

If calling, please ask for Democratic Services

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## Transport Committee

Thursday, 13 February 2025, 9.30am

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

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*Quorum: Seven Members*

### Members

#### Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### Appointee

Andrew Lensen

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

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

### **1 Purposes**

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

### **2 Specific responsibilities**

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

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

### **3 Delegations**

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

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

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

#### **4 Members**

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

#### **5 Voting entitlement**

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

#### **6 Quorum**

Seven Committee members.

# Transport Committee

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Thursday 13 February 2025, 9.30am

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

## Public Business

<b>No.</b>	<b>Item</b>	<b>Report</b>	<b>Page</b>
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport Committee meeting on 28 November 2024	24.630	6
5.	Update on the Progress of Action Items from Previous Transport Committee Meetings – February 2025	25.20	10
6.	Tawa Fixed Route Bus Service – On-demand Replacement Update	25.07	21
7.	Managing Safety on the Metlink Public Transport Network	25.10	29
8.	Delivery of Wellington Regional Public Transport Plan – Update	25.11	48
9.	Public Transport Advisory Group meeting – 30 January 2025	25.12	60
10.	Public Transport Performance update – December 2024	25.08	69

Please note these minutes remain unconfirmed until the Transport Committee meeting on 13 February 2025.

Report 24.630

## **Public minutes of the Transport Committee meeting on Thursday 28 November 2024**

Taumata Kōrero – Council Chamber – Greater Wellington Regional Council  
100 Cuba Street, Te Aro, Wellington, at 9.32am

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### **Members Present**

Councillor Nash (Chair)  
Councillor Woolf (Deputy Chair)  
Councillor Bassett  
Councillor Connelly  
Councillor Duthie  
Councillor Gaylor  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Lee (from 9.34am)  
Councillor Ponter (until 12.12pm)  
Councillor Ropata (from 9.59am)  
Councillor Saw  
Councillor Staples

Andrew Lensen (until 12.08pm and from 12.10pm)

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

### **Karakia timatanga**

The Committee Chair opened the meeting with a karakia timatanga.

## Public Business

### 1 Apologies

Moved: Cr Staples / Cr Saw

That the Committee accepts the apology for lateness from Councillors Lee and Ropata.

The motion was **carried**.

Councillor Lee arrived at 9.34am during the above item.

### 2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

### 3 Public participation

There was no public participation.

### 4 Confirmation of the Public minutes of the Transport Committee meeting on 24 October 2024 – Report 24.576

Moved: Cr Laban / Cr Duthie

That the Committee confirms the Public minutes of the Transport Committee meeting on 24 October 2024 – Report 24.576.

The motion was **carried**.

### 5 Public Transport Operator Update - Tranzurban – Report 24.613 [For Information]

Renee Snelgrove, Director of Legal and HR, Tranzurban, and Lisa Rossiter, Senior Manager Commercial Partnerships, spoke to the report.

**Noted:** The Committee requested officers develop a metric for tracking bus loading and capacity by route.

### 6 Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024 – Report 24.591 [For Information]

Samantha Gain, Group Manager Metlink, spoke to the report. The document Unplanned bus replacements – October was tabled.

Councillor Ropata joined the meeting remotely at 9.59am at the start of the above item.

**Noted:** The Committee requested that officers investigate the safety concerns raised by Maymorn station users around the temporary Bus Replace Trains stop that requires users to cross State Highway 2.

**Noted:** The Committee requested that that officers expedite a decision on charging arrangements for Wairarapa commuters travelling on a bus replacement.

**Noted:** The Committee requested that officers update the Unplanned bus replacements document to include which operators have Snapper and bike racks.

**7 Managing Safety on Board Metlink Public Transport Services – Report 24.610** [For Information]

Paul Tawharu, Senior Manager Operations, David Boyd, Manager Customer Experience and Emmett McElhatton, Manager Policy, spoke to the report.

**Noted:** The Committee requested that officers investigate actions that can be taken to prevent hate speech on the public transport network.

**Noted:** The Committee requested that officers work with operators to get data on recorded near misses.

**Noted:** The Committee requested that officers investigate cashbox theft, and any patterns associated with the thefts.

**Noted:** The Committee requested that officers provide advice on how Metlink manages safety at railway stations.

The meeting adjourned at 10.46am and resumed at 11.05am

**8 Metlink Asset Management Plan 2024 – Report 24.609** [For Information]

Fiona Abbott, Senior Manager Assets and Infrastructure, spoke to the report.

**Noted:** The Committee requested more information about Greater Wellington’s asset management policy, and whether there is a summary available of all critical assets and their condition.

**9 2024 Accessibility Action Plan - Overview – Report 24.606** [For Information]

David Boyd, Manager Customer Experience and Leigh-Ann Harris, Community Engagement Advisor, spoke to the report.

**10 Emerging Trends in Transport – Report 24.604** [For Information]

Tim Shackelton, Senior Manager Strategy and Investments, Andy Ford, Manager Wellington Transport Analytics Unit and Tobie Pretorius, Tonkin and Taylor, spoke to the report.

**Noted:** The Committee requested that officers look into updating the data in the Metlink app to include the whole of life cost of owning and using a vehicle in a side by side comparison with the cost of travelling by public transport.

Andrew Lensen left at 12.08pm and returned at 12.10pm during the above item.

**11 Public Transport Advisory Group Meeting – 7 November 2024 – Report 24.603** [For Information]



Andrew Lensen, Chair, Public Transport Advisory Group and David Boyd, Manager Customer Experience, spoke to the report.

Councillor Ponter left at 12.12pm during the above item and did not return.

**12 Delivery of the Wellington Regional Public Transport Plan – Update – Report 24.605** [For Information]

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

**13 Public Transport Performance Update – October 2024 – Report 24.602** [For Information]

Paul Tawharu, Senior Manager Operations and Matthew Chote, Principal Account Manager Rail and Ferry, spoke to the report.

**Noted:** The Committee requested that officers investigate including reliability and punctuality data for planned bus replace trains services in future reporting.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed a 12.31pm.

Councillor T Nash

**Chair**

Date:

For Information

**UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS  
TRANSPORT COMMITTEE MEETINGS – FEBRUARY 2025**

**Te take mō te pūrongo**

**Purpose**

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

**Te horopaki**

**Context**

2. Items raised at Committee meetings that require actions from staff are listed in the table of actions from previous Committee meetings (**Attachment 1** – Action items from previous Transport Committee meetings – February 2025). All action items include an outline of the current status and a brief comment.

**Ngā hua ahumoni**

**Financial implications**

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

**Ngā tūāoma e whai ake nei**

**Next steps**

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

**Ngā āpitihanga  
Attachment**

<b>Number</b>	<b>Title</b>
1	Action items from previous Transport Committee meetings – February 2025

**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.

Date	Action item	Status and comment
16 February 2023	<p><b>Transport Committee Update – Public Participation</b></p> <p><b>Noted:</b> The Committee requested a report on East/West connectivity of public transport.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> East/West connectivity is part of the Council’s review of the Regional Public Transport Plan</p>
14 September 2023	<p><b>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</b></p> <p><b>Noted:</b> The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p><b>Status:</b> On hold</p> <p><b>Comment:</b> This work is on hold pending more information about RiverLink construction phasing.</p>
22 February 2024	<p><b>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</b></p> <p><b>Noted:</b> The Committee requested:</p> <ul style="list-style-type: none"> <li>• That the action plan be shared with the Committee</li> <li>• That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.</li> </ul>	<p><b>Status:</b> In progress/completed</p> <p><b>Comment:</b> KiwiRail’s Network Management Plan is in the process of being finalised. When it has been submitted to Greater Wellington, a copy will be shared with the Committee.</p> <p>Service reductions based on Temporary Speed Restriction forecast modelling has taken place.</p>

<p>15 August 2024</p>	<p><b>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers reach out to gender diverse advocacy groups to learn more about gender diverse communities’ experiences using public transport and referred the survey results to the Public Transport Advisory Group for discussion.</p>	<p><b>Status:</b> Completed/ In progress</p> <p><b>Comment:</b> Officers have requested and received analysis of the Passenger Satisfaction survey results for people identifying as Gender Diverse. There is some variance with results for the general population. This could also be influenced by the younger age, higher level of disability and much smaller sample size (and therefore higher margin of error) for this cohort. Perceptions of personal security were similar to the general population (3% lower).  Officers will engage with the LGBTQIA+ community in due course to understand more about specific community needs.</p>
<p>15 August 2024</p>	<p><b>Review of Wellington Regional Public Transport Plan - Update – Report 24.389</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that staff include councillors in engagement with communities, including briefings with territorial authorities.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Councillors will be advised of upcoming engagements with communities and territorial authorities.</p>
<p>19 September 2024</p>	<p><b>Metlink Bus Fleet Emissions – Report 24.462</b> [For Information]</p>	<p><b>Status:</b> Noted</p>

	<p><b>Noted:</b> The Committee requested a future workshop item on the disposal of batteries from electric buses.</p>	<p><b>Comment:</b> A workshop will be held in mid-2025 to discuss the disposal of batteries from electric buses.</p>
24 October 2024	<p><b>Public transport Tawa On Demand trial: assessment and future options – Report 24.537</b></p> <p><b>Resolution:</b> Invites the Chief Executive to report to a future Transport Committee meeting on the logistics, costs and funding for a fixed route in Tawa, including options for extending the route to Linden and Kenepuru and to consider half hour peak frequency.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> A report on responding to this request is on the agenda for consideration at the 13 February 2025 Committee meeting (refer Report 25.07 – Tawa Fixed Route Bus Service – Update).</p>
24 October 2024	<p><b>Route 2 Electric Articulated Vehicles – Report 24.533 [For Information]</b></p> <p><b>Resolution:</b> Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.</p>	<p><b>Status:</b> Ongoing</p> <p><b>Comment:</b> Kinetic’s Request for Proposal (RFP) has been issued to two suppliers of electric articulated vehicles (EAV). Depending on a satisfactory response to the RFP, Kinetic have advised that they expect to be in a position to place an order in mid-2025 and have EAVs in service in mid-2026</p>
24 October 2024	<p><b>Public Transport Performance Update – Report 24.538 [For Information]</b></p>	

	<p><b>Noted:</b> The Committee requested the statistics of the operators running the unplanned rail services replaced by buses.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Statistics of vehicles/operators used in unplanned bus replacement are included in the public transport performance update report (refer Report 25.08 Public Transport Performance Update – December 2024). <i>Refer below for response to further request by Committee on 28 November 2024</i></p>
	<p><b>Noted:</b> The Committee requested a breakdown of reported problems with buses replacing rail services, the reasons why problems are occurring and possible solutions.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> A workshop item on BRT service issues was held with Transport Committee on 28 November 2024. Information on the performance of summer Block of Line BRT services and customer satisfaction, and further work on possible solutions will be brought to a Council workshop in March.</p>
<p>28 November 2024</p>	<p><b>Public Transport Operator Update - Tranzurban – Report 24.613</b> [For Information]</p> <p><b>Noted:</b> The Committee requested officers develop a metric for tracking bus loading and capacity by route.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b></p>



		Officers are working to develop a metric for tracking bus loading and capacity by route; when completed it will be incorporated into monthly performance reports.
28 November 2024	<p><b>Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024 – Report 24.591</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers:</p>	
	<p>investigate the safety concerns raised by Maymorn station users around the temporary Bus Replace Trains stop that requires users to cross State Highway 2.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Safety concerns around the temporary BRT stop at Maymorn have not yet been investigated as the decision was made by Metlink to not use the stop during the Summer Block of Line (which also continues for the Easter/ ANZAC Block of Line that will be bus replaced).</p>
	<p>expedite a decision on charging arrangements for Wairarapa commuters travelling on a bus replacement.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Significant work was undertaken to arrange for Wairarapa BRT passengers to tag on and pay for BRT this summer. Special arrangements were required as the sole tender received was from a bus service which was not Snapper enabled.</p>

		Following the end of the block of line (10 February 2025) an analysis of the measures put in place will be undertaken and the Committee will be advised.
	update the Unplanned bus replacements document to include which operators have Snapper and bike racks.	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Transdev will provide this information for data from 1 January 2025; this information will be included in the next performance update report to the Committee.</p>
28 November 2024	<p><b>Managing Safety on Board Metlink Public Transport Services – Report 24.610</b> [For Information]</p> <p><b>Noted:</b> The Committee requested the officers: investigate actions that can be taken to prevent hate speech on the public transport network.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Officers recently sought views from the Public Transport Advisory Group (refer Report 25.12 Public Transport Advisory Group Meeting – 30 January 2025, which is on the agenda for the 13 February 2025 Committee meeting).</p>
	work with operators to get data on recorded near misses.	<p><b>Status:</b> In progress</p> <p><b>Comment:</b></p>

		Officers are working on this matter as part of the wider review of Health, Safety and Wellbeing reporting by operators.
	investigate cashbox theft, and any patterns associated with the thefts.	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Information on reported cashbox theft is included in the Public Transport Performance Update - December 2024 - Report 25.08. Metlink will continue to report on this information in future performance update reports.</p>
	provide advice on how Metlink manages safety at railway stations.	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> A report on how Metlink manages safety at railway stations is on the agenda for consideration at the Committee meeting on 13 February 2025 (Refer Report 25.10 Managing Safety on the Metlink public Transport Network)</p>
28 November 2024	<p><b>Metlink Asset Management Plan 2024 – Report 24.609</b> [For Information]</p> <p><b>Noted:</b> The Committee requested more information about Greater Wellington’s asset management policy, and whether there is a summary available of all critical assets and their condition.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Information about Greater Wellington’s asset management policy, and a summary of all critical</p>

		assets and their condition was sent to Committee members via an email on 20 December 2024.
28 November 2024	<p><b>Emerging Trends in Transport – Report 24.604</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers look into updating the data in the Metlink app to include the whole of life cost of owning and using a vehicle in a side by side comparison with the cost of travelling by public transport.</p>	<p><b>Status:</b> Noted</p> <p><b>Comment:</b> Officers are currently looking at ways to better include this data in the Metlink app.</p>
28 November 2024	<p><b>Public Transport Performance Update – October 2024 – Report 24.602</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers investigate including reliability and punctuality data for planned bus replace trains services in future reporting.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Metlink is not currently able to measure punctuality and reliability data for planned bus replacement. Officers will investigate options for providing this information.</p>

For Information

**TAWA FIXED ROUTE BUS SERVICE – ON-DEMAND REPLACEMENT  
UPDATE**

**Te take mō te pūrongo**

**Purpose**

1. To present the Transport Committee (the Committee) with an update on the new Tawa fixed route bus service which is scheduled to commence on 24 February 2025.

**Te tāhū kōrero**

**Background**

2. At its meeting on 24 October 2024, the Committee considered a report (Refer Report 24.537 Public Transport Tawa On Demand Trial: Assessment and Future Options) which presented:
  - a The findings of the MRCagney report, which assessed potential for On Demand Public Transport in the Wellington Region
  - b An assessment of the Tawa On Demand Public Transport Trial, which was scheduled to end on 31 December 2024
  - c Options for future public transport service provision in Tawa.
3. Following consideration of the report, the Committee resolved to:
  - a Agree to establish a new fixed route for Tawa, which provides at a minimum a weekday day hourly service.
  - b Welcome the feedback from the Tawa Community Board and residents of Summerset on the Landing in relation to the design of the new fixed route service.
  - c Invite the Chief Executive to report to a future Transport Committee meeting on the logistics, costs and funding for a fixed route in Tawa, including options for extending the route to Linden and Kenepuru and to consider half hour peak frequency.

**Update on establishment of new fixed route bus service in Tawa**

4. Metlink has progressed implementation of a bus service to provide fixed route coverage for the areas of Tawa that lost public transport coverage with the

cessation of the Tawa On Demand service on 31 December 2024. Specifically, a service that provides coverage for Grenada North, Greenacres and Tawa West.

5. In order to allow a service to be stood up as soon as practicably feasible and minimise the period affected residents are left without any service, the service that is being introduced provides a minimum level of service to meet the needs of the community (i.e. those people who would otherwise be more than a 10-minute walk from public transport).
6. The new route will start on Monday 24 February 2025.
7. As set out below (and requested by the Committee), Metlink has engaged with the community in the design of the new route and will continue engaging with the community to explore opportunities to enhance the route and timetable once it is established.

***Key aspects of the new fixed route***

8. Key aspects of the new route are set out below.

*Operator and unit*

9. The new Route 59 will be operated by Mana as part of Unit 18.

*Route*

10. The new route will be identified as Route 59 and will focus on connecting the Tawa west, Grenada North and Greenacres areas to Tawa shops, and Linden and Takapu Road Stations for access to Kāpiti Line train services. The route will also provide local access to Woolworths Tawa and Outlet City. A map of Route 59 is shown in figure 1 below.
11. The route design incorporates feedback from the bus operator and engagement with community representatives at the end of 2024 (see engagement section below).
12. The map below (figure 1) provides a visual summary of the route and stops.



Figure 1: Route 59

## Timetable

13. As resolved by the Committee an initial hourly service is planned for Tawa commencing after 7am and operating till after 6pm in the evening on weekdays only. The timetable follows:

<b>Route 59</b>	<b>Grenada North - Tawa West - Greenacres</b>											
Grenada North	7:15	8:15	9:15	10:10	11:10	12:10	13:10	14:10	15:10	16:10	17:10	18:10
Woolworths	-	8:21	9:21	10:16	11:16	12:16	13:16	14:16	15:16	16:16	17:16	18:16
Takapu Road Station	7:21	8:23	9:23	10:18	11:18	12:18	13:18	14:18	15:18	16:18	17:18	18:18
Tawa New World	7:32	8:34	9:34	10:29	11:29	12:29	13:29	14:29	15:29	16:29	17:29	18:29
Linden Station	7:43	8:45	9:45	10:40	11:40	12:40	13:40	14:40	15:40	16:42	17:42	18:40
Woodman Drive	7:55	8:57	9:57	10:52	11:52	12:52	13:52	14:52	15:52	16:54	17:54	18:52

<b>Route 59</b>	<b>Greenacres - Tawa West - Grenada North</b>											
Woodman Drive	7:15	8:10	9:10	10:05	11:05	12:05	13:05	14:05	15:05	16:05	17:05	18:05
Linden Station	7:27	8:22	9:22	10:17	11:17	12:17	13:17	14:17	15:17	16:17	17:17	18:17
Tawa Main Road	7:38	8:33	9:33	10:28	11:28	12:28	13:28	14:28	15:28	16:28	17:28	18:28
Takapu Road Station	7:49	8:49	9:49	10:39	11:39	12:39	13:39	14:39	15:39	16:39	17:39	18:39
Woolworths	7:51	8:51	9:51	10:41	11:41	12:41	13:41	14:41	15:41	16:41	17:41	18:41
Grenada North	7:57	8:57	9:57	10:47	11:47	12:47	13:47	14:47	15:47	16:47	17:47	18:47

## Bus stops

14. To progress a bus service without delay, a hybrid approach has been taken where existing bus stops (including Bus Replacing Train (BRT) stops at train stations) are utilised, and at other locations along the route where there are no formal bus stops informal hail and ride locations (boarding areas) have been identified.
15. At the identified boarding areas passengers will be able to board and alight the bus. However, there will be no specific stop infrastructure such as poles or shelters.
16. Once the new bus route is operating, based on patronage data and customer feedback, we will look to formalise better used stop locations or locations where specific accessibility issues arise.
17. While this approach may be suboptimal from an accessibility perspective, it does allow the opportunity to modify and iterate the route after it commences.

## Vehicles

18. The new fixed route will utilise existing vehicles and drivers that previously operated the Tawa On Demand service.
19. The vehicles will be fitted with Snapper and Real Time Information (RTI) equipment.

## **Update on progress to consider options to enhance route and reach**

### *Summerset on the Landing*

20. As requested by the Committee, Metlink has investigated opportunities to provide a service to Summerset on the Landing retirement village.
21. Metlink representatives met with residents of Summerset on the Landing on 28 November 2024 to understand their transport requirements and test possible service options. This engagement indicated a wide variety of travel requirements to destinations both in Tawa and Porirua.



22. Residents of Summerset on the Landing noted support for the plan to service the Landing area with the planned diversion of the route 60 and 60e via Karearea Avenue and Lower Main Drive (which would negate the need for a targeted service to Summerset on the Landing).
23. Following the meeting with Summerset on the Landing, Metlink confirmed with Porirua City Council that the required road link on Lower Main Drive to enable the diversion of the route 60 and 60e is expected to be opened to traffic from late February 2025.
24. Given the imminent opening of the required road link, Metlink is now working to progress the planned diversion of the route 60 and 60e for Summerset on the Landing residents. It is anticipated that the diverted routes 60 and 60e will be in operation by mid-2025.
25. Routes 60 and 60e will provide significantly more services (seven days a week, linking to Porirua, Tawa and Johnsonville) without increasing cost. The diverted route will improve public transport coverage for the wider Landing area.
26. As a result of engagement with Summerset on the Landing and the imminent deployment of the modified Routes 60 and 60e, there is no need for an extension to the new Route 59, serving Summerset on the Landing.

#### *Linden*

27. The opportunity to extend the new Tawa Route 59 to Linden was investigated during community engagement in November 2024.
28. The Linden community expressed interest in extending coverage of the new route to include Linden.
29. Metlink does not currently propose to extend the new route to Linden as, in accordance with criteria in the Regional Public Transport Plan 2021-2031, the Linden area is serviced by existing bus and train services.
30. Such an extension would also add considerable cost to the running of the service and delay the implementation.

#### *Half hour peak frequency*

31. Increased frequency (to 30 minute frequency) would require additional buses and drivers and therefore, add significant additional cost.
32. There is no specific funding remaining for the service for the 2024/25 financial year.

### **Ngā hua ahumoni**

#### **Financial implications**

33. Providing the new bus service for Tawa (weekday, hourly) from 24 February 2025 will be able to be met from within existing budgets through the deferral of other service enhancements and/or deferring potential cost savings until the 2025/26 financial year.
34. Providing the bus service for Tawa through the existing operating unit means NZTA funding at 51% Funding Assistance Rate (FAR) will be available.

