

If calling, please ask for Democratic Services

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## Transport Committee

Thursday 24 March 2022, 9.30am

Remotely, via Microsoft Teams

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### Members

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

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

# Transport Committee

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Thursday 24 March 2022, 9.30am

Remotely, via Microsoft Teams

## 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 10 February 2022	22.53	3
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6.	Public Transport Performance	22.87	10



Please note these minutes remain unconfirmed until the Transport Committee meeting on 24 March 2022.

Report 22.53

## **Public minutes of the Transport Committee meeting on 10 February 2022**

All members participating remotely at 9.30 am.

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### **Members Present**

Councillor Blakeley (Chair)  
Councillor Lee (Deputy Chair)  
Councillor Brash  
Councillor Connelly  
Councillor Gaylor  
Councillor Hughes  
Councillor Laban  
Councillor Lamason (from 10.15am)  
Councillor Nash  
Councillor Ponter  
Councillor Staples  
Councillor van Lier

All members participated at this meeting remotely, and counted for the purpose of quorum, as per clause 25B of Schedule 7 to the Local Government Act 2002.

### **Karakia timatanga**

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

### **Public Business**

#### **1 Apologies**

Moved: Cr Staples / Cr Ponter

That the Committee accepts the apology for absence from Councillor Kirk-Burnnand and lateness from Councillor Lamason.

The motion was **carried**.

**2 Declarations of conflicts of interest**

There were no declarations of conflicts of interest.

**3 Public participation**

There was no public participation.

**4 Confirmation of the Public minutes of the Transport Committee meeting on 25 November 2021 – Report 21.549**

Moved: Cr Connelly / Cr van Lier

That the Committee confirms the Public minutes of the Transport Committee meeting on 25 November 2021 - Report 21.549.

The motion was **carried**.

**5 Update on the progress of action items from previous Transport Committee meetings – February 2022 - Report 22.3 [For Information]**

Scott Gallacher, General Manager, Metlink, spoke to the report.

**6 COVID 19: Metlink response – update – Report 22.34 [For Information]**

Scott Gallacher, General Manager, Metlink, spoke to the report.

Mr Gallacher advised the Committee of a typographical error in, in paragraph 7 of the report and clarified that Metlink continues to offer free fares for people travelling to and from their COVID-19 vaccinations and booster shots.

Mr Gallacher further advised that given the current red COVID-19 traffic light setting, the scheduled March free fare trial would be postponed until the Wellington Region is, at minimum, at the Orange traffic light setting.

**7 Progress against the Transport Committee’s Strategic Priorities – Update – Report 22.13 [For Information]**

Scott Gallacher, General Manager, Metlink, spoke to the report.

**8 Public Transport Performance – December 2021 – Report 22.11 [For Information]**

Scott Gallacher, General Manager, Metlink, spoke to the report.

Councillor Lamason arrived at 10.15am, during discussion of the above item.

**9 Public Transport Advisory Group Meeting – 23 November 2021 – Report 22.12 [For Information]**

Andrew Lensen, Chair, Public Transport Advisory Group, spoke to the report.

**Karakia whakamutunga**

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

The meeting closed at 10.29am.

Councillor R Blakeley

**Chair**

Date:



## For Information

### **PUBLIC TRANSPORT ADVISORY GROUP MEETING – 24 FEBRUARY 2022**

#### **Te take mō te pūrongo**

##### **Purpose**

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 24 February 2022.

#### **Te tāhū kōrero**

##### **Background**

2. On 27 February 2020, Council established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Terms of Reference for the Advisory Group provide that:
  - a The Chairperson shall be determined by the Advisory Group
  - b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting
  - c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group's most recent meeting occurred on 24 February 2022, and its business is set out in the following paragraphs.

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

###### *Metlink On Demand Trial Overview.*

5. The Advisory Group was given an overview of the planned public transport On Demand trial in Tawa. This included:
  - a why Tawa was chosen and its challenges and appeals for On Demand,
  - b operating mechanics around virtual stops and how the customer will book and use the service,
  - c the trial approach in terms of it being an 'off the shelf product', examples of On Demand elsewhere,
  - d and accessibility.

