



If calling, please ask for Democratic Services

Transport Committee

Thursday 23 March 2023, 9.30am

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

Quorum: *Seven Members*

Members

Cr Nash (Chair)

Cr Woolf (Deputy Chair)

Cr Bassett

Cr Connelly

Cr Duthie

Cr Gaylor

Cr Kirk-Burnnand

Cr Laban

Cr Lee

Cr Ponter

Cr Ropata

Cr Saw

Cr Staples

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

Transport Committee

Thursday 23 March 2023, 9.30am

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

Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport Committee meeting on Thursday 16 February 2023	23.49	3
5.	Public Transport Performance - January 2023	23.85	6
6.	Public Transport Operator Update - Tranzurban	23.107	17



Please note these minutes remain unconfirmed until the Transport Committee meeting on 23 March 2023.

Report 23.49

Public minutes of the Transport Committee meeting on Thursday 16 February 2023

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

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (until 10.08am)
Councillor Bassett
Councillor Connelly
Councillor Duthie (via Teams)
Councillor Gaylor (via Teams)
Councillor Kirk-Burnnand (from 9.35am)
Councillor Laban
Councillor Lee
Councillor Ponter (via Teams until 10.12am, in person from 12.01pm)
Councillor Ropata
Councillor Saw

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Connelly / Cr Bassett

That the Committee accepts the apology for absence from Councillor Staples, lateness from Councillor Kirk-Burnnand, and early departure from Councillor Woolf.

The motion was **carried**.

Noted: The Committee noted that Councillor Staples was absent from the meeting to attend to Council business.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Rod Badcock spoke on bikes on trains and bus replacements on the rail network.

Noted: The Committee requested that it receive a report on bus replacements on the rail network, including capacity, availability of bus racks, health and safety standards of the buses used, and real time tracking of buses.

Councillor Kirk-Burnnand arrived at the meeting at 9.35am, during the above public participant.

Andrew Jacombs spoke on bus replacements on the rail network, including bike racks, standards of buses; and on East/West connectivity.

Noted: The Committee requested a report on East/West connectivity of public transport.

Fred McDonald spoke on public transport in Ōtaki, including the lack of bus shelters, and the need to have a covered platform at Waikanae Station.

Councillor Woolf left the meeting at 10.08am at the end of Public Participation and did not return.

4 Frontline Public Transport staff workforce issues – Report 23.11 [For Information]

Melissa Anderson, Manager, Operations and Partnerships, and Matthew Chote, Principal Account Manager, Ferry and Rail, spoke to the report.

Noted: The Committee requested an overview of the abatement and bonus regime for bus companies.

Councillor Ponter left the meeting at 10.12am during the introduction of the above report.

The meeting adjourned at 10.48am and resumed at 11.10am.

5 Public Transport Performance – December 2022 – Report 23.10 [For Information]

Melissa Anderson, Manager, Operations and Partnerships, and Matthew Chote, Principal Account Manager, Ferry and Rail, spoke to the report. January 2023 bus performance results were tabled.

6 Regional Public Transport Plan 2024-34 review – Report 23.12

Emmet McElhatton, Manager, Policy, spoke to the report.

Moved: Cr Ropata / Cr Lee

That the Committee:

- 1 Agrees that officers commence a review of the Regional Public Transport Plan.
- 2 Notes that the review is being undertaken to confirm the next network 'unit' structure in anticipation of procurement of new bus operating contracts and to address planned strategic changes and opportunities arising from the Land Transport Management Act Amendment Bill 2023, including potential establishment of the Sustainable Public Transport Framework.
- 3 Notes that the review is expected to be completed by August 2024.
- 4 Notes that this review will be aligned with a number of other key Greater Wellington strategic plans including the 2024 Greater Wellington Long Term Plan (LTP), the Wellington Regional Land Transport Plan (RLTP) and the Waka Kotahi National Land Transport Plan and Funding Bid (NLTF).

The motion was **carried**.

Noted: The Committee requested a brief timeline of the Regional Public Transport Plan and Regional Land Transport Plan reviews.

Councillor Ponter returned to the meeting at 12.01pm during debate of the above item and was present for the vote.

7 Delivery of Wellington Regional Public Transport Plan – Report 23.9 [For Information]

Emmet McElhatton, Manager, Policy, spoke to the report.

Noted: The Committee requested more information, including timelines for delivery, on the four projects outlined in Paragraph 18 of the report.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.13pm.