## **Te huritao ki te huringa o te āhuarangi**

### **Consideration of climate change**

35. The buses that will be used to service the new fixed route in Tawa will be the same as those used in the Tawa On Demand trial – five small diesel vans. While these are lower emission than larger buses, they are not zero emission.
36. While the buses are diesel, implementing a new fixed route in Tawa could help Greater Wellington achieve its climate change and related mode shift goals as it increases service coverage to areas of Tawa unserved by public transport since the end of the Tawa On-demand trial on 31 December 2024.
37. Climate change mitigations are a key focus for the current RPTP with its strategic priority an ‘efficient, accessible and low carbon public transport network’. Current relevant RPTP key measures related to climate change are:
  - a 40% increase in mode shift to public transport by 2030
  - b 60% reduction in public transport emissions by 2030
  - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
  - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.

## **Te whakatūtakitaki**

### **Engagement**

38. To minimise the gap in service for the Tawa community between the On Demand ending and the fixed route beginning Metlink conducted engagement activity in phases. Phase One was targeted engagement with immediate Tawa residents and community groups that have been highly involved with the On Demand trial.
39. Throughout October and November 2024, several in person sessions were held across Tawa inviting residents to share their feedback on the proposed fixed route. This included presenting to the Tawa Community Board, drop-in sessions at the Tawa and Linden Community Centres and Summerset on the Landing.
40. The feedback from these sessions, along with data collected from the On Demand trial, was used to inform the fixed route.
41. The Tawa community has been kept updated through social media, direct emails, and informational posters. This also includes direct communication with Tawa On Demand users.
42. The Tawa public had the opportunity to provide feedback of the route. Overall, people were very positive. They understood the need to get a service replacing Tawa on Demand up and running as soon as possible. There was an understanding that the route would not be perfect, but following its roll out improvements could be made. Most feedback was about frequency and span of hours.
43. Leading up to the implementation of this service, further drop-in sessions have been confirmed across Tawa and Linden at the following locations and times:

**Tawa Community Centre - 5 Cambridge Street, Tawa**

Thursday 13 February: 10am - 11am

Wednesday 19 February: 5pm - 6:30pm

Thursday 20 February: 10am - 11am

**Linden Community Centre - 10 Linden Avenue, Linden**

Friday 21 February: 12pm - 1pm

- 44. These in-person sessions will invite community members to learn about the service and new route and offer any feedback.
- 45. A comprehensive communication plan has been established, starting on the week beginning 10 February 2025 including a media release, social media and print advertising, informational posters across Tawa and a flyer drop along the route. A new website for Tawa Route 59 is in development and will go live shortly; the website can be used to find detail of the route and offer ongoing feedback.

**Ngā tūāoma e whai ake nei**

**Next steps**

- 46. The new service will commence on 24 February 2025.
- 47. Phase Two of the engagement activity will look to re-engage users and the community by reviewing the service. The timing is yet to be confirmed, but likely after the first three months of implementation.

**Ngā kaiwaitohu**

**Signatories**

Writers	Alex Campbell – Principal Advisor Network Design, Network & Customer Jaime Hayden – Manager Public Engagement, Network & Customer
Approvers	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***

Delivery of public transport services is a key activity in the Long Term Plan 2024-2034.

***Internal consultation***

Metlink has consulted within its functions.

***Risks and impacts - legal / health and safety etc.***

There are no known risks and impacts associated with this update report.

## For Information

# MANAGING SAFETY ON THE METLINK PUBLIC TRANSPORT NETWORK

## Te take mō te pūrongo

### Purpose

1. To provide the Transport Committee (the Committee) with an overview of how safety is managed on the Metlink public transport network.

## Te horopaki

### Context

2. On 24 October 2024, the Committee acknowledged the death of a passenger who was stabbed on board a public transport service in Auckland on 23 October 2024.
3. In response to a request by the Committee, on 28 November 2024 a report provided an update of actions taken to manage safety on board Metlink public transport services (refer Report 24.610 Managing Safety On Board Metlink Public Transport Services).
4. The Committee requested that it be provided with an update of actions taken to manage safety at stations and stops across the Metlink public transport network.
5. On 20 June 2024, a workshop was held with Committee members to provide an overview of Metlink's approach to managing anti-social behaviour on the public transport network. A copy of the presentation that was given at the workshop was attached to Report 24.610 Managing Safety On Board Metlink Public Transport Services.
6. The information below updates the Committee on matters covered in the 20 June 2024 presentation, with a specific focus on safety at stations and stops on the Metlink public transport network.

## Te tātaritanga

### Analysis

#### ***Customer perceptions of safety at locations on the Metlink network***

7. Each year, Metlink commissions an independent annual survey (run by Gravitass OPG) of Metlink customers' experiences of public transport in the Wellington region.
8. The Survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience over time.

9. The Survey was undertaken between 2 May and 5 June 2024. 2,830 customers participated in the Survey on 241 trips across all modes. The Survey has a margin of error of 1.8%.

*Summary of survey findings*

10. Overall, passengers have high levels of satisfaction with their personal safety onboard during a public transport trip, and moderately high levels of satisfaction with their personal safety at stops, stations and wharves.

	Personal safety at stop, station or wharf	Personal security during the trip (onboard)
<b>Overall</b>	<b>89%</b>	<b>96%</b>
<b>Bus</b>	<b>87%</b>	<b>96%</b>
<b>Rail</b>	<b>92%</b>	<b>96%</b>
<b>Ferry</b>	<b>91%</b>	<b>97%</b>

The lower levels of stop, station and wharf satisfaction are influenced by wider environmental factors, with bus stops being lowest in most cases, as they are in most cases by design a part of the wider streetscape.

11. This can be seen in the variance of perceptions of safety between different locations in the region. Areas with poor reputations of safety host stations and bus stops that score lower.
12. Passengers were asked to suggest improvements. Only two improvements relating to safety were suggested. 2% suggested security cameras and CCTV. 1% suggested better lighting.
13. There is no significant trend in the satisfaction results that would indicate that any specific demographic (age, gender or ethnicity) feels more unsafe.
14. A copy of the reported results for this measure of the Survey is attached (**Attachment 1**).

**Measures to prevent anti-social behaviour on the Metlink public transport network**

*Community Partnerships*

15. Metlink is actively involved in a number of community partnerships which have a focus on preventing anti-social behaviour across the network. The paragraphs below provide an overview of community partnerships that Metlink is involved in:
- a Regional Hui (Greater Wellington Region): This group has a specific focus of anti-social behaviour of youths and at-risk young adults across our region. Meetings are hosted by the Office of the Regional Public Service Commissioner.
  - b Pōneke Promise (Wellington City): This group has a specific focus of reducing harm, and improving safety in the Courtenay Place and Cuba Street precincts. The Hapai Ake team have been introduced to Metlink’s Warranted Transport

Officer team with a meeting on role purposes hosted by Greater Wellington/Metlink.

- c Youth Hui (Kāpiti Coast): This group has a specific focus on youth in Kāpiti; it was established after some anti-social behaviour of youths between fast food outlets, malls and public transport hubs. Meetings are hosted by the Kāpiti Coast District Council.
- d Rail Network Presence Group: This group has a specific rail focus; it was established to ensure communication of resources particularly during large network events.

### ***Rail station infrastructure measures***

#### *CCTV, Speakers, and Emergency Call Points*

- 16. Closed-circuit television (CCTV) and emergency call points assist in crime prevention and deterrence of anti-social behaviour at our stations; they provide for both the security of our assets and the safety of our customers.
- 17. This equipment is installed at all stations (except Matarawa and Western Hutt), all rolling stock stabling yards, and 87% of Park and Rides. We have more than 985 cameras which are monitored 24/7.
- 18. CCTV is monitored live at the Rail Monitoring Centre (RMC), which is currently located at Wellington Station.
- 19. Public Address System: Speakers across stations give both the RMC and Service Control Centre the ability to send voice announcements to passengers/public.
- 20. Call Points: Members of the public can request information, report incidents or call for help using the call points. Call points are located at stations and provide a direct two-way communication line to RMC.

#### *Design of buildings and shelters*

- 21. Metlink rail shelters and buildings, where possible, have been organised in such a way to maximise camera angles, line of sight and openness in an attempt to reduce security and safety concerns.
- 22. Crime prevention through environmental design (CPTED) enhancements are considered when modifications/upgrades are undertaken. CPTED is a crime prevention strategy that uses this knowledge to design (or redesign), maintain, and manage the physical environment of a property or area in a way that reduces opportunities for criminal activity.
- 23. Some of the Metlink station buildings are either disused and boarded up or not configured to be optimally used. Metlink is progressively upgrading them so they can be leased by other organisations such as small businesses or community groups. This approach has been effective in creating community ownership, reducing vandalism and crime, and ultimately improving customer safety due to passive surveillance.

### *Lighting at stations*

24. Lighting is a key component for maintaining safety and security. As such, significant effort has been put in the last few years to improve lighting performance and asset condition.
25. Lighting is one of the most important factors in the principle of CPTED. CPTED lighting principles adopted in our lighting upgrades are set out below:
  - a lighting design must avoid creating blind spots and coverage must include all critical areas.
  - b area such as pathways, stairs, entrances/exits, and parking areas must be well lit.
  - c lighting needs to be designed so as to avoid creating blinding glare or deep shadows.
  - d shielded or cut-off luminaires must be used to control glare.
  - e lighting must be placed along pathways and other pedestrian-use areas at proper heights to light people's faces.
26. Our lighting is vulnerable to vandalism; this affects reliability. Lighting is regularly checked as part of routine maintenance by contractors at each site and complaints are addressed as received.

### *Station – pedestrian subways*

27. Several of our pedestrian subways have poor lighting which decreases the perception of personal safety while in the subways. This is being addressed through our subway cosmetic improvement programme.

### ***In person presence at stations***

28. Historically, most station buildings were staffed and provided a range of customer amenities, including ticket offices. With the introduction of Snapper on Rail, all outer station ticket offices were closed. Wellington Station is now the only staffed station on the network.
29. In addition, there is a roving presence of various kinds across the rail network, which responds to the different levels of customer and safety needs. Specifically:
  - a Security Guards: There is a station guard at Wellington Station and roving security guards across the network, engaged by Transdev.
  - b Transport Officers: Metlink Warranted Transport Officers have a customer information/ education focus and provide presence on the network; they are de-escalation trained but their role, as currently defined, is not to provide security.
  - c Māori Wardens: Māori Wardens run their own operation and hold warrants to support their work in the community. Metlink have open communication with Māori Wardens and their support to sought to support the network for events and if/when needed on the network. Continued ad hoc network presence is supported by free travel for all Māori Wardens in uniform.



30. Other partnerships – e.g. Mau Te Rongo Navigator team, which is comprised of safety officers, who provide a highly visible presence at the Porirua Station between 7am and 9am, and 3.30pm and 5.30pm. Mau Te Rongo Navigator team was established as a joint initiative to help keep the community safe at Porirua Station. Several groups are involved in the project including NZ Police, Partners Porirua and Piri’anga Alofa Pacific and Community Services. Metlink actively supports this initiative by providing education about Metlink services to Navigators and access to facilities (break room).

#### ***Bus specific measures***

31. As a result of the geographical spread and number of stops, bus network safety measures differ somewhat to rail.

#### ***Bus Infrastructure***

32. CCTV (selected locations): CCTV coverage at major bus hubs (e.g. Lambton Interchange) and other selected locations (e.g. Bunny St, Lower Hutt). Note that CCTV at bus hubs is not live monitored.
33. Bus stop design: Bus stops are designed to CPTED standards (Crime Prevention Through Environmental Design).
34. Driver toilet facilities (Metlink owned): Designed to CPTED standards; this includes CCTV cameras on the outside of the facilities for driver safety.

#### ***Future Metlink initiatives to improve safety across the network***

35. The following initiatives may add to improved safety across the Metlink network:
  - a Consideration of Metlink providing greater presence on network for passenger support
  - b As part of the 2024-34 Long Term Plan, funding was provided for the establishment of a centralised Network Operations Centre. It is expected that a Network Operations Centre will commence its operation in 25/26.

### **Ngā tūāoma e whai ake nei**

#### **Next steps**

36. Metlink will continue to implement safety work on rail assets as part of our asset management process.
37. Officers will continue to work with relevant partners including New Zealand Police, NZTA, Transdev, bus operators, and unions on identifying and responding to emerging issues in this area.

### **Ngā āpitihanga**

#### **Attachment**

<b>Number</b>	<b>Title</b>
1	Personal Security at Stop/Station/Wharf – survey results

**Ngā kaiwaitohu  
Signatories**

Writers	David Boyd – Manager Customer Experience, Network & Customer Hamish Burns – Manager Bus & Ferry Assets, Assets & Infrastructure Nathan Briggs – Manager Rail Assets, Assets & Infrastructure Christine Bulmer – Manager Revenue Protection Operations, Operations
Approvers	Fiona Abbott – Senior Manager Assets & Infrastructure, Metlink Paul Tawharu – Senior Manager Operations, 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***

It is appropriate that the Transport Committee receive this report as it has the specific responsibility to consider "... emerging issues and impacts...."

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

The provision of public transport is a key activity in the Long Term Plan. Ensuring that there are adequate safety measures on the Metlink public transport network is necessary to achieve this activity.

***Internal consultation***

Consultation has occurred within relevant departments in Metlink.

***Risks and impacts - legal / health and safety etc.***

Risks and impacts are set out in the body of the report.





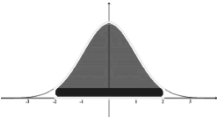









# Public Transport Passenger Satisfaction Survey

Results relating to Passenger Safety

May 2024

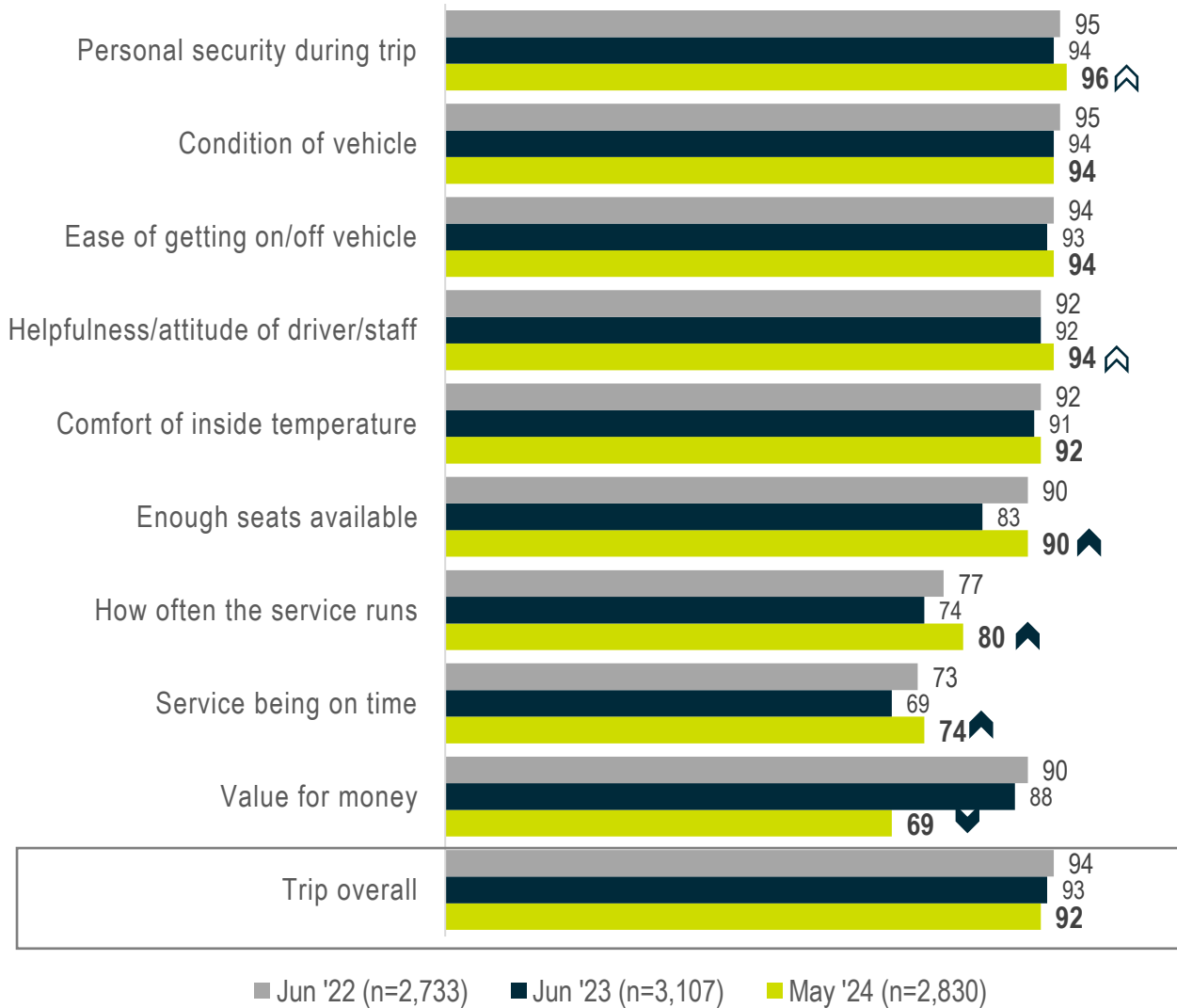
# Survey Method

<p style="text-align: center;"><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p style="text-align: center;"><b>Fieldwork Dates</b></p>  <div style="background-color: #e0e0e0; padding: 5px; margin: 5px 0;"> <p><b>May 2024:</b> 2<sup>nd</sup> May to 5<sup>th</sup> June</p> </div> <p>Jun 2023: 17th May to 18th June 2023          Jun 2022: 2nd to 29th June 2022          Jul 2021: 1st July to 1st August 2021          Nov 2020: 21st Oct to 20th Nov 2020          May 2019: 1st May to 5th June 2019          May 2018: 1st May to 1st June 2018          May 2017: 2nd to 28th May 2017          May 2016: 3rd to 29th May 2016          May 2015: 21st April to 10th May 2015          May 2014: 5th to 25th May 2014</p>	<p style="text-align: center;"><b>Sample Size*</b></p>  <p><b>May 2024: n=2,830 (from 241 trips)</b></p> <p>Jun 2023: n=3,099    May 2018: n=3,759          Jun 2022: n=2,745    May 2017: n=4,053          Jul 2021: n=3,221    May 2016: n=2,362          Nov 2020: n=3,228    May 2015: n=4,456          May 2019: n=4,042    May 2014: n=4,298</p>	<p style="text-align: center;"><b>Response Rate**</b></p>  <p><b>May 2024 Total: 64%</b>  <b>Ferry: 71%; Train: 65%; Bus: 63%</b></p> <p>Jun 2023: 67%    May 2018: 67%          Jun 2022: 66%    May 2017: 61%          Jul 2021: 62%    May 2016: 59%          Nov 2020: 66%    May 2015: 63%          May 2019: 61%    May 2014: 58%</p>
<p style="text-align: center;"><b>Maximum Margin of Error</b>  <i>(at 95% confidence interval)</i></p>  <p style="text-align: center;"><b>± 1.8%</b></p>	<p style="text-align: center;"><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status, accessibility concession status, Park N Ride usage and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p style="text-align: center;"><b>Time Series Comparisons</b></p>  <p>Statistically significant changes over time have been highlighted.</p> <p>  Denotes statistically significant change of 5 percentage points or less    Denotes statistically significant change of more than 5 percentage points</p>	<p style="text-align: center;"><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2023 (70% bus, 29% train, 1% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

\* Note: Distribution of respondents by rail line, time and direction of travel, age, gender, disability status and reason for trip is provided in Appendix.  
 \*\* Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)

# Perceptions of the Trip Today

## Share of Passengers Satisfied/Very Satisfied (%)



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

At 92%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (95%, stable from 97% last year). This round train passengers are least likely to give positive ratings (92%), with the overall satisfaction declining for the second consecutive 12-month period (down from 96% in July 2022 and 94% in July 2023). Wairarapa line users are notably less satisfied overall (83%) than users of other lines combined (93%).

Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of the condition of the vehicle (94%) and the ease of boarding/disembarking (94%) have also remained high and stable.

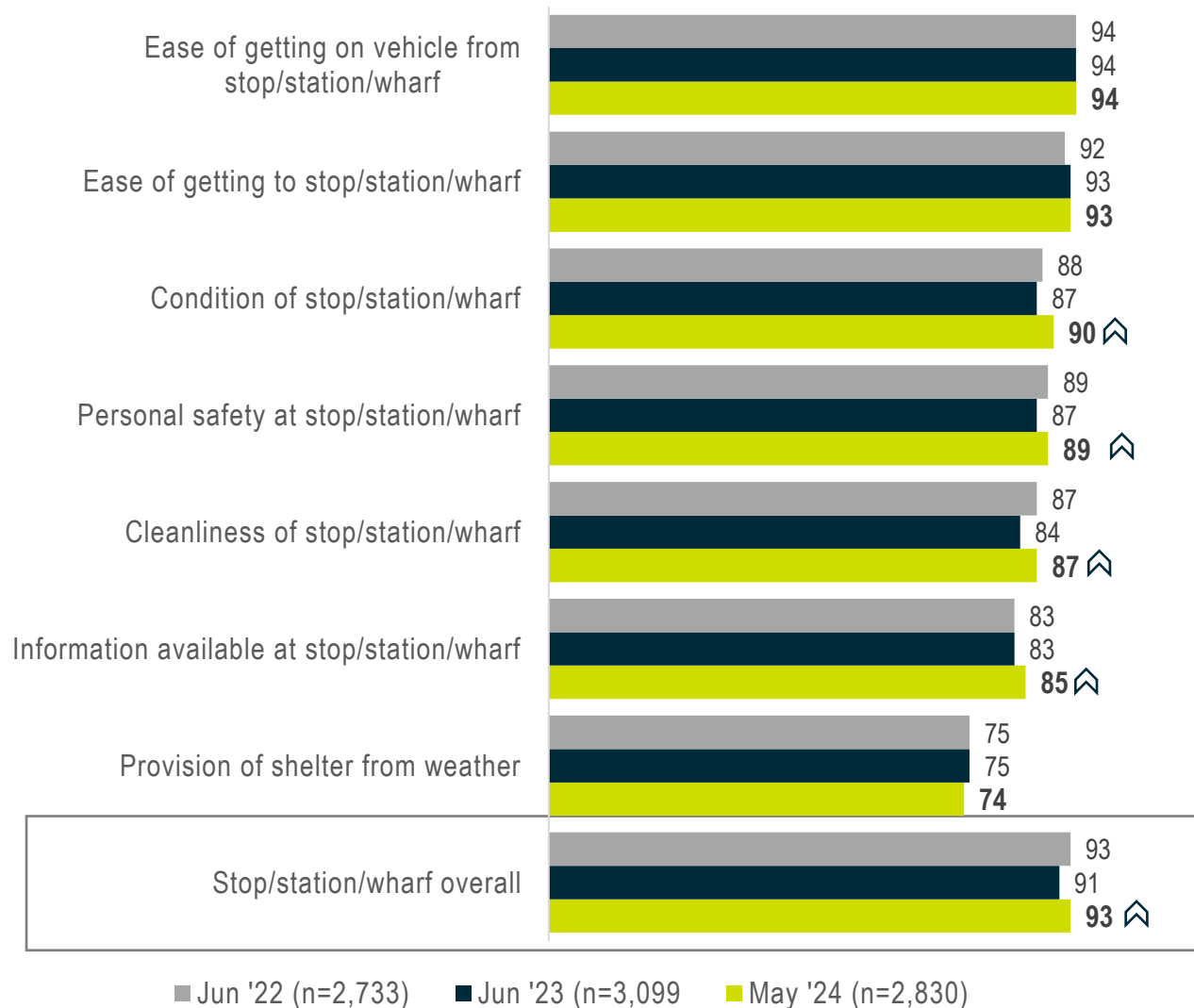
Reversing the declines last year, satisfaction with service capacity (having enough seats available) (90%), service frequency (80%) and reliability (74%) have all improved significantly over the last 12 months.

