

If calling, please ask for Democratic Services

Transport Committee

Thursday 4 April 2024, 09.30am

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

Quorum: Seven Members

Members

Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

Appointee

Andrew Lensen

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

Transport Committee (A Committee of the Whole)

1 Purposes

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

2 Specific responsibilities

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

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

3 Delegations

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

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

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

4 Members

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

5 Voting entitlement

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

6 Quorum

Seven Committee members.

Transport Committee

Thursday 4 April 2024, 9.30am

Taumata Kōrero, Council Chamber, 100 Cuba St, 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 on 22 February 2024	24.87	6
5.	Update on Progress of Action Items from Previous Transport Committee Meetings – April 2024	24.146	11
6.	Public Transport On-demand Trial proposed six month extension	24.122	19
7.	Wellington Metropolitan Rail Network Performance and Funding Challenges – update	24.123	26
8.	Frontline Public Transport Workforce – Recruitment and Retention	24.124	32
9.	Public Transport Performance – update	24.126	39
10.	Transport Operator update – Kinetic	24.125	67

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Please note these minutes remain unconfirmed until the Transport Committee meeting on 4 April 2024.

Report 24.87

Public minutes of the Transport Committee meeting on Thursday 22 February 2024

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

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor (from 9.40am)
Councillor Kirk-Burnnand
Councillor Lee
Councillor Ropata
Councillor Saw
Councillor Staples

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

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

The Committee Chair acknowledged the death of Fa'anānā Efeso Collins, Member of Parliament and former Auckland Councillor.

Public Business

1 Apologies

Moved: Cr Bassett/ Cr Connelly

That the Committee accepts the apologies for absence from Councillor Ponter, Councillor Laban and Andrew Lensen, and apology for lateness from Councillor Gaylor.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Jamin Fountain spoke to engaging with youth on the future of Wellington public transport.

Noted: The Committee requested that staff provide Jamin Fountain with information on the Public Transport Advisory Group and invite them to apply to be a member.

Councillor Gaylor arrived at the meeting at 9.40am, during the above public participant's presentation.

Oliver Seiler spoke to ventilation on Metlink buses.

Noted: The Committee requested that the Committee Chair circulate Oliver Seiler's notes on ventilation on buses and that staff provide a further update to committee members.

4 Confirmation of the Public minutes of the Transport Committee meeting on 30 November 2023 - Report 23.589

Moved: Cr Staples / Cr Kirk-Burnnand

That the Committee confirms the Public minutes of the Transport Committee meeting on 30 November 2023 - Report 23.589, as corrected.

The motion was **carried**.

Noted: The minutes were corrected with the removal of the second reference to Councillor Woolf in the membership list.

5 Update on Progress of Action Items from previous Transport Committee meetings — February 2024 — Report 24.33 [For Information]

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

6 Park and Ride – Report 24.5

Emmet McElhatton, Manager Policy and Tim Shackleton, Senior Manager Commercial, Strategy and Investments, spoke to the report.

Moved: Cr Ropata / Cr Lee

That the Committee:

- 1 Agrees to initiate a project to develop and implement a demand management framework for Park and Ride in the Wellington Region, which includes charging for parking at railway stations.
- 2 Agrees that the preferred approach is a technology solution introduced as part of, and integrated with, the National Ticketing Solution rollout.
- 3 Agrees that, during the course of the project, officers will consider alternative solutions and present these to the Committee for decision-making if the ideal National Ticketing Solution option proves unfeasible.
- 4 Agrees the following set of principles for the project:
 - a The solution must have parking integrated with public transport travel
 - b Aims to support and incentivise other travel choice options, such as public transport and walking and cycling in line with Greater Wellington's strategic objectives
 - c Framework must be cost neutral at minimum over the life of the project
 - d We are not constrained with a single one size fits all approach to every site
 - e Project must be delivered in partnership with local Territorial Authorities
 - f Project will look at land utilisation outside commute times
 - g Demand management framework must be able to be structured to recognise travel patterns of all customers, including those with limited or no access to public transport
 - h Evaluate other use opportunities for current land e.g. commercial or community opportunities
 - i Consider any equity implications for charging for Park and Ride
 - j Greater Wellington will include mana whenua in the design of the project.

The motion was **carried**.

The meeting adjourned at 10.37am and resumed at 11.00am.

7 Review of Wellington Regional Public Transport Plan – update – Report 24.4

Scott Walker, Senior Policy Advisor, Emmet McElhatton, Manager Policy and Tim Shackleton, Senior Manager Commercial, Strategy and Investments, spoke to the report.

Moved: Cr Saw / Cr Bassett

That the Committee:

- 1 Notes that work has continued on the review of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan.
- 2 Notes that there is significant uncertainty around key strategic policies; such as: the Government Policy Statement on Land Transport; and the replacement for “Let’s Get Wellington Moving” that needs to be resolved before a draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan can be presented to the Committee.
- 3 Agrees to the amended timelines, with the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan scheduled to be presented to the Committee in August 2024.

The motion was **carried**.

Noted: The Committee requested the Council Chair write to the Minister of Transport outlining Council’s and Greater Wellington’s public transport priorities for inclusion in the Government Policy Statement on Public Transport.

8 Public Transport Advisory Group Meeting — 1 February 2024 — Report 24.7 [For Information]

Kris Parkin, Deputy Chair, Public Transport Advisory Group and David Boyd, Manager Customer Experience, spoke to the report.

9 Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2 [For Information]

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

Noted: The Committee requested:

- That the action plan be shared with the Committee.
- That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.

10 Driver Toilet Facilities – update – Report 24.6 [For Information]

Hamish Burns, Manager Bus and Ferry Assets and Fiona Abbott, Senior Manager Assets and Infrastructure, spoke to the report.

Noted: The Committee requested that staff consider installing wayfinding signs to the nearest accessible public toilets at driver toilet facilities.

11 Delivery of Wellington Regional Public Transport Plan – update – Report 24.9 [For Information]

Samantha Gain, Group Manager Metlink, and Luke Troy, Group Manager Strategy, spoke to the report.

12 Public Transport Performance – update – Report 24.8 [For Information]

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

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.25pm

Councillor T Nash

Chair

Date:

For Information

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

Te take mō te pūrongo
Purpose

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

Te horopaki
Context

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

Ngā hua ahumoni
Financial implications

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

Ngā tūāoma e whai ake nei
Next steps

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

**Ngā āpitihanga
Attachment**

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

**Ngā kaiwaitohu
Signatory**

Approver	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager, Metlink
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**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The action items are of an administrative nature and support the functioning of the Committee.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in **Attachment 1**.

Internal consultation

There was no additional internal consultation in preparing this report and updating the action items.

Risks and impacts - legal / health and safety etc.

There are no known risks or impacts.

Action items from previous Transport Committee meetings

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

Action items from previous Transport Committee meetings

<p>22 June 2023</p>	<p>Transport Officers – Report 23.230</p> <p>Noted:</p> <p>The Committee requested that it receives regular reports on fare leakage, including total number of fines issued, number of fines issued by individual transport officers, and by route.</p>	<p>Status:</p> <p>Collection of reporting information commenced in March 2024</p> <p>Comment:</p> <p>To date, no infringement notices have been issued. Transport Officers are working on the ethos of engaging with the public, and partners, regarding their roles for supporting adherence to the terms and conditions of public transport.</p> <p>The next performance report to this Committee will include the number of:</p> <ul style="list-style-type: none"> • Infringement notices issued • The number of engagements regarding non-payment of fare <p>This information will be reported by bus route/train line.</p>
<p>17 August 2023</p>	<p>Public Transport Advisory Group Meeting – 3 August 2023 – Report 23.311</p> <p>Noted: The Committee requested a workshop to discuss policing versus educating approaches to prevent anti-social behaviour on public transport.</p>	<p>Status:</p> <p>Under consideration</p> <p>Comment:</p> <p>This matter will covered at a future workshop.</p>
<p>14 September 2023</p>	<p>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p>

Action items from previous Transport Committee meetings

	<p>Noted: The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p>This work is on hold pending more information about Riverlink construction phasing.</p>
19 October 2023	<p>Rail Replacement Services – Update – Report 23.512</p> <p>Resolution:</p> <p>That the Transport Committee requests that staff engage with Transdev to ensure that, by Christmas 2023:</p> <ul style="list-style-type: none"> a All planned bus replacement services have appropriate bike racks installed. b Unplanned bus replacement services have appropriate bike racks installed to the extent that vehicle availability allows. 	<p>Status:</p> <p>Completed (bike rack installation)</p> <p>Comment:</p> <p>All Metlink operator buses (including interim fleet) have bike racks.</p> <p>NCS has completed fitting Metlink style bike racks to its fleet used for planned bus replacement services.</p> <p>Metlink will continue to monitor the delivery of bus replacement services to ensure that appropriate bike racks are installed.</p>
30 November 2023	<p>Update on Progress of Action Items from Previous Transport Committee Meetings – November 2023 – Report 23.560 [For Information]</p> <p>Noted: The Committee requested that advice be sought from NZ Transport Agency Waka Kotahi on the issue of people standing on buses, and invited the Finance, Risk and Assurance Committee to consider the risk implications of this advice for Greater Wellington Regional Council.</p>	<p>Status:</p> <p>Ongoing</p> <p>Comment:</p> <p>NZ Transport Agency Waka Kotahi has not yet issued its advice and report on children standing on school buses.</p>
22 February 2024	<p>Public Participation</p>	<p>Status:</p> <p>Completed</p>

Action items from previous Transport Committee meetings

	<p>Noted: The Committee requested that staff provide Jamin Fountain with information on the Public Transport Advisory Group and invite them to apply to be a member</p>	<p>Comment: Jamin Fountain has been invited to attend an upcoming Public Transport Advisory Group meeting, if an application to become a member is received it will be dealt with in accordance with Council’s <i>Policy on the Appointment of Non-elected Members to Committees, Subcommittees and Advisory Groups</i>.</p>
22 February 2024	<p>Public Participation</p> <p>Noted: The Committee requested that the Committee Chair circulate his notes on ventilation on buses and that staff provide a further update to committee members.</p>	<p>Status: Completed</p> <p>Comment: Information was provided to Committee members on 1 March 2024</p>
22 February 2024	<p>Review of Wellington Regional Public Transport Plan – update – Report 24.4</p> <p>Noted: The Committee requested the Council Chair write to the Minister of Transport outlining Council’s and Greater Wellington’s public transport priorities for inclusion in the Government Policy Statement on Public Transport.</p>	<p>Status: In progress</p> <p>Comment: The Draft Government Policy Statement on Land Transport has been published. Council and Greater Wellington’s public transport priorities will be incorporated into Council’s submission.</p>
22 February 2024	<p>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</p> <p>Noted: The Committee requested:</p> <ul style="list-style-type: none"> • That the action plan be shared with the Committee 	<p>Status: In progress</p> <p>Comment:</p>

Action items from previous Transport Committee meetings

	<ul style="list-style-type: none"> That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades. 	<p>High level rail network impact forecast information has been received and we are working with KiwiRail and Transdev to develop service impact scenarios. Following the completion of this piece of work, a joint scenario-based document will be produced; Councillors will be briefed on this.</p>
<p>22 February 2024</p>	<p>Driver Toilet Facilities – update – Report 24.6 [For Information]</p> <p>Noted: The Committee requested that staff consider installing wayfinding signs to the nearest accessible public toilets at driver toilet facilities.</p>	<p>Status: Under consideration</p> <p>Comment: Staff are considering the implications of installing wayfinding signs to the nearest accessible public toilets at driver toilet facilities.</p>

For Decision

PUBLIC TRANSPORT ON-DEMAND TRIAL: PROPOSED SIX MONTH EXTENSION

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (Committee) on the status of the current Public Transport On Demand Trial in Tawa and Porirua city centre (the Trial), including the extension of the trial for an additional six months.

He tūtohu

Recommendations

That the Committee:

- 1 **Notes** that on 22 June 2023, the Committee agreed to extend the Tawa on-demand public transport trial into Porirua city centre for a 12-month period to 30 June 2024.
- 2 **Notes** that the Tawa on-demand public transport trial is not currently funded through the National Land Transport Fund.
- 3 **Notes** that on-demand public transport is now entitled to be funded through the National Land Transport Fund following legislative change to the Land Transport Management Act 2003 in September 2023.
- 4 **Notes** that receiving National Land Transport Fund funding is dependent on the service operating within a 'unit' established in the Wellington Regional Public Transport Plan.
- 5 **Notes** that there are funding uncertainties given the limited public transport funding signalled in the draft Government Policy Statement on Land Transport (GPS) and the need to prioritise existing services.
- 6 **Notes** that future National Land Transport Fund funding will be dependent on the outcome of the National Land Transport Plan processes.
- 7 **Notes** that the draft Long Term Plan 2024-2034 includes a funding allowance for the extended Tawa on Demand trial of \$1.5 - \$1.9 million per annum.
- 8 **Agrees** to extend the current extended Tawa on-demand trial for a 6-month period from 30 June 2024 at an estimated cost of approximately \$750,000.
- 9 **Agrees** to include the establishment of a unit in the draft Wellington Regional Public Transport Plan to cover the Tawa on-demand service as a reserve measure to support future Council decision-making on the future of the service.

Te tāhū kōrero

Background

Wellington Regional Public Transport Plan

2. The Wellington Regional Public Transport Plan (RPTP) 2021, adopted by Council on 29 June 2021, contains the high-level goal that Metlink “will improve access to public transport by tailoring services to meet community needs including through demand responsive services”. This goal is part of Metlink’s response to the RPTP’s Mode Shift strategic priority.
3. The RPTP commits to exploring the provision of on-demand public transport (ODPT) to complement or replace some public transport services or to provide services in areas not currently served by public transport.

Recent legislative and national policy changes

Land Transport Management (Regulation of Public Transport) Amendment Act 2023

4. The Land Transport Management (Regulation of Public Transport) Amendment Act 2023 (the Act) passed by Parliament just before the 2023 election. The Act expanded the definition of public transport to include unscheduled (on-demand) public transport services and shuttle services. This change clarifies the treatment of ODPT services, enabling regional councils to provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not.

Draft Government Policy Statement on Land Transport

5. The draft Government Policy Statement on Land Transport (Draft GPS) has recently been released by the new Government. It is silent on any potential change of direction in legislation regarding changes to public transport service provision like ODPT introduced through the Act. Officers are seeking clarification from the Ministry of Transport on whether any legislation or regulation is currently planned to revisit any changes made through the 2023 Amendment.

Development of policy frameworks to implement the Amendment Act

6. Greater Wellington officers have been working with Waka Kotahi NZ Transport Agency (NZTA) to develop policy frameworks for implementation of the changes the Act introduced including the ability to plan, procure and fund on-demand services as part of public transport networks.
7. This work has been part of the national Sustainable Public Transport Framework (SPTF) policy work programme, which has slowed somewhat pending alignment work with the Government’s transport policy as outlined in the Draft GPS.
8. Current draft policy relating to ODPT is that an ODPT scheme must:
 - a address a suitable use case and represent good value for money
 - b be identified as an integral service in a RPTP and be allocated into a unit
 - c comply with relevant Waka Kotahi policies and procurement rules.

