD) Workshop

5. The purpose of the workshop was to seek PTAG members' views on approaches to the redevelopment of the current Waterloo Station precinct.
6. PTAG members broke into three groups to discuss a set of questions intended to inform Greater Wellington's concept study deliverables.
 - a What does success look like?
 - b Who/ where is the community this project will serve? Currently? In the future?
 - c What key amenities, services, activities & connections should the Waterloo TOD provide?

7. A summary of the discussions is outlined in the table below:

<p>Workshop summary</p>	<p>Group 1: Waterloo Station is a huge space that is difficult to navigate. Any revitalisation efforts are an opportunity to improve access to PT by enhancing utilisation of space, wayfinding, and amenities. While there’s potential to add a commercial precinct to the Station, changes should complement rather than detract from other regional commercial centres. There’s also opportunity for the Station to better serve the diverse community which is both youthful and elderly. Revitalisation efforts should ensure the Station reflects the historical and cultural influences in the area, and provides inviting areas for community gatherings and events (e.g. day care centres, spaces for markets, multilevel carparking, skateboard park).</p>	<p>Group 2: The group spoke strategically and tactically about how TOD should work at Waterloo. An ambitious best practice development catering to the immediate population, wider population and future population. Built around public transport but not limited to this function. Creating a destination of amenity, function, connectivity, and leisure.</p>	<p>Group 3: All group members were not regular users of Waterloo Station and were unfamiliar with the area. Because of this, discussions were more general around what they would like to see from a customer viewpoint at any station. The main focus of discussion was around improving accessibility and safety of the station through better signage, improving passenger flows, lighting and improving the surrounding area to compliment the new station.</p>
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Metlink map and timetable builder

8. The Advisory Group was presented with a range of enhancements that have been made to customer information, including to paper timetables, service alerts and operational signage/posters.
9. Large format timetables can now be printed on demand. Metlink officers asked PTAG members to consider how customers could easily request paper copies.

General update – Snapper on Rail

10. The Advisory Group was provided with an update on the Snapper on Rail initiative.
 - a Johnsonville Line - Overall, a successful trial with an 80 per cent uptake of Snapper as a payment method. This occurred quickly and was expected given the high level of Snapper card ownership in the area prior to the trial.
 - b Wider roll out of Snapper on Rail - Customers will be able to pay with Snapper cards on other lines from November 2022. ‘Go live’ is scheduled on the Kapiti Line on 6 November 2022 followed by the Hutt Valley and Wairarapa Lines on 27 November 2022.

Next meeting

11. The next meeting is scheduled for early August 2022.

**Ngā kaiwaitohu
Signatories**

Writer	George Cook – Manager, Customer Experience
Approvers	David Boyd – Manager, Metlink Network and Customer Samantha Gain – General Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> It is appropriate for the Committee to be informed of the work of the Advisory Group.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The Advisory Group is one tool that enables Metlink to achieve a key result area set out in the 2021-31 Long Term Plan - "Improving the customer experience across all areas of 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".
<i>Internal consultation</i> There was no internal consultation needed.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks or impacts.