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



# Perceptions of the Stop/Station/Wharf

## Share of Passengers Satisfied/Very Satisfied (%)



Almost all public transport users (93%) are satisfied with the stop/station/wharf where they started their trip, this share having increased significantly from June 2023 (91%). Satisfaction levels by mode have remained stable over the last 12 months, with ratings still highest among train passengers (95%)

Ratings continue to be most positive for accessibility - both the ease of getting to the stop/station/wharf (by car, walking etc) (93%) and it being easy to get onto the vehicle from the stop/station/wharf (94%).

Over the last 12 months, satisfaction with the condition, cleanliness and personal safety at the station and the provision of information have improved significantly, these increases evident among both bus and train passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (39% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 22% satisfied. Passenger suggestions to improve the provision of shelter include:

- Provision of more shelter from weather
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter/completion of renovations.



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Personal Security During Trip

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?

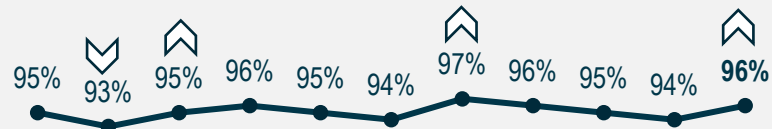
## May 2024 Results

Total satisfied  
**96%**

- 62% Very satisfied (9-10)
- 34% Satisfied (6-8)
- 3% Neither/nor (5)
- 1% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

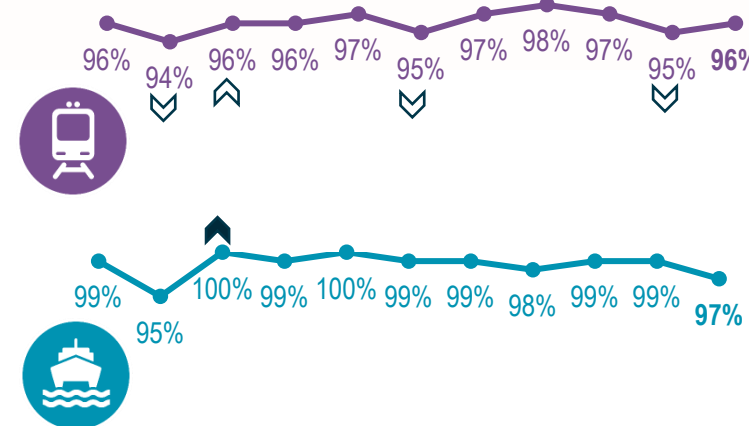
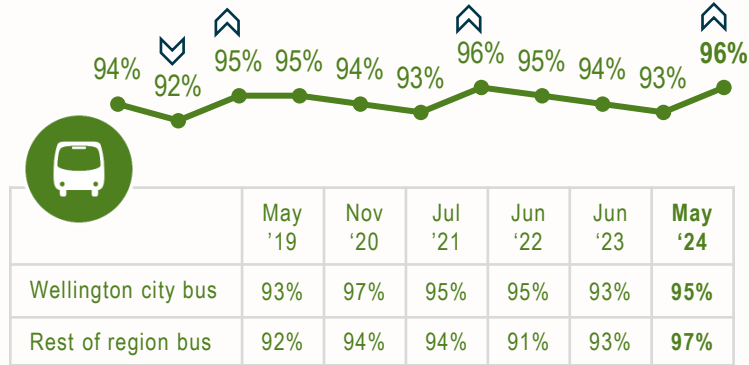
Base: n=2,738 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153) Jun '22 (n=2669) Jun '23 (n=3,007) May '24 (n=2,738)

## Satisfaction by Mode



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



✓ (No significant differences)

Passengers most satisfied



- ✗ Pacific Peoples (6%)
- ✗ Those aged 15-17 years (5%)

Passengers most dissatisfied



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points



# Personal Safety at Stop/Station/Wharf

How satisfied or dissatisfied are you with your personal safety at the stop/station/wharf?

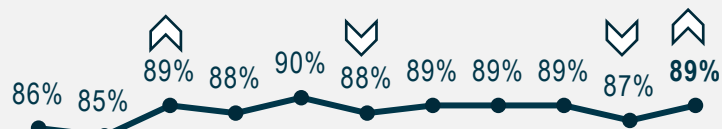
## May 2024 Results

Total satisfied  
**89%**

- 51% Very satisfied (9-10)
- 38% Satisfied (6-8)
- 5% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

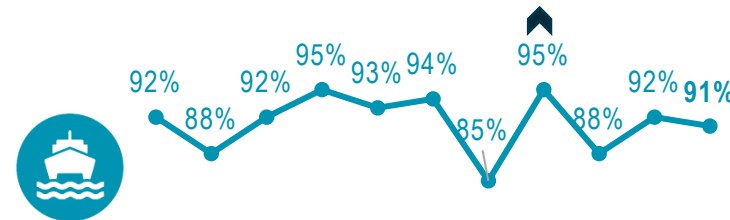
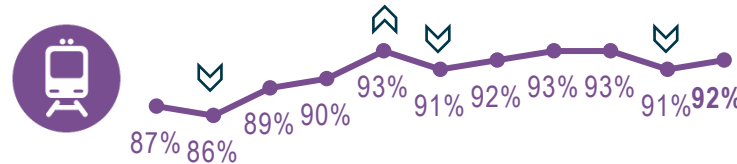
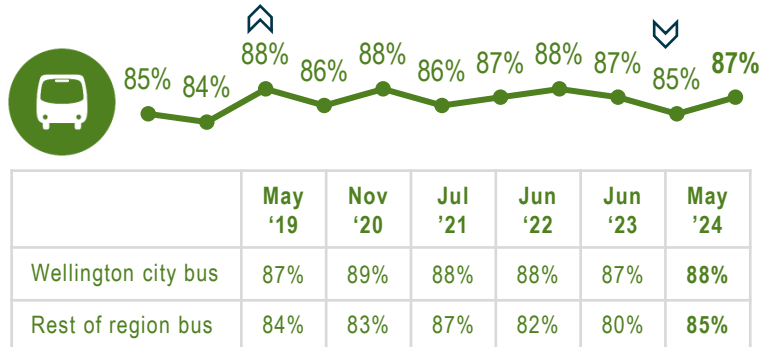
Base: n=2,758 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4232) May '15 (n=4358) May '16 (n=2316) May '17 (n=3930) May '18 (n=3698) May '19 (n=3955) Nov '20 (n=3152) Jul '21 (n=3166) Jun '22 (n=2655) Jun '23 (n=3016) May '24 (n=2758)

## Satisfaction by Mode



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



Passengers most satisfied

- ✓ Those using PT less often than once a month (97%)
- ✓ Train passengers (92%)
- ✓ Inbound passengers (92%)



Passengers most dissatisfied

- ✗ Outbound passengers (8%)
- ✗ Bus passengers (7%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points



# Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Brooklyn	Courtenay Place	Karori
<b>Satisfaction with stop overall</b>	<b>92%</b>	<b>94%</b>	<b>82%</b>	<b>93%</b>
Ease of getting on vehicle	94%	97%	89%	95%
Stop easy to get to	93%	100%	85%	93%
Condition of stop	88%	100%	74%	91%
<b>Personal safety at stop</b>	<b>87%</b>	<b>94%</b>	<b>76%</b>	<b>100%</b>
Cleanliness of stop	86%	97%	70%	84%
Information available at stop	83%	77%	83%	88%
Providing shelter from weather	71%	67%	67%	80%
Suggestions for improvements to stop (top 3)		<ol style="list-style-type: none"> <li>1. More/better shelter from weather</li> <li>2. Bigger stop/more room/wider footpath around stop</li> <li>3. Passengers/drivers more visible to each other</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. Cleaner stops, including provision of more rubbish bins</li> <li>3. Better security including more CCTV cameras</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. Cleaner stops, including provision of more rubbish bins</li> </ol>
Sample size	N=1,161	N=35*	N=47*	N=44*



# Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Lambton Quay	Manners Street	Newtown
<b>Satisfaction with stop overall (%)</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>
Ease of getting on vehicle (%)	94%	97%	97%	94%
Stop easy to get to (%)	93%	96%	95%	94%
Condition of stop (%)	88%	90%	81%	73%
<b>Personal safety at stop (%)</b>	<b>87%</b>	<b>88%</b>	<b>73%</b>	<b>83%</b>
Cleanliness of stop (%)	86%	90%	70%	72%
Information available at stop (%)	83%	88%	86%	87%
Providing shelter from weather (%)	71%	58%	70%	72%
Suggestions for improvements to stop (top 3)		<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. More seats available</li> <li>3. Ensure RTI signs work, face the right way and show correct information</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. Cleaner stops, including provision of more rubbish bins</li> <li>2= More seats available</li> <li>2= Better security including more CCTV cameras</li> </ol>	<ol style="list-style-type: none"> <li>1. More seats available</li> <li>2. More/better shelter from the weather</li> <li>3. Cleaner stops, including provision of more rubbish bins</li> </ol>
	N=1161	N=101	N=40*	N=48*

Table provides results for boarding stops/areas with sample size of n=30 +  
 \* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only



# Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Wellington Central	Wellington Station	Willis Street
<b>Satisfaction with stop overall (%)</b>	<b>92%</b>	<b>97%</b>	<b>92%</b>	<b>89%</b>
Ease of getting on vehicle (%)	94%	96%	92%	86%
Stop easy to get to (%)	93%	98%	94%	93%
Condition of stop (%)	88%	93%	88%	88%
<b>Personal safety at stop (%)</b>	<b>87%</b>	<b>86%</b>	<b>79%</b>	<b>87%</b>
Cleanliness of stop (%)	86%	86%	85%	87%
Information available at stop (%)	83%	93%	88%	86%
Providing shelter from weather (%)	71%	68%	75%	69%
Suggestions for improvements to stop (top 3)		1. More/better shelter from the weather 2. Cleaner stops, including provision of more rubbish bins 3. More seats available 3= More RTI signs	1. More/better shelter from the weather 2. More seats available 3. Cleaner stops, including provision of more rubbish bins	1. More/better shelter from the weather 2. More seats available 3. Cleaner stops, including provision of more rubbish bins
	N=1161	N=60	N=52	N=45

Table provides results for boarding stops/areas with sample size of n=30 +  
 \* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only



# Perceptions of Train Station By Boarding Location

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	All Train Passengers	Johnsonville	Paraparaumu	Porirua	Upper Hutt
Satisfaction with station overall (%)	95%	98%	89%	90%	95%
Ease of getting on vehicle (%)	95%	100%	92%	88%	100%
<b>Personal safety at station (%)</b>	<b>92%</b>	<b>91%</b>	<b>88%</b>	<b>85%</b>	<b>96%</b>
Condition of station (%)	92%	95%	90%	82%	93%
Station easy to get to (%)	91%	95%	85%	84%	93%
Cleanliness of station (%)	91%	98%	91%	78%	89%
Information available (%)	88%	88%	86%	86%	85%
Providing shelter from weather (%)	84%	79%	77%	83%	76%
Suggestions for improvements to station (top 3)		1. More/better shelter from the weather 2. Improved parking nearby – more, easier to access 3. Better lighting 3= Better access to station – more pedestrian crossings, over bridge, better footpaths	1. More/better shelter from the weather 2. Cleaner station, including provision of more rubbish bins 2= Better security including more CCTV cameras 2= Improved parking nearby – more, easier to access	1. Cleaner station, including provision of more rubbish bins 2. More RTI signs 3. More/better shelter from the weather 3= More/improved toilet facilities	1. More/better shelter from the weather 2. More RTI signs 3. Cleaner station, including provision of more rubbish bins 3= More/improved toilet facilities 3= More information about changes, delays and replacement buses

Table 8: Sample results for boarding stations with sample size of n=30N=1,542

\* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only

N=43\*

45

N=88\*

N=83\*

N=47\*

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations



# Perceptions of Train Station By Boarding Location

	All Train Passengers	Waikanae	Waterloo	Wellington
Satisfaction with station overall (%)	95%	98%	90%	95%
Ease of getting on vehicle (%)	95%	96%	90%	96%
<b>Personal safety at station (%)</b>	<b>92%</b>	<b>94%</b>	<b>87%</b>	<b>93%</b>
Condition of station (%)	92%	97%	90%	92%
Station easy to get to (%)	91%	92%	94%	92%
Cleanliness of station (%)	91%	96%	84%	90%
Information available (%)	88%	86%	81%	92%
Providing shelter from weather (%)	84%	82%	88%	87%
Suggestions for improvements to station (top 3)		<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. Cleaner station, including provision of more rubbish bins</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. More seats available</li> <li>2= More RTI signs</li> <li>2= Ensure RTI signs are accurate</li> <li>2= Make information at station bigger/easier to read</li> <li>2= More information about changes, delays and replacement buses</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from the weather</li> <li>2. Cleaner station, including provision of more rubbish bins</li> <li>2= Provide "waiting lounge" type facilities - inside room with water fountain, vending machines/food, lockers, newspapers, music, coffee machine, ATM machine etc</li> </ol>

Table provides results for boarding stations with sample size of n=30 + N=1,542

\* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only

46 N=93\*

N=33\*

N=666

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations



# Perceptions of Ferry Wharf By Boarding Location

	All Ferry Passengers	Queen's Wharf	Days Bay
<b>Satisfaction with wharf overall (%)</b>	<b>91%</b>	<b>88%</b>	<b>96%</b>
Cleanliness of wharf (%)	95%	93%	98%
Wharf easy to get to (%)	93%	91%	96%
Condition of wharf (%)	95%	92%	100%
Ease of getting on vehicle from wharf (%)	89%	88%	91%
<b>Personal safety at wharf (%)</b>	<b>91%</b>	<b>88%</b>	<b>96%</b>
Information available at wharf (%)	81%	77%	88%
Providing shelter from weather (%)	39%	22%	67%
Suggestions for improvements to wharf (top 3)		1. More/better shelter from the weather 2. More RTI signs 2= Make information at wharf bigger/easier to read (including using large fonts)	1. More/better shelter from the weather 2. Bigger wharf/more room 3. Improved parking nearby – more, easier to access
	N=127	N=78	N=45

Table provides results for boarding stations with sample size of n=30 +  
 \* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only

Note: Arrow denotes result that is (statistically) significantly higher or lower than for other wharf

For Information

## DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE

### Te take mō te pūrongo

#### Purpose

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

### Te tāhū kōrero

#### Background

#### *Terms of Reference*

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

*“2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:*

- a Delivery of the Wellington Regional Public Transport Plan, including:*
  - i Inter-regional transport initiatives*
  - ii Fare strategies and methods*
  - iii Increased mode share to public transport and active modes*
  - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged*
  - v Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).”*

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

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



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

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

#### *Mode shift*

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

#### *Decarbonisation of the public transport fleet*

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

#### *Improving customer experience*

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

#### *Safety*

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

### ***Development of RPTP 2025-2035***

10. Development of the RPTP 2025-2035 has been completed and officers are seeking Council's approval on 27 February 2025 to release the RPTP 2025-2035 for public consultation (refer to Report 25.06 Approval of Draft Regional Public Transport Plan for Statutory Consultation).

### **Te tātaritanga Analysis**

#### ***Delivery of the Wellington Regional Public Transport Plan – progress update***

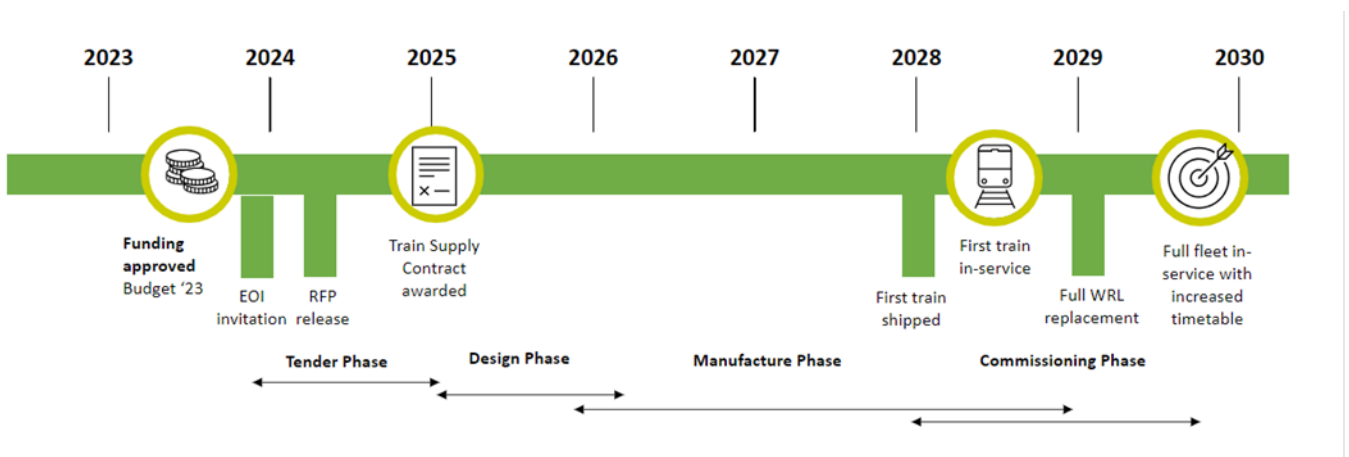
11. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 31 December 2024, focusing on:
  - a Inter-regional transport initiatives
  - b Fare strategies and methods
  - c Increased mode share to public transport and active modes
  - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
  - e Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

#### *Inter-regional transport initiatives*

##### Lower North Island Rail Integrated Mobility (LNIRIM)

12. The 2023 Government budget included funding for the capital investment of new rolling stock and associated infrastructure to deliver improved passenger rail services on the Manawatū Line and Wairarapa Line based on the LNIRIM Detailed Business Case (DBC); this includes:
  - a 18 new Independently Powered Electric Multiple Unit vehicles (IPEMU Vehicles) to replace the existing carriages and locomotives currently used to deliver MUL and WRL services
  - b A new maintenance depot for the IPEMU Vehicles
  - c Station and platform upgrades
  - d Rail Network upgrades, including passing loops and stabling facilities.
13. It is expected that the new trains will double peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line.
14. The key milestones for the procurement of the LNIRIM fleet and maintenance services include:
  - a Approval of the Procurement Strategy
  - b Expression of Interest (EOI) release
  - c Short list bidders

- d Request for Proposals release
  - e Preferred supplier
  - f Contract award
15. A final shortlist of respondents has been confirmed to the EOI for providing a proposal to design, build and maintain 18 x four-car low emission multiple units for improving the passenger rail service, capacity and frequency on Wairarapa and Manawatū lines.
  16. The shortlisted companies are:
    - a Alstom Rail Transportation New Zealand Limited
    - b Construcciones y Auxiliar de Ferrocarriles S.A. (CAF)
    - c Stadler Bussnang AG
  17. The RFP documents were released to the Shortlisted EOI Respondents on 29 July 2024.
  18. The RFP closed on 16 December 2024.
  19. The target for contract award is by mid-2025.
  20. The following diagram sets out the indicative timeline for the Programme.



Other inter-regional transport initiatives

21. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons). NZ Transport Agency Waka Kotahi (NZTA) has agreed to Horizons extending the existing contract (operated by Uzabus) on a non-trial basis until 2 March 2025.
22. Officers workshopped Levin-Ōtaki-Waikanae bus connections with Horizons in September 2024 with particular focus on the current 291 service. Options to provide enhanced service options in the area were considered and will be brought to the Committee for consideration in early to mid-2025.

## *Fare strategies and methods*

### Private share targets

23. On 18 November 2024, NZTA released requirements on increasing the ‘private share’ of public transport revenues to Public Transport Authorities (PTAs) (this was foreshadowed in the Government Policy Statement on Land Transport).
24. The initially proposed Private Share targets from NZTA do not align with expected costs and revenue forecasts in the 2025/26 Annual Plan. Meeting these proposed targets would require significant changes to income and/or expenditure settings including service level reductions and fare increases.
25. The process for agreeing realistic and achievable private share targets to align within Greater Wellington’s Annual Planning processes and local government requirements is currently being discussed with NZTA.
26. Metlink has been actively involved in developing a co-ordinated regional sector response; a meeting with the then Minister of Transport was held with the sector in December 2024.
27. Metlink is continuing to work with NZTA on what appropriate private share targets for the Greater Wellington region are.