On Demand Public Transport initiative in Tawa

9. On 14 October 2021, the Committee was advised that Metlink would undertake an on-demand public transport trial in Tawa - including Grenada North (Tawa Trial) (refer Report 21.449 On Demand Public Transport Initiative).
10. The purpose of the Tawa trial was to explore the potential application of ODPT services in the Wellington Region.
11. The Tawa trial also implemented a commitment in the then recently adopted Wellington RPTP (see above).
12. At the time the Tawa trial was implemented, ODPT was not a public transport mode under the LTMA and National Land Transport Funding for ODPT trials was only available on a limited basis. The Tawa trial was funded entirely by Greater Wellington.

Review of Tawa Trial and extension to Porirua city centre

13. On 22 June 2023, the Committee was provided with a review of the Tawa Trial and asked to consider next steps for the Tawa Trial (refer Report 23.229 Public Transport On Demand Trial Review).
14. The Committee resolved to “to continue the trial for a 12-month period, at a cost of \$1.5-1.9 million per annum, and to extend the trial catchment area to include Porirua city centre” (refer Report 23.294 Public minutes of the Transport Committee meeting on Tuesday 22 June 2023).
15. The Porirua city centre extension commenced on 6 November 2023.
16. On 11 December 2023 a Sunday service from 9am to 4pm was added and the Saturday service was changed to operate from 9:30am-8pm.
17. Officers are also investigating a trial of phone booking for SuperGold card holders.

Future planning

18. Officers are undertaking a region-wide on-demand public transport study to be completed early July 2024.
19. This study will help determine the feasibility of on-demand public transport services across the region, including assessment criteria for future decisions.

Te tātaritanga

Analysis

National policy uncertainties

20. There is a significant degree of uncertainty regarding national policy towards, and the future funding of, ODPT services following the formation of the new Government and release of the Draft GPS.
21. As this report is being finalised, NZTA have commenced consulting on fares and pricing requirements for public transport authorities in line with the farebox recovery positions outlined in the draft GPS.
22. Officers have yet to determine how specifically changes to fare-box recovery rates signalled through the NZTA fares and pricing workstream will impact or influence

Wellington Region fare settings in general and for any current services (e.g. the on-demand trial service in Tawa and Porirua city centre) which are not currently National Land Transport Fund (NLTF) funded.

23. Officers will bring a report to Council at a future date on policy or requirements in NZTA's fares and pricing workstream requiring Council consideration or decision-making.

Ngā hua ahumoni

Financial implications

24. On demand services do not currently receive Financial Assistance Rate (FAR) funding from NZTA.
25. The current Trial was funded from existing bus service enhancement budgets.
26. There is an allowance for continuation of the service for a further six months to 31 December 2024 in the draft LTP 2024/25 budget.
27. As noted above, a review is currently underway on fares and pricing requirements for public transport authorities.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

28. Reliable and affordable public transport is essential for connectivity to places such as employment, social services, education facilities, marae and community events.
29. For communities already experiencing transport challenges, it is important to understand any negative impacts, in particular meeting unmet needs of whānau Māori, in connecting to community services. For many communities in the region, reduced services will have the potential to impact household living costs.
30. Environmental advantages of public transport align with sustainability goals of our mana whenua partners, exploring opportunities to work together on public transport initiatives is in progress.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

31. The issues raised in this report were considered by officers in accordance with the process set out in Greater Wellington's Climate Change Consideration Guide.
32. Officers consider that on-demand public transport helps Greater Wellington achieve its climate change and related travel choice shift goals. For example, the Tawa Extended Trial has been designed to encourage travel choice shift to public transport for the local residents who currently drive to work on a highly peak-congested road route to Wellington city centre.

Ngā tikanga whakatau

Decision-making process

33. The matters requiring decision in this report were considered by officers against the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga

Significance

34. 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*.
35. Officers consider that continuing the Trial for a six-month period is matter of low significance, on the basis that the on-demand public transport trial implements a key action in RPTP that was consulted on in accordance with the Special Consultative Procedure before being adopted by Council on 29 June 2021.

Te whakatūtakitaki

Engagement

36. There has been significant engagement with the community on the Trial. The Tawa Community Board is supportive and is helping to facilitate engagement with the wider community.
37. Further engagement approaches will be dependent on the Committee's decision on the options.

Ngā tūāoma e whai ake nei

Next steps

38. Officers will commence work on the establishment of a unit in the RPTP to cover Tawa/Porirua city centre on demand service as a reserve measure to support future Council decision-making on the future of the service if the Committee approves this in principle on consideration of the matters covered in this report.
39. Subject to the Committee's decision, officers will ensure contractual arrangements are in place for continuation of the trial.

Ngā kaiwaitohu
Signatories

Writers	Michael Freeman – Senior Business Development Specialist, Metlink Emmet McElhatton – Manager Policy, Metlink
Approvers	Tim Shackleton – Senior Manager Commercial, Strategy and Investment, Metlink Bonnie Parfitt – Senior Manager Network & Customer, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager Metlink

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

A specific responsibility of the Transport Committee in its Terms of Reference is to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Development of On Demand (Demand Responsive) services is an activity in the Regional Public Transport Plan 2021 adopted by Council on 29 June 2021.

Internal consultation

Metlink has consulted within its functions and the Finance and Risk Group

Risks and impacts - legal / health and safety etc.

There are no known risks and impacts from the activities aside from those covered in this report.

For Information

WELLINGTON METROPOLITAN RAIL NETWORK PERFORMANCE AND FUNDING CHALLENGES - UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

2. On 7 December 2023, Council received a report entitled Wellington Metropolitan Rail Network: Performance and Funding – Report 23.480 (the Report).
3. The Report provided Council with:
 - a An overview of the funding and management arrangements for the Wellington Metropolitan Rail Network.
 - b A description of the challenges for Greater Wellington Regional Council (Greater Wellington) and KiwiRail in managing network performance under these arrangements.
 - c Information about Greater Wellington’s understanding about the level of rail network under-investment that exists now and into the future.
 - d Information regarding potential implications to Metlink rail services, including service reductions.
4. The Council made the following resolutions in relation to this Report:
 - a Noted that the Rapid Review Report into KiwiRail’s Handling of Recent Disruptions to Passenger Services identifies insufficient funding for the Wellington Metropolitan Rail Network and that KiwiRail have a significant back log of renewals on the Wellington Metropolitan Rail Network.
 - b Noted that the Crown’s commitment in 2009, as part of the Metropolitan Rail Operating Model, to lift the rail network to an agreed serviceable standard has yet to be delivered.
 - c Noted that the 30-year Wellington Strategic Rail Plan endorsed by Council on 30 June 2022 (refer Report PE22.243) and ratified by the Waka Kotahi Board in November 2023, has shown that approximately \$5.0 to \$7.8 billion of investment

will be required in the Wellington Metropolitan Rail Network to deliver desired national and regional outcomes over the next 30 years; the achievement of this Plan is dependent on a reliable and serviceable network.

- d Noted that the consequences of underinvestment in the Wellington Metropolitan Rail Network are:
 - i Continual managed decline of rail assets
 - ii Long term reductions to passenger services
 - iii Potential safety impacts
 - iv Further significant and ongoing increases to funding required to bring the network to an agreed serviceable standard.
 - v Inability to implement planned timetable or service improvements.
 - e Noted that a Joint Governance Group has been established for KiwiRail and Greater Wellington senior executives to collaborate on rail network challenges.
 - f Agreed that while Greater Wellington contributes to the maintenance of the Wellington Metropolitan Rail Network (via the Wellington Network Agreement), delivering on the extent of investment identified as being required for the Wellington Metropolitan Rail Network should not fall on the ratepayers of Greater Wellington but on the Crown.
 - g Noted that the Chair has updated the incoming Minister of Transport and the shareholder ministers of KiwiRail on the under-investment in the Wellington Metropolitan Rail Network and identifies a pathway for an updated and agile funding model and future investment.
5. The Council requested that Transport Committee receive regular updates on progress related to matters covered in the Report.

Te tātaritanga Analysis

Identified actions

6. Officers have identified a number of actions for Greater Wellington to undertake to help resolve the situation; these actions are listed below - each action has been assigned a level of priority.

Identified actions - urgent

- 7. **Auckland Transport:** Work with Auckland Transport, as the other provider of metropolitan rail services, to develop a shared message to inform Government advocacy.
- 8. **Government advocacy:** Ensure the Crown (Minister) together with New Zealand Transport Agency Waka Kotahi (NZTA) and the Ministry of Transport:
 - a are aware of the service reductions that will occur on the Wellington Metropolitan Rail Network.

- b are aware that due to the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard, funding the shortfall will not mean an immediate reduction in service impacts.
 - c accepts the service risk and other safety risks that exist if the funding shortfall is not addressed.
 - d accepts the size and scale of the funding gap and engages with KiwiRail to resolve the short-term problems with additional 'seed' funding whilst a longer-term solution to funding can be agreed.
9. **Service reductions:** Consider potential service reductions to either reduce costs or release funds to KiwiRail to ensure that the highest patronised lines remain operational until sufficient funding is available.
10. **Insurance capping/removal:** Request that KiwiRail:
- a re-evaluates its allocation methodology to incorporate the latest climate risks to which it is now exposed.
 - b considers capping or removing the ratepayer contribution to insurance for this critical Crown asset.
 - c Work with the Crown to implement a self-insurance regime similar to the roading network.
11. **Metropolitan Rail Operating Model:** Request that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown in accordance with the Metropolitan Rail Operating Model principles; these are not contemplated by the Wellington Network Agreement.

Identified actions - important

- 12. **Business cases:** Support KiwiRail with a series of business cases to support funding bids for the urgent backlog and associated costs as well as the future programme shortfalls.
- 13. **Performance fee:** Request KiwiRail caps its performance fee to the current amount (\$2 million per annum) regardless of additional budget.

Progress against identified actions

Progress against identified actions - urgent

- 14. **Auckland Transport:** Metlink and Auckland Transport managers have monthly meetings to discuss areas of commonality with respective metropolitan rail network areas. Auckland Transport and KiwiRail have held a series of workshops to discuss and determine Auckland rail network challenges. We have been advised that the workshops have been very productive; workshops between KiwiRail and Metlink will follow. We are also working closely with Auckland Transport on the Metropolitan Rail Operating Model review ensuring we are aligned on key messaging to the policy team at the Ministry of Transport with respect to rail network funding.
- 15. **Government advocacy:** To progress this action, we require information from KiwiRail. Officers have requested that KiwiRail provide us with the following:
 - a their Briefing to Incoming Minister.

- b information regarding the breakdown of the investment need in dollar value.
 - c information regarding the total Temporary Speed Restrictions (TSRs) that could/should be applied under different funding scenarios, this has been requested to enable us to undertake a service impact assessment.
 - d evidence that they have requested the requisite funding (CAPEX and OPEX) in the Rail Network Investment Plan (RNIP).
 - e their proposed approach to obtaining the funding shortfall from the Crown for the Wellington metropolitan rail network.
16. To date:
- a we have received a copy of KiwiRail's Briefing to Incoming Minister.
 - b we have received information regarding the breakdown of the investment need in dollar value.
 - c KiwiRail has provided high level forecast TSR information. Greater Wellington and Transdev are working to use the received information to build a more comprehensive picture of asset, financial and service risk.
 - d we understand that KiwiRail has included a funding request through its application to the National Land Transport Fund (NLTF) via the Rail Network Investment Plan (RNIP). However, we are still waiting for more detail on the specific aspects of this application.
17. **Service Reductions:** As set out above, high level forecast TSR information has been received and we are working with KiwiRail and Transdev to develop service impact scenarios. Following the completion of this piece of work, a joint scenario-based document will be produced and shared with key stakeholders.
18. **Insurance capping/removal:** Greater Wellington has requested that KiwiRail review the allocation methodology for the Wellington network insurance premium. KiwiRail has advised that it will review their options and update Greater Wellington when this review has occurred.
19. **Metropolitan Rail Operating Model:**
- a Greater Wellington has requested that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown. We understand that KiwiRail has included this re-direction in funding through its application to the NLTF noting we are still waiting confirmation of the detail.
 - b We note that the Ministry of Transport review of Metropolitan Rail Operating Model has commenced; Samantha Gain, Group Manager, Metlink is on the Steering Group for this review.

Progress against identified actions - important

20. **Business cases:** Greater Wellington is awaiting the outcome of the NLTF funding bid by KiwiRail (refer to paragraph 16). The outcome of the funding bid will determine whether this action needs to be undertaken. Note that Greater Wellington is supporting KiwiRail in the development of future programme business cases (to date, we have only

progressed substations). We note that in the recently released draft Government Policy Statement on Land Transport, substations and backlog were specifically referenced.

21. **Performance fee:** Greater Wellington has initiated discussions with KiwiRail on the capping of its performance fee. Any change to the performance fee arrangement will be part of the new Wellington Network Agreement Funding triennium (2024/25 – 2026/27) negotiations.

Ngā tūāoma e whai ake nei

Next steps

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

Ngā kaiwaitohu

Signatories

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

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The Council has requested that the Transport Committee receive regular updates on this matter. In addition, the Transport Committee has the responsibility to consider emerging issues and impacts for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Network conditions are necessary to achieve targets in the Regional Land Transport Plan, Regional Public Transport Plan.

The provision of public transport is a key activity in the Long Term Plan.

Internal consultation

No internal consultation beyond Metlink has occurred in relation to this update. Senior managers within Metlink, and the Finance Department have been informed of the actions set out in the report.

Risks and impacts - legal / health and safety etc.

This report provides an update on activities proposed and undertaken to mitigate risks and impacts identified in Report 23.480 presented to Council on 7 December 2023.

For Information

FRONTLINE PUBLIC TRANSPORT WORKFORCE – RECRUITMENT AND RETENTION

Te take mō te pūrongo Purpose

1. To update the Transport Committee (the Committee) on frontline public transport workforce recruitment and retention measures being undertaken by public transport operators and Metlink.