### *Fares strategy workshop.*

6. David Boyd, Metlink Customer Experience Manager, introduced the workshop by giving an overview of the fare strategy that Metlink is currently developing. The workshop aimed to answer two key questions:
  - a How can fares work to better meet customer needs?
  - b How could this encourage people in the region to use public transport more?
7. Officers provided an overview of the three main elements of fares on which the workshop will focus:
  - a How fares are calculated based upon time and space.
  - b Fare type: how fares can be capped or bundled together to provide a discount.
  - c Additional aspects such as employer subsidies, transfer time, off peak discounts, and concessions.
8. The Advisory Group members were divided into three breakout rooms to discuss fare strategy and products. Each group was facilitated by an officer. General feedback is summarised below:
  - a Generally, the fares structure and products were perceived as having the ability to influence public transport use. Many thought the current fares structure was too complicated and there was room to simplify the products.
  - b Simplifying the zones was a preference, with some changes to make it simpler and fairer to incentivise travel.
  - c Daily, weekly and monthly caps were the most appealing capped products with customers being able to benefit in the short-term.
  - d Recreational bundles appealed but were seen more as a nice to have, rather than meaningfully increasing public transport use.
  - e Over-all support for increasing the transfer window, all concessions and off-peak discounts. Particularly those to Community Services Card holders.
  - f The Employer Annual Pass was strongly supported – albeit with some practical issues around Fringe Benefit Tax, and if this product is equitable across demographics in the region.

### ***General discussion***

9. The Advisory Group had a general discussion about transport matters in the Wellington Region, including:
  - a Wellington City second bus spine (along the Quays)
  - b Wellington City Council's transitional bike lane programme
  - c Annual Fares Review – letter to be sent to Transport Committee
  - d Provision of free travel to COVID-19 vaccinations and support for ongoing promotion of this initiative.
  - e Communication of disruptions to services (highlighted by recent protest action).

***Next meeting***

10. The next meeting is scheduled for early May 2022.

**Ngā kaiwaitohu**

**Signatories**

Writers	George Cook – Community Engagement Advisor
Approvers	Bonnie Parfitt – Manager, Metlink Network and Customer Scott Gallacher – General Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group

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

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

It is appropriate for the Committee to be informed of the work of the Advisory Group.

***Implications for Māori***

There are no direct implications for Māori arising from this report but there may be implications arising from the Advisory Group's work programme.

***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 result area set out in the 2021-31 Long Term Plan - "Improving the customer experience across all areas of the public transport network". In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, "Continue to improve customer experience across all aspects of the network".

***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

#### Te take mō te pūrongo

##### Purpose

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

#### Te horopaki

##### Context

2. Metlink now has access to a growing array of information that helps to better appreciate and understand the performance of its public transport network.
3. Over time, Metlink looks forward to continuing to strengthen our insight, expertise, and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for January 2022. Results for February 2022 are not available at the time of writing this report. February 2022 results will be tabled at this Committee meeting if available.
6. At 11:59pm on 2 December 2021, New Zealand moved from the COVID-19 Alert System to the COVID-19 Protection Framework (also known as the traffic light system).
7. At 11:59pm on Saturday 22 January 2022, New Zealand moved to COVID-19 Red Traffic Light Setting (the Wellington Region had previously been at COVID-19 Orange Traffic Light Setting).

#### Te tātaritanga

##### Analysis

##### *Bus performance*

8. Bus passenger boardings for January 2022 were 1.2 million. Under the Orange and Red Traffic Light Settings monthly boardings were lower than usual. Boardings over the month were 85.6 percent of January 2021 boardings. December 2021 boardings were 92.1 percent of boardings for the same month in 2020.

9. The reliability metric is a measure of services deemed to have run. Reliability for January 2022 was 97.2 percent, compared to 98.4 percent in December 2021.
10. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for January 2022 was 96.3 percent, compared to 95.4 percent in December 2021

#### ***Rail performance***

11. Rail passenger boardings for January 2022 were 0.5 million. Boardings over the period were 77.8 percent of January 2021 boardings. This compares to December 2021 boardings being 84.0 percent of boardings for the same month in 2020.
12. Reliability in January 2022 was 99.3 percent compared to 92.4 percent in December 2021, while punctuality was 96.3 percent, compared to 88.0 percent in December 2021.

#### ***Ferry performance***

13. Boardings for January 2022 were 111.7 percent of boardings for the same month in 2021. In December 2021, boardings were 93.4 percent of boardings compared to December 2020. Weather conditions often affect ferry boardings.

#### ***Fare revenue***

14. In January 2022, there was a budget shortfall of \$2.4 million (-39 percent), and a shortfall of \$17.9 million (-34 percent) for the year to date. This compares to December 2021 results of a budget shortfall of \$1.3 million (-21 percent) for the month, and a shortfall of \$15.5 million (-33 percent) for the year to date.
15. Waka Kotahi NZ Transport Agency (Waka Kotahi) have agreed to finance 51 percent (current funding assistance rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the 2021-31 Long Term Plan up to \$7.5 million for the 2021/22 financial year (FY); \$6 million for FY22/23 and \$4 million for FY23/24. Any additional funding shortfall will be reassessed towards the end of the financial year to determine whether this will be loan or reserve funded.
16. Harbour ferry services operate under a different (net) PTOM contract; unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services.