### National Ticketing Solution

28. Metlink continues to work with NZTA and PTAs across New Zealand towards implementation of the National Ticketing Solution (NTS). This includes confirming Greater Wellington’s fare product requirements.
29. The first release of the NTS was implemented in Christchurch in December 2024 on Route 29 bus (Airport to CBD). This enables customers to use debit and credit cards for adult fares (excluding concessions).
30. The timing for the next planned release of the NTS is yet to be confirmed; this release will extend NTS ticketing to the rest of the public transport network in the Canterbury region.
31. The implementation of NTS in the Wellington region is currently scheduled for 2026, as part of the scheduled release of NTS across the country.
32. On 30 January 2025, Metlink sought views from its Public Transport Advisory Group on various aspects of NTS (refer Report 25.12 Public Transport Advisory Group Meeting – 30 January 2025).

## *Increased mode share to public transport and active modes*

### Bike racks on buses

33. Greater Wellington, and other PTAs nationally, are working with NZTA and operators to resolve a regulatory issue relating to the compliance of bike racks on buses with road vehicle safety rules.
34. On 17 January 2025, an updated Industry Alert was issued: [Industry alert: Poor nighttime visibility caused by bike racks on some buses](#)

35. On 27 January 2025, Metlink requested that operators report to us in writing by Monday 17 February 2025 on how they are planning to approach the vehicle assessment and exemption process and, where required, make subsequent modifications to the bike racks. Note, that following a workshop with operators, this date has been extended to 28 February 2025.
36. Metlink has advised operators that bike racks on the fleet must be compliant and ready to come back into operation no later than 1 July 2025.
37. Within reason, Metlink will not be making bike racks available for use until the entire fleet is compliant.

#### Asset control to build network resilience

38. Council's Strategic Public Transport Asset Control Strategy was adopted following presentation to bus operators and formal consultation as part of the Long Term Plan process. Council adopted the Strategy on 27 June 2024. The Strategy sets out a pathway for Council to gain greater control of bus assets (including depots, charging infrastructure and fleet) in order to build network resilience, which supports long term planning and improved public transport certainty.
39. On 31 October 2024, Council approved \$69.3 million over this triennium to fund the implementation of the Asset Control Strategy, with a focus on delivering Stage One of the Kauri Street Depot, the proposed Northern Depot, and acquisition of the Lambton Quay Interchange.
40. A decision on whether to enter a lease agreement with Te Rūnanga o Toa Rangatira Inc. for land at Kenepuru Landing for a new electric bus depot is expected in early 2025.
41. As part of the development of the future bus contracts, Council has endorsed a proposal for all new zero emission buses (ZEB) and all bus depots to be transferring assets under the future contracts. Officers will be engaging with incumbent operators from November 2024 to February 2025 and the wider market from February 2025 on the proposal.
42. Development of the Asset Control Implementation Plan is currently underway, with a draft version anticipated to be ready in March 2025.
43. A report on the future ownership of Public Transport Assets is scheduled to be presented to Council for consideration at its meeting on 27 February 2025.

#### Integrated ticketing

44. Metlink continues to look for opportunities to partner with event organisers on integrated ticketing.
45. Metlink entered a commercial agreement with Eccles Entertainment, the promoter of the Fat Freddy's Drop event at Brewtown on 25 January 2025 to encourage attendees to use public transport.
46. Using the automatic passenger counter data, we estimate 1633 customers used public transport (rail) to get to and from the event; this accounts for 38% of attendees.

47. Comparing this to the Six60 event on 1 February 2025 at the same location (the following weekend), there was no event ticketing and over 8000 people attended. We estimate that fewer than 500 customers used the rail service. Brewtown have fed back anecdotally that most people drove to the event and that this may be because many families from the Hutt Valley attended that event.
48. Comparing the two events, event ticketing influenced how customers travelled to the event and may have contributed towards mode shift.
49. Game tickets for the All Blacks 2025 test matches will include public transport, starting with a Black Ferns and All Blacks double header at the Sky Stadium on 12 July 2025 and All Blacks v South Africa test match on 13 September 2025.

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

50. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. This Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
51. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits. It offers employees an attractive incentive to uptake public transport and active modes.
52. Metlink and the Regional Transport Travel Choice Team undertook work to assess the viability of developing business products that will enable employers to offer employer subsidised fares to their employees. As part of this work, the project team explored the possibility of undertaking a pilot in conjunction with a third-party provider to provide a mechanism for an employer to easily provide this benefit to their employees using a salary sacrifice method.
53. However, with the transition to NTS on the horizon, it was deemed that progressing this project at this stage was not feasible. It will be revisited once NTS has gone live in the Wellington Region.

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

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

57. An alternate first pilot has commenced with the hypothesis that a barrier to connecting to rail by bike is the risk of bike theft. This pilot will:
  - a Explore existing or latent needs that cyclists have relating to cycle storage at railway stations or elsewhere on the Metlink network
  - b Discover how well existing cycle storage solutions (whether Metlink or otherwise) meet these needs and define positive determinants and propositions to guide further co-design and travel choice initiatives.

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

#### Behaviour change to improve accessibility

58. This Accessibility Action Plan project identifies and prioritises improvements to remove barriers for people with disabilities or impairments to travel by bus, by increasing the availability of priority seating.
59. Procurement of accessibility training for Metlink operator staff is being planned and will go to market in late February 2025. A key component of the training is the involvement of the disability community in the co-design of the requirements and training programme.
60. Work is underway to identify stations which can provide fully accessible public transport hubs. These are stations that are well connected to bus routes that can be brought up to a high standard of accessibility, providing regional access to key destinations such as Wellington Regional Hospital, Wellington Airport and central Wellington.

#### Public Transport Advisory Group

61. Metlink continues to hold Public Transport Advisory Group (PTAG) meetings. PTAG has 26 members representing the following perspectives relating to public transport and active mode matters in the Wellington Region: peak users (rail and bus); off peak users (rail and bus); active mode users (walking, cycling and micro-mobility); transport equity; rural; disability/accessibility; transport dependent; tertiary students; youth; senior citizens; business/retail; mana whenua, Māori and LGBTTQIA+.
62. We continue to seek membership applications from people able to represent the perspective of employers.
63. At the 7 November 2024 PTAG meeting, a session was held to gain members' views on: Metlink's Customer Information Channels (website and app, use and preferences); and concepts for the proposed routes of the second transport corridor along the Harbour Quays. See Public Transport Advisory Group Meeting – 7 November 2024 – Report 24.603).
64. At the 30 January 2025 PTAG meeting, a session was held to gain members' views on the implementation of the new National Ticketing Solution 'Move Move', private share, and hate speech, and provided them with an update on the RPTP consultation and bike racks. See Public Transport Advisory Group Meeting – 30 January 2025 – Report 25.12, which is on the agenda for this meeting.

## Other actions

65. Better access for the transport disadvantaged continues to be a key focus for the current RPTP review.

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

66. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".
67. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan (AAP) to plan and prioritise improvements to the public transport network.
68. The current focus is on developing an approach for a number of priority improvements, which has funding as part of the 2024-34 Long Term Plan.
69. \$9.8 million is committed to the Accessibility Action Plan initiatives for the 2025 to 2027 financial years. Current activity includes:
  - a Disability training for operational staff: Procurement strategy is in development for a training provider.
  - b Bus stop and station accessibility improvements: Identification of fully accessible regional station hubs and accessibility ranking is in development.
  - c Priority seating awareness campaign: Campaign piloted. Further campaign activity is planned for 2025.
70. In association with the Accessibility Action Plan, business as usual initiatives are also in progress, including:
  - a Completion of the On Bus 'Next Stop' Announcement System roll-out
  - b Accessibility improvement as part of the RTI 2.0 upgrade (audio announcement button and vehicle available seating icons)
  - c Ridewise Total Mobility management system upgrade.

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

71. The RPTP includes a key policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:
  - a Build strong enduring relationships with mana whenua through all facets of public transport delivery
  - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework
  - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy



- d Work with mana whenua to reach communities and build relationships to encourage public transport use
- e Ensure that Māori values are considered in the built environment through our design principles
- f Extend the use of Te Reo Māori in customer information channels and fare payment methods.

## **Te huritao ki te huringa o te āhuarangi**

### **Consideration of climate change**

72. Climate change mitigations are a key focus for the RPTP with its strategic priority an ‘efficient, accessible and low carbon public transport network’. Relevant RPTP Strategic Focus Areas are:
- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet.
  - b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let’s Get Wellington Moving and Wellington Regional Rail’s Strategic Direction.
73. Relevant RPTP key measures are:
- a 40% increase in mode shift to public transport by 2030
  - b 60% reduction in public transport emissions by 2030
  - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
  - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.
74. Relevant RPTP themes are:
- a Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
  - b Decarbonise the Metlink bus fleet by 2030
  - c Explore ways to further decarbonise the Metlink rail and ferry fleet.

## **Ngā tūāoma e whai ake nei**

### **Next steps**

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

**Ngā kaiwaitohu  
Signatories**

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki   Group Manager Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea   Group Manager Metlink
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**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 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***

This report updates the Committee on progress against its stated priorities.

***Internal consultation***

Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.

***Risks and impacts - legal / health and safety etc.***

There are no known risks.

For Information

**PUBLIC TRANSPORT ADVISORY GROUP MEETING – 30 JANUARY 2025**

**Te take mō te pūrongo**

**Purpose**

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 30 January 2025.

**Te tāhū kōrero**

**Background**

1. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
2. The Advisory Group's Terms of Reference provide that:
  - a The Council appoints the Chair of the Advisory Group.
  - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
  - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
3. The Transport Committee's Terms of Reference provide that the Chair of the Advisory Group will be a non-voting member of the Transport Committee.
4. The Advisory Group's most recent meeting occurred on 30 January 2025.

**Te tātaritanga**

**Analysis**

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

***Workshop: Introducing the National Ticketing System and the key features of Motu Move***

5. The Advisory Group was introduced to Motu Move - our new National Ticketing Solution for public transport for New Zealand.
6. An overview of Motu Move was provided including ways to pay and how concessions will work.

7. For this workshop, we asked members to draw on their personal experiences of using the Metlink network, to help identify and prioritise potential areas of interest or concern.
8. The insights will be used to inform the development of this new payment service.
9. Members were divided into four groups to answer a series of questions on the payment methods they currently use and how they would like to see a new system implemented. This was facilitated as a three-part discussion. Throughout the discussion, members were encouraged to consider their personal experience to date and any issues they have encountered that could lead to potential improvements. Key outtakes are summarised below:

**Part one: Payment Options**

*What payment options do you currently use to pay for public transport fares?*

10. Most members used the existing payment card (Snapper) as their primary source of payment. There were multiple members who used this in conjunction with their Total Mobility concession, which allows them to use one card across multiple public transport modes including taxis (under the Total Mobility scheme). Cash is still considered as an important payment option, as is the SuperGold card. There was a lot of discussion on surcharges when topping up, and the perceived barrier these represent to low-income users.

*Which of the Motu Move payment options do you think you would use? Why?*

11. Members were happy to have multiple payment method options, with no consensus on preference. Credit and debit card payment was viewed as a welcome 'catch-up'. Questions were raised around:
  - a security risks of PayWave credit and debit cards
  - b whether surcharges will apply on the above
  - c how concessions would be accessed
  - d how discounted fares might be accessed e.g. monthly pass
  - e what the implications will be for Total Mobility users
  - f how accessibility is being considered and applied
12. Members asked whether Motu Move would be loaded onto their Total Mobility or student ID card as they currently are, as they saw this as more convenient than having multiple cards.

*Do you think you might use other options in the future?*

13. Depending on any surcharges, barriers to concessions or accessibility issues, most members were open to the idea of using different options. The ability to pay for multiple travellers was raised at this point and continued to be a point of interest for the Advisory Group.

*How many of you currently use Apple or Google Pay to pay for other things with your debit/credit card account?*

14. Less than half of members used Apple or Google Pay as a regular payment method. Those that currently do not use Apple or Google Pay voiced mixed interest in doing so in the future.

*Motu Move will not support tagging on with a watch and tagging off with a phone. How confusing do you think this might be?*

15. Most members thought this would be a source of confusion and inconvenience through customers receiving penalties. Several voiced that having payment options that were not interchangeable during travel seemed contradictory. Having a backup payment option was additionally seen as a benefit e.g. if your phone battery runs out during travel.

*What do you think is the best way to help people to understand? (how to use the new payment system)*

16. Members agreed there will need to be a comprehensive educational and informational marketing campaign around the roll out of this new system. This should include staff training and ensuring clear and simple signage at stations, stops and onboard services. Multiple members suggested that if card readers made a distinctive and different sound for tagging on and off, or “an annoying jingle”, this could help to alert passengers to mistaken use of a different payment option. A prominent theme from all tables was the importance of making messaging accessible across multiple formats and platforms.

### **Part two: Benefits of registering**

*What do you see as being some of the benefits of registering an account?*

17. There was a lot of discussion around how concessions are accessed on this new system, but it was generally understood that the only way to apply a concession was to register an account. For users who have had to effectively ‘register’ for their current concession this was seen as ‘business as usual’ rather than a benefit as such. SuperGold card holders, however, had mixed views on the obligation to register with Motu Move, with some negative responses referencing personal choice and accessibility barriers.
18. Perceived benefits included:
  - a the ability to have receipts of travel
  - b security when you lose your card, have left something onboard a service, need to transfer balances, or to top up online
  - c the ability to view past travel, especially when seeking a refund. Data security and privacy was discussed in most groups, with one group suggesting that tracking of travel should be able to be limited or disabled as a preference – for both data and personal safety reasons.
  - d retaining the ability to tag others on.

19. Two tables discussed that it would be a benefit to be able to top up other cards (e.g. for children or visitors) through your own account.

*What do you think your preference might be?*

20. Most members agreed they would prefer to register an account for Motu Move, while reiterating the personal choice and accessibility issues outlined above, and also a strong preference for Motu Move to be integrated into Total Mobility, student id and SuperGold cards. Many members voiced the importance of educating and actively assisting affected communities well in advance of transitioning to the Motu Move payment and concessions regime.

### **Part three: General impressions**

*How do you think that Motu Move will impact your use of public transport?*

21. Most users felt that the new system would not make much difference to their use of public transport. There was considerable positive sentiment around the ability to use a single payment method nationally, including for tourists. Many members were looking forward to the ability to use their current debit or credit card as a 'simpler and easier' payment method.
22. Some Total Mobility users continued to express concern about the loss of convenience and certainty of having a single card to provide a seamless experience. Also mentioned was concern about their support people being challenged about their eligibility to travel free, because use of a Total Mobility card currently signals to drivers/conductors that this is the case.

*If you could describe your first impression of Motu Move in one word, what would it be?*

23. Overdue, seamless, onerous, easier, confusing, bleeding obvious, optimistic, options, convenient, hopeful / cynical, underwhelming, sensible, good, amazing, hopeful – depending on how it is rolled out, sensible, overdue, helpful-ish, I am for it, convenient.
24. It is worth noting that most members mentioned the need to have a comprehensive and simple rollout plan with clear information and instructions, for this to be successful and helpful to travellers.

*Thinking about what you have seen today – what are your thoughts on moving to Motu Move from the current payment options?*

25. Members were supportively impatient to see this new system on the network. Many commented that this is long overdue and are looking forward to the evolution of the payment system to keep up with international trends. Again, much emphasis on supporting the accessibility community as well as the need for comprehensive education of the transition to all users.

*What other questions do you have?*

26. Many questions were raised on accessibility needs, the implementation process, and the transition period. There was discussion about how the new system may negatively impact low-income families and those that travel with multiple people on one card. Other questions were raised around the process to top up, transfer balances and obtain refunds.

### **Update: Regional Public Transport Plan consultation**

27. An update was shared with members on the Regional Public Transport Plan (RPTP) and invited members to participate in the public consultation from 3 – 27 March. Details of the type of feedback being sought and how to submit were given to the group.
28. The RPTP has been taken to previous Advisory Group sessions to seek feedback on the draft consultation questions. This update was to inform PTAG members of the new dates for public consultation and opportunities to provide their feedback.

### **Update: Bike racks on buses**

29. In October 2024, public transport authorities were told that on some bus models, bike racks loaded with bicycles, obscured the headlights. This meant that the buses were no longer compliant with the Land Transport Rule (2004).
30. An update was shared with members on a solution that was developed with public transport authorities and industry. This will require some minor modifications to our current fleet including moving the lamps, lifting the bike racks up and installing an auxiliary headlamp.

### **Discussion: Private Share**

31. Government Position Statement (GPS) 2024 signalled that, "Increased public transport fare-box recovery and third-party revenue will be expected from local government."
32. In November 2025, NZTA released a discussion document issuing regional targets for every public transport authority, including:
  - a Increasing "private share" contribution to public transport
  - b Focus public transport authorities on growing 3rd party funding
  - c KPIs based on performance and cost
  - d Increased scrutiny into inefficiencies.
33. Metlink is currently working with NZTA to identify achievable targets.

*Members were asked for their input. This discussion was facilitated in three parts.*

#### **Part one: Generating new revenue:**

*Metlink is exploring the integration of third-party advertising and sponsorship in the Metlink app and other channels, such as onboard screens. To ensure the customer experience is not compromised; what are the lines that should not be crossed?*

34. Members were understanding of the need to generate revenue and supported the general premise of accepting third party advertising, especially if it would help prevent non-CPI related fare increases. Key themes included:
35. User experience and accessibility - Members were clear that any advertising should not negatively impact a user's experience, especially for differently abled travellers. Members saw non-invasive advertising on the Metlink website as being



worthy of exploration, but one group was wary of in-app advertising because of limited screen space to view complex information. Advertising on the outside of buses and trains was seen as an acceptable option if windows weren't obscured. Members emphasised that careful consideration is needed for customers with sensory impairments. For example, onboard advertisements could impact announcements and information about stops or overwhelm customers or drivers. Other matters raised concerning advertising included:

- a Social responsibility – Metlink needs to have standards of advertising to ensure travellers aren't being exposed to negative social behaviours i.e. drinking, gambling, vaping, loan services.
- b Data protection – Regarding online revenue generation, members were against user data being sold to third parties.
- c Business casing – Many members were sceptical about the amount of revenue that was achievable through such activity and recommended careful benefits analysis to determine whether it was worth it.

*What other ideas do you have for generating new revenue?*

36. Members were supportive of utilising the available 'real estate' on the outside of buses and trains as well as stop shelters for advertising. It was also suggested that naming rights to stations or stops could be explored. Park and Ride was raised and members agreed, needed further discussion and scoping. Other suggestions included: adding transport fees to stadium events, selling merchandise.

#### Part two: Fare increases

*Is there an opportunity to target fare increases to increase revenue? (E.g. review concessions, variance between peak / off-peak fares etc.)*

37. While there was general support for increasing fares in line with inflation, most members were opposed to further fare increases. Such increases were viewed as a disincentive to using public transport, particularly where it closed the perceived gap between the costs of public transport and using a private vehicle. There was a consensus among members that increasing fares was counter-productive and would put people off using public transport. There was an argument raised that if Metlink were to decrease fares this would increase patronage and create more revenue.

#### Part three: Decreasing expenditure

*What criteria should be applied to identify services which can potentially be cut back?*

38. Members did not want to see a reduction in services but agreed that regular auditing of low patronised routes was a sensible approach to identifying areas of potential inefficiency.

#### **Discussion: Hate speech on public transport**

*Councillors are interested in and concerned about hate speech on public transport.*

*Metlink is unsure how to meaningfully respond to this whole-of-society challenge.*

*Members were asked for input and insights on how this could be approached:*

*In practical terms, how should 'hate speech' be defined?*

39. Members agreed this was a difficult thing to define and encouraged Metlink to investigate policy or definitions that have already been developed. Members did identify potential hate speech as being discriminatory toward a person based on their appearance, culture, gender and disability.

*Where does Metlink's responsibility start and stop?*

40. Members agreed that drivers should report behaviour to police but should not be expected to intervene. Metlink has a duty of care to drivers and passengers alike to uphold its conditions of carriage while educating passengers on expected behaviour and potential consequences of unacceptable behaviour.

*What should Metlink look at implementing?*

41. Members provided the following feedback
42. Ensure that all operators and drivers have comprehensive conflict resolution training so they might be able to de-escalate a situation where possible.
  - a Develop an on-board bus etiquette campaign, like the one on train services.
  - b Maintain regular on-board presence of the Team in Green, Māori Wardens etc.
  - c Disincentivise perpetrators of hate speech i.e. ban or cancel their ability to travel on public transport.

***Discussion: Other topics you would like Metlink to prioritise***

43. Members were given an open floor to discuss anything they would like Metlink to consider. The discussion was wide ranging and varied. Some of the common themes are listed below:
  - a Accessibility – ensure operators have comprehensive and consistent training across the entire network.
  - b Buses replacing trains – developing a more consistent and trustworthy service. But ultimately having a train line that is reliable and working is the preference.
  - c On-board announcements – needs addressing as the quality and reliability across the network is inconsistent.
  - d Audit bus shelters and stops – the quality of shelters is degrading; some stops do not even have shelter. Stops are not accessible in a lot of instances; buses are unable to stop parallel to the curb meaning ramps cannot be deployed. Identifying which stops are fully accessible would be useful.

***Next meeting***

44. The next Advisory Group meeting is scheduled for Thursday 22 May 2025.

**Ngā kaiwaitohu  
Signatories**

Writer	Jaime Hayden – Manager Community Engagement, Network & Customer
Approvers	Andrew Lensen – Chair, Public Transport Advisory Group Fiona Abbott – Senior Manager, Assets and 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 Committee’s Terms of Reference set out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.

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

The Advisory Group is one tool that enables Metlink to achieve a key Level of Service as set out in the Long-Term Plan 2024-2034 - “Provide a consistent and high-quality customer experience across the public transport network”. In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, “Continue to improve customer experience across all aspects of the network”.

***Internal consultation***

There was no internal consultation needed.

***Risks and impacts - legal / health and safety etc.***

There are no known risks or impacts.