Te tāhū kōrero Background

Bus network

2. Under the current bus partnering contracts, it is the responsibility of the bus operators to recruit and train bus drivers.
3. To operate the full Metlink bus network timetable, approximately 685 bus drivers are required.
4. In 2022 and 2023, the Metlink bus network faced significant bus driver shortages (similar to staff shortages in other industry sectors such as hospitality); with a deficit of approximately 120 drivers. Bus driver shortages primarily impacted our two largest bus operators (Tranzurban and NZ Bus/Kinetic).
5. As a result of driver resource shortages and in an effort to provide more certainty for customers, in 2022 Metlink, in partnership with bus operators, made the following service suspensions on the network:
 - a In October 2022, 67 NZ Bus (from 1 September 2023 trading as Kinetic) trips were temporarily suspended; these services were predominantly Wellington City bus services.
 - b In November 2022, 114 Tranzurban trips were temporarily suspended; these services were in Wellington City and Porirua.
6. To improve bus driver numbers Greater Wellington:
 - a **Funded wage increases:** Officers played a lead role in the discussions on Living Wage with our partners and stakeholders. All bus operators across the Metlink network now pay their drivers at a minimum an average of \$30 an hour.

- b **Lobbied Government to change immigration rules:** Councillors and officers actively lobbied for changes to immigration rules. Immigration rules changed, making it easier for our operators to bring in drivers from overseas.
 - c **Improved driver conditions:** The following initiatives support the continued improvement of driver conditions: Split shifts and part-time shifts were reduced (by increasing interpeak frequencies); Driver facilities (toilets and rest areas) are being improved on a continual basis.
7. The list below outlines the efforts undertaken by our operators to recruit frontline staff:
- a Extensive recruitment campaigns (domestic and international).
 - b Visa application fees reimbursed.
 - c Overseas recruits had accommodation provided near to supermarkets and public transport.
 - d Recruits are paid during training.
 - e Pastoral care given to overseas recruits unfamiliar with New Zealand.
8. As a result of increased driver numbers, which enabled operators to significantly reduce cancellations and deliver exemplary levels of the bus timetable:
- a from Sunday 8 October 2023, all of the 67 Kinetic trips temporarily suspended from October 2022 were reinstated.
 - b from 18 December 2023, suspended weekday Tranzurban services were reinstated¹. The full contracted timetable (including previously suspended weekend services) were reinstated from 28 January 2024 – the beginning of Term 1.
9. The bus network is now fully operational to its design and contracted routes and timetables to Operators.
10. Current frontline workforce numbers for bus drivers (as at 15 March 2024):

Operator	Approx Required Drivers	Shortfall of Drivers
Kinetic (formerly NZ Bus)	278	0
Tranzurban	353	21
Mana	61	0
Uzabus	27	0
TOTAL	719	21

¹ Between 25 December 2023 and 3 January 2024, a Sunday timetable operated on public holiday days and a Saturday timetable operated on workdays. From 4 January a normal weekday timetable operated; suspended weekend timetabled services remained until 28 January 2024.

Rail network

11. Under the current rail partnering contract, it is the responsibility of the rail operator (Transdev) to recruit and train its frontline staff (this includes train drivers, train managers and passenger operators).
12. To operate the Metlink rail network timetable, Transdev require the following frontline staff to run the contracted timetable:
 - a Locomotive Engineers (Train Drivers): 114
 - b Train Managers: 111
 - c Passenger Operators: 78
13. During 2022 and 2023, the Metlink rail network faced frontline shortages; with the following deficits in each of the frontline staff (as at November 2022):
 - a Locomotive Engineers (Train Drivers): 2
 - b Train Managers: 18
 - c Passenger Operators: 36
14. As a result of rail staff shortages, high levels of staff sickness and in an effort to provide more certainty for customers, on 12 December 2022 Metlink, in partnership with Transdev, removed certain peak trips from timetables that were likely to have been cancelled anyway.
15. The following paragraphs outline steps taken by Transdev in 2022 and 2023 to improve frontline rail staff numbers:
 - a Transdev developed a new marketing campaign using social media.
 - b Training schools increased in frequency with a reduced minimum quota.
 - c In order to increase resilience on the network, training expanded to include a Train Manager module for Passenger Operators; enabling those with the right skills to be able to fulfil the role of a Train Manager in the event of staff absence.
 - d Recruits are paid during training.
16. From 29 January 2023, rail timetables returned to full timetabled service.
17. Current frontline workforce numbers for Transdev (as at 15 March 2024):
 - a Locomotive Engineers (Train Drivers): 119
 - b Train Managers: 114
 - c Passenger Operators: 78

Monitoring workforce trends by Metlink

18. Metlink actively monitors operator frontline staff numbers; receiving monthly updates from each operator (which are reported on in the monthly performance report (which is on Metlink's website at: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/#DataAndReports>).

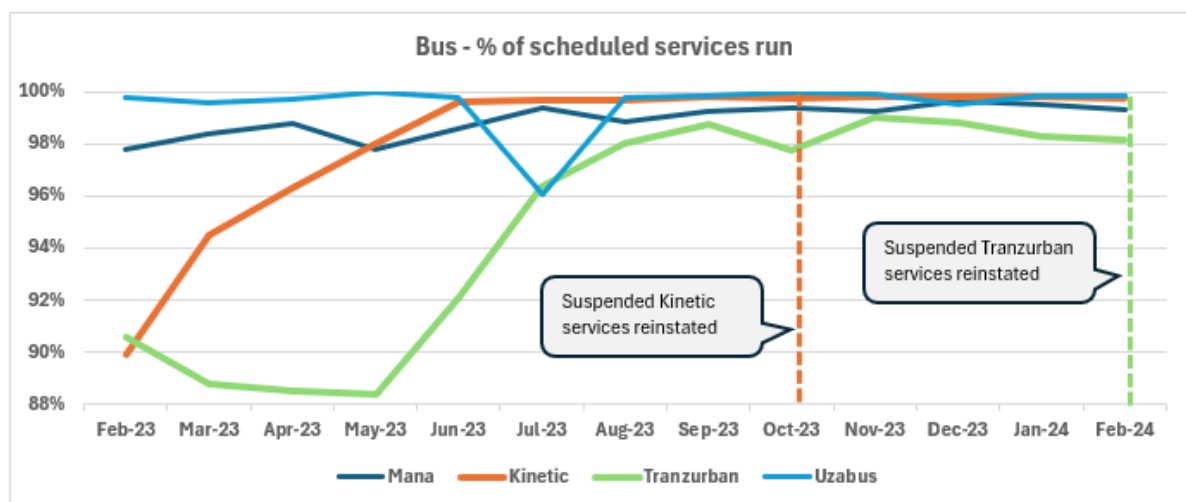
19. In addition, there are a number of lead indicators which we actively monitor for insight into trends. Our monthly operator and regular meetings with stakeholders and partners include as agenda items:
 - a recruitment plans
 - b status as an accredited employer
 - c the results of recent recruitment campaigns
 - d trends relating to staffing, including turnover.
20. Metlink engages with union delegates and frontline staff to discuss emerging issues.
21. Metlink meets with Bus & Coach Association NZ; driver insights is a standing agenda item.

Te tātaritanga Analysis

Operator performance from 1 February 2023

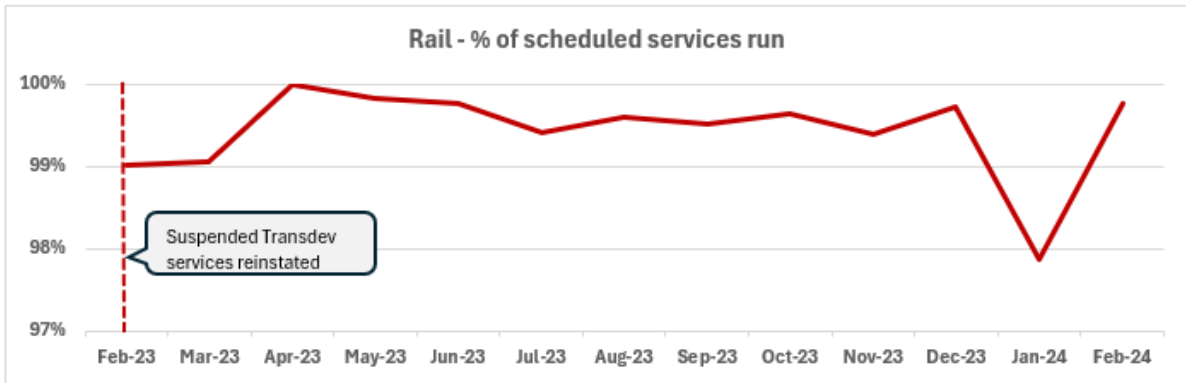
Bus

22. The graph below details performance by operator, including before and after reinstatement of temporarily suspended services.



Rail

23. The graph below details performance by the rail operator, including after reinstatement of temporarily suspended services.



24. Rail continues to be impacted by frontline staff sickness. In January 2024 rail services were also impacted by an unplanned network wide disruption (overhead lines).

Operator recruitment and retention plans going forward

Bus

25. Operators report they are on target with their recruitment activity to maintain the driver workforce levels required to deliver scheduled bus services.
26. Operators with drivers previously recruited from overseas report they are mindful of the visa expiry dates for those drivers and are increasing their focus on local recruitment in anticipation that some of those drivers will leave New Zealand.

Rail

27. Increased levels of recruitment remains a top priority into 2024 with increased frequency of training schools continuing.
28. Staff retention has been supported through the promotion of a number of Passenger Operators into Train Manager roles.

Metlink plans for frontline public transport staff workforce and retention going forward

29. On 30 November 2023, a workshop was held with Councillors to discuss the role that Greater Wellington might play in ensuring a sustainable workforce for frontline public transport staff.
30. The workshop content was informed by the Sustainable Public Transport Frameworks' Sustainable Workforce Direction of *'Employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport'*.
31. Officers identified six focus areas where Metlink had a role:
- a **Monitoring:** Active ongoing monitoring of workforce numbers and issues.
 - b **Advocacy:** Advocating for policy issues impacting all operators.
 - c **Planning/Design:** Reducing split shifts and network issues impacting drivers (including driver facilities).
 - d **Terms and conditions:** Agreed minimum pay rates and end of contract terms (transfer rights between operators at end of contract).

- e **Training:** Provision of cultural alignment training/sense of belonging to Metlink brand.
 - f **Recruitment:** Cross sector recruitment campaigns.
32. As part of the draft Long Term Plan 2024-2034 budget planning, \$1.8 million has been provided over three financial years (2024-2026) to support the following key initiatives:
- a Exploration of joint initiatives with operators to help workforce get to work
 - b Training for drivers on aspects not covered by operators.
 - c Driver training / campaigns / initiatives on Metlink culture and belonging.
 - d Consideration of new contract terms on minimum pay rates and end of contract transfers.
 - e Sector workforce advocacy and a co-ordinated approach to monitoring and forecasting driver and Electric Vehicle mechanic demand.
33. Specific initiatives will be reported to the Committee as they are further developed.

Ngā tūāoma e whai ake nei

Next steps

34. Metlink will continue to monitor and report on staffing numbers and operator performance through its regular reporting to the Committee.

Ngā kaiwaitohu

Signatories

Writer	Matthew Lear – Manager Network Operations
Approvers	Matthew Chote – Senior Manager Operations & Partnerships Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

“Reviewing performance trends related to public transport activities” is a specific responsibility set out in the Committee’s Terms of Reference.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Having sufficient frontline staff has an impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.

Internal consultation

No other functions were consulted in preparing this report.

Risks and impacts - legal / health and safety etc.

There are no risks arising from this report.

For Information

PUBLIC TRANSPORT PERFORMANCE – UPDATE

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

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

Te tātaritanga Analysis

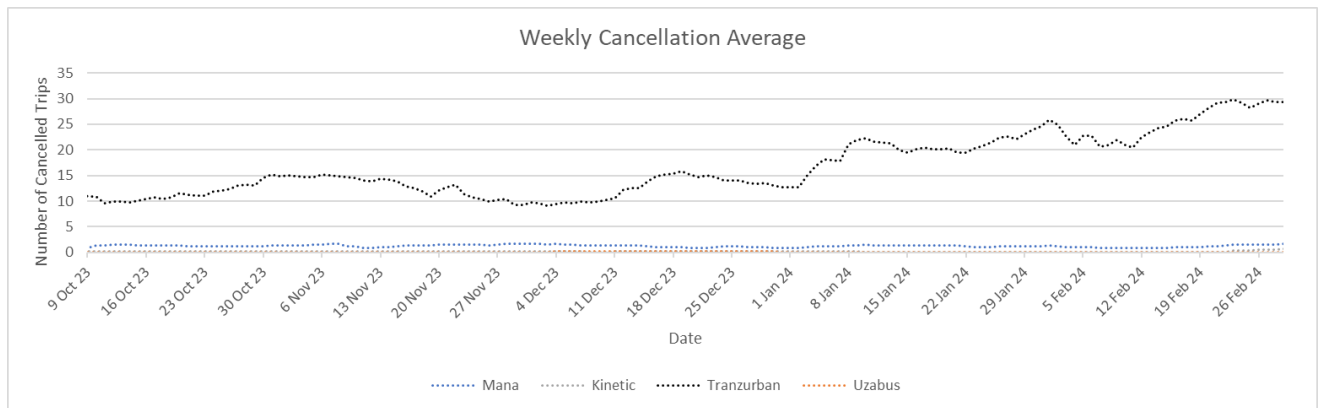
Bus performance – February 2024

Patronage

14. Bus passenger boardings for February 2024 were 2.33 million, this compares to boardings of 2.19 million in February 2020 (pre-COVID-19). Patronage for the year to date is at 99.2% of pre-COVID-19 levels.

Reliability

15. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
16. Reliability for February 2024 was 98.9% compared to 99.0% in January 2024. Reliability continues to reflect more stability in driver numbers.
17. The graph below provides information on cancellation trends by operator.



Punctuality

18. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
19. The punctuality target for our bus services is 95%.
20. Bus service punctuality was 92.4 in February 2024, compared to 95.3% in January 2024. Punctuality this month continues to reflect traffic congestion and disruptions. This reflects the end of the holiday period in January and the return to ‘normal’ traffic on roads, business as usual Metlink timetables (including school services) in February 2024.

Rail performance – February 2024

Patronage

21. Rail passenger boardings for February 2024 were 0.94 million, this compares to boardings of 1.22 million in February 2020 (pre-COVID-19). Patronage for the year to date is at 77.9% of pre-COVID-19 levels, which may indicate changed travel behaviour.

Reliability

22. 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.
23. The rail reliability target is 99.5%.
24. Rail service reliability was 98.5% in February 2024, compared to 95.0% in January 2024. Improvement in reliability is partly due to a decrease in the number of services affected by rail frontline staff sickness - 0.7% of services, compared to 2.2% of services affected by rail frontline staff sickness in January. Services were also affected by a signals outage at Porirua on 9 February 2024 and a staff injury affected services on the Hutt Line on 2 February 2024.
25. Staff absence through sickness impact reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted.

Punctuality

26. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
27. The rail punctuality target is 90%.

28. Punctuality for February 2024 was 86.9%, compared to 84.3% in January 2024.
29. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa lines. Wairarapa services were also severely delayed by a broken-down shunt engine on 20 February 2024.