Councillor T Nash

Chair

Date:

Transport Committee
23 March 2023
Report 23.85



For Information

PUBLIC TRANSPORT PERFORMANCE - JANUARY 2023

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

2. Metlink has access to 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 January 2023. The performance report for February was not available at the timing of writing this report; this will be tabled at the meeting (**Attachment 2**).

Te tātaritanga

Analysis

6. Bus and rail service levels continue to be impacted by frontline staff workforce issues. A report entitled Frontline Staff Workforce Issues (Report 23.11) was presented to this Committee on 16 February 2023; this report provides detail on the impact of workforce issues on service levels. The next report on frontline staff workforce issues will be made to the Committee on 4 May 2023.

Bus performance – January 2023

7. Bus passenger boardings for January 2023 were 1.3 million, this compares to boardings of 1.6 million in January 2019 (pre-COVID-19). January 2023 boardings were 116.0% of boardings for the same month in 2022, when New Zealand was under Orange and Red of the COVID-19 Protection Framework.

8. The reliability metric is a measure of services deemed to have run. Reliability for January 2023 was 96.9%, compared to 90.1% in December 2022.
9. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for January 2023 was 94.6%, compared to 94.8% in December 2022.

Rail performance – January 2023

10. At its previous meeting held on 16 February 2023, the Committee requested that officers provide performance reporting on the Melling branch of the Hutt Line. Metlink is currently able to report on punctuality and reliability for Melling branch services (this information will be included in the February performance report to be tabled at the meeting). Note, we are not currently able to report patronage data by the Melling branch. Officers are working on a reporting system that will provide patronage information – reporting will be for Snapper card use only, as we do not have visibility of any free travel or cash sales by line.
11. Rail services have also been severely affected by ongoing speed restrictions caused by the risk of slips on the slopes either side of Pukerua Bay. Note that some speed restrictions were removed at the beginning of March 2023; performance is expected to improve.
12. Rail passenger boardings for January 2023 were 0.7 million, this compares to boardings of 0.9 million in January 2019 (pre-COVID-19). Boardings over the period were 127.1% of January 2022 boardings, when New Zealand was under Orange and Red of the COVID-19 Protection Framework.
13. Reliability in January 2023 was 78.8% compared to 81.6 % in December 2022, while punctuality was 73.1 %, compared to 79.1 % in December 2022.

Bus replacements

14. In January 2023, 38.7% of the rail services replaced by buses were unplanned, compared to 31.0% in December 2022. The higher than usual number of unplanned bus replacements is due to staff shortages and ongoing speed restrictions on the Kāpiti Line (which has led to some services being bus replaced between Paekākāriki and Waikanae). From the beginning of March 2023, with the removal of speed restrictions, all Kāpiti Line services are running to Waikanae.
15. Planned bus replacements to allow upgrade works across the network continue on a regular basis.

Ferry performance – January 2023

16. Ferry services have operated as per their usual timetable.
17. Boardings for January 2023 were 126.0 % of boardings for the same month in 2022, when New Zealand was under Orange and Red of the COVID-19 Protection Framework.

Fare revenue – bus and rail

18. In January 2023, there was a budget shortfall of \$5.9 million (-70 %) for the month across bus and rail services, of which \$2.6 million has been due to the government

half-price fares initiative. Including the government funding of the half-price fares, the budget shortfall was \$3.3 million (-39%) for the month.

19. The budget shortfall (excluding the government funding of half-price fares) in January was slightly higher than the \$5.6 million (-56 %) for December 2022.
20. For the year to date (1 July 2022 to 31 January 2023), the budget shortfall was \$49.9 million (-75%), of which, \$19.9 million was due to the half-price fares and \$30.0 million due to lower patronage post COVID-19.
21. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) Public Transport Operating Model (PTOM) contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services. However, given the nature of net contracts, any significant fluctuation in ferry fare revenue may impact the amount of subsidy required to recover the operating costs. Year to date, there has been no major change to operator payments.

Ngā āpitihanga

Attachments

Number	Title
1	Metlink performance report – January 2023
2	Metlink performance report – February 2023 (to be tabled at meeting)

Ngā kaiwaitohu

Signatories

Writers	Linda Cocker – Transport Data and Reporting Specialist 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.