## For Information

# PUBLIC TRANSPORT PERFORMANCE UPDATE – DECEMBER 2024

## Te take mō te pūrongo

### Purpose

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

## Te horopaki

### Context

2. Since the introduction of the Public Transport Operating Model (PTOM) bus partnering contracts in July 2018, Metlink has had access to information that helps us to better appreciate and understand the performance of our public transport network.
3. Monthly operational performance reports were developed in early 2019, drawing on available information to provide performance reporting at the level provided in other authorities.
4. Monthly performance reports are published on the Metlink website to enable the public to easily access this information.
5. Over time, Metlink has amended the content of these operational reports to respond to requests from members of the Committee 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 (note, as requested by the Committee, reporting from January 2025 will report against 2023/24 patronage)
    - b brief comments added on graphs for reliability and punctuality
    - c added suspended services to the bus cancellations graph
    - d section added on driver numbers
    - e bus emissions/ decarbonisation
    - f explanation of what is included under 'Other' in the complaints section.
  9. Health, Safety and Wellbeing update is included in this report.
  10. Information relating to Metlink social media is included in this report.
  11. Metlink expects to be able to provide the Committee with further changes over the coming months as data required for the additional sections is sourced and collated.
  12. Performance information is published on the Metlink website.<sup>1</sup> Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.
  13. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for December 2024.
  14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

### ***Bus performance – December***

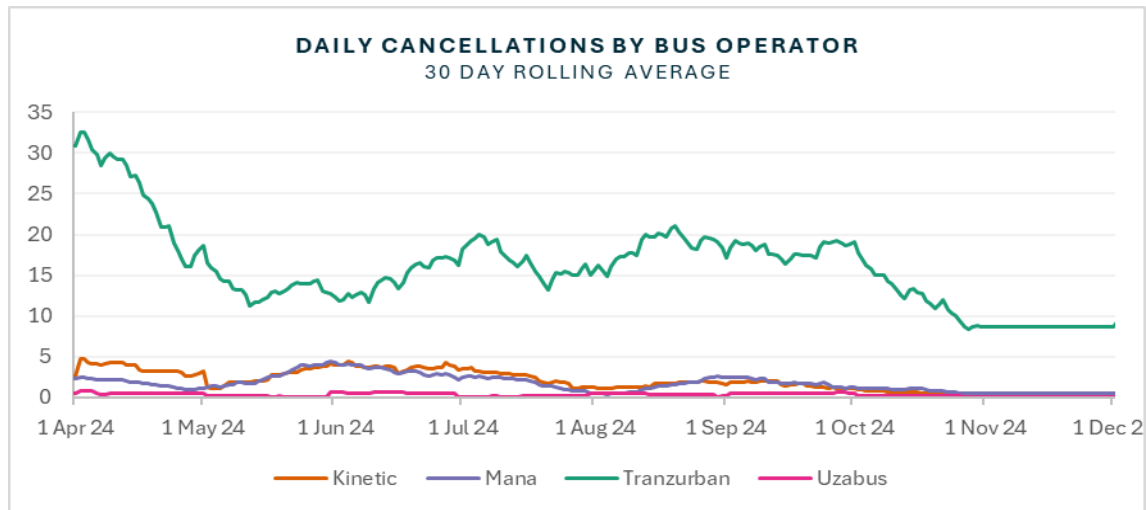
#### *Patronage*

15. Bus passenger boardings for December 2024 were 1.78 million, this compares to boardings of 1.74 million in December 2019 (pre-COVID-19). Patronage for the year to date is at 100.4% of pre-COVID-19 levels.

<sup>1</sup> <https://www.metlink.org.nz/about-us/performance-of-our-network>

### Reliability

16. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
17. Reliability for December 2024 was 99.3%, this compares to November 2024 which was 99.6%. Reliability this month continues to reflect stable driver numbers.
18. The graph below provides information on cancellation trends by operator.



19. Bus operators are achieving the required performance levels for reliability. Metlink continues to monitor bus driver recruitment levels and recruitment plans. Currently, there are no issues of concern with recruitment or retention.

### Punctuality

20. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
21. The punctuality target for our bus services is 95%.
22. Bus service punctuality was 95.3% in December 2024, compared to 98.2% in November 2024.
23. Punctuality this month continues to reflect traffic congestion in the usual places in Wellington City, and various roadworks sites.

### Rail performance – December

#### Patronage

24. Rail passenger boardings for December 2024 were 0.69 million, this compares to boardings of 0.95 million in December 2019 (pre-COVID-19). Patronage for the year to date is at 73.5% of pre-COVID-19 levels, which reflects changed travel behaviour.

### Reliability

25. 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.

26. The rail reliability target is 99.5%.
27. Rail service reliability was 97.1% in December 2024, compared to 96.8% in November 2024.
28. Temporary Speed Restrictions on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu. Services on the Hutt Valley Line were affected by two lineside fires in the first week of December. A trespasser affected services on both the Hutt Valley and Kāpiti Lines on 10 December 2024.
29. KiwiRail commenced their extended Christmas works on 26 December 2024. Buses replaced trains across the network with buses running between Petone and Upper Hutt and north of Paekākāriki.
30. Operator staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 1.1% of the reliability failures in December 2024.

#### *Punctuality*

31. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
32. The rail punctuality target is 90%.
33. Punctuality for December 2024 was 81.9% compared to 80.4% in November 2024.
34. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

#### *Bus replacements*

35. Bus replacements are used by to replace train services in the following situations:
  - a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work
  - b when an unplanned event occurs that means we cannot run our normal train timetable e.g. earthquake, flood and staff shortages.
36. In December 2024, 27.2% (2,450) of rail services were replaced by buses (planned and unplanned):
  - a 25.9% (2,334) of the rail services that were replaced by buses were planned
  - b 1.3% (116) of the rail services that were replaced by buses were unplanned.
37. Of the 25.9% of **planned** rail services that were replaced by buses: 57% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 41% were awarded to NCS buses, which meet Metlink's preferred fleet



requirements (bike racks<sup>2</sup>, accessible, and electronic ticketing); 2% of services were awarded to Tranzit Coachlines who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink’s preferred fleet requirements, however Tranzurban fleet did).

38. Of the 1.3% of **unplanned** rail services that were replaced by buses: 53% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 6.14% were provided by NCS buses, which meet Metlink’s preferred fleet requirements (bike racks, accessible, and electronic ticketing); the remainder were provided by non Metlink operators (data on Metlink preferred fleet requirements for non-Metlink operators will be available from 1 January 2025).

**Unplanned rail services that were replaced by buses/shuttle – December 2024**

<b>Operator</b>	<b>No. Buses</b>	<b>No. Shuttles</b>
Capital Shuttles	-	19
Mana Newlands	14	-
NCS	7	-
Rambler	12	-
Tranzit Masterton	24	-
Kinetic	46	-
Tranzurban	9	-
<b>Total</b>	<b>112</b>	<b>19</b>

*Upcoming Blocks of Line (planned bus replacements)*

39. Information on upcoming planned Blocks of Line covering the period February 2025 to March 2025 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 – December**

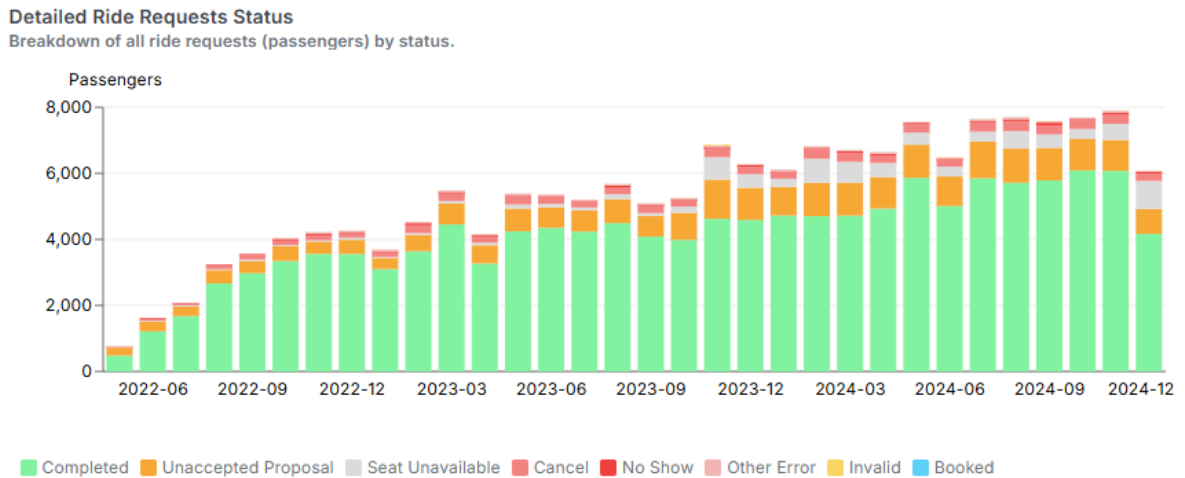
40. Ferry services have operated according to their usual timetable.  
 41. Boardings were 71.9% of December 2019 numbers (pre COVID-19).

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

42. The Tawa on Demand Public Transport Trial ended on 31 December 2024. On 24 October 2024, the Committee agreed to establish a new fixed route for Tawa, which provides at a minimum a weekday day hourly service (refer Public Transport Tawa On Demand trial: assessment and future options – Report 24.537).

<sup>2</sup> Note, bus racks are not currently in operation on any buses.

43. During the trial (May 2022 to December 2025), the service carried over 132,000 passengers. The graph below shows passenger numbers across the length of the trial.



44. The gross costs for the current financial year (2024/25) are \$723,318, net costs \$635,413 this is in line with budget.
45. The gross cost to the end of the trial on 31 December 2024; this is in line with forecast costs when the Committee approved the extension (Report 23.229 Public Transport On-demand Trial Review refers).

### **Fare revenue**

46. In December 2024, there was a budget shortfall of \$2.77 million for the month across bus and rail services. The year-to-date budget shortfall is \$7.98 million.
47. The assumptions behind the fare revenue budget have been reassessed and the 2024/25 full year forecast (based on October 2024 estimations) is now expected to be \$10 million less than originally budgeted. Note the October 2024 estimations are currently being reassessed, which may result in a subsequent amendment 2024/25 full year forecast
48. The budgeted fare revenue includes expected Crown funding allocations for Community Connect. However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 2024/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.
49. There are several factors contributing to the year-to-date fare revenue budget shortfall, including:
- the budget being phased evenly across the year
  - lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.
50. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

### **Warranted Transport Officer activity – December**

51. Transport Officers supported the large engagement and education focus in December for the Wairarapa Line BRT - onboard rail services, rail carparks and at platforms to provide information, awareness of payment expectations, and revenue during the Wairarapa block of line period.
52. Metlink’s Warranted Transport Officers undertook 2,011 payment validations on board rail services in December 2024.
53. Payment validations of Metlink bus services fares are based on observations – customers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-Snapper trips, including fares which do not incur a charge to the customer.
54. In December 2024, no infringement notices were issued by Warranted Transport Officers.
55. The table below reports on the number of times Warranted Transport Officers have sought customer details in relation to their non-payment of the correct fare in the December 2024 period.

<b>Mode</b>	<b>Rail - HVL</b>	<b>Rail - KPL</b>	<b>Rail - JVL</b>	<b>Rail - MEL</b>	<b>Rail - WRL</b>	<b>Bus</b>	<b>Ferry</b>	<b>Plat</b>	<b>TOTAL</b>
<b>Details sought</b>	17	13	2	0	0	1	0	0	33

### **Health, Safety and Wellbeing**

#### *Workshop with key stakeholders*

56. In early December 2024 the “Managing anti-social behaviour on public transport” workshop was held involving nearly 30 representatives from Metlink, operators, territorial authorities and NZ Police.
57. The feedback from the workshop is being worked through with Metlink representatives; with a report on the themes and recommendations to be produced in the next quarter.
58. A key initial success of the workshop was the better understanding of what each party was already doing, the opportunity for information sharing and establishing key points of contact between organisations.

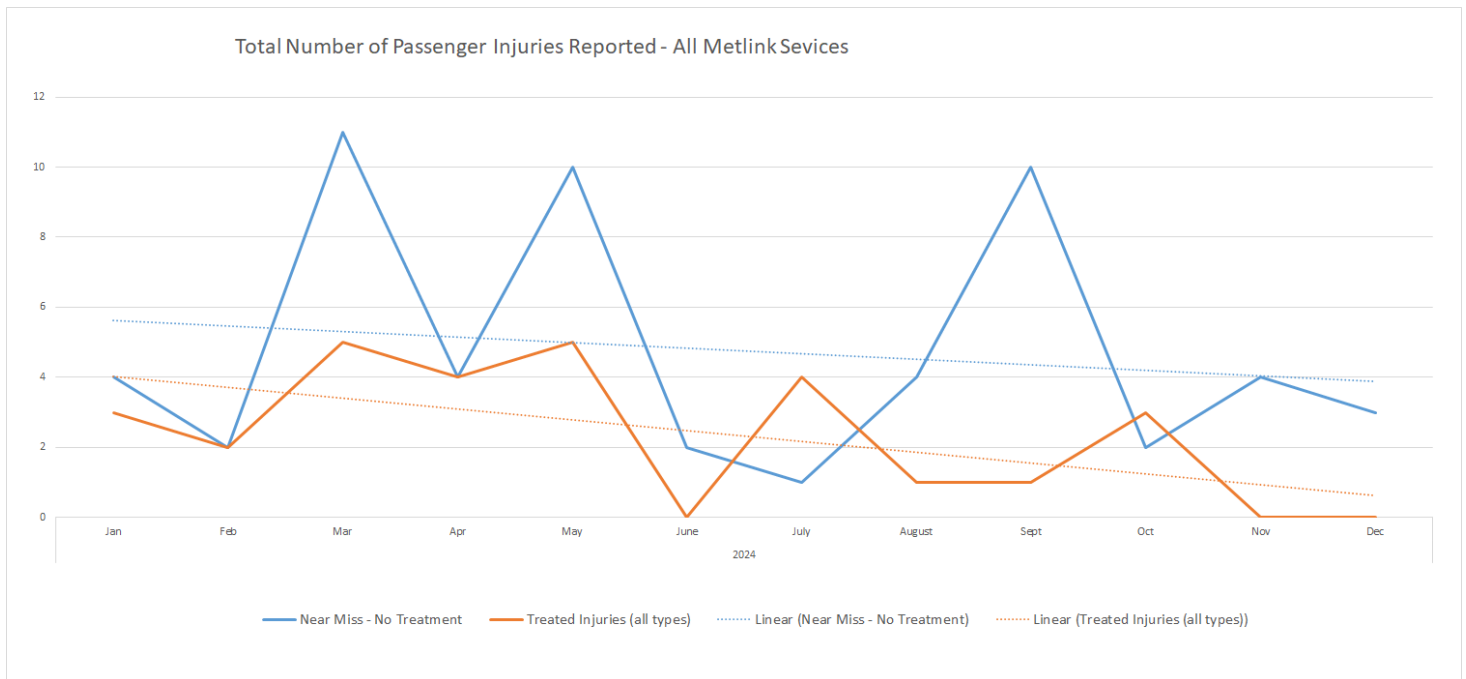
#### Reporting by operators

59. The information below reports on the 12 months from January to December 2024, reported by Metlink’s operators.

60. For bus operators, most events reported involve minor vehicle vs vehicle, with the tail swing of buses pulling into and out of bus stops been a leading contributing cause, as well as the unavoidable actions of other road users, e.g. cars running into the back of a bus or stopping suddenly while travelling in front of the bus.

*Passenger injuries*

61. Both minor and treatment injuries to passengers have continued to trend down across the quarter (October – December 2024).
62. Three injuries resulted in an ambulance being called for passengers who fell while seated or from a pram when the bus was taking emergency avoidance action to avoid another road user actions or while turning corners.



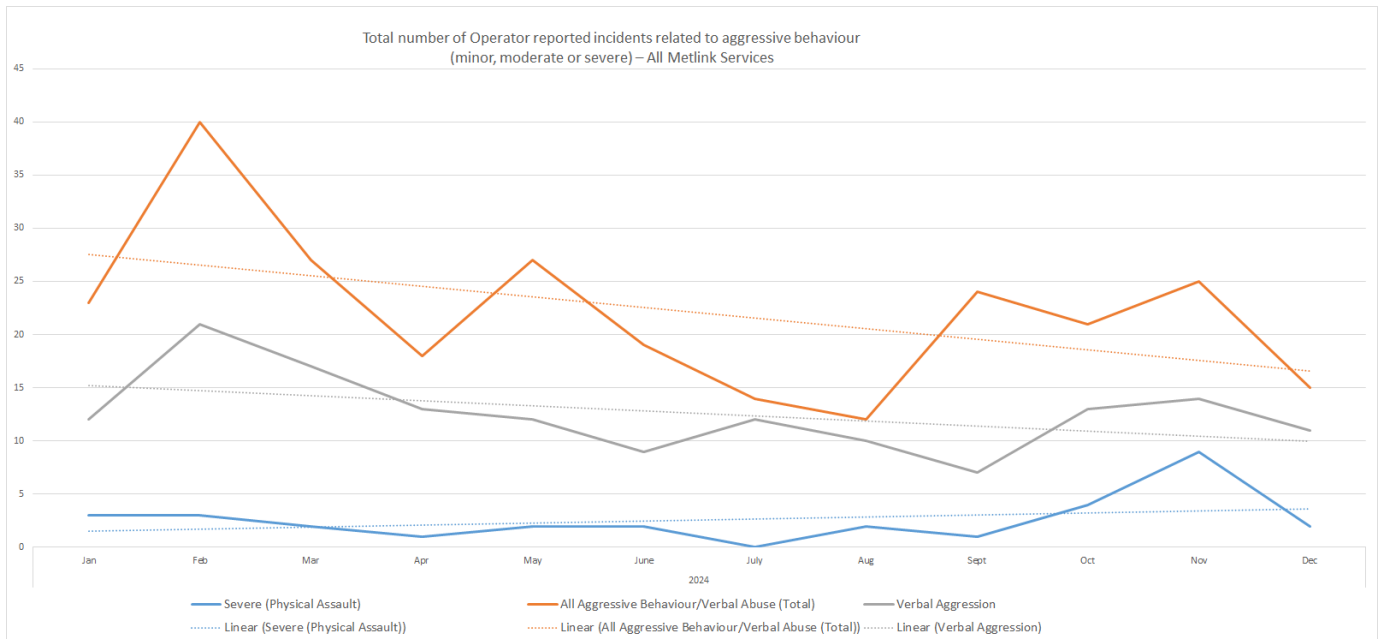
*Medical events on board Metlink services*

63. During October to December 2024, there were thirteen cases where an ambulance was called by the driver or a member of public to attend an onboard medical emergency involving a passenger.
64. Wellington Free Ambulance (WFA) has approached Metlink to pass on information to operators regarding making sure the person with the condition is happy for an ambulance to be called.
65. We have extended an invitation to WFA to come along to the next Metlink Operators Health and Safety Forum to present this information and explore the potential implications of this with the operator representatives.

*Aggressive behaviour or verbal abuse*

66. There was an increase of aggressive behaviour incidents, both verbal and physical, reported by operators during November 2024; this decreased again in December 2024.

67. Of the reported events during October to December 2024, approximately 80% involved passenger vs operator, 14% were passenger vs passenger, and 6% were between operator staff.
68. There were 10 instances of cashbox theft from buses across October to December 2024. One incident involved the grabbing of cash from the box while the driver was on the bus. The other incidents all involved theft while the driver was away from the bus.



### Other Health, Safety and Wellbeing matters

#### Train doors

69. Since 2016, there have been 24 instances where train doors have been opened (manually) at incorrect locations at stations, including station platform ‘stop shorts’ and ‘overshoots’. While no injuries or harm to passengers or train crew have been sustained as a result of these instances, it is a safety concern.
70. Metlink is working with Transdev to identify why this is happening and what can be done to address this issue; this may be ‘human factors’ related or ‘asset improvements’.
71. NZ Transport Agency, as the regulator, is involved and has requested that an agreed plan to explore and address these situations be presented back to them by the end of January 2025.
72. Transdev and Metlink have completed initial exploration into the issue and are looking to engage a potential ‘human factors’ specialist to meet with representative Train Managers and Locomotive Engineers to get their input into understanding the causes and opportunities.

#### Management of accessibility tactiles

- 73. Metlink has initiated work with KiwiRail to clarify responsibility and accountability for the management of the accessibility tactiles (yellow tactile dots) across the rail network. This includes rail station platforms, subways, ramps and stairs.
- 74. Metlink is working with KiwiRail to establish an agreed standard process for the selection, installation and maintenance, including a replacement schedule, for all tactile strips across the Wellington Metro Rail Network.

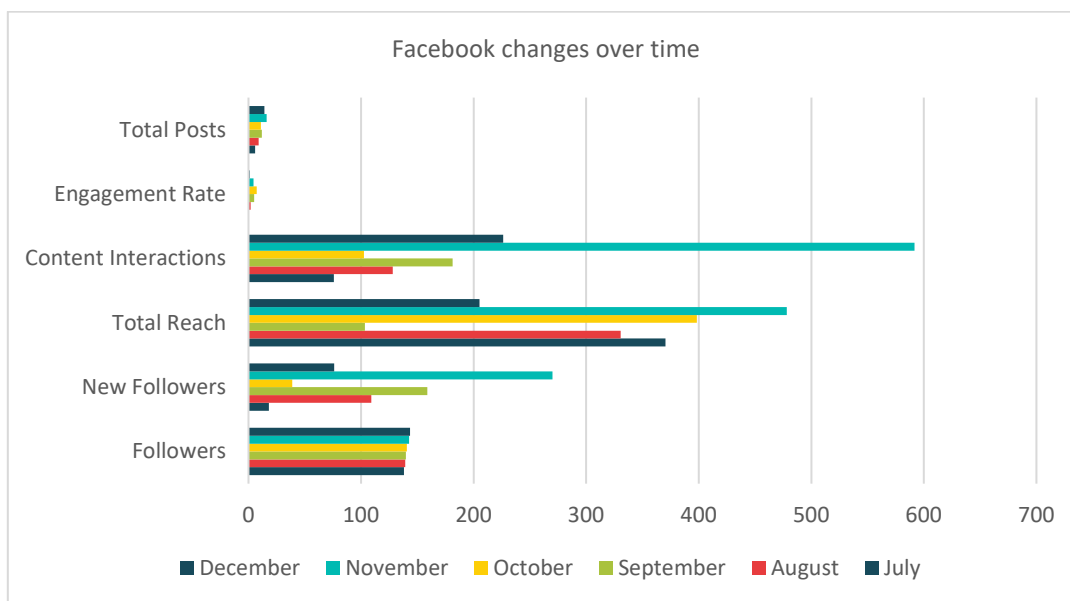
**Social media – December**

- 75. Social media is a key means for Metlink to reach its customers. Metlink’s Facebook page is used to provide customer communications.
- 76. The table below sets out information relating to Metlink social media for the December period:

**December**

Followers	New followers	Total reach	Total views	Content interactions	Engagement rate
14,352 (0.5% increase)	76 (71.9% decrease)	205,373 (57.1%)	1,093,365 (26.5% decrease)	2,262 (61.9% decrease)	1% (77% decrease)

- 77. The graph below shows the comparative changes since July 2024, November was a busy month which resulted in positive social media engagement. Bus driver appreciation week, bus bike racks and the hikoi.