Bus replacements

30. In February 2024, 13.5% of rail services were replaced by buses (planned and unplanned):
 - a 12.9% of the rail services that were replaced by buses were planned.
 - b 0.6% of the rail services that were replaced by buses were unplanned.
31. Of the 12.5% of planned rail services that were replaced by buses, 61% were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); the remainder were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks, accessible, electronic ticketing)
32. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.

Upcoming Blocks of Line (planned bus replacements)

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

Ferry performance – February 2024

34. Ferry services have operated according to their usual timetable, except for trips to Somes Island which is closed for 6-8 months from 19 February 2024 for wharf improvements.
35. Boardings were 113.4% of February 2020 numbers (pre Covid).

Tawa Public Transport On Demand Trial – patronage

36. Tawa on Demand Trial passenger boardings for February 2024 were 4,706 this compares to boardings of 3,641 in February 2022. Patronage for the year to date is at 35,451 completed rides, this compares to 24,542 over the same period in 2022/23.
37. In the period since the commencement of the Tawa on Demand Trial on 16 May 2022 to 29 February 2024, there have been 78,021 completed rides and 2,634 unique riders have used the service.
38. The Tawa on Demand Trial expanded to the Porirua city centre on 6 November 2023, since the expansion on a rolling quarter average ridership has increased by 11%.
39. Sunday services for this Trial started on 11 December 2023; there have been 453 completed rides on a Sunday compared to 854 for the same period on a Saturday.
40. The current gross costs for this financial year are \$776,997, this is on track with the allocated budget of \$1.2 million. Net costs are \$680,490.

Fare revenue

41. In February 2024, there was a budget shortfall of \$3.1 million for the month across bus and rail services.
42. The year-to-date budget shortfall is \$32.1 million and is attributable to:
 - a \$7.1 million due to the extended half-price fares scheme fares in July and August 2023 without NZ Transport Agency Waka Kotahi support.
 - b \$25.0 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020, 51% of this is claimable from NZ Transport Agency Waka Kotahi.
43. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services. 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 ferry operator payments.

Fares shortfall

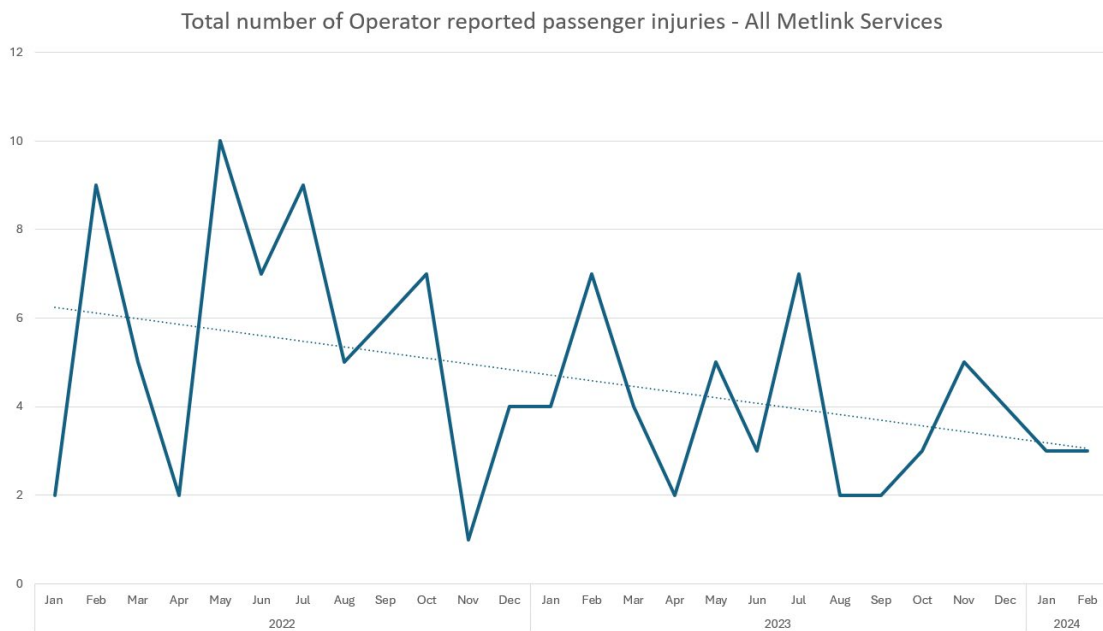
44. Expected fare revenue is set every three years as part of the Long Term Plan based on the best available information at the time. Each Annual Plan year, Council has the ability to revisit and reset fare revenue assumptions.
45. The expected fare revenue for 2023/24 was set in 2021 as part of the 2021-31 LTP; pre-covid patronage assumptions were used for the 2021-31 Long Term Plan.
46. Council elected to continue with the same revenue assumptions for 2021/22, 2022/23 and 2023/24 due to the uncertainties in patronage caused by the impacts of Covid.
47. Council agreed to loan fund the difference between the expected fare revenue and actual fare revenue. Loan funding provided certainty in an uncertain operating and regulatory environment.
48. Assumptions as to expected fare revenue have been reset based on current (post-covid, and stabilised) patronage projections for the purposes of the draft 2024-34 Long Term Plan.
49. For the current year 2023/24, the fares shortfall has been partially offset by the reserves; however, this has been limited by the amount of reserves available (noting that reserves have been used to fund other Public Transport activities, which were agreed to by Council).
50. Metlink operating expenditure is largely made up of fixed operating costs; there is little ability for us to reduce these without significant impact on service levels.

Health, Safety and Wellbeing

Passenger injuries

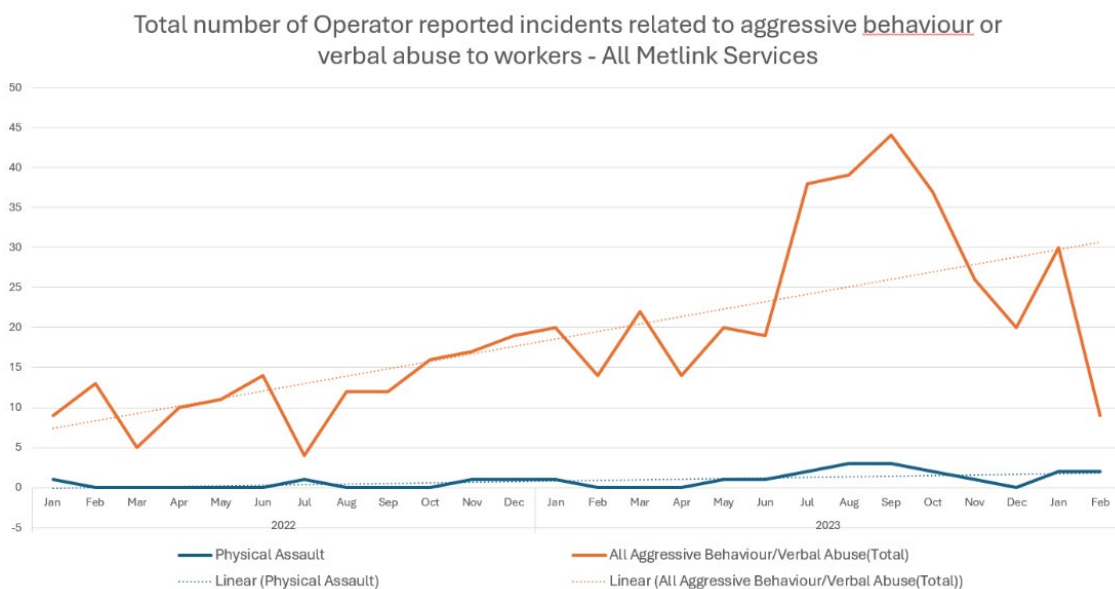
51. Metlink conducted a health and safety social media campaign to increase customer safety awareness when using public transport between August and December 2023. These health and safety messages are now being displayed on Wellington Railway Station platform screens and bus monitors.

52. The graph below shows that passenger injuries have decreased across Metlink operators between 2022 - 2024.



Aggressive behaviour or verbal abuse

53. Over the last two years, an increase in reported incidents of verbal abuse, and aggressive and threatening behaviour toward drivers across the network has been observed. A lower number of these types of incidents were reported in December 2023 and January 2024. However, reports of physical assaults on frontline staff are becoming more frequent.



**Ngā āpitihanga
Attachments**

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

**Ngā kaiwaitohu
Signatories**

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

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.

Internal consultation

No other departments were consulted in preparing this report.

Risks and impacts - legal / health and safety etc.

There are no risks arising from this report.



Performance report

February 2024



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Partner Performance

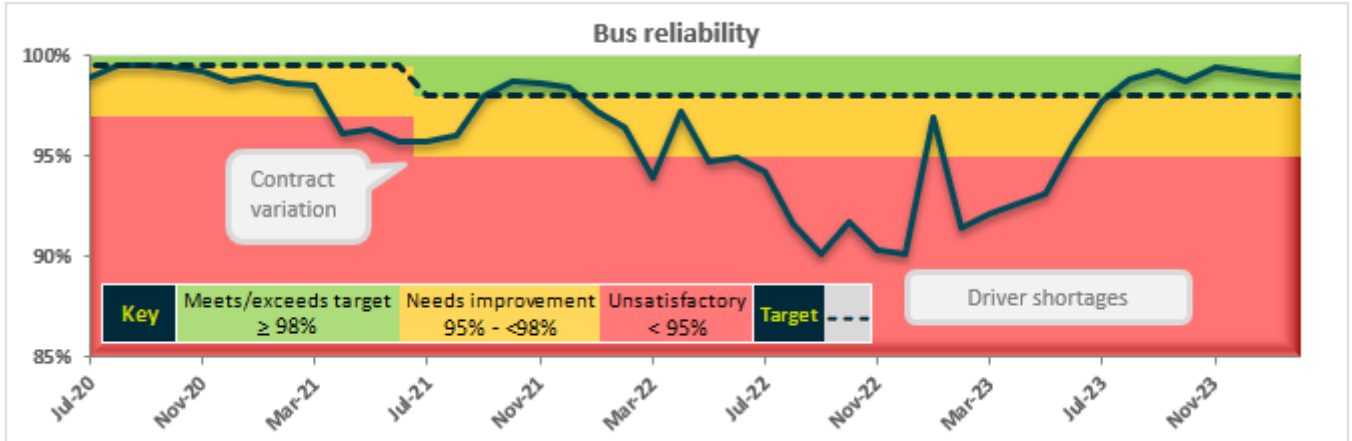


Bus operators

Reliability

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

In February, 98.9% of bus services were delivered, and 98.9% for the year to date. Reliability this month continues to reflect stabilised driver numbers and retention, though there has been a slight increase in driver unavailability (related to sickness leave).

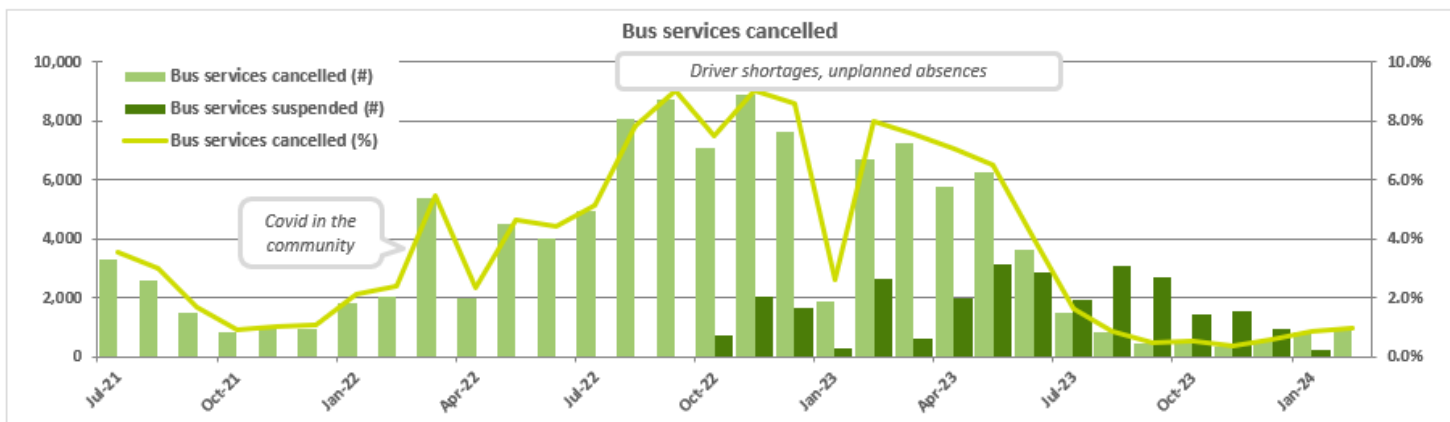


Reliability - current month

	Feb-24	Feb-23	% Change
Wellington City			
Newlands & Tawa	99.3%	98.4%	0.9%
East, West & City	99.7%	90.1%	9.6%
North, South, Khandallah & Brooklyn	97.5%	86.7%	10.9%
Hutt Valley	99.5%	93.4%	6.1%
Porirua	96.4%	89.9%	6.5%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	98.4%	98.7%	-0.4%
Total	98.9%	91.4%	7.5%

Reliability - year to date (Jul - Feb)

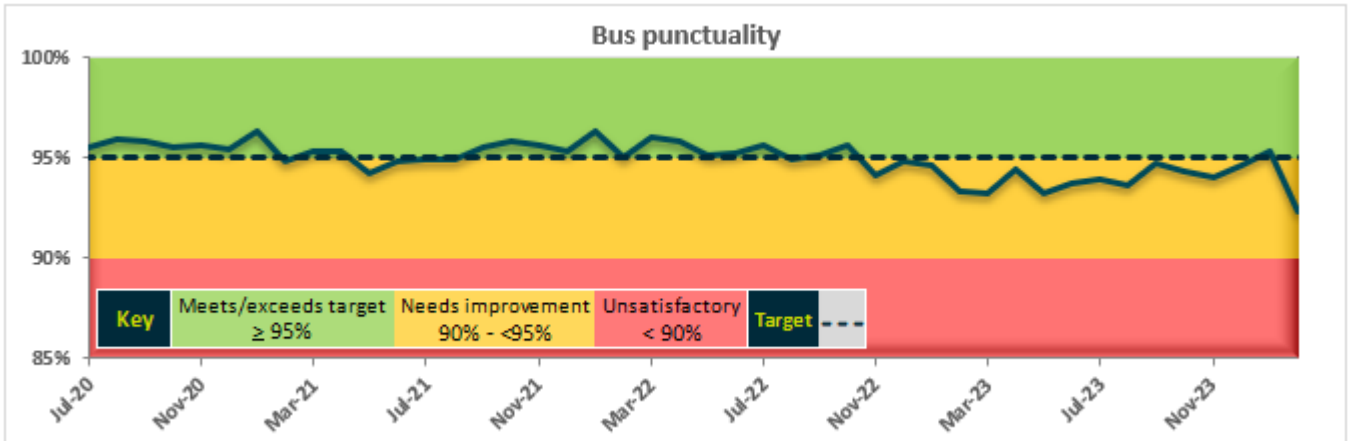
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	99.3%	98.8%	0.5%
East, West & City	99.8%	88.8%	11.0%
North, South, Khandallah & Brooklyn	97.5%	88.3%	9.2%
Hutt Valley	99.3%	95.7%	3.6%
Porirua	97.0%	90.5%	6.5%
Kapiti	99.4%	99.5%	-0.1%
Wairarapa	98.4%	98.7%	-0.3%
Total	98.9%	91.9%	7.0%



In February 95,000 bus trips ran, carrying 2.3 million passengers.