January 2023 – for the GWRC Transport Committee

This report contains a summary of key information for January 2023. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

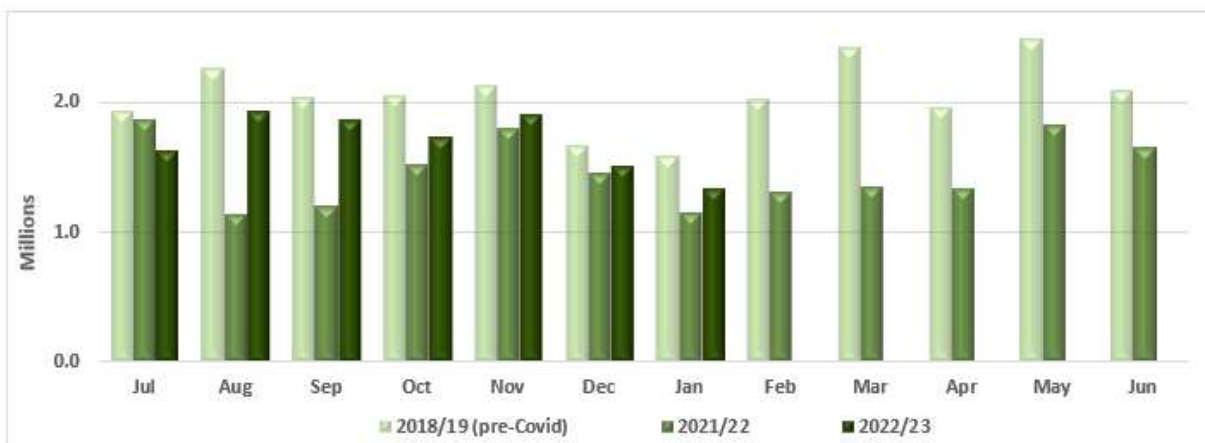
Full monthly performance reports are available under ‘Performance of our network’ on the Metlink website:
<https://www.metlink.org.nz/>

Patronage

In January 2023, we saw increased passenger boardings when compared to the same month last year – in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.

Bus Passenger boardings

January bus passenger boardings were 16.0% higher than the same month last year, and 17.6% higher for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings by area - current month

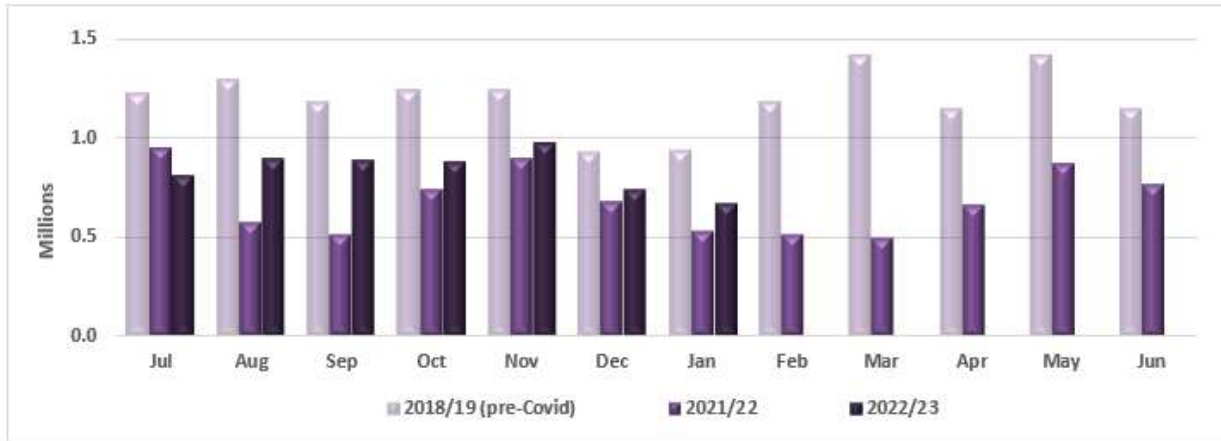
	Jan-23	Jan-22	% Change
Wellington	1,002,809	859,489	16.7%
Hutt Valley	258,397	223,114	15.8%
Porirua	36,517	40,256	-9.3%
Kapiti	30,885	23,419	31.9%
Wairarapa	7,860	5,519	42.4%
Total	1,336,468	1,151,797	16.0%

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

	2022/23	2021/22	% Change
Wellington	8,817,565	7,476,038	17.9%
Hutt Valley	2,316,275	1,978,396	17.1%
Porirua	432,963	397,782	8.8%
Kapiti	309,197	247,984	24.7%
Wairarapa	82,718	66,814	23.8%
Total	11,958,718	10,167,014	17.6%

Rail Passenger boardings

January rail passenger boardings were 27.1% higher than the same month last year, and 20.0% higher for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings by line - current month