#### **Parliament protest impact – February 2022**

17. On 6 February 2022, a protest began at Parliament which impacted both bus and rail services.
18. At time of writing this report, the Police had intervened to remove the protestors.

#### ***Bus services***

19. In the first few days of the protest, Metlink, in order to ensure the safety of our customers and frontline teams, made the decision to temporarily vacate the Lambton Interchange as a terminus and stopping area for buses.
20. Buses were diverted away from the Lambton Interchange and a temporary terminus at Brandon Street and Farmers on Lambton Quay was created.

21. The use of the temporary terminus continued for the duration of the protest and had no material impact on network performance.
22. To support our customers with accessibility needs a shuttle was set up between Platform 10 at Wellington Station and Brandon Street.
23. Prior to recommencing business as usual operations at Lambton Interchange officers worked with Police and other partners to ensure safety and stability for our customers and frontline staff.

### ***Rail Services***

24. While rail services continued as normal (excluding 2 March 2021 – see below), Wellington Station became an area of concern due to the number of protestors using things such as the toilet facilities there.
25. In cooperation with Transdev and the Police, Metlink operated a customer only access system to the station platforms to maintain a safe environment for our customers and frontline staff.

### ***Police action 2 March 2021***

26. On 2 March 2021, the Police began an action to remove protestors from the protest area.
27. On the recommendation of the Police and with Metlink endorsement, for the safety of customers and staff a decision was made to close Wellington Station while the Police action took place.

### **Ngā āpitihanga Attachment**

<b>Number</b>	<b>Title</b>
1	Metlink performance report – January 2022

### **Ngā kaiwaitohu Signatories**

Writers	Andrew Myers –Technology and Data Manager Matthew Lear –Network Operations Manager
Approvers	Fiona Abbott – Manager, Assets and infrastructure Melissa Anderson – Manager, Operations and Partnership Scott Gallacher – General Manager, Metlink

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

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

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

***Implications for Māori***

There are no implications for Māori.

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

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

***Internal consultation***

No other departments were consulted in preparing this report.

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

There are no risks arising from this report.

# Metlink performance report



## January 2022 – for the GWRC Transport Committee

This report contains a summary of key information for December 2021. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

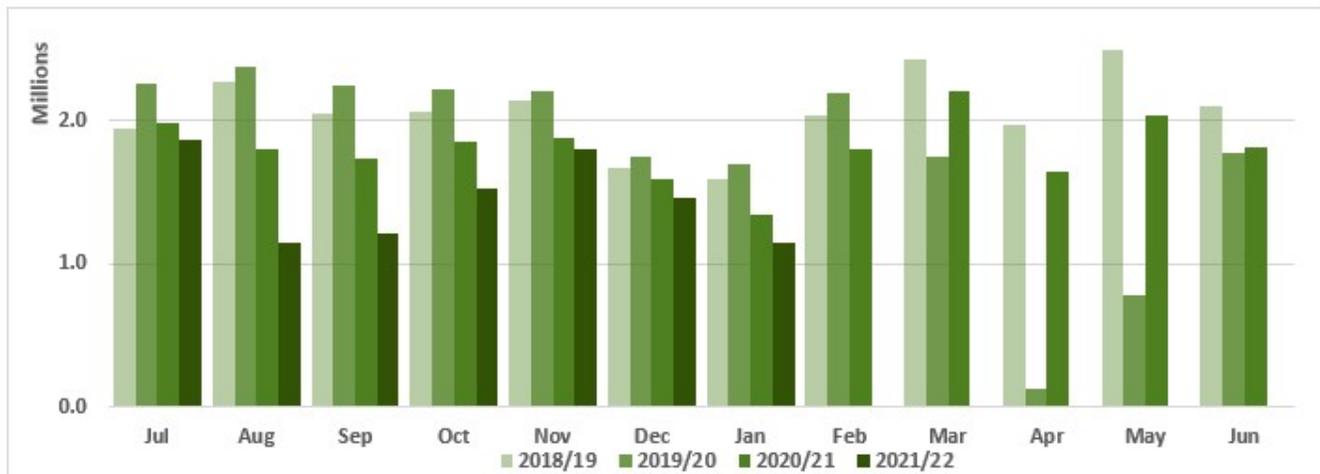
Full monthly performance reports are available under 'Performance of our network' on the Metlink website: <https://www.metlink.org.nz/>

## Patronage

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

### Bus Passenger boardings

Under Orange and Red of the Covid-19 Protection Framework, January bus passenger boardings were 14.4% lower than the same month last year and 16.5% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