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

Bus service punctuality was 92.4% in February and 94.1% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places particularly in Wellington City (multiple road work sites on Karori Road and Thorndon Quay in particular), and Masterton due to SH2 roadworks and late arriving buses replacing trains. In Kapiti, the Waikanae bridge closure continues to delay services due to heavy traffic flows. February has also been a busy month for events requiring road closures, such as the Petone Rotary Fair, Martinborough Fair, and the Otaki Kite Festival.



Punctuality - current month

	Feb-24	Feb-23	% Change
Wellington City			
Newlands & Tawa	94.5%	91.8%	2.7%
East, West & City	93.3%	95.4%	-2.2%
North, South, Khandallah & Brooklyn	89.9%	88.8%	1.1%
Hutt Valley	91.4%	93.7%	-2.3%
Porirua	94.5%	95.9%	-1.4%
Kapiti	93.9%	93.9%	-0.1%
Wairarapa	89.3%	92.5%	-3.2%
Total	92.4%	93.3%	-1.0%

Punctuality - year to date (Jul - Feb)

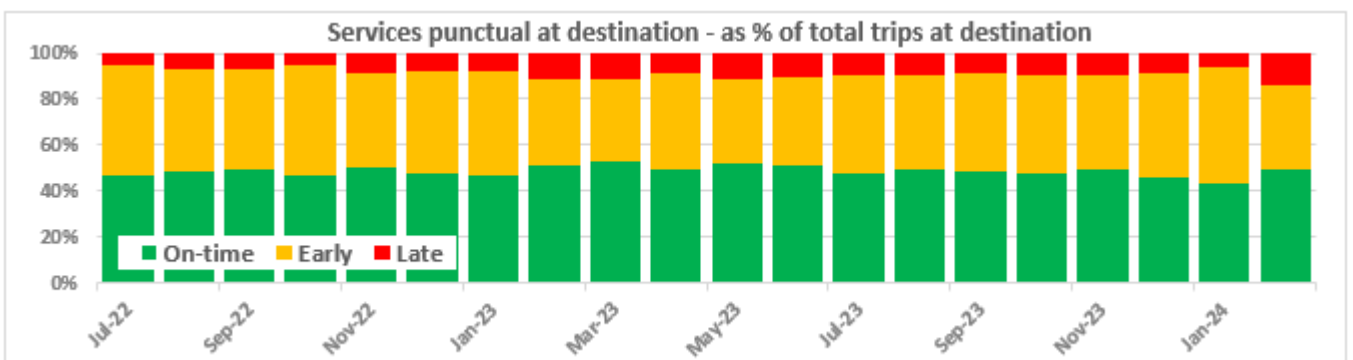
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	95.4%	96.1%	-0.7%
East, West & City	95.6%	96.3%	-0.7%
North, South, Khandallah & Brooklyn	90.9%	90.4%	0.5%
Hutt Valley	94.5%	95.4%	-0.9%
Porirua	95.1%	95.6%	-0.5%
Kapiti	93.2%	95.9%	-2.7%
Wairarapa	90.9%	93.6%	-2.7%
Total	94.1%	94.8%	-0.7%

Punctuality at destination

Bus punctuality at destination is not a contractual measure and is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from the origin stop, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In February, 49.5% of bus services recorded at destination arrived on time, with a further 36.4% arriving more than one minute early, while 14.2% of services arrived more than five minutes late.



Punctuality at destination - current month

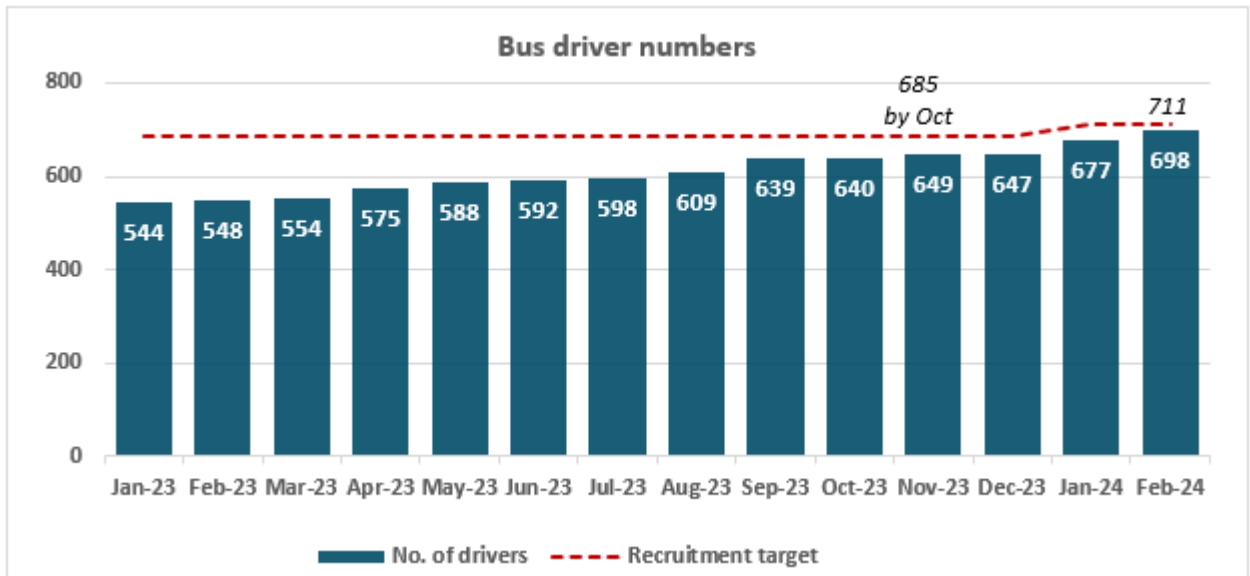
	Feb-24	Feb-23	% Change
On-time	49.5%	51.4%	-1.9%
Early	36.4%	37.6%	-1.2%
Late	14.2%	11.0%	3.2%

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

	2023/24	2022/23	% Change
On-time	47.7%	48.5%	-0.7%
Early	42.9%	44.3%	-1.4%
Late	9.4%	7.2%	2.2%

Bus driver shortages

There is currently a shortage of bus drivers in the Greater Wellington Region – whilst driver numbers are increasing, there is a difference in the number of drivers required at different times of the day, e.g. during peak times, which impacts on the ability to run all timetabled services. The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the updated target (January 2024) of 711 drivers required to run the network.

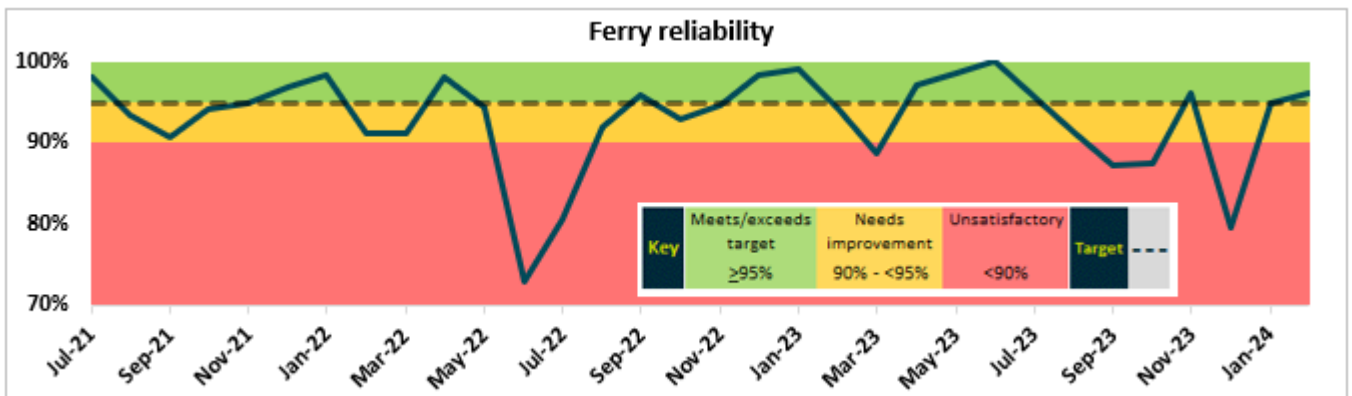


Ferry operator

Reliability

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

Reliability for February was 96.0%, compared to 94.1% for the same month last year. There were 34 trips cancelled due to the weather this month.



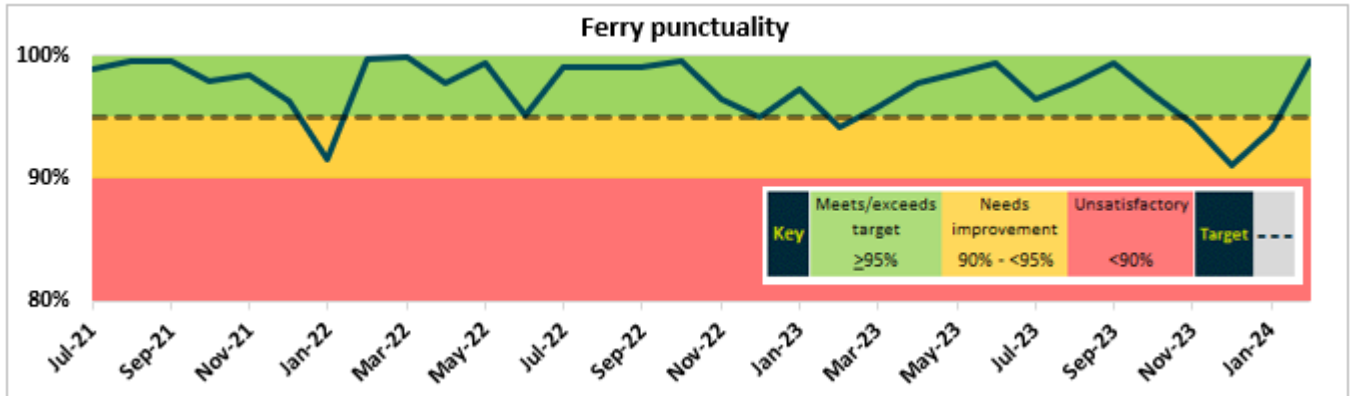
Reliability - current month

	Feb-24	Feb-23	% Change
Total	96.0%	94.1%	1.9%

Punctuality

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

Punctuality for January was 99.5%, compared to 94.1% for the same month last year.



Punctuality - current month

	Feb-24	Feb-23	% Change
Total	99.5%	94.1%	5.4%



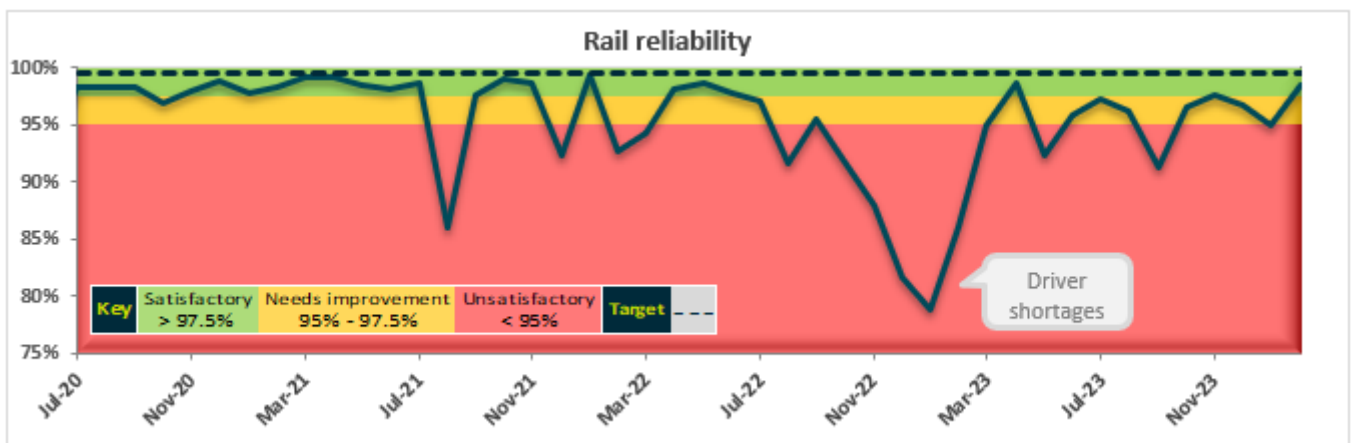
Rail operator

Reliability

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

Rail service reliability was 98.5% in February, and 96.6% for the year to date.

Improvement in reliability is due to a decrease in the number of services affected by staff sickness - 0.7% of services, compared to 2.2% of services affected by staff sickness in January. Services were also affected by a signals outage at Porirua on the 9 February and a staff injury affected services on the Hutt line on the 2nd February – the staff member tore ligaments in their ankle and could not be moved until emergency services arrived (it was initially thought to be a broken ankle).



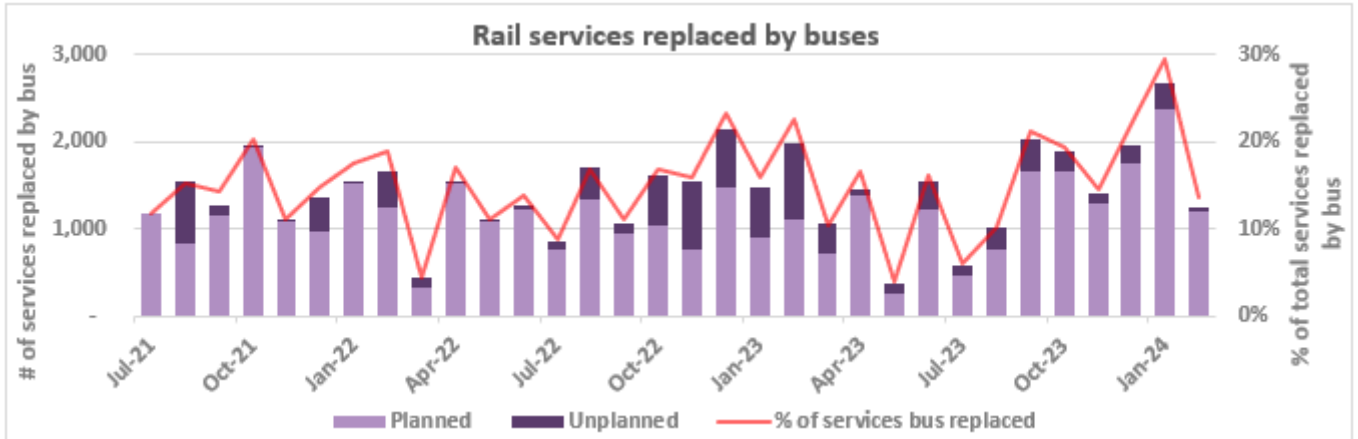
Reliability - current month

	Feb-24	Feb-23	% Change
Hutt Valley	98.4%	88.4%	10.0%
Johnsonville	99.4%	79.7%	19.7%
Kapiti	98.2%	87.2%	11.0%
Wairarapa	96.0%	98.7%	-2.7%
Total	98.5%	86.0%	12.5%

Reliability - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Hutt Valley	97.2%	91.8%	5.4%
Johnsonville	95.7%	85.7%	10.0%
Kapiti	96.9%	87.4%	9.5%
Wairarapa	92.8%	95.5%	-2.7%
Total	96.6%	88.9%	7.7%

In February, 13.5% of rail services were replaced by buses, compared to 29.3% the previous month.