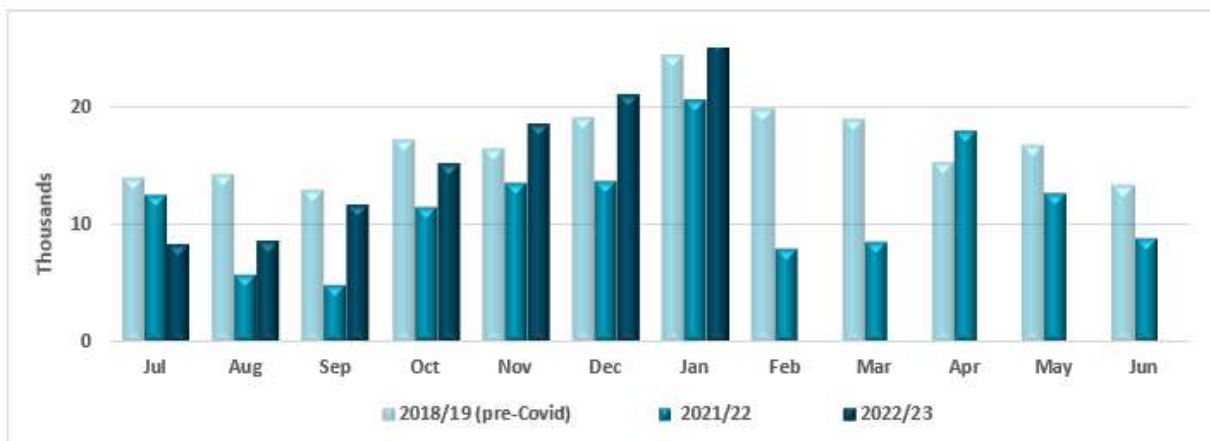
	Jan-23	Jan-22	% Change
Hutt Valley	289,844	231,379	25.3%
Kapiti	265,174	208,789	27.0%
Johnsonville	70,577	54,371	29.8%
Wairarapa	41,728	30,341	37.5%
Total	667,323	524,880	27.1%

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

	2022/23	2021/22	% Change
Hutt Valley	2,500,435	2,119,973	17.9%
Kapiti	2,326,757	1,950,890	19.3%
Johnsonville	667,714	510,342	30.8%
Wairarapa	326,096	269,309	21.1%
Total	5,821,002	4,850,514	20.0%

Ferry Passenger boardings

Ferry boardings show an increase of 26.0% on the same month last year, and a 33.7% increase for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings - current month

	Jan-23	Jan-22	% Change
Total	25,817	20,484	26.0%

Boardings - year to date (Jul - Jan)

	2022/23	2021/22	% Change
Total	109,390	81,831	33.7%

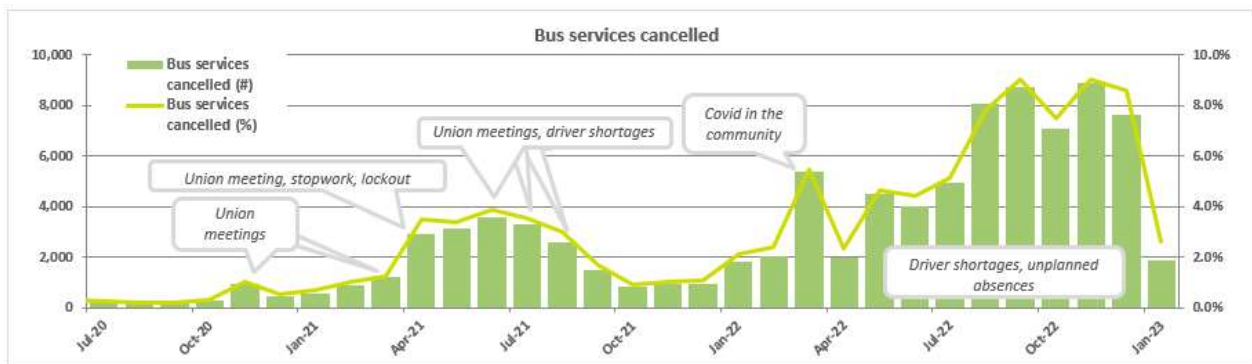
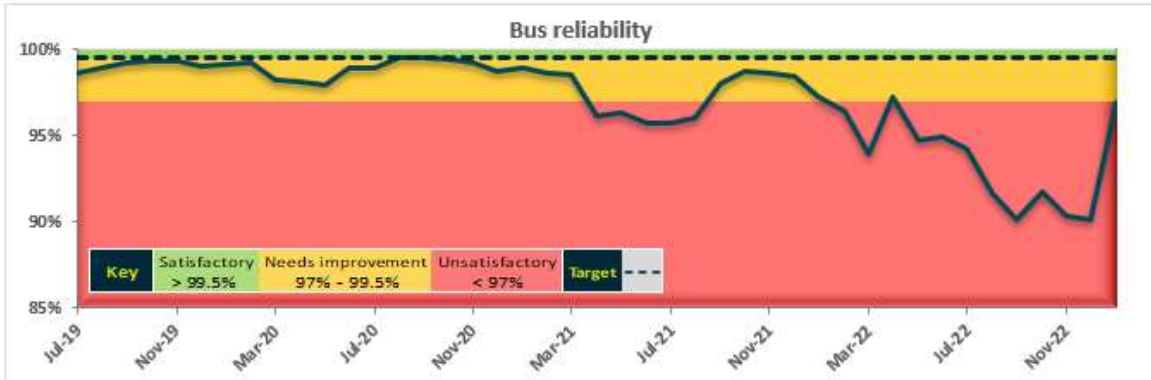