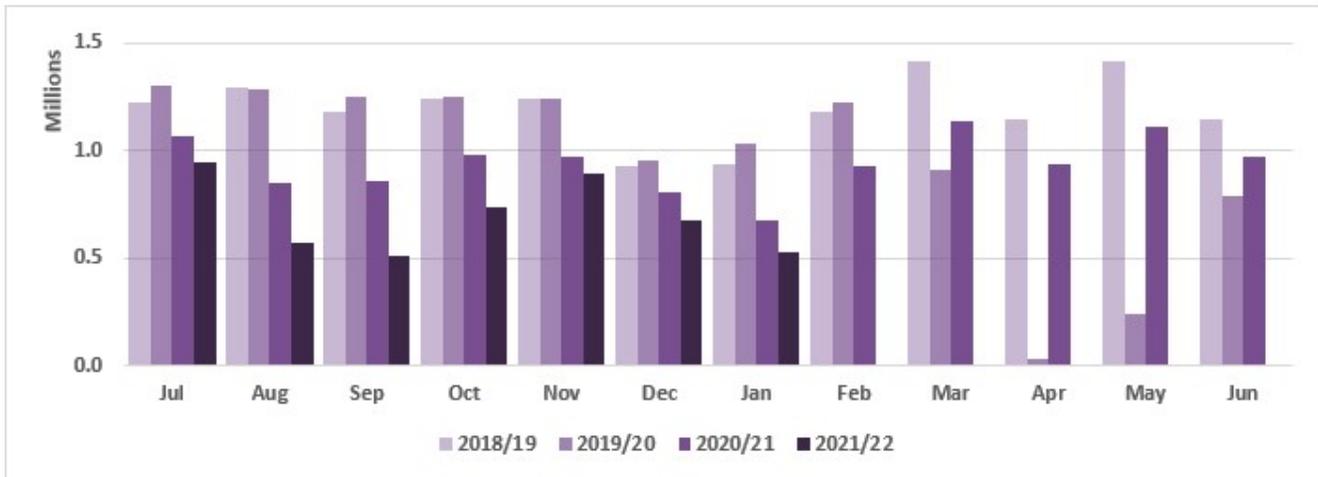
### Boardings by area - current month

	Jan-22	Jan-21	% Change
Wellington	859,744	1,005,738	-14.5%
Hutt Valley	223,185	260,969	-14.5%
Porirua	40,270	47,116	-14.5%
Kapiti	23,426	26,408	-11.3%
Wairarapa	5,521	6,465	-14.6%
<b>Total</b>	<b>1,152,146</b>	<b>1,346,696</b>	<b>-14.4%</b>

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

	2021/22	2020/21	% Change
Wellington	7,476,549	8,886,169	-15.9%
Hutt Valley	1,978,537	2,417,034	-18.1%
Porirua	397,810	496,096	-19.8%
Kapiti	248,001	298,395	-16.9%
Wairarapa	66,818	82,917	-19.4%
<b>Total</b>	<b>10,167,715</b>	<b>12,180,611</b>	<b>-16.5%</b>

Under Orange and Red of the Covid-19 Protection Framework, January rail passenger boardings were 22.2% lower than the same month last year, and 21.7% lower for the year to date. *Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).*



Boardings by line - current month

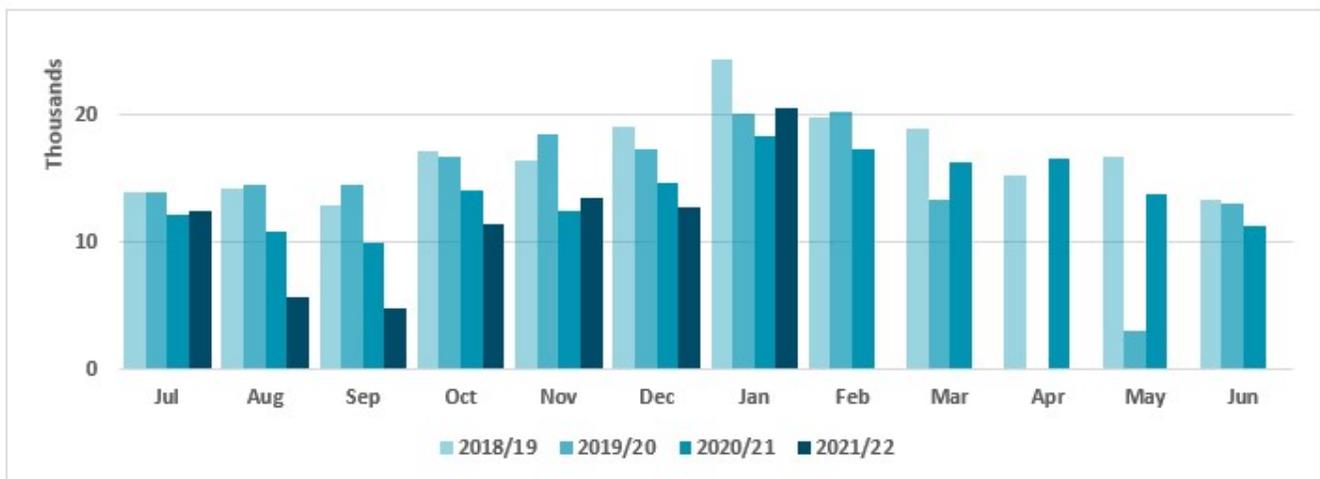
	Jan-22	Jan-21	% Change
Hutt Valley	231,379	285,784	-19.0%
Kapiti	208,789	286,623	-27.2%
Johnsonville	54,371	62,602	-13.1%
Wairarapa	30,341	39,219	-22.6%
<b>Total</b>	<b>524,880</b>	<b>674,228</b>	<b>-22.2%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	2,119,973	2,612,422	-18.9%
Kapiti	1,950,890	2,595,390	-24.8%
Johnsonville	510,342	635,424	-19.7%
Wairarapa	269,309	348,923	-22.8%
<b>Total</b>	<b>4,850,514</b>	<b>6,192,159</b>	<b>-21.7%</b>