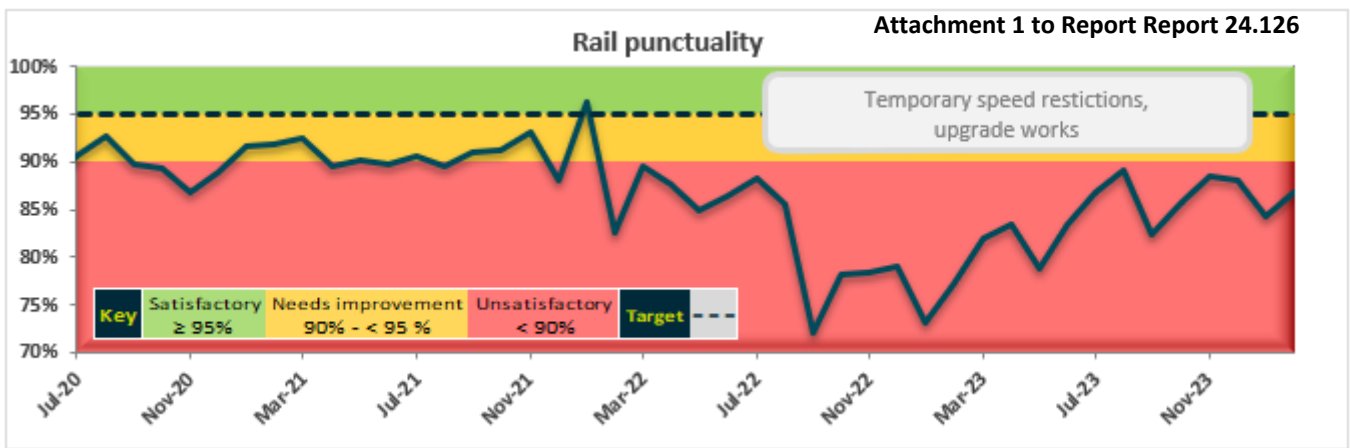
In February, there were 9,200 rail trips run, carrying 0.94 million passengers.

Punctuality

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

Punctuality for February was 86.9%, and 87.5% for the year to date.

Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kapiti and Wairarapa lines. Wairarapa services were also severely delayed by a broken-down shunt engine on the 20th February.



Punctuality - current month

	Feb-24	Feb-23	% Change
Hutt Valley	89.4%	85.5%	3.9%
Johnsonville	96.7%	95.7%	1.0%
Kapiti	82.6%	52.9%	29.7%
Wairarapa	5.8%	57.1%	-51.3%
Total	86.9%	77.1%	9.8%

Punctuality - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Hutt Valley	87.9%	89.2%	-1.3%
Johnsonville	95.7%	91.9%	3.8%
Kapiti	85.3%	58.3%	27.0%
Wairarapa	29.0%	53.0%	-24.0%
Total	87.5%	79.1%	8.4%

Rail network owner

Commentary

February's punctuality increased by 2.25% from the previous month, while overall reliability increased slightly.

On the 9th of February a CTC outage occurred at Porirua. This led to 4.5 cancellations while the fault was identified, and the system was reset. On the 23rd of February a CTC signalling outage occurred at Otaihangā Road level crossing between Paraparaumu and Waikanae. This was due to a faulty power supply and ACB board which was replaced during the callout.

A cable fault on the 28th of February affected the middle main signalling in Wellington during the morning peak. A-Box were able to use other available mains which resulted in minor compounding delays and congestion to services. A temporary cable was run to restore operation.

Delays due to Heat40 sites decreased during the month of February with the days turning cooler as the month progressed. Speed restrictions related to WMUP works and carriage vibration issues continue to contribute to high delay minutes on the Wairarapa Line.

KPI summary

Network Availability - there were no unplanned line closures on all lines for the month of February.

Health & safety

February saw 29 Zero Harm Free days.

Key Performance Indicators				
Punctuality	Reliability	Network Availability	Maintenance Backlog	HSE Score
96.60%	99.30%	Unplanned: 98.80%	Reducing Trend	Zero Harm
98.19%	99.78%	Planned: 86.40%	0	170 Zero Harm Free Days
		Unplanned: 99.80%		

(Yellow row is KPI target)

Operational Performance

Patronage

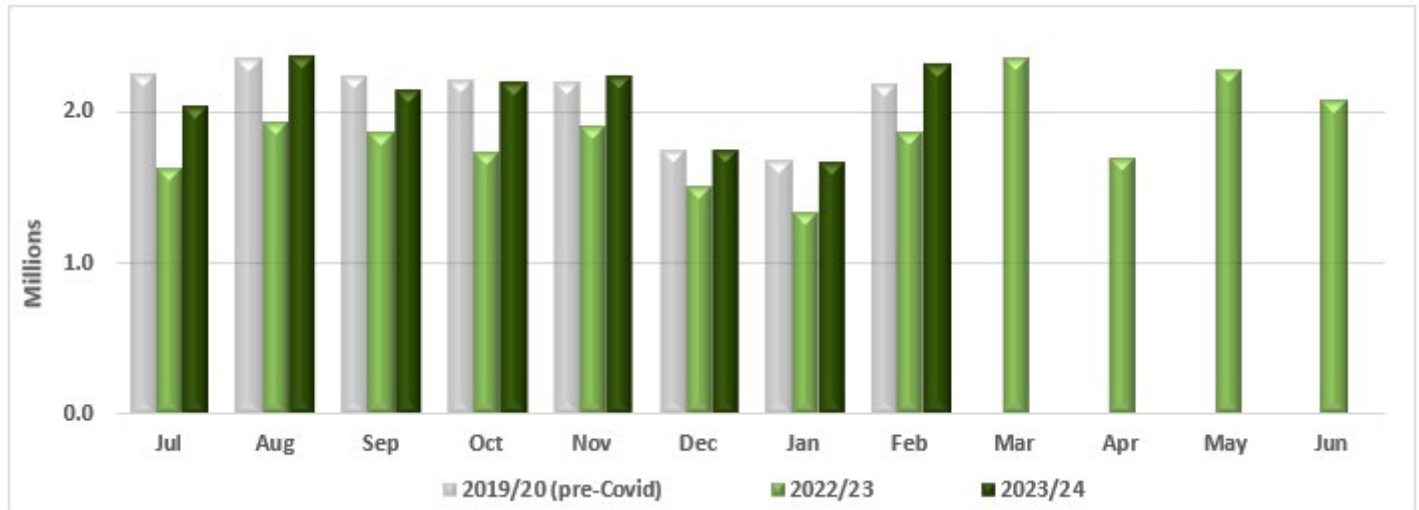
There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of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

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

Bus passenger boardings

February bus passenger boardings were 24.4% higher than the same month last year, and 21.3% higher for the year to date.

Boardings this month were 6.5% higher than February 2020 numbers (pre-Covid).



Boardings by area - current month

	Feb-24	Feb-23	% Change
Wellington	1,696,808	1,370,332	23.8%
Hutt Valley	455,480	359,943	26.5%
Porirua	92,575	72,388	27.9%
Kapiti	70,500	56,340	25.1%
Wairarapa	15,513	14,875	4.3%
Total	2,330,876	1,873,878	24.4%

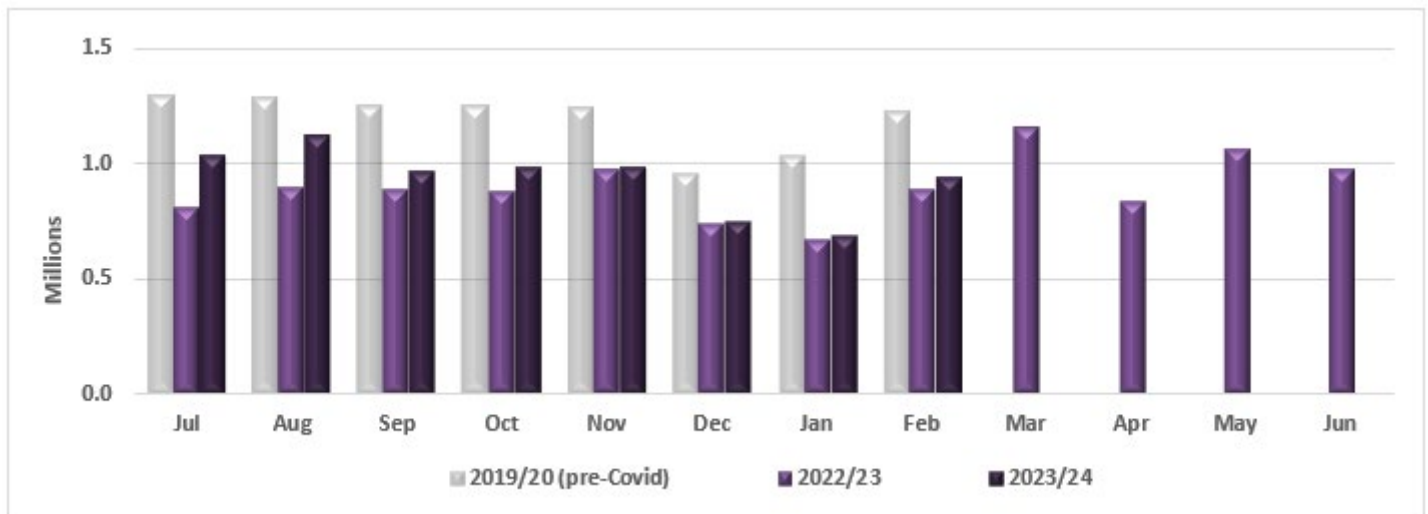
Boardings by area - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Wellington	12,451,710	10,187,897	22.2%
Hutt Valley	3,202,005	2,676,218	19.6%
Porirua	592,683	505,351	17.3%
Kapiti	424,641	365,537	16.2%
Wairarapa	105,569	97,593	8.2%
Total	16,776,608	13,832,596	21.3%

Rail passenger boardings

February rail passenger boardings were 6.4% higher than the same month last year, and 10.7% higher for the year to date.

Boardings this month were 23.1% lower than February 2020 numbers (pre-Covid).



Boardings by line - current month

	Feb-24	Feb-23	% Change
Hutt Valley	397,896	374,834	6.2%
Kapiti	383,957	351,386	9.3%
Johnsonville	108,053	109,012	-0.9%
Wairarapa	49,120	47,024	4.5%
Total	939,026	882,256	6.4%

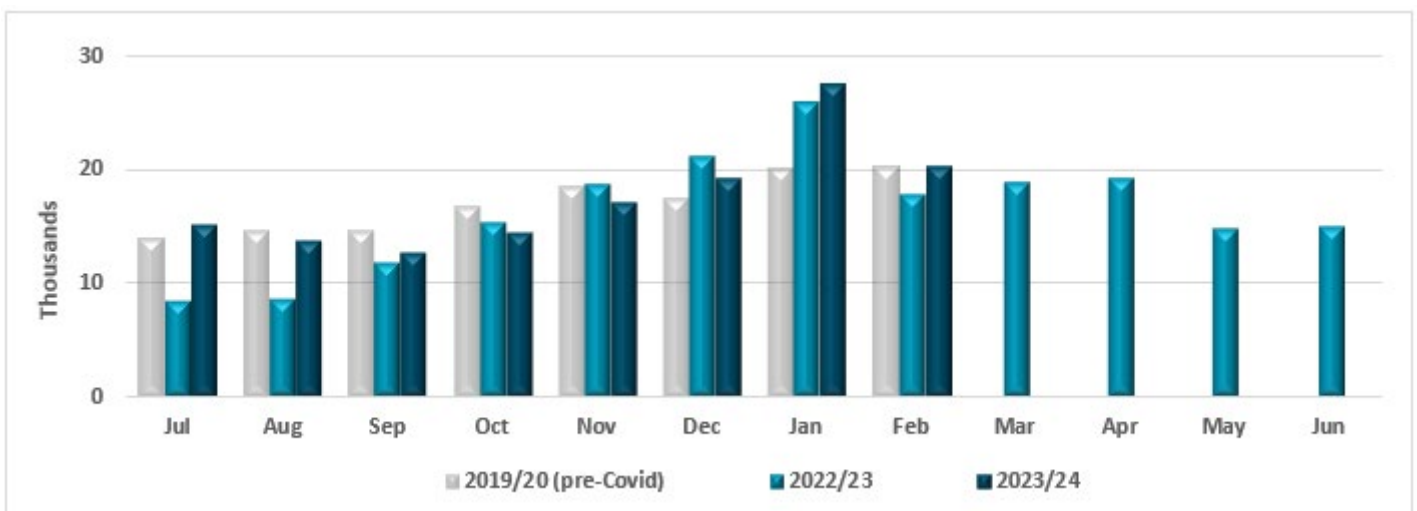
Boardings by line - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Hutt Valley	3,159,494	2,875,269	9.9%
Kapiti	3,027,085	2,678,143	13.0%
Johnsonville	838,610	776,726	8.0%
Wairarapa	398,483	373,120	6.8%
Total	7,423,672	6,703,258	10.7%

Ferry passenger boardings

Ferry boardings show an increase of 13.4% on the same month last year, and an increase of 9.7% for the year to date. Boardings are often affected by weather.

Boardings for the month were the same as February 2020 numbers (pre-Covid).