Bus service delivery

Reliability

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

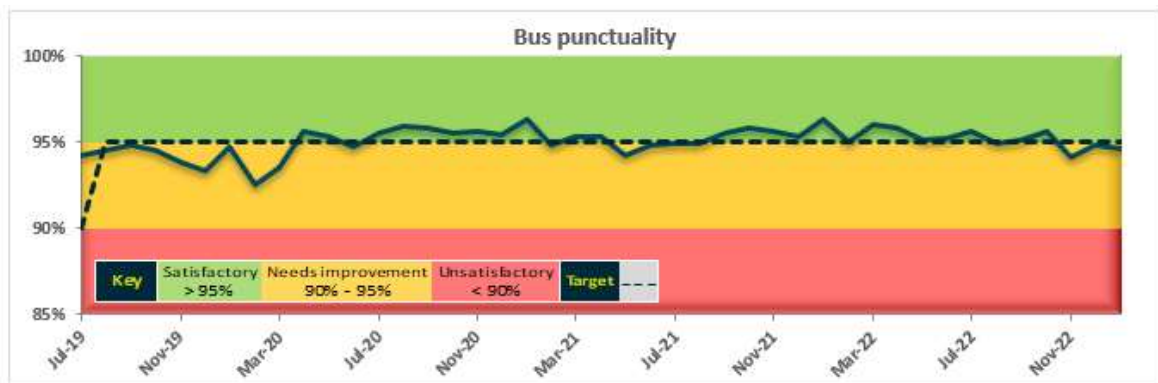
In January, 96.9% of bus services were delivered, and 92.0% for the year to date. Reliability significantly improved this month, due to the reduction in driver numbers required to operate the Saturday 'Plus' timetable being offered.



Punctuality

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

Bus service punctuality was 94.6% in January, and 95.0% for the year to date. Punctuality this month appears to have been impacted by traffic congestion later in the month.