### Ferry Passenger boardings

Under Orange and Red of the Covid-19 Protection Framework, January ferry boardings show an increase of 11.7% on the same month last year, and a 12.5% decrease for the year to date. Weather conditions often affect ferry boardings. *We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).*



Boardings - current month

	Jan-22	Jan-21	% Change
<b>Total</b>	<b>20,484</b>	<b>18,332</b>	<b>11.7%</b>

Boardings - year to date (Jul - Jan)

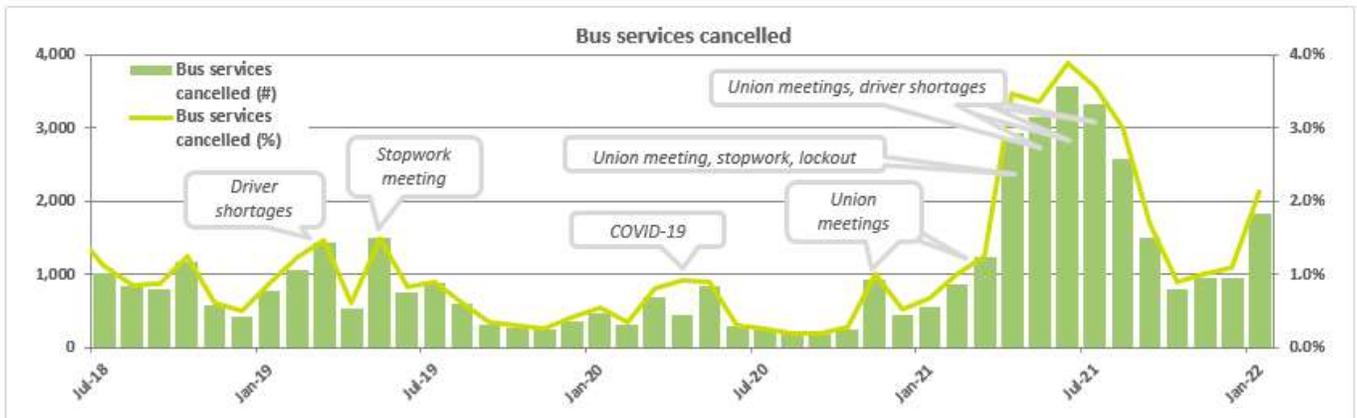
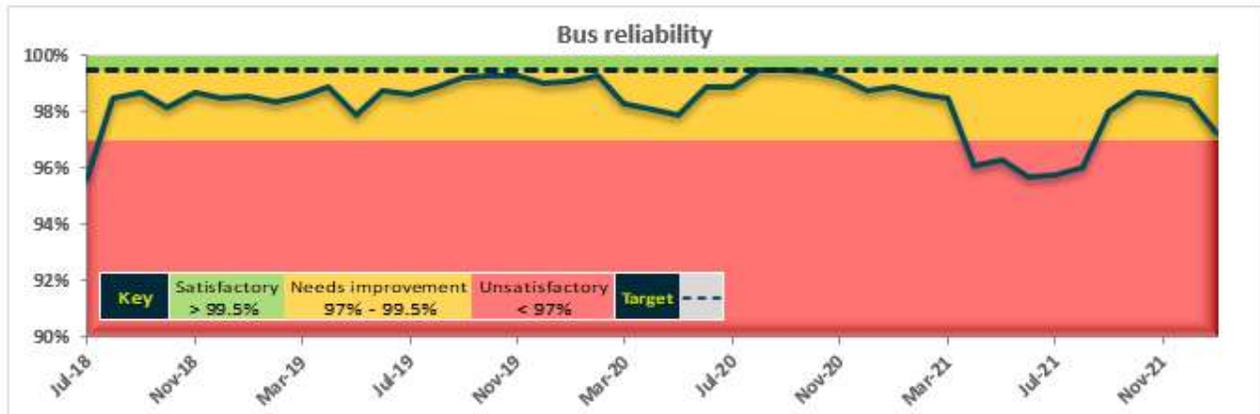
	2021/22	2020/21	% Change
<b>Total</b>	<b>80,884</b>	<b>92,426</b>	<b>-12.5%</b>