Boardings - current month

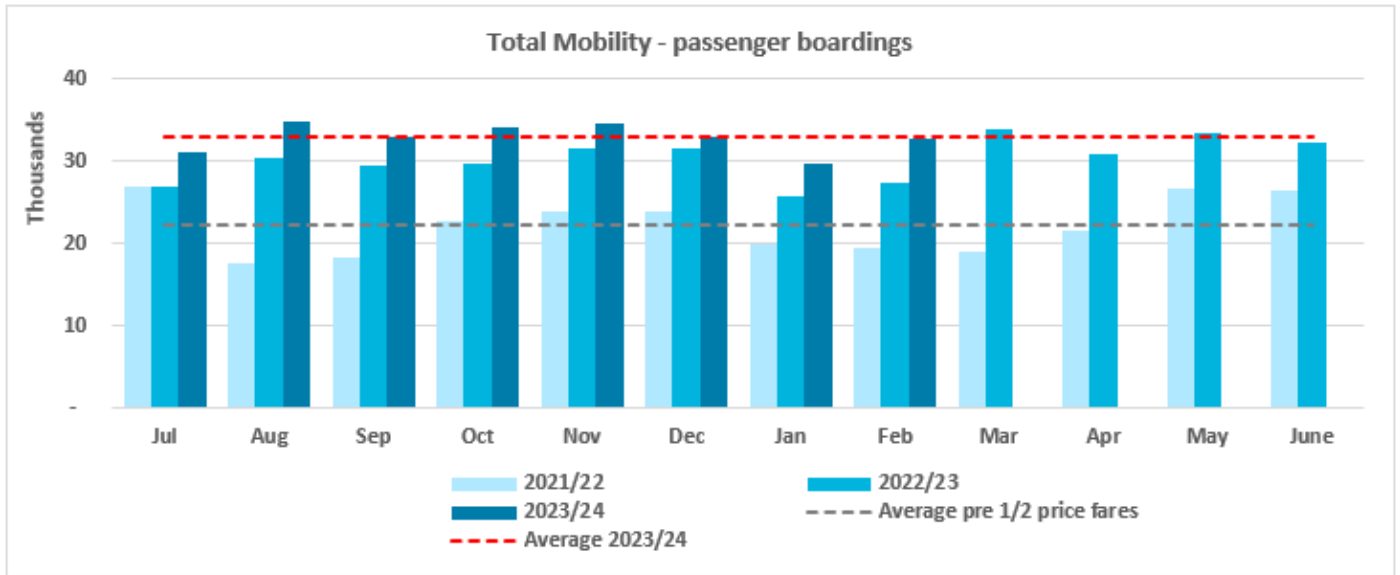
	Feb-24	Feb-23	% Change
Total	20,160	17,780	13.4%

Boardings - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Total	139,548	127,170	9.7%

Te Hunga Whaikaha Total Mobility passenger boardings

In February there were 32,794 Te Hunga Whaikaha Total Mobility trips, an increase of 19.7% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.



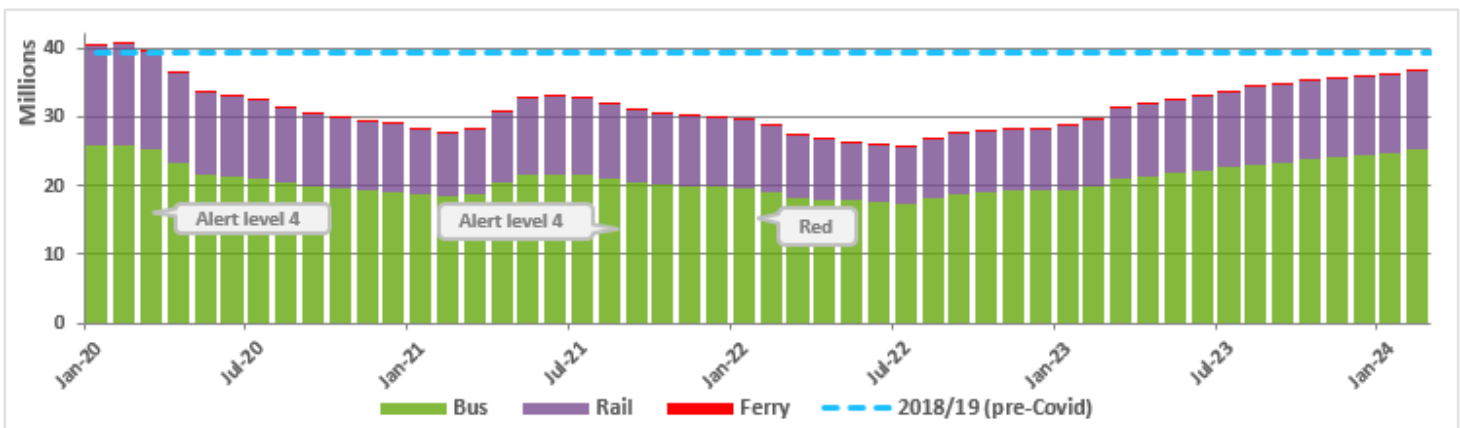
Passenger boardings trend – 12 month rolling totals

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

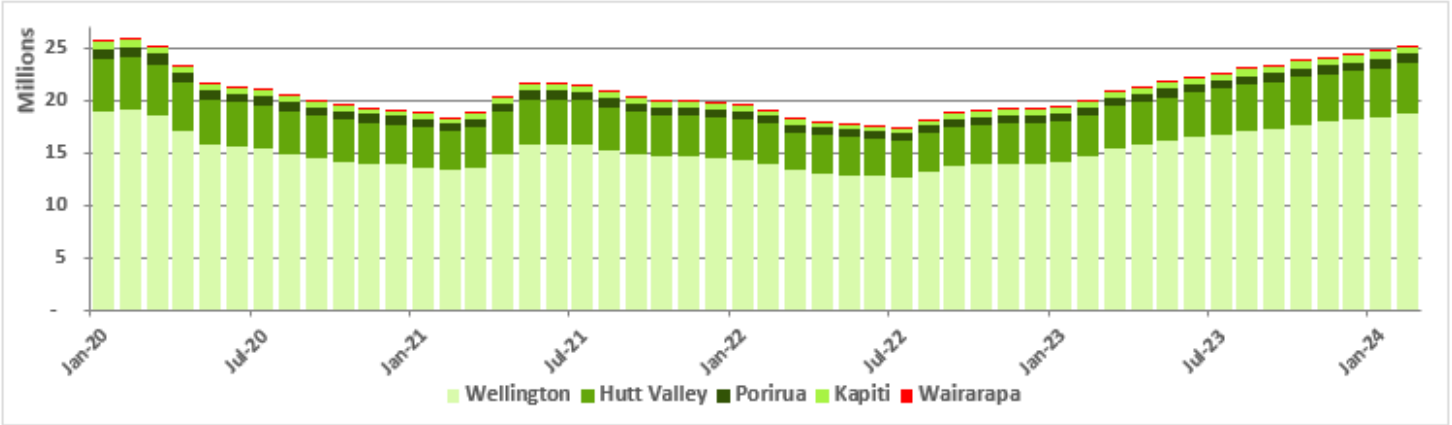
Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school holidays) and are a better indication of growth trends overall.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

All modes

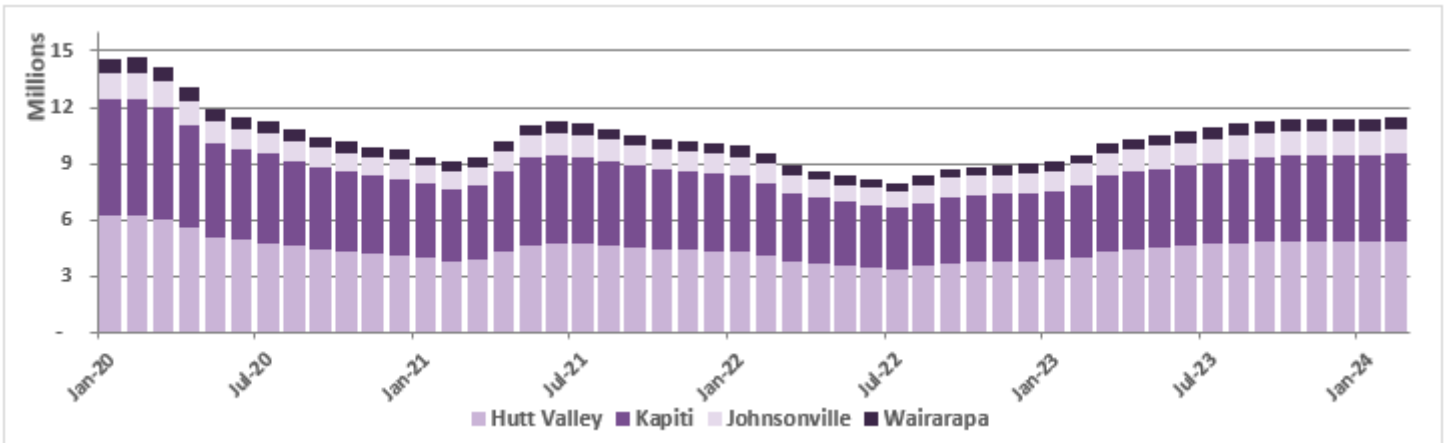
There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) - we can now see trending growth again for all modes, but this has not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



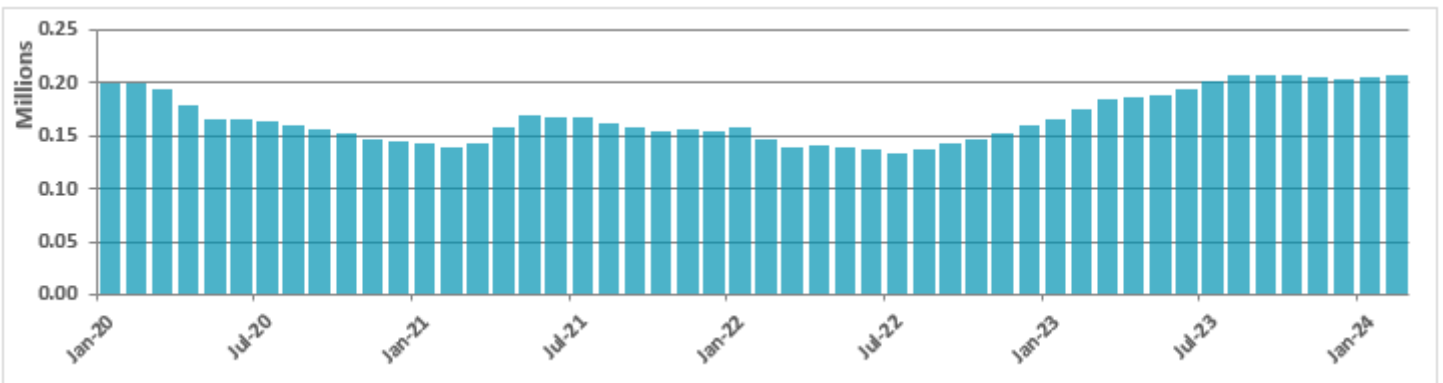
Bus



Rail

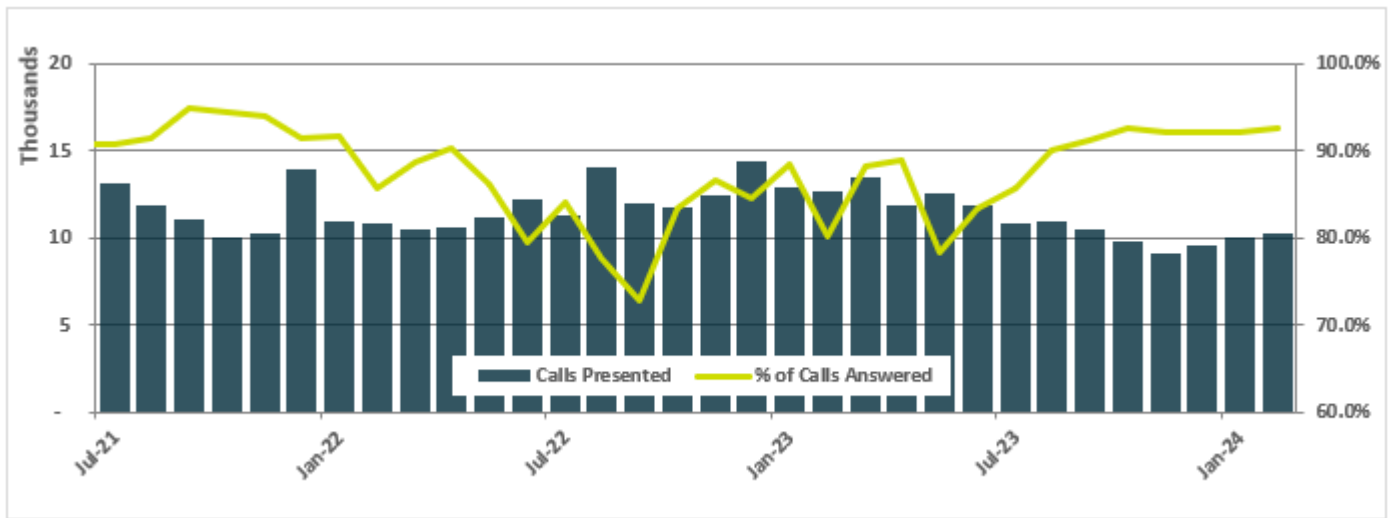


Ferry



Call centre incoming calls

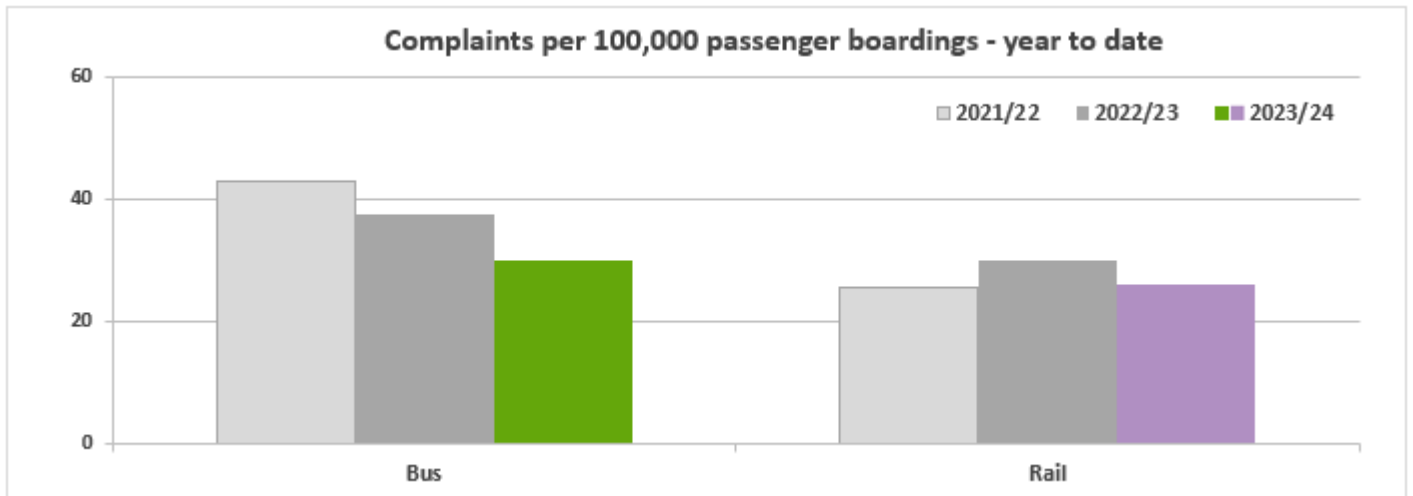
Metlink answered 92.6% of the 10,256 calls received in February.