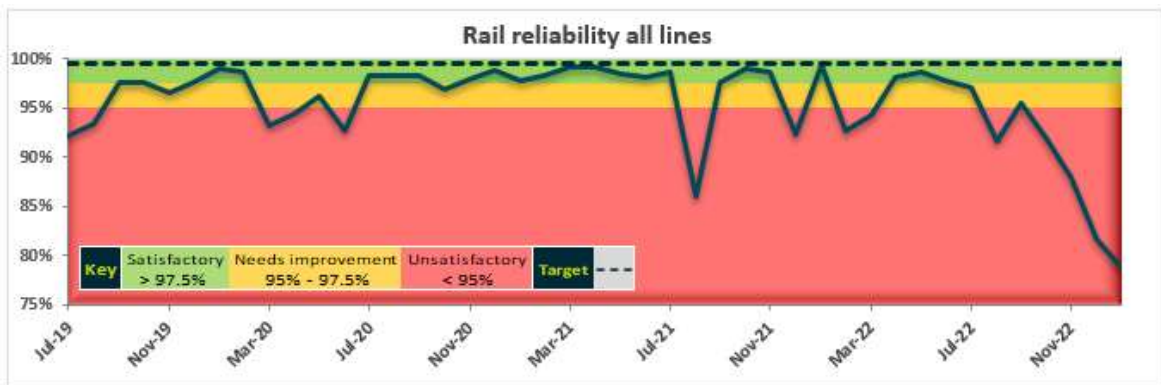
Rail service delivery

Reliability

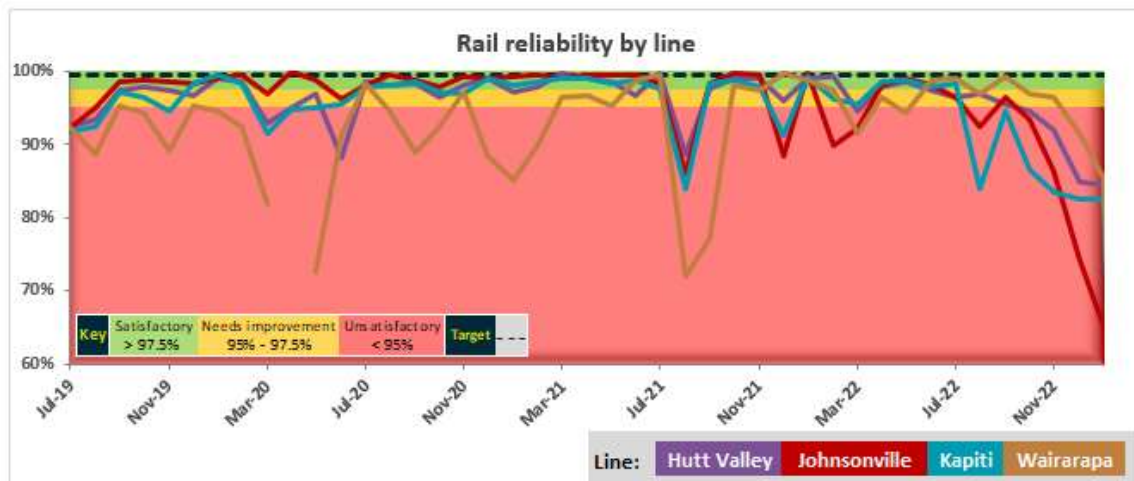
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 78.8% in January, and 89.3% for the year to date.

Services continued to be disrupted by several slips at Pukerua Bay, resulting in significant speed restrictions in the area, with some services terminated at Paekakariki to ensure the timetable was able to be met on the rest of the network - passengers were shuttled by bus between Paekakariki to Waikanae. Seasonal illness and absence issues have also continued affecting services.



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.



In January, 15.8% of rail services were replaced by buses, compared to 23.3% the month before. Attachment 1 to Report 23.85