**Ngā āpitihanga  
Attachments**

Number	Title
1	Metlink performance report – December 2024
2	Upcoming Planned Rail Replacements – February 2024 to March 2025

**Ngā kaiwaitohu  
Signatories**

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
Approvers	Fiona Abbott – Senior Manager Assets and Infrastructure, Metlink Paul Tawharu – Senior Manager Operations, 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***

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 2024-34 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.



# Metlink performance report

DECEMBER 2024



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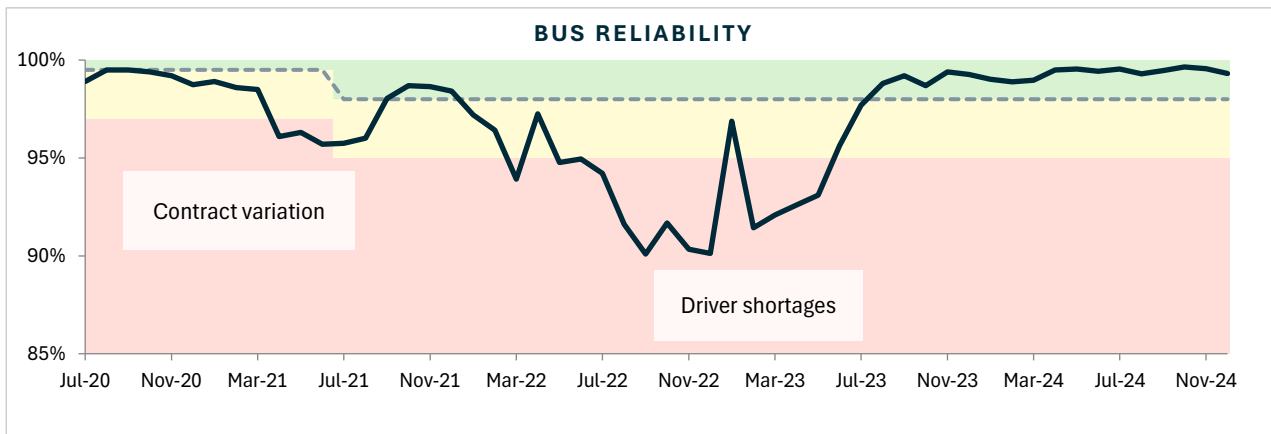
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In December, 99.3% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates, as well as reduced service levels due to school summer holidays which began on the 20<sup>th</sup> December.



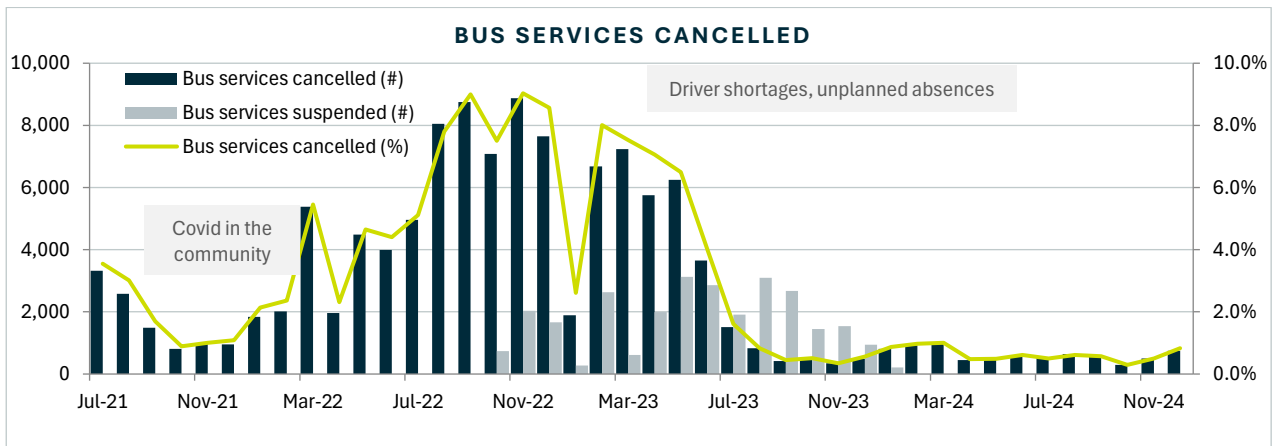
■ ≥98%, Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■ <95% Unsatisfactory

#### Reliability - current month

	Dec-24	Dec-23	Change
Wellington City			
Newlands & Tawa	99.6%	99.6%	0.0%
East, West & City	99.2%	99.8%	-0.6%
North, South, Khandallah & Brooklyn	99.4%	99.2%	0.2%
Hutt Valley	99.7%	98.8%	0.9%
Porirua	99.0%	98.0%	1.0%
Kapiti	98.4%	99.5%	-1.1%
Wairarapa	97.3%	98.7%	-1.3%
<b>Total</b>	<b>99.3%</b>	<b>99.3%</b>	<b>0.0%</b>

#### Reliability - year to date (July - December)

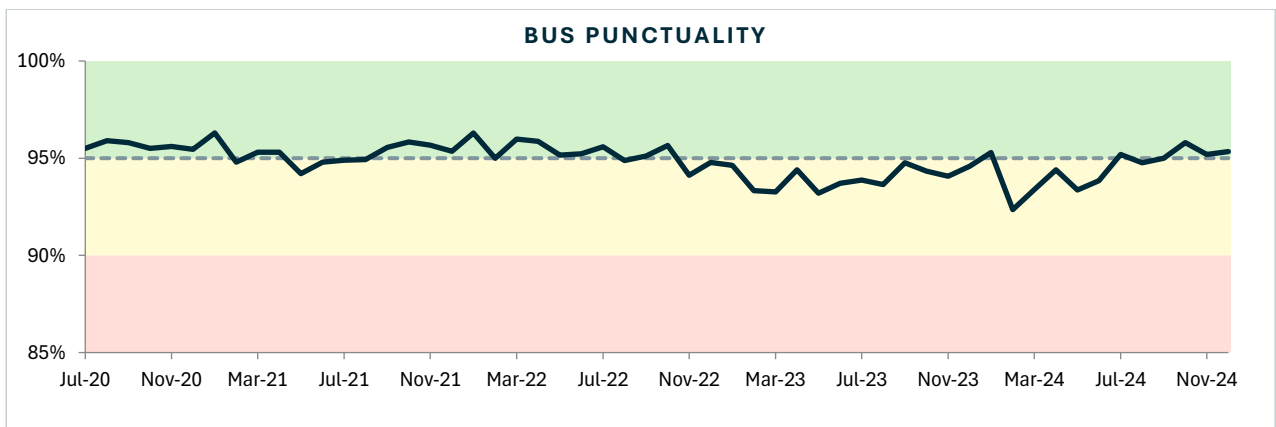
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	99.0%	97.5%	1.5%
Hutt Valley	99.7%	99.2%	0.5%
Porirua	99.0%	97.2%	1.8%
Kapiti	99.7%	99.2%	0.5%
Wairarapa	99.4%	98.5%	0.9%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</b>	<b>0.6%</b>



## Punctuality

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

Bus service punctuality was 95.3% in December and 95.2% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Adelaide Road and Thorndon Quay. This month there has been an increase in times where heavy holiday traffic impacted public transport travel times which impacted punctuality across the the network, particularly in the Hutt Valley.



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

### Punctuality - current month

	Dec-24	Dec-23	Change
Wellington City			
Newlands & Tawa	96.6%	95.6%	0.9%
East, West & City	96.7%	96.2%	0.5%
North, South, Khandallah & Brooklyn	93.6%	92.8%	0.8%
Hutt Valley	93.5%	94.0%	-0.5%
Porirua	97.0%	95.5%	1.5%
Kapiti	97.6%	93.2%	4.3%
Wairarapa	94.0%	89.0%	5.0%
<b>Total</b>	<b>95.3%</b>	<b>94.6%</b>	<b>0.8%</b>

### Punctuality - year to date (July - December)

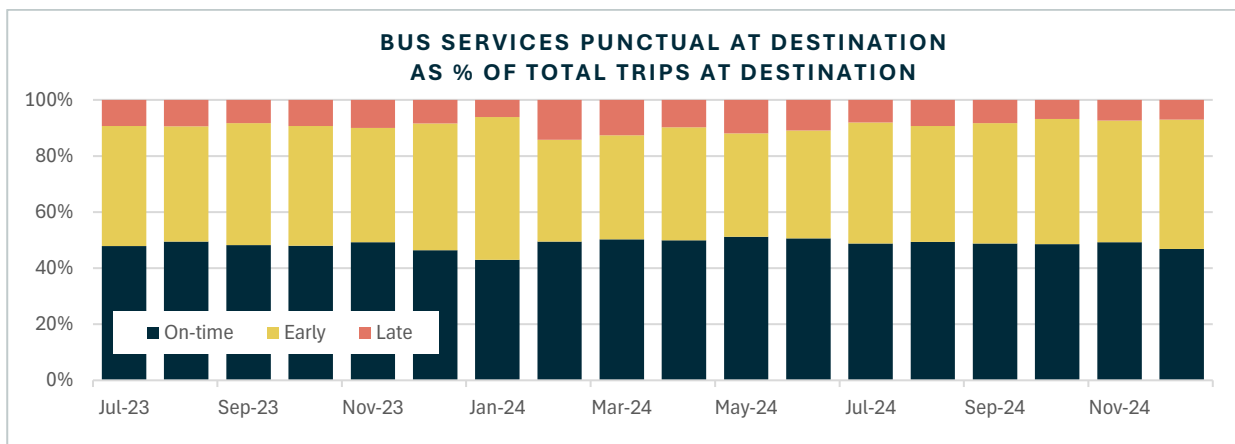
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.2%	95.3%	0.9%
East, West & City	96.2%	96.0%	0.2%
North, South, Khandallah & Brooklyn	93.4%	90.8%	2.6%
Hutt Valley	94.4%	94.7%	-0.3%
Porirua	97.0%	95.1%	1.9%
Kapiti	96.5%	92.8%	3.7%
Wairarapa	93.6%	91.4%	2.2%
<b>Total</b>	<b>95.2%</b>	<b>94.2%</b>	<b>1.0%</b>

## Punctuality at destination

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

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

In December, 46.9% of bus services recorded at destination arrived on time, with a further 46.1% arriving more than one minute early, while 7.0% of services arrived more than five minutes late.



### Punctuality at destination - current month

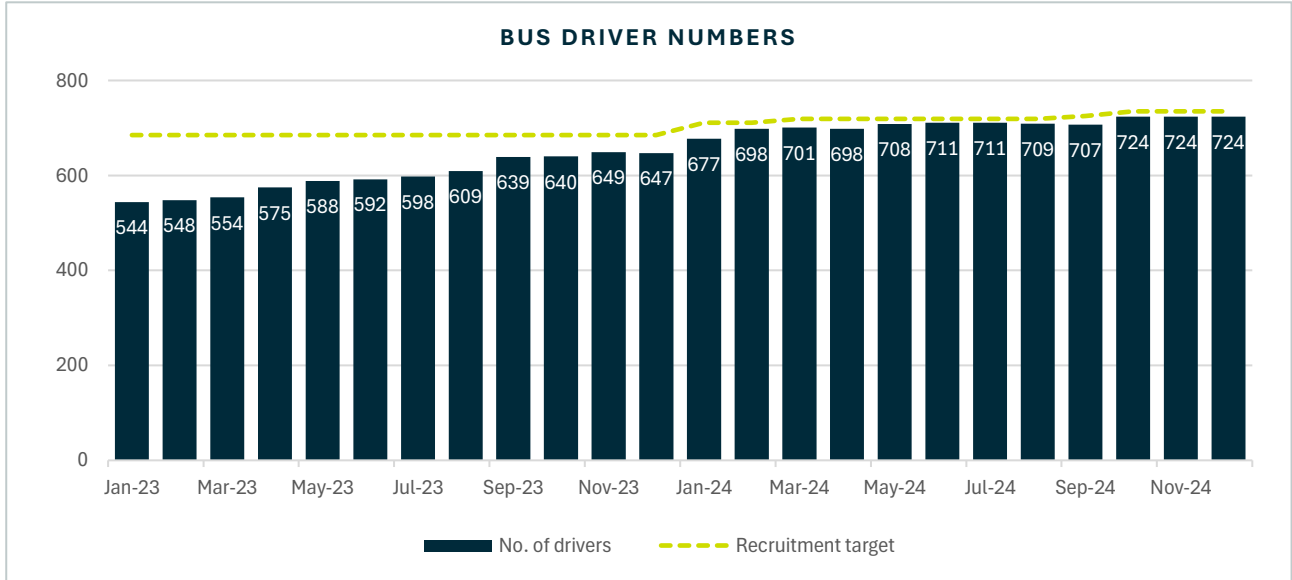
	Dec-24	Dec-23	Change
On-time	46.9%	46.4%	0.5%
Early	46.1%	45.3%	0.8%
Late	7.0%	8.4%	-1.3%

### Punctuality at destination - year to date (July - December)

	2024/25	2023/24	Change
On-time	48.7%	48.2%	0.5%
Early	42.0%	42.7%	-0.6%
Late	9.3%	9.1%	0.2%

## Bus driver recruitment

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 735 drivers required to run the network.



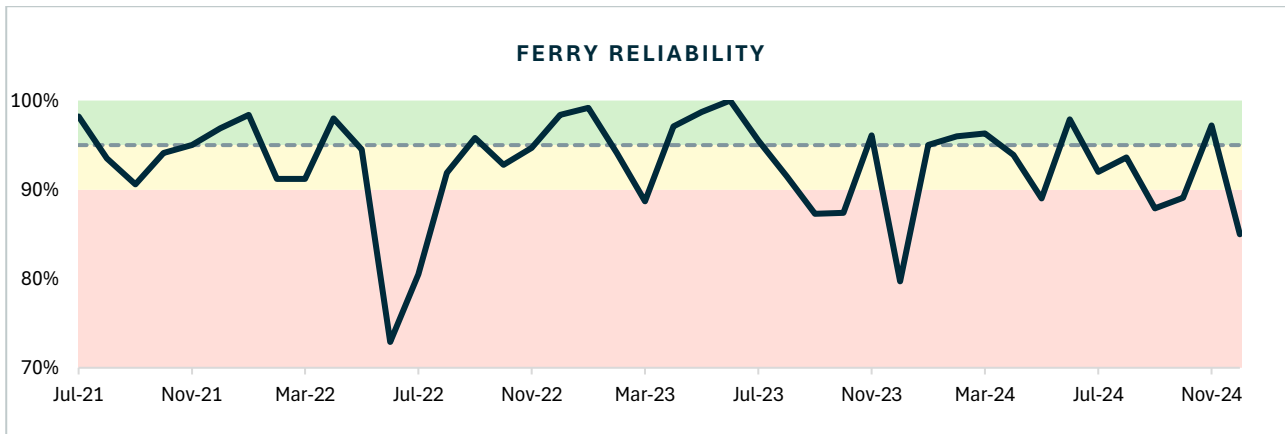


# Ferry operator

## Reliability

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

Reliability for December was 85.0%, compared to 79.7% for the same month last year. There were 78 weather-related cancellations this month, and 30 non-weather-related cancellations.



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

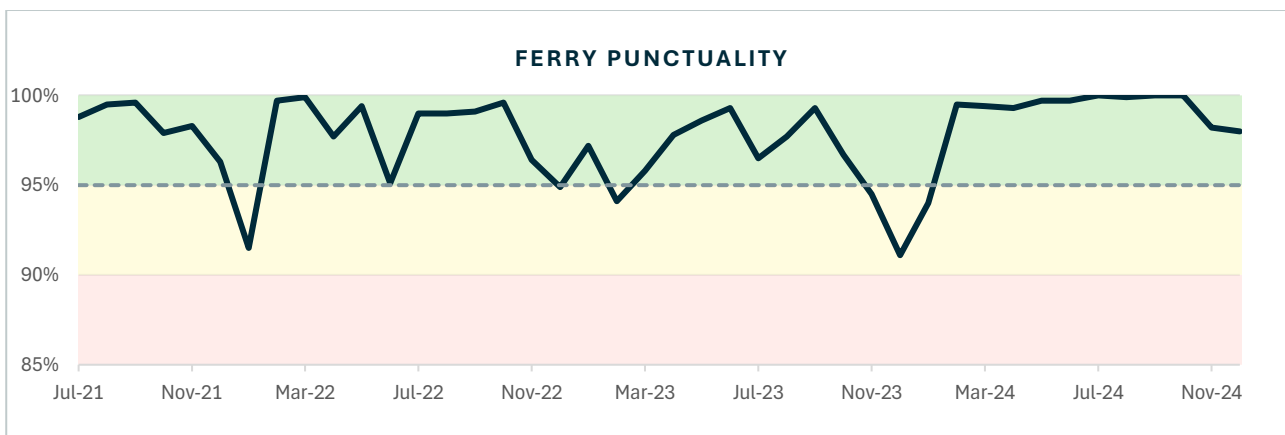
### Reliability - current month

	Dec-24	Dec-23	% Change
Total	85.0%	79.7%	5.3%

## Punctuality

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

Punctuality for December was 98.0%, compared to 91.1% for the same month last year.



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

### Punctuality - current month

	Dec-24	Dec-23	% Change
Total	98.0%	91.1%	6.9%



## Reliability

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

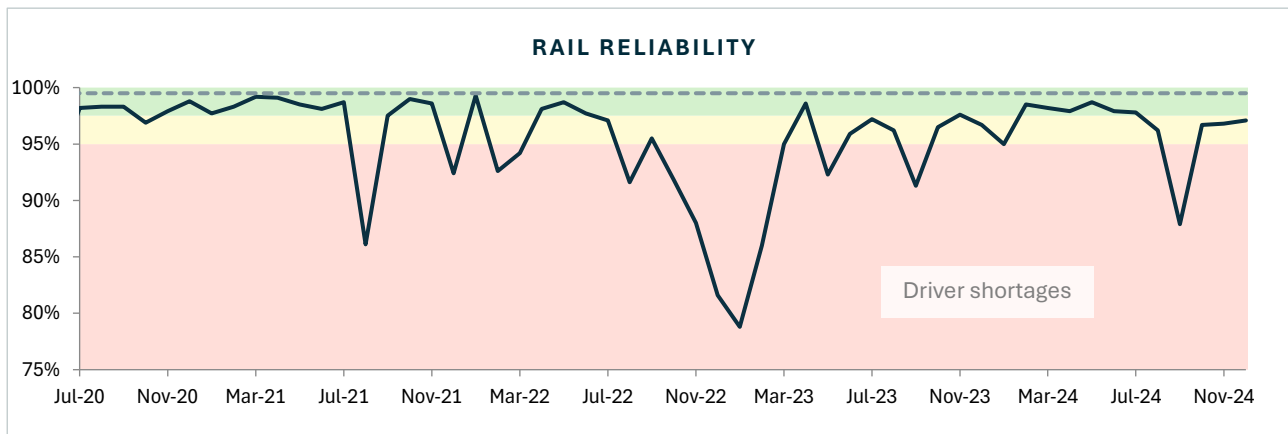
Rail service reliability was 97.1% in December, and 95.4% for the year to date.

TSRs on the Kapiti Line continue to impact services leading to some early terminations at Paraparaumu.

Services on the Hutt line were affected by two lineside fires in the first week of December and a trespasser affected services on both the Hutt and Kapiti Lines on the 10 december.

Kiwirail commenced their extended christmas works on the 26<sup>th</sup> December meaning that buses replaced trains across the network with buses running between Petone and Upper Hutt and north of Paekakariki.

Staff sickness affected 1.1% of services and mechanical issues accounted for 0.3%.