## Reliability

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

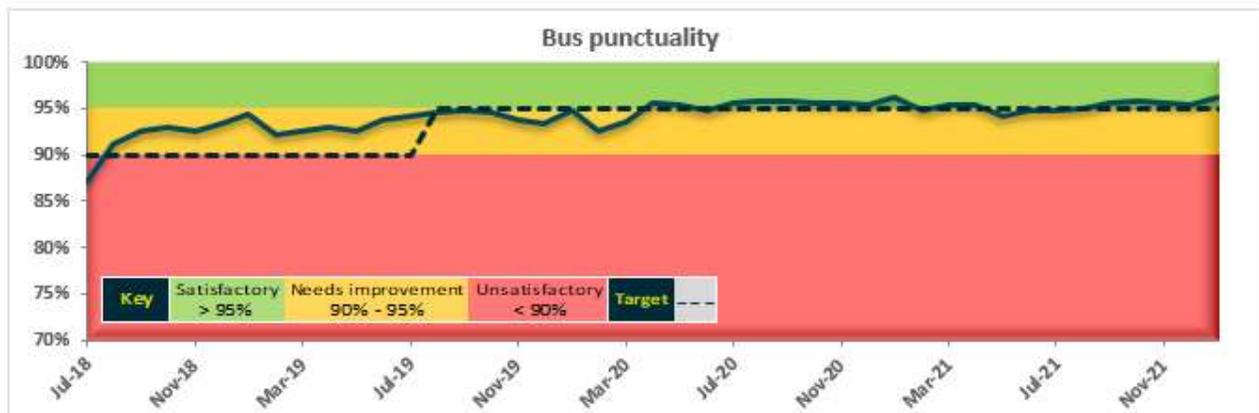
In January, 97.2% of bus services were delivered, and 97.6% for the year to date. Reliability this month continued to be impacted by cancellations, reflecting staff shortages mainly in Wellington City and Porirua. Statistics have also been affected by an operator rostering error on 1<sup>st</sup> January and a data error on Monday 24<sup>th</sup> January, affecting the visibility of services in our systems.



## 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 96.3% in January, and 95.5% for the year to date. Punctuality has remained stable this month with lighter traffic volumes, although still affected by a high number of road works across the network. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.