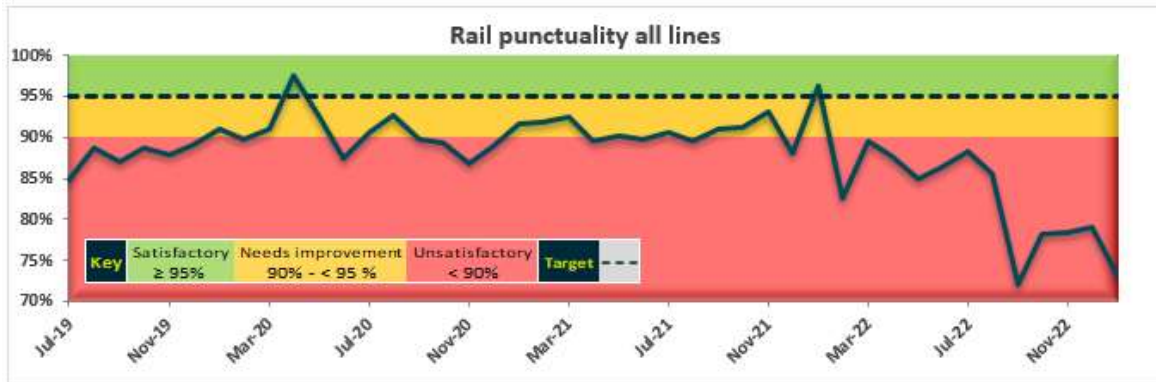


Punctuality

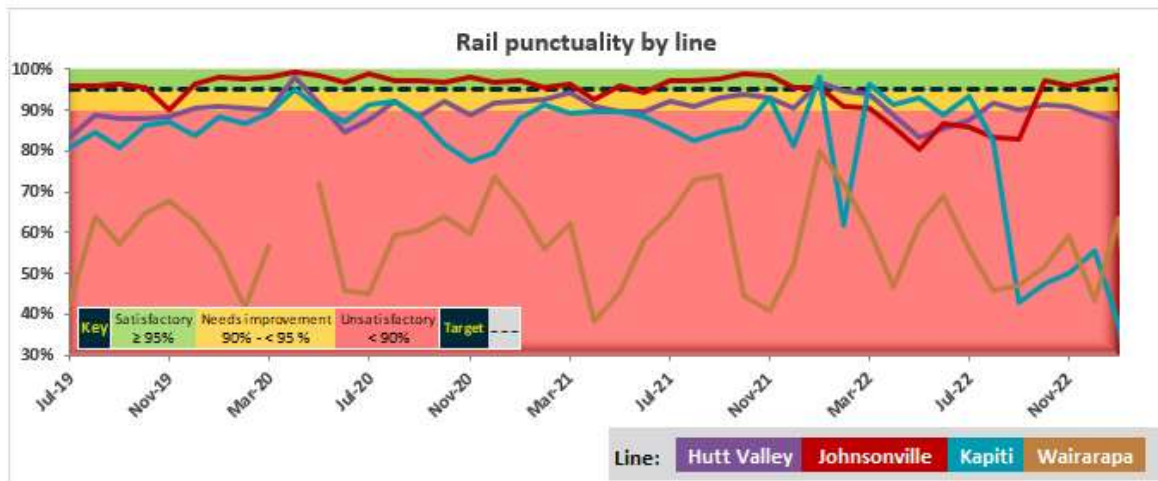
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for January was 73.1%, and 79.4% for the year to date.

Speed restrictions, caused by slips on the Kapiti line, significantly affected punctuality again. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work.



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

Attachment 1 to Report 23.85

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 \$5.9m (-70%) in January, and a shortfall of \$38.5m (-65%) for the year to date – of the \$38.5 shortfall, \$20.6 is attributable to the half-price fares scheme and \$17.9m to lower patronage post Covid-19.

Fare revenue - current month

	Jan-23	Budget	Excess/Shortfall
Bus	1,334,515	4,095,194	- 2,760,679
Rail	1,230,816	4,357,420	- 3,126,605
Total	\$ 2,565,330	\$ 8,452,614	-\$ 5,887,284

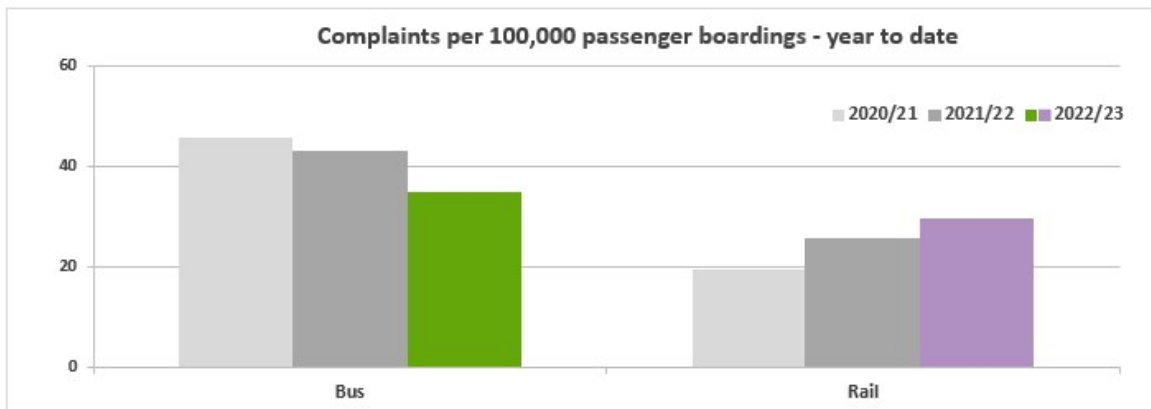
Fare revenue - year to date (Jul - Jan)

	2022/23	Budget	Excess/Shortfall
Bus	10,666,631	28,666,355	- 17,999,724
Rail	9,979,757	30,501,942	- 20,522,186
Total	\$ 20,646,387	\$ 59,168,298	-\$ 38,521,910