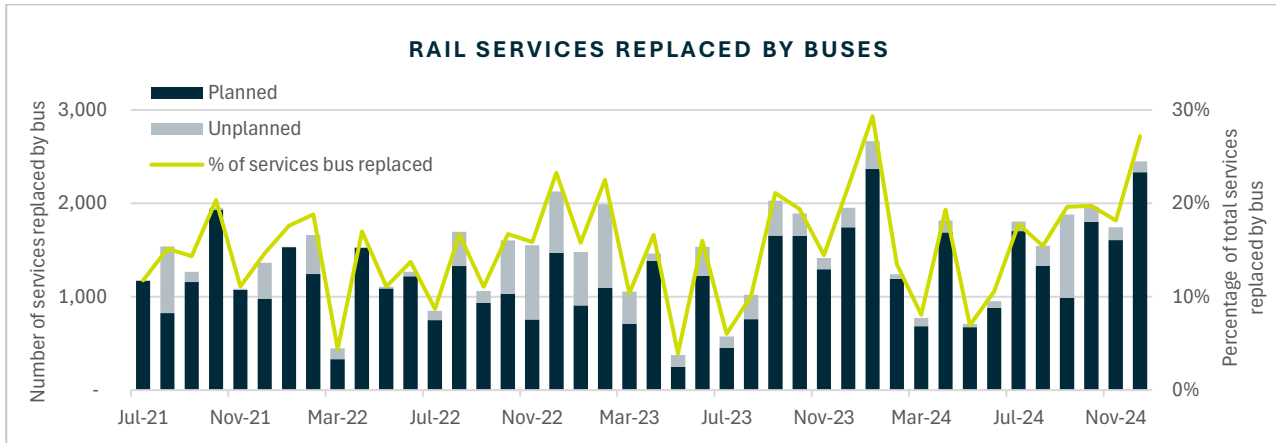
### Reliability - current month

	Dec-24	Dec-23	Change
Hutt Valley	98.0%	97.7%	0.3%
Johnsonville	98.9%	95.3%	3.6%
Kapiti	95.9%	96.6%	-0.7%
Wairarapa	81.0%	95.2%	-14.2%
<b>Total</b>	<b>97.1%</b>	<b>96.7%</b>	<b>0.4%</b>

### Reliability - year to date (July - December)

	2024/25	2023/24	Change
Hutt Valley	96.0%	97.3%	-1.3%
Johnsonville	97.2%	95.4%	1.8%
Kapiti	94.1%	97.0%	-2.9%
Wairarapa	86.1%	91.8%	-5.7%
<b>Total</b>	<b>95.4%</b>	<b>96.6%</b>	<b>-1.2%</b>

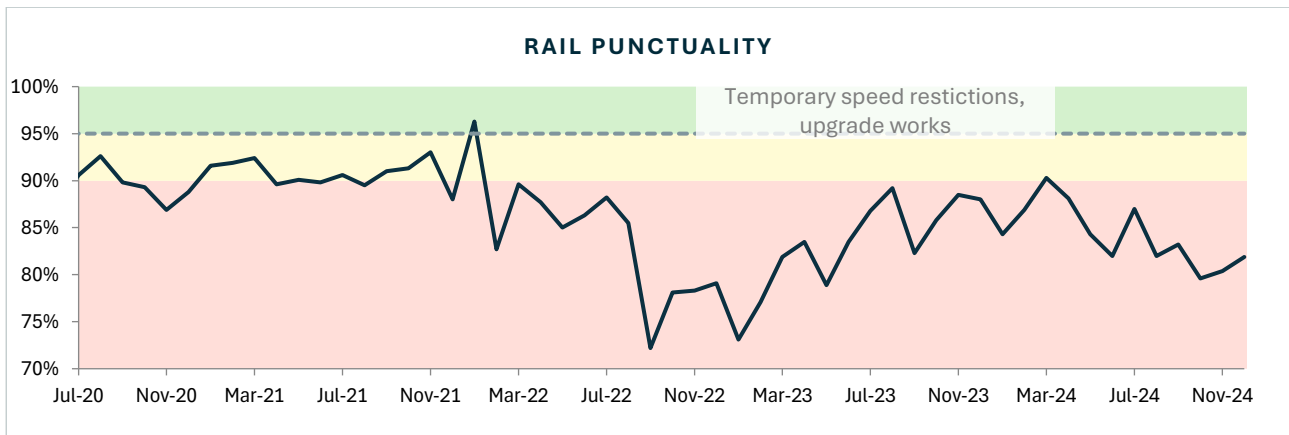
In November, 27.2% of rail services were replaced by buses, compared to 18.1% the previous month.



In December, there were 9021 rail trips run, carrying 695,399 passengers.

## Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, particularly on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail are working on maintaining the line.



### Punctuality - current month

	Dec-24	Dec-23	Change
Hutt Valley	90.3%	88.8%	1.5%
Johnsonville	97.4%	98.2%	-0.8%
Kapiti	60.5%	83.0%	-22.5%
Wairarapa	57.0%	33.7%	23.3%
<b>Total</b>	<b>81.9%</b>	<b>88.0%</b>	<b>-6.1%</b>

### Punctuality - year to date (July - December)

	2024/25	2023/24	Change
Hutt Valley	89.9%	87.7%	2.2%
Johnsonville	96.5%	95.7%	0.8%
Kapiti	65.6%	87.3%	-21.7%
Wairarapa	31.6%	29.7%	1.9%
<b>Total</b>	<b>82.4%</b>	<b>88.1%</b>	<b>-5.7%</b>



# Rail network owner

## Commentary

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

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

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

### December Commentary

December was a successful month from a delivery perspective with Christmas block of line (BOL) commencing and all planned works completed on time. The month was harm free for the Wellington Metro infrastructure team, taking consecutive Harm Free days to over 100 for the region.

December is traditionally one of the poorer performing months from an infrastructure disruption perspective, December 2024 was no exception. A combination of fewer services (due to planned line closures) and increased Temporary speed restrictions (TSRs) in preparation for the Christmas BOL are usually the primary reasons for this. Additional TSRs on the Kapiti line (NIMT) applied due to asset condition amplified the disruption with restrictions peaking at over six minutes on the Kapiti line. This resulted in punctuality falling to 89.41% overall, with TSRs contributing 77% of delay minutes.

Reliability decreased slightly to 99.19%. TSR's leading to part cancellations for late running services on multiple days, and a failure of #60 points in Wellington station on the 23<sup>rd</sup> December impacted reliability further with 11 services cancelled during the afternoon peak.

There were no changes to the 'Heat' sites during December. Heats continued to have a minimal impact across the network due to colder than normal summer temperatures and fewer sites.

## KPI summary

### Network Availability

There were no unplanned line closures for the month of December.

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

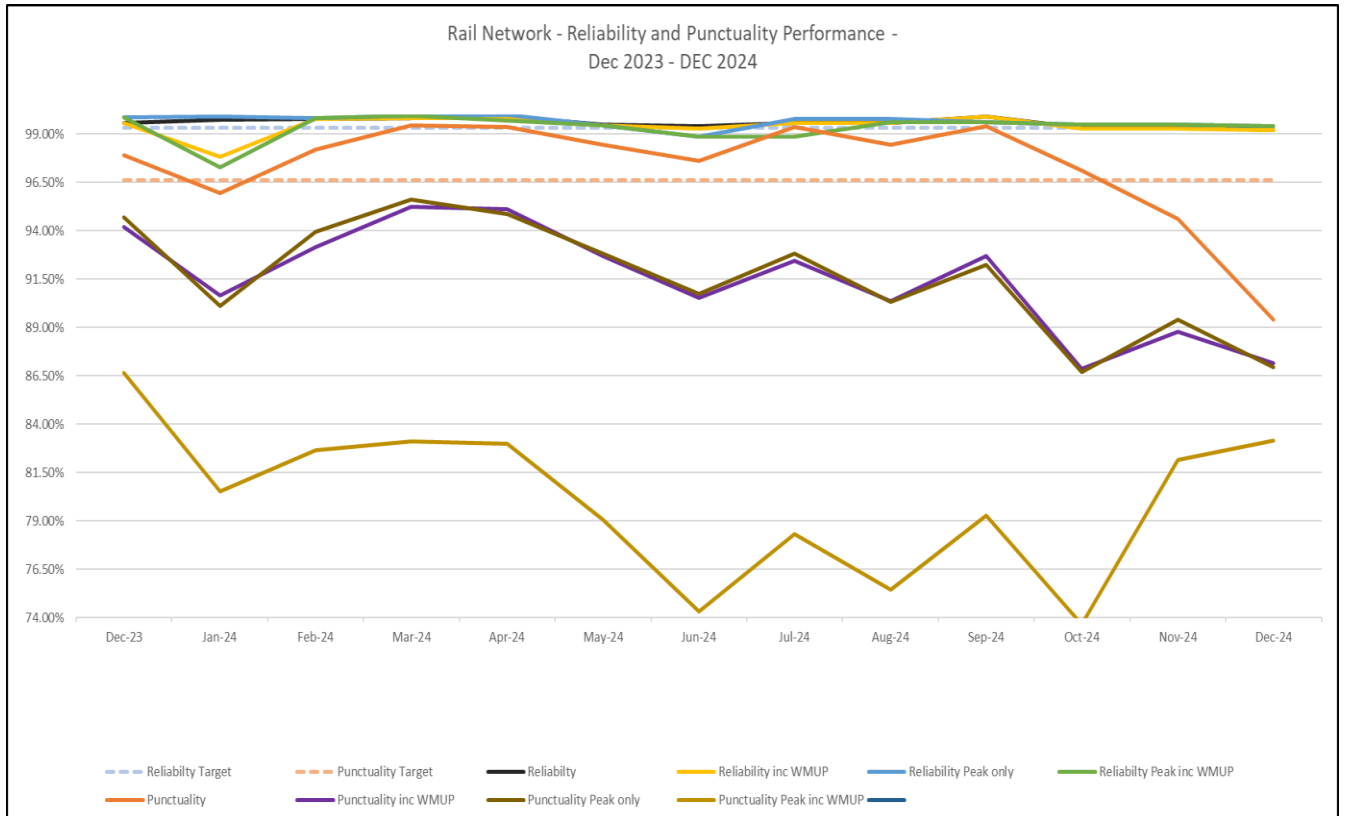
**Maintenance Backlog**

One Signals work order is outstanding for the Level Crossing Alarm at Ngaumutawa Road in Masterton, it is in plan status and is currently with Signals Engineering for design.

**HSE**

31 Harm Free days in December.

Graph showing Network Punctuality and reliability performance trends



# Operational performance

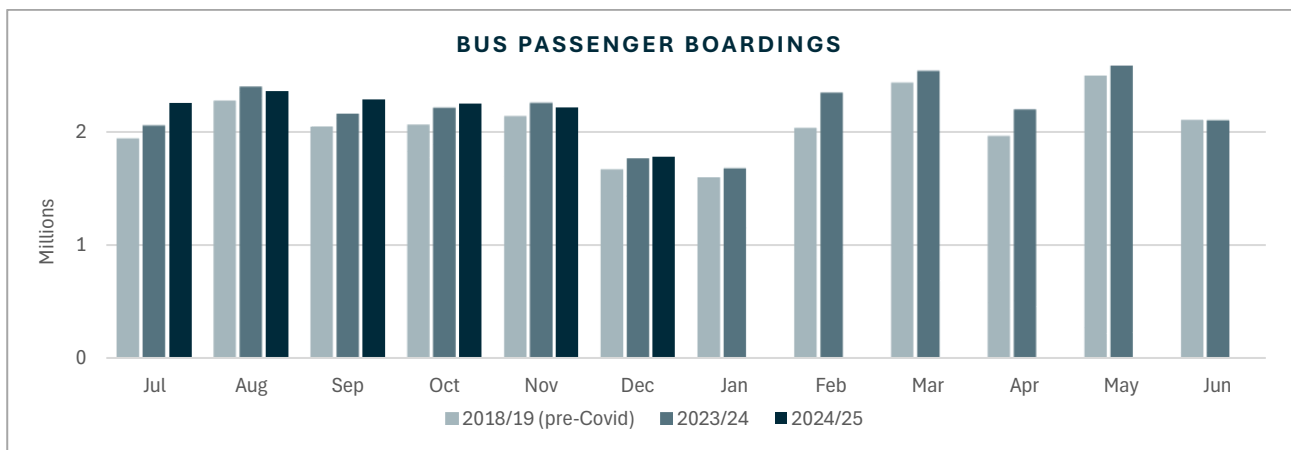
## Patronage

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

### Bus passenger boardings

December bus passenger boardings were 1.3% higher than the same month last year, and 2.4% higher for the year to date.

Boardings this month were 1.7% higher than December 2019 numbers (pre-Covid).



#### Boardings by area - current month

	Dec-24	Dec-23	% Change
Wellington	1,319,567	1,303,517	1.2%
Hutt Valley	349,203	349,584	-0.1%
Porirua	62,722	57,113	9.8%
Kapiti	39,536	38,652	2.3%
Wairarapa	8,924	9,107	-2.0%
<b>Total</b>	<b>1,779,952</b>	<b>1,757,973</b>	<b>1.3%</b>

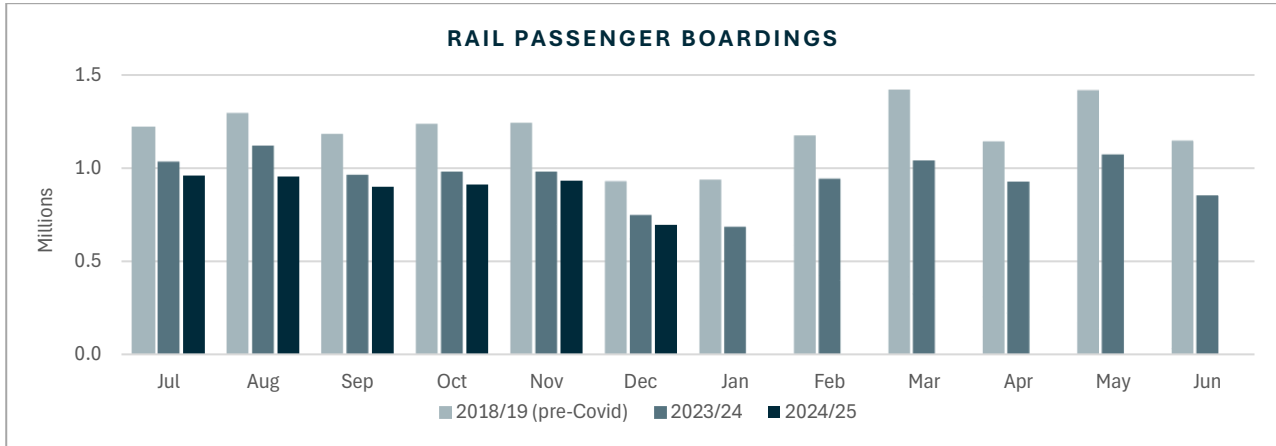
#### Boardings by area - year to date (July -December)

	2024/25	2023/24	% Change
Wellington	9,705,236	9,498,334	2.2%
Hutt Valley	2,480,729	2,425,726	2.3%
Porirua	497,192	448,523	10.9%
Kapiti	320,823	318,928	0.6%
Wairarapa	77,050	82,089	-6.1%
<b>Total</b>	<b>13,081,030</b>	<b>12,773,600</b>	<b>2.4%</b>

## Rail passenger boardings

December rail passenger boardings were 6.6% lower than the same month last year, and 7.9% lower for the year to date.

Boardings this month were 27.3% lower than October 2019 numbers (pre-Covid).



### Boardings by line - current month

	Dec-24	Dec-23	% Change
Hutt Valley	300,514	317,706	-5.4%
Kapiti	281,341	303,905	-7.4%
Johnsonville	74,265	79,439	-6.5%
Wairarapa	39,279	43,565	-9.8%
<b>Total</b>	<b>695,399</b>	<b>744,615</b>	<b>-6.6%</b>

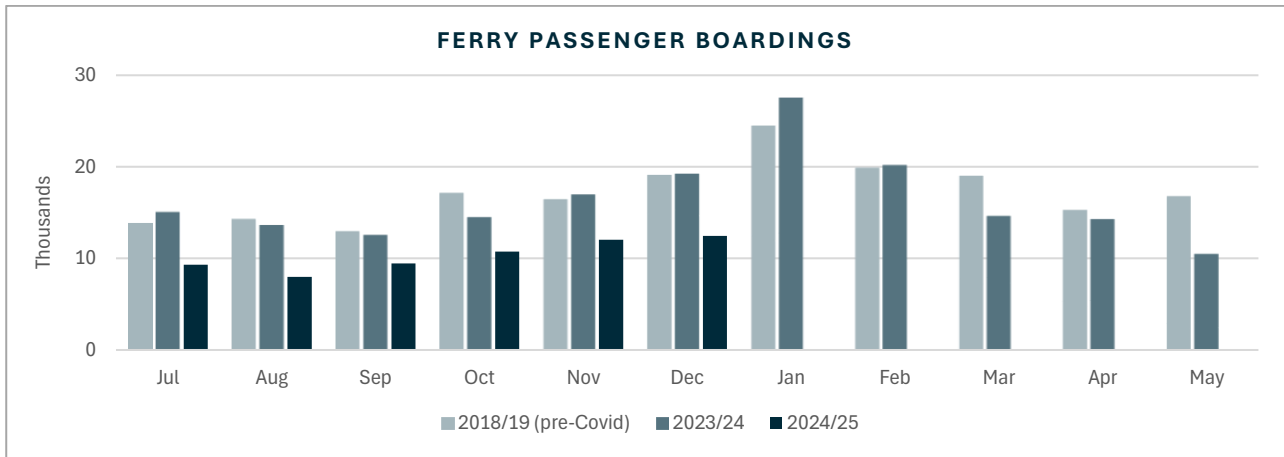
### Boardings by line - year to date (July - October)

	2024/25	2023/24	% Change
Hutt Valley	2,329,841	2,482,236	-6.1%
Kapiti	2,163,301	2,357,926	-8.3%
Johnsonville	560,695	648,345	-13.5%
Wairarapa	290,957	314,534	-7.5%
<b>Total</b>	<b>5,344,794</b>	<b>5,803,041</b>	<b>-7.9%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 35.3% on the same month last year, and a decrease of 32.6% for the year to date. Boardings are often affected by weather. There were additional cancellations this month due to a mechanical issue with City Cat which affected 22 trips.

Boardings for the month were 28.1% lower than December 2019 numbers (pre-Covid).



### Boardings - current month

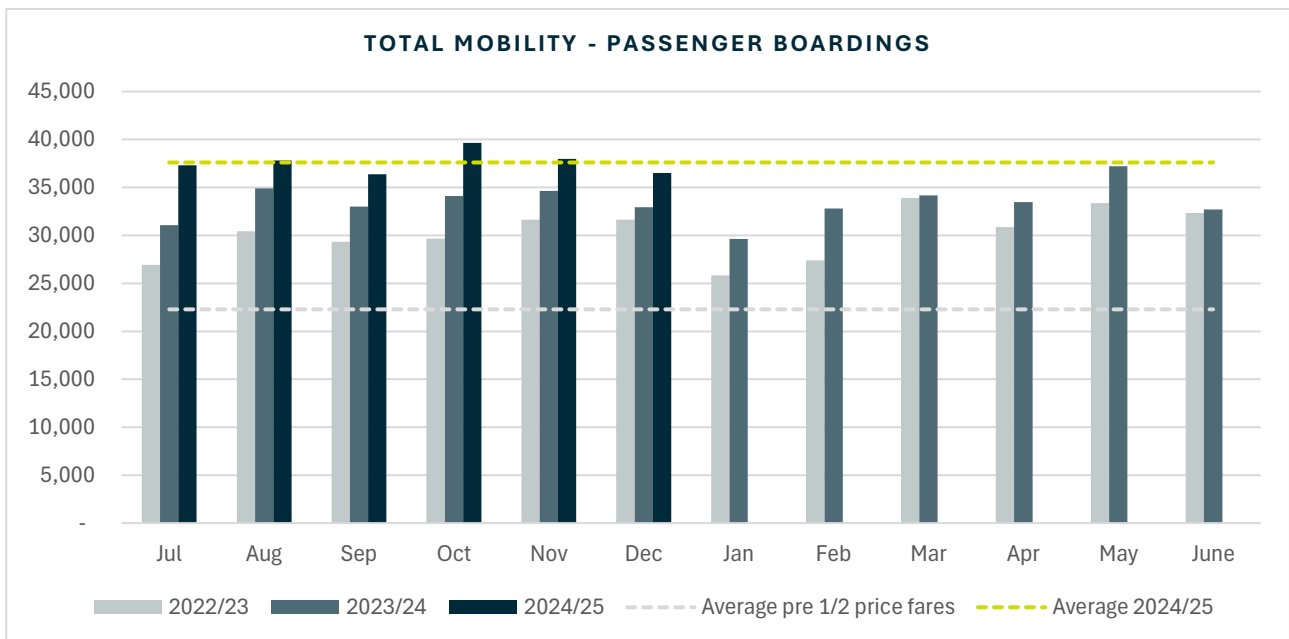
	Dec-24	Dec-23	% Change
Total	12,443	19,222	-35.3%

### Boardings - year to date (July - December)

	2024/25	2023/24	% Change
Total	61,983	91,944	-32.6%

## Te Hunga Whaikaha Total Mobility passenger boardings

In December there were 36,502 Te Hunga Whaikaha Total Mobility trips, an increase of 2.92% 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.