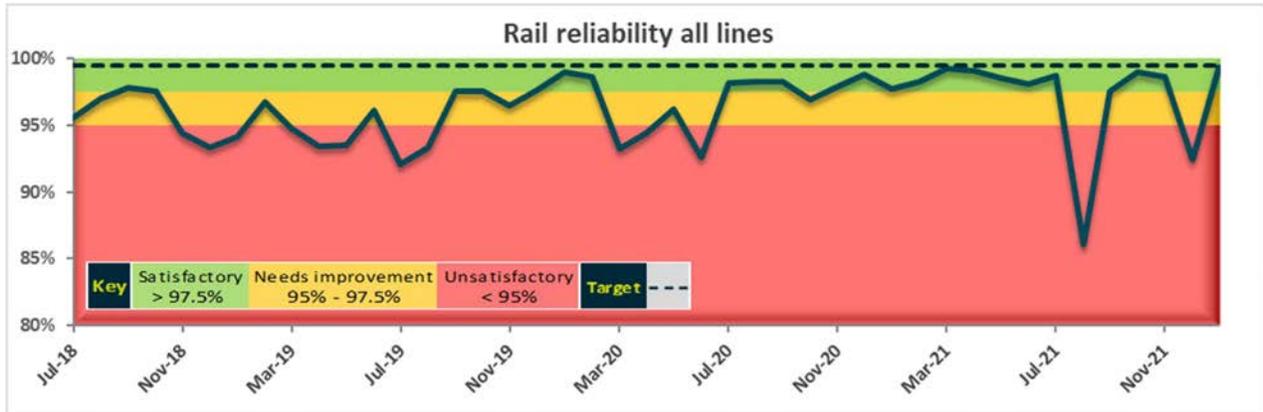




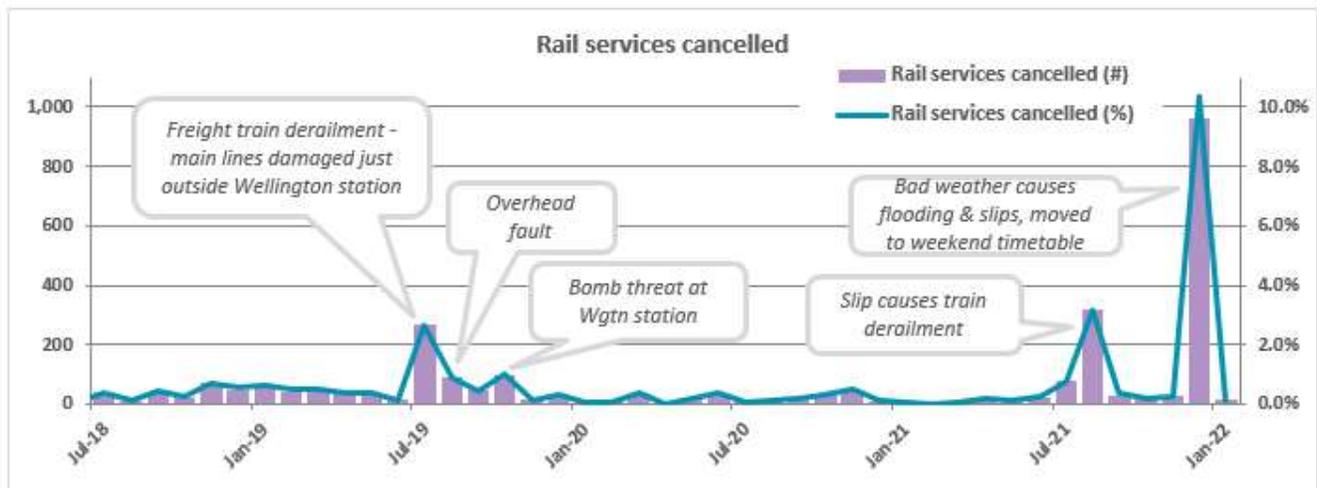
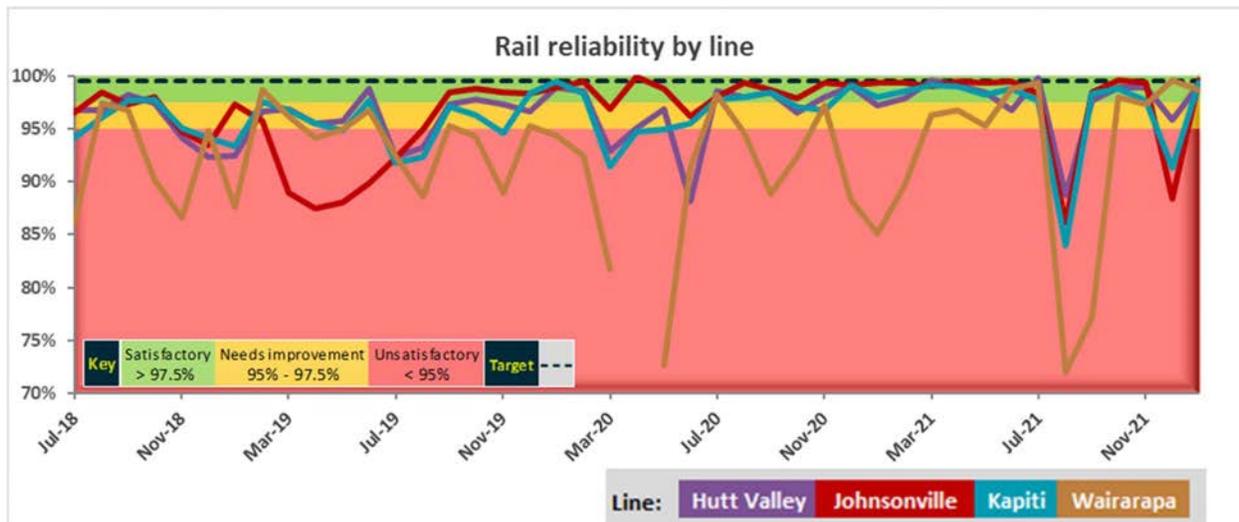
## Reliability

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 99.3% in January and 96.2% for the year to date. Reliability of rail services in January was relatively good, with only minor issues throughout the month. The main focus was the planned KiwiRail track works taking place - January started with a revised timetable for the Christmas/New Year period and a block of line on the Kapiti line until January 10, with an entire network block of line for Wellington Anniversary weekend.