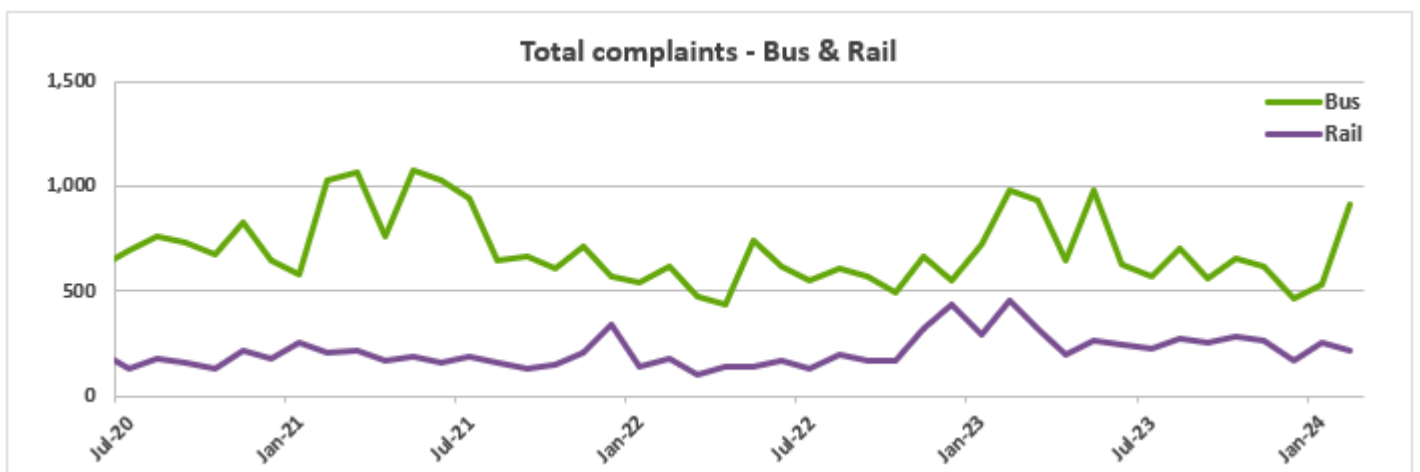
Complaints

Complaints volume

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



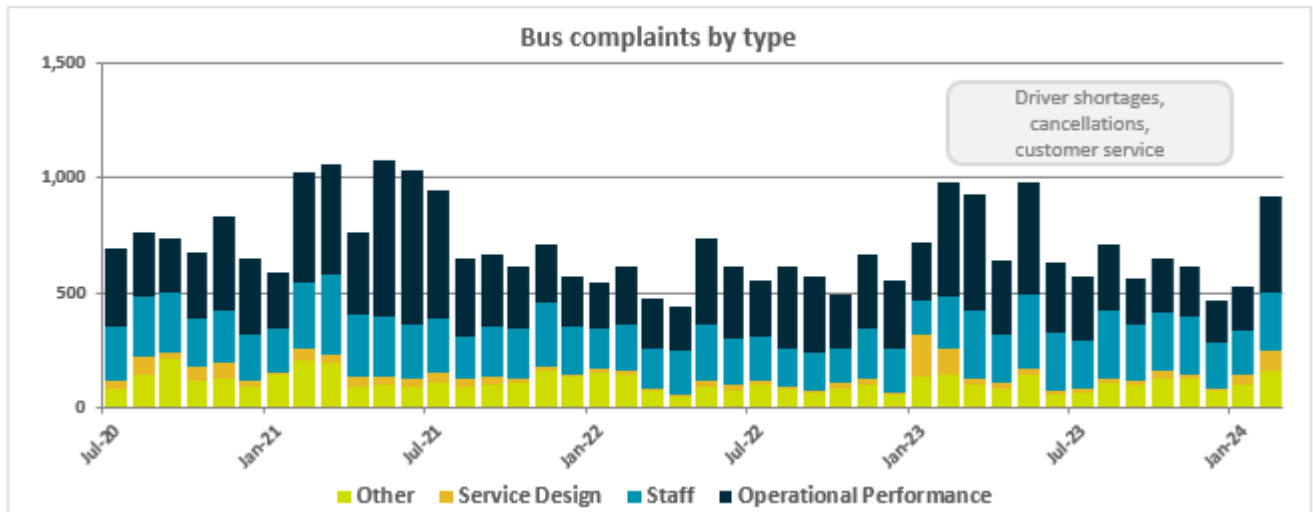
There has been an increase in bus complaints this month, with schools starting again and higher passenger numbers overall.



Bus complaints

Bus complaints for the month were 6.3% lower than in February last year, and 2.3% lower for the year to date.

Complaints for the month have increased, corresponding to the return of school services and heavy patronage across the bus network. Complaint types relate mostly to customer service and driver behavior, heavy school bus loadings as students get back into routine, quality of driving, and services failing to uplift passengers.



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

Bus complaints - current month

	Feb-24	Feb-23	% Change
Wellington			
Newlands, Tawa	59	37	59.5%
East-West, City	244	261	-6.5%
North-south, Khandallah, Brooklyn	283	386	-26.7%
Hutt Valley	226	176	28.4%
Porirua	60	92	-34.8%
Kapiti	31	24	29.2%
Wairarapa	14	3	366.7%
Total	917	979	-6.3%

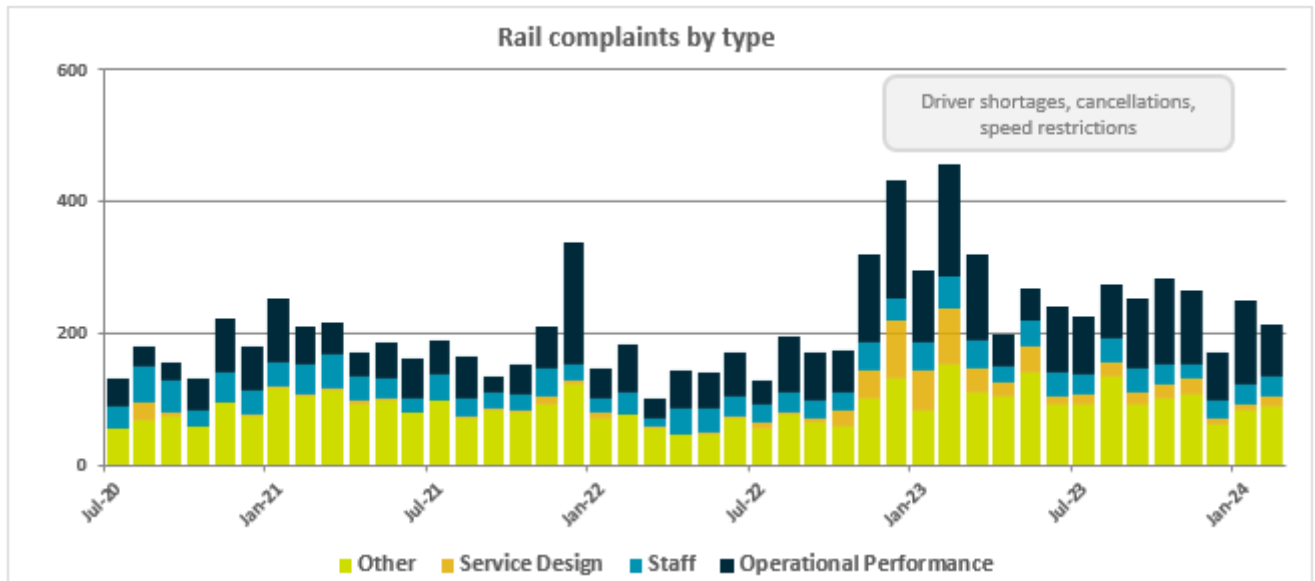
Bus complaints - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Wellington			
Newlands, Tawa	301	152	98.0%
East-West, City	1,496	1,549	-3.4%
North-south, Khandallah, Brooklyn	1,516	1,872	-19.0%
Hutt Valley	1,230	1,039	18.4%
Porirua	266	342	-22.2%
Kapiti	163	168	-3.0%
Wairarapa	58	27	114.8%
Total	5,030	5,149	-2.3%

Rail complaints

Rail complaints for February were 53.0% lower than the same month last year, and 10.8% lower for the year to date.

Complaints are mainly related to bus replacements and services that have been affected by staff shortages, there has also been a significant increase in complaints related to the ongoing poor performance on the Wairarapa Line.



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

Rail complaints - current month

	Feb-24	Feb-23	% Change
Hutt Valley	74	144	-48.6%
Kapiti	71	147	-51.7%
Johnsonville	10	60	-83.3%
Wairarapa	33	16	106.3%
General	27	90	-70.0%
Total	215	457	-53.0%

Rail complaints - year to date (Jul - Feb)

	2023/24	2022/23	% Change
Hutt Valley	674	627	7.5%
Kapiti	612	793	-22.8%
Johnsonville	103	214	-51.9%
Wairarapa	271	146	85.6%
General	286	401	-28.7%
Total	1,946	2,181	-10.8%

Financial Performance

Fare revenue

Bus and rail fare revenue

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

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

In February there was a budget shortfall of \$3.1 million. Year to date the shortfall is \$32.1 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$25.0 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020. 51% of this is claimable from Waka Kotahi.

Fare revenue - current month

	Feb-24	Budget	Excess/Shortfall
Bus	3,469,247	4,319,701	- 850,454
Rail	2,453,767	4,702,354	- 2,248,586
Total	\$ 5,923,014	\$ 9,022,055	-\$ 3,099,041

Fare revenue - year to date (Jul - Feb)

	2023/24	Budget	Excess/Shortfall
Bus	21,083,735	34,557,608	- 13,473,873
Rail	19,037,007	37,618,830	- 18,581,823
Total	\$40,120,742	\$ 72,176,438	-\$ 32,055,696

Upcoming Bus Replacements April 2024 – June 2024

Bus replacement information for the current and next month can be found on the Metlink website here: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

HVL

April 2024

Saturday 6 April – Sunday 7 April: Buses replace all services between Wellington and Petone

Monday 8 April – Wednesday 10 April: Buses replace some evening services between Wellington and Petone

Sunday 14 April – Wednesday 17 April: Buses replace some evening services between Wellington and Petone

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Petone

Thursday 25 April: Buses replace all services between Wellington and Petone

Saturday 27 April – Sunday 28 April: Buses replace all services between Wellington and Petone

May 2024

Sunday 5 May – Wednesday 8 May: buses replace some evening services between Wellington and Petone

Monday 6 May – Thursday 9 May: Buses replace some daytime services

Sunday 12 May – Wednesday 15 May: buses replace some evening services between Wellington and Petone

Monday 13 May – Thursday 16 May: Buses replace some daytime services

Saturday 18 May – Sunday 19 May: Buses replace all services

June 2024

Saturday 1 June – Monday 3 June: buses replace all services between Wellington and Petone

Tuesday 4 June – Wednesday 5 June: Buses replace some evening services between Wellington and Petone

Sunday 9 June – Wednesday 12 June: Buses replace some evening services

Saturday 15 June: Buses replace some daytime services between Wellington and Petone

Sunday 16 June: Buses replace some daytime services

Monday 17 June – Wednesday 19 June: Buses replace some evening services

Saturday 22 June – Sunday 23 June: Buses replace all services between Wellington and Petone

MEL

May 2024

Monday 6 May – Thursday 9 May: Buses replace some daytime services

Monday 13 May – Thursday 16 May: Buses replace some daytime services

KPL

April 2024

Saturday 6 April – Sunday 7 April: buses replace all services between Wellington and Porirua

Monday 8 April – Wednesday 10 April: buses replace some evening services between Wellington and Porirua

Sunday 14 April – Wednesday 17 April: Buses replace some evening services between Wellington and Porirua

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Porirua

Thursday 25 April: Buses replace all services between Wellington and Porirua

Saturday 27 April – Sunday 28 April: Buses replace all services between Wellington and Porirua

May 2024

Sunday 5 May – Wednesday 8 May: Buses replace some evening services

Sunday 12 May – Wednesday 15 May: Buses replace some evening services

Saturday 18 May – Sunday 19 May: Buses replace all services

June 2024

Saturday 1 June – Monday 3 June: Buses replace all services between Wellington and Porirua

Tuesday 4 June – Wednesday 5 June: Buses replace some evening services between Wellington and Porirua

Sunday 9 June – Wednesday 12 June: Buses replace some evening services

Sunday 16 June – Wednesday 19 June: Buses replace some evening services

Saturday 22 June – Sunday 23 June: Buses replace all services between Wellington and Porirua

JVL

April 2024

Saturday 6 April – Sunday 7 April: Buses replace all services

Monday 8 April – Wednesday 10 April: Buses replace some evening services

Sunday 14 April – Wednesday 17 April: Buses replace some evening services

Saturday 20 April – Sunday 21 April: Buses replace all services

Thursday 25 April: Buses replace all services

Saturday 27 April – Sunday 28 April: Buses replace all services

May 2024

Sunday 5 May – Wednesday 8 May: Buses replace all services

Sunday 12 May – Wednesday 15 May: Buses replace all services

Saturday 18 May – Sunday 19 May: Buses replace all services

WRL

April 2024

Saturday 6 April – Sunday 7 April: Buses replace all services between Wellington and Petone

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Petone

Thursday 25 April: Buses replace all services

May 2024

Monday 6 May – Thursday 9 May: Buses replace some daytime services between Wellington and Upper Hutt

Monday 13 May – Thursday 16 May: Buses replace some daytime services between Wellington and Upper Hutt

Saturday 18 May – Sunday 19 May: Buses replace all services between Wellington and Petone

Saturday 25 May – Sunday 26 May: Buses replace some services

June 2024

Saturday 1 June – Monday 3 June: Buses replace some services

Saturday 22 June – Monday 23 June: Buses replace all services between Wellington and Petone

For Information

PUBLIC TRANSPORT OPERATOR UPDATE – KINETIC

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

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

Ngā tūāoma e whai ake nei

Next steps

4. A senior manager from Kinetic will speak to **Attachment 1** at the Committee’s meeting on 4 April 2024.

Ngā āpitihanga

Attachment

Number	Title
1	Kinetic presentation (to come)

Ngā kaiwaitohu

Signatories

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

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

It is appropriate for the Committee to receive an overview of its public transport operators' businesses.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

This overview provides information that will help inform delivery of public transport.

Internal consultation

There was no internal consultation.

Risks and impacts - legal / health and safety etc.

There are no known risks and impacts.