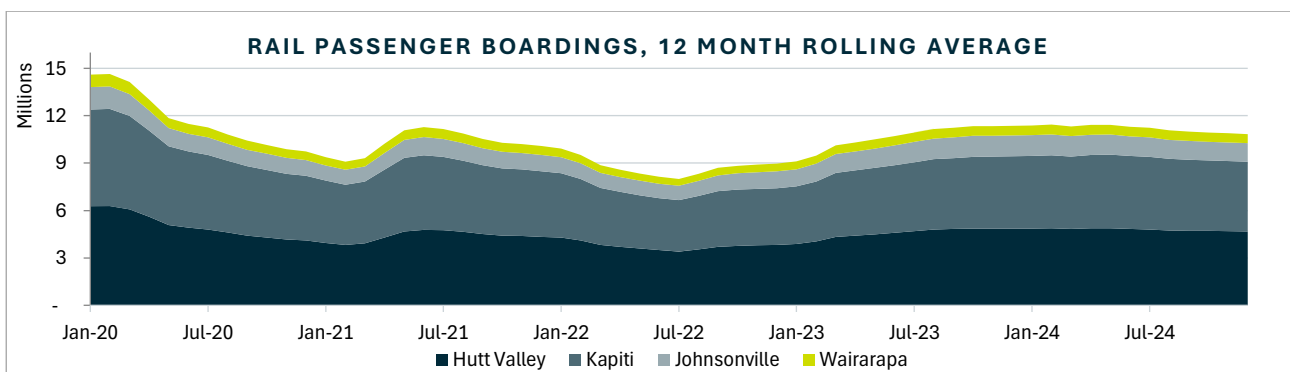
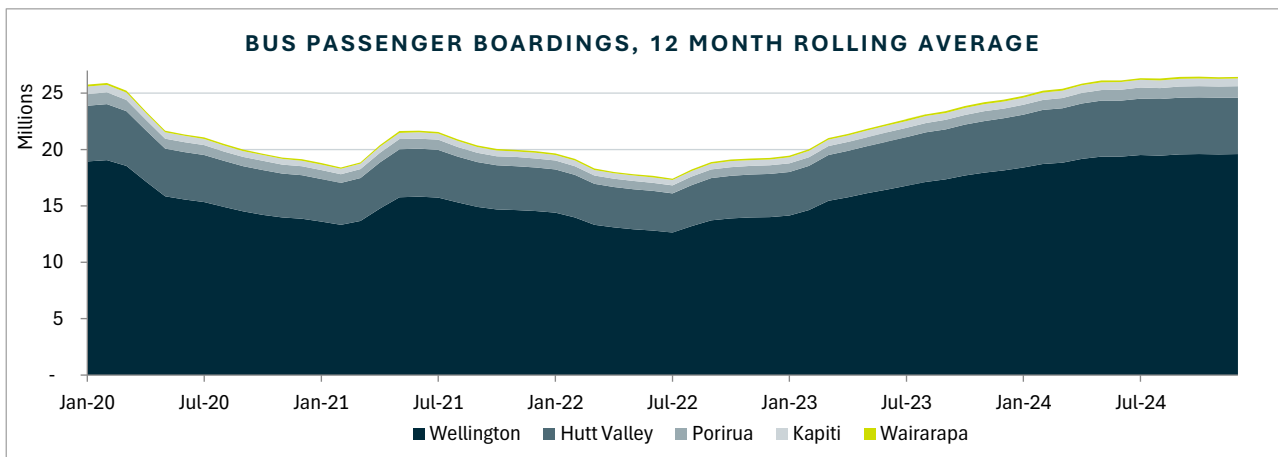
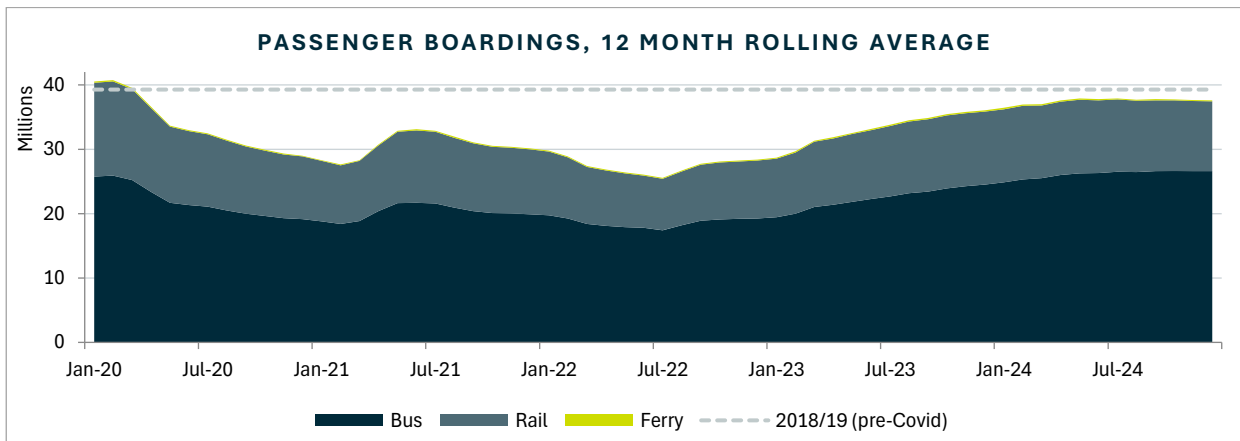


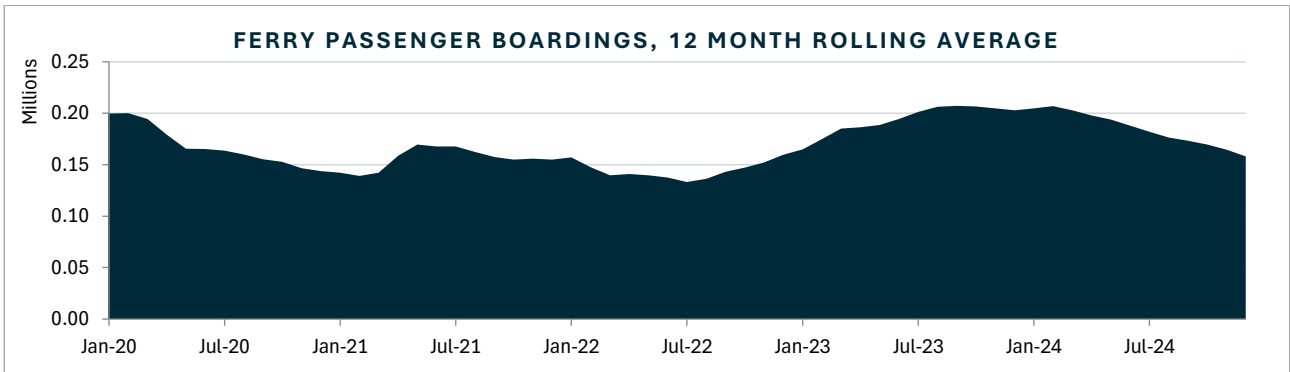
## Passenger boardings trend – 12 month rolling totals

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

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

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

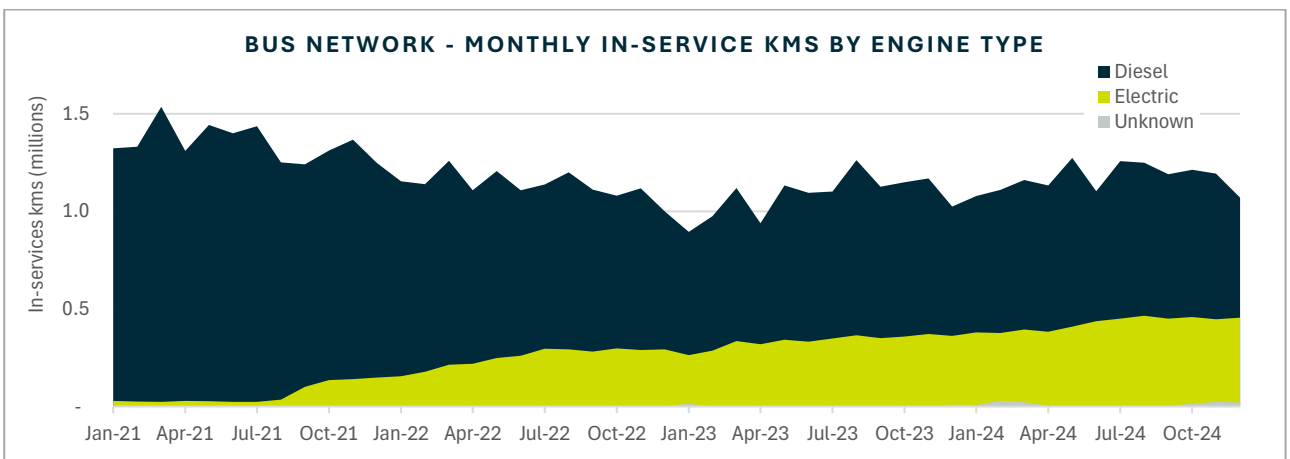




## Bus emissions

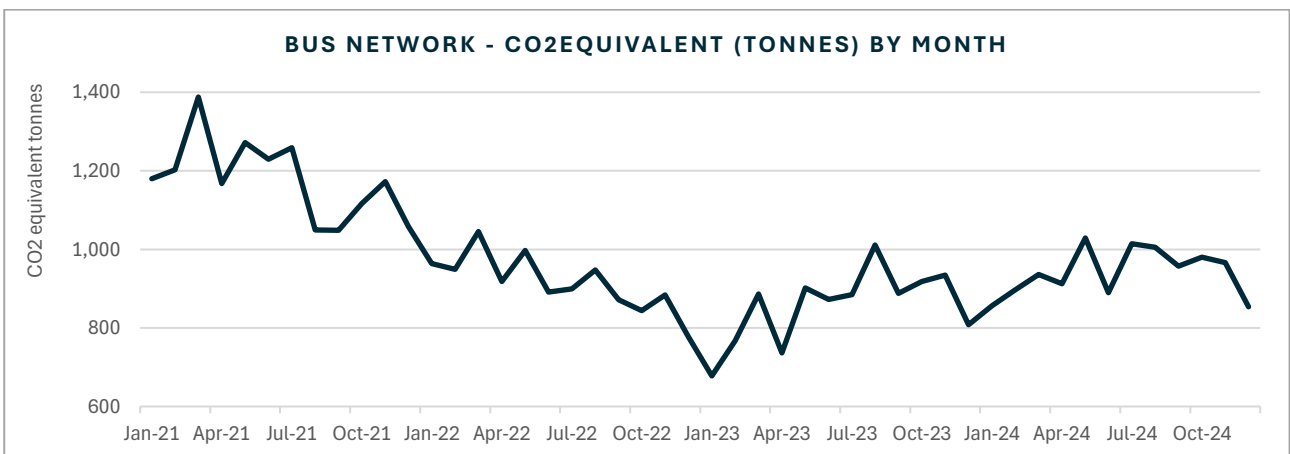
### In-service kilometres by engine type

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



### CO2 equivalent tonnes

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



## Bus vehicles by engine type

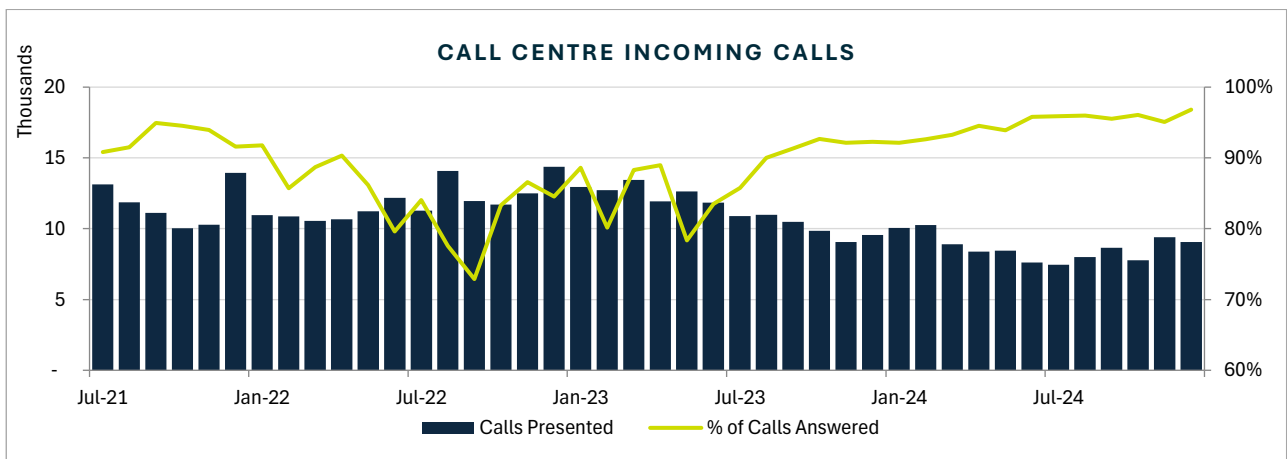
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in December 2024.

Engine type	Count
Electric	102
EURO3	46
EURO4	19
EURO5	68
EURO6	212
Unknown	14
<b>Total</b>	<b>461</b>

## Customer contact

### Call centre incoming calls

Metlink answered 96.8% of the 9059 calls received in December.

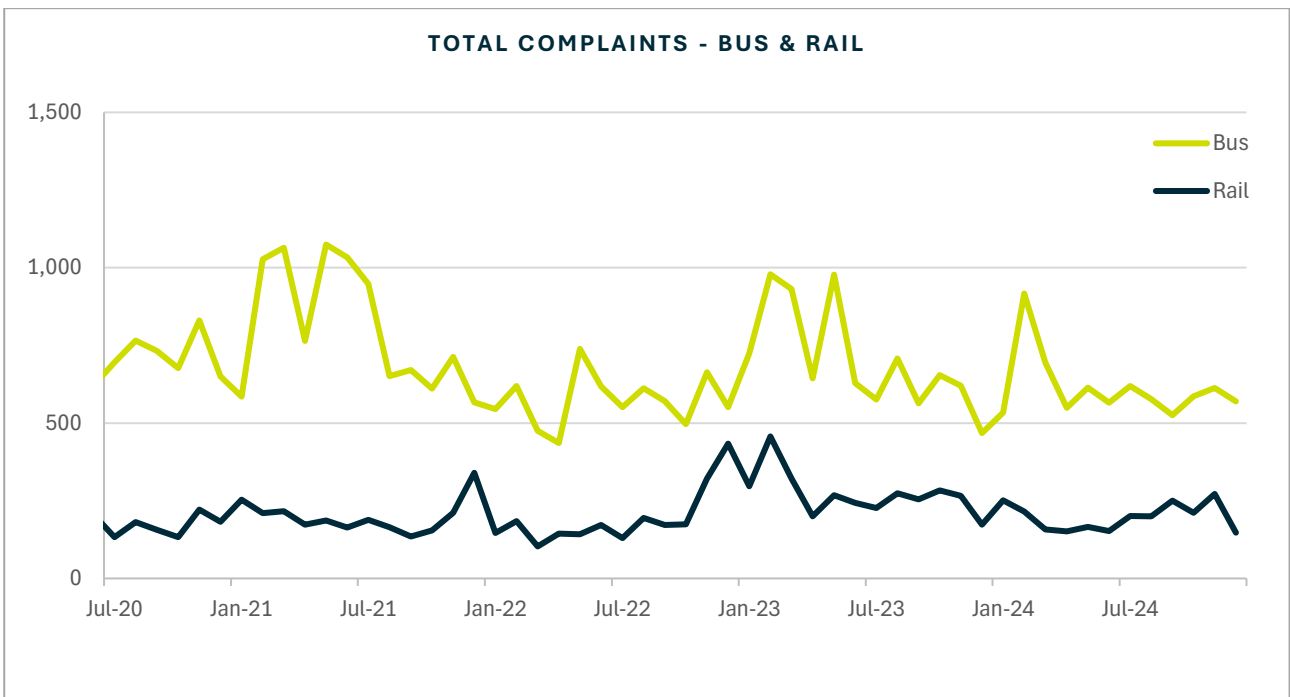




# Complaints

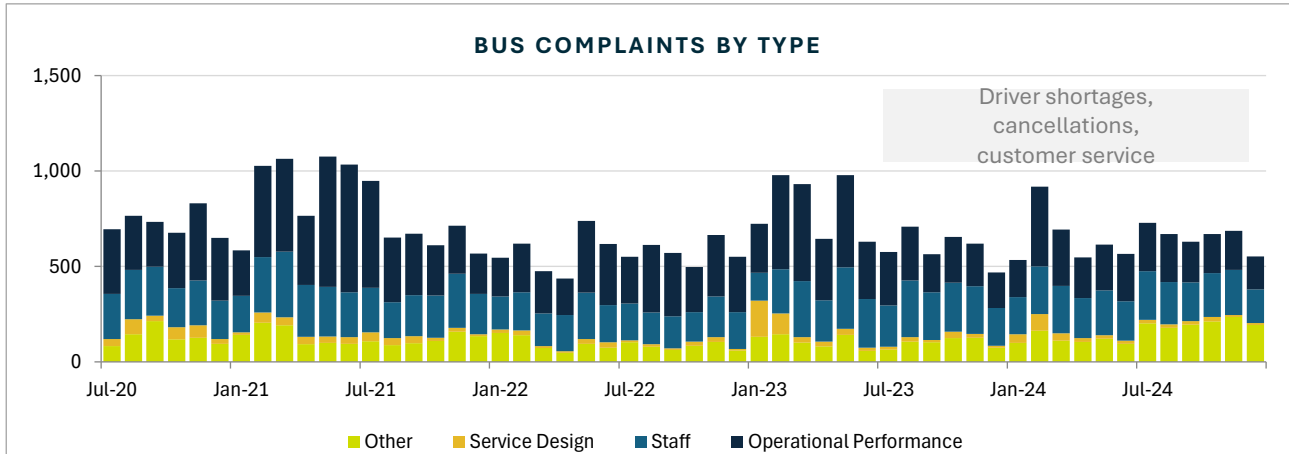
## Complaints volume

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



## Bus complaints

Bus complaints for the month were 21.8% higher than December last year, and 2.8% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



### Bus complaints - current month

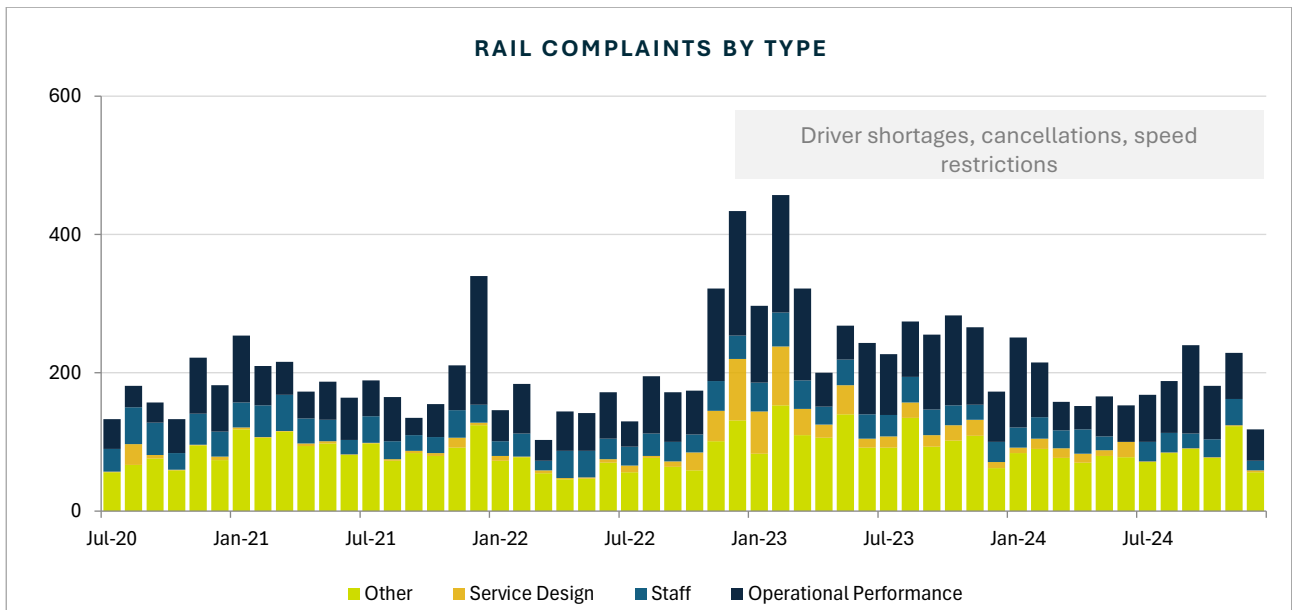
	Dec-24	Dec-23	Change
Wellington			
Newlands, Tawa	103	26	296.2%
East-West, City	182	147	23.8%
North-south, Khandallah, Brooklyn	142	104	36.5%
Hutt Valley	113	132	-14.4%
Porirua	10	38	-73.7%
Kapiti	14	14	0.0%
Wairarapa	6	7	-14.3%
<b>Total</b>	<b>570</b>	<b>468</b>	<b>21.8%</b>

### Bus complaints - year to date (July-December)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	299	219	36.5%
East-West, City	1,165	1,064	9.5%
North-south, Khandallah, Brooklyn	992	1,103	-10.1%
Hutt Valley	747	877	-14.8%
Porirua	140	174	-19.5%
Kapiti	114	118	-3.4%
Wairarapa	33	35	-5.7%
<b>Total</b>	<b>3,490</b>	<b>3,590</b>	<b>-2.8%</b>

## Rail complaints

Rail complaints decreased in December to the lowest levels for nearly two years. The received complaints can mainly be attributed to bus replacements and service delays.



### Rail complaints - current month

	Dec-24	Dec-23	Change
Hutt Valley	60	45	33.3%
Kapiti	40	69	-42.0%
Johnsonville	7	8	-12.5%
Wairarapa	15	32	-53.1%
General	25	19	31.6%
<b>Total</b>	<b>147</b>	<b>173</b>	<b>-15.0%</b>

### Rail complaints - year to date (July – December)

	2024/25	2023/24	Change
Hutt Valley	405	518	-21.8%
Kapiti	433	477	-9.2%
Johnsonville	61	88	-30.7%
Wairarapa	125	160	-21.9%
General	257	235	9.4%
<b>Total</b>	<b>1,281</b>	<b>1,478</b>	<b>-13.3%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In December 2024, there was a budget shortfall of \$2.77 million for the month across bus and rail services. The year-to-date budget shortfall is \$7.98 million.

The assumptions behind the fare revenue budget have been reassessed and the 2024/25 full year forecast (based on October 2024 estimations) is now expected to be \$10 million less than originally budgeted. Note the October 2024 estimations are currently being reassessed, which may result in a subsequent amendment 2024/25 full year forecast

The budgeted fare revenue includes expected Crown funding allocations for Community Connect. However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 2024/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

the budget being phased evenly across the year lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

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.

#### Fare revenue - current month

	Dec-24	Budget	Excess/Shortfall
Bus	2,865,764	3,861,872	- 996,108
Rail	2,405,370	4,186,172	- 1,780,802
<b>Total</b>	<b>\$ 5,271,134</b>	<b>\$ 8,048,044</b>	<b>-\$ 2,776,910</b>

#### Fare revenue - year to date (July - December)

	2024/25	Budget	Excess/Shortfall
Bus	21,314,748	23,171,229	- 1,856,481
Rail	18,983,704	25,117,034	- 6,133,330
<b>Total</b>	<b>\$ 40,298,452</b>	<b>\$ 48,288,263</b>	<b>-\$ 7,989,811</b>

## Buses Replacing Trains

To help customers better plan their travel, Bus replacement information is available on the Metlink website on the [buses replacing trains](#) page. Copies of the current calendars are provided below. Please click on the calendar to link through to the bus replacement information for that specific line, which includes bus replacement timetables for each date.

### Hutt Valley Line

● All day  
○ Part of the day

February 2025							March 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

### Melling Line

● All day  
○ Part of the day

February 2025							March 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

### Kāpiti Line

● All day  
○ Part of the day

February 2025							March 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

# Johnsonville Line

- All day
- Part of the day

February 2025							March 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

v

# Wairarapa Line

- All day
- Part of the day

February 2025							March 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
					1	2						1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28			24	25	26	27	28	29	30
							31						

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