Complaints

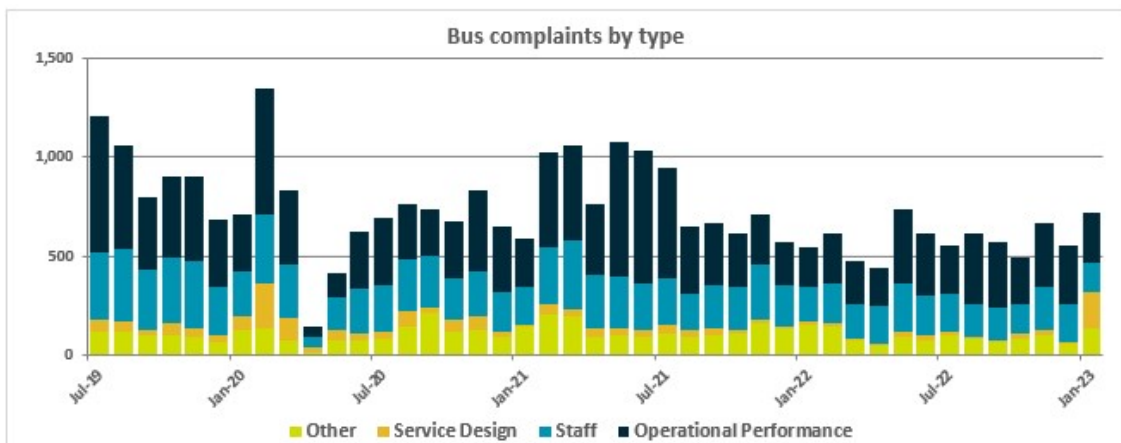
Complaints volume

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



Bus complaints

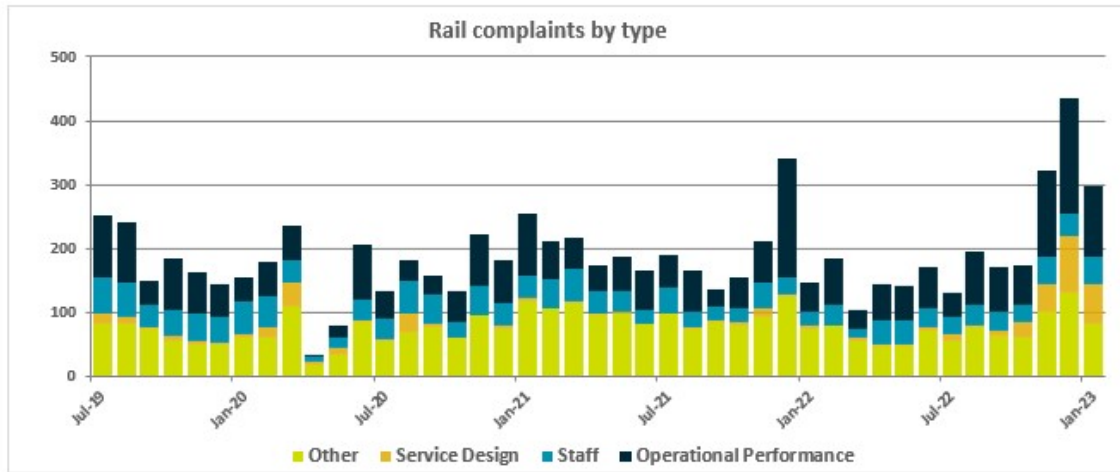
Bus complaints for the month were 32.8% higher than in January last year, and 11.4% lower for the year to date. Operational performance and staff related complaints were 56% of bus complaints for the month – relating mainly to the impact of a reduced timetable and customer service.



Rail complaints

Attachment 1 to Report 23.85

Rail complaints for January were 103.4% higher than the same month last year, and 28.6% higher for the year to date. Operational performance and staff related complaints were 52% of rail complaints for the month. With cancellations due to staff shortages, and speed restrictions due to slope issues, we have seen a higher number of complaints in recent months.



Transport Committee
23 March 2023
Report 23.107



For Information

PUBLIC TRANSPORT OPERATOR UPDATE - TRANZURBAN

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

2. Both the Chair of our Council and Transport Committee have expressed a desire for there to be ongoing opportunities for interaction between Councillors and public transport operators.
3. Each of the six public transport operators in the Wellington Region are scheduled to attend a Transport Committee meeting in 2023 to provide a brief overview of their business.

Ngā tūāoma e whai ake nei

Next steps

4. A senior manager from Tranzurban will speak to **Attachment 1** at the Committee's meeting on 23 March 2023.

Ngā āpitihanga

Attachment

Number	Title
1	Tranzurban presentation (to come)

Ngā kaiwaitohu

Signatories

Writer	Margaret Meek – Principal Advisor Public Transport Governance, Metlink
Approvers	Melissa Anderson – Manager Operations and Partnerships, Metlink 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> It is appropriate for the Committee to receive an overview of its public transport operators' businesses.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> This overview provides information that will help inform delivery of public transport.
<i>Internal consultation</i> There was no internal consultation.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks and impacts.