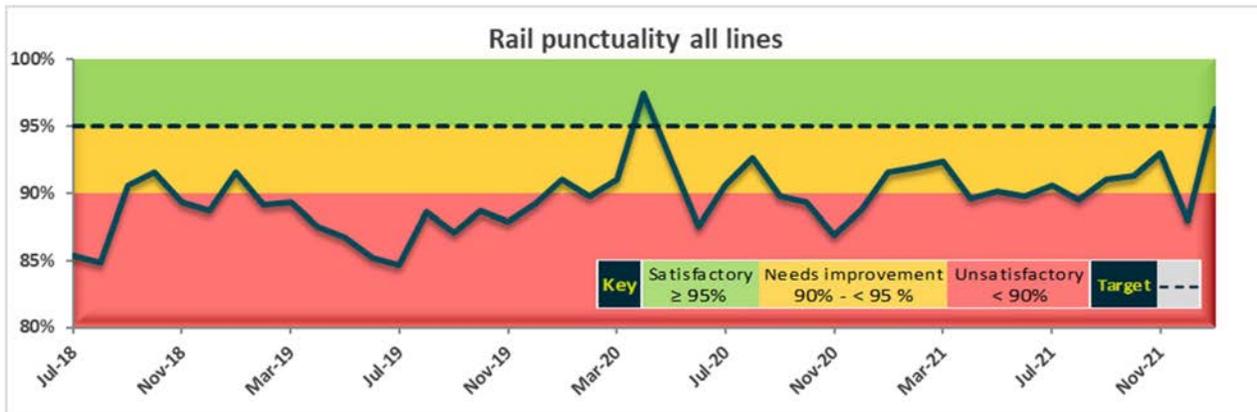


The following graph shows reliability by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.

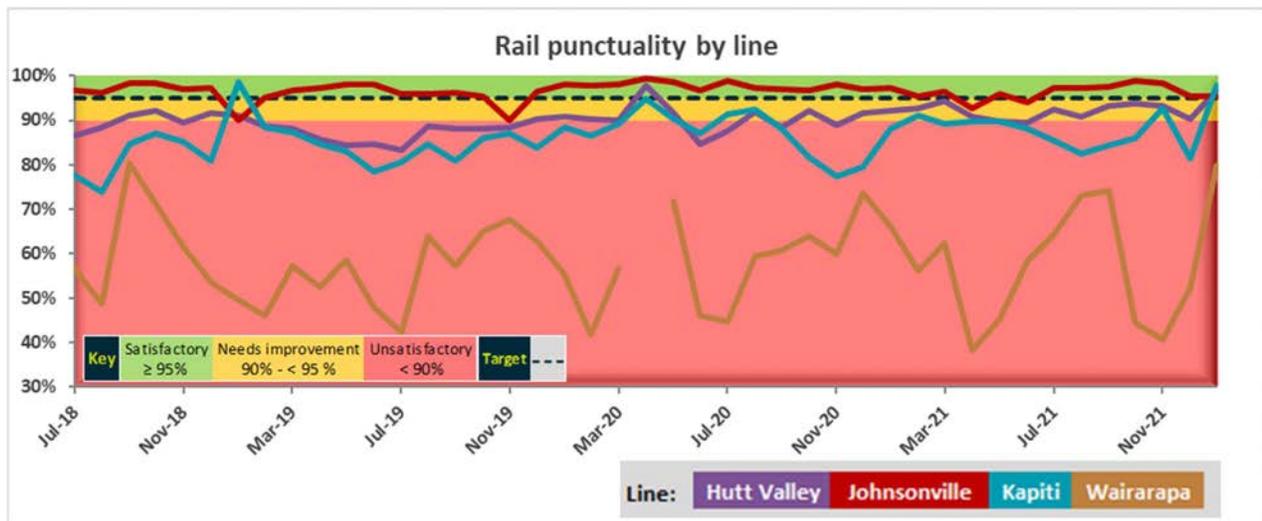


The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for January was 96.3% and 91.4% for the year to date. There were only minor disruptions on all lines during the month, including mechanical issues, trespassers, and a broken-down freight train.



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



## Fare revenue

### Bus and rail fare revenue

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

There was a budget shortfall of \$2.4m (-39%) in January, and \$17.9m (-34%) for the year to date.

Fare revenue - current month

	Jan-22	Budget	Excess/Shortfall
Bus	1,836,202	2,920,856	- 1,084,654
Rail	1,939,963	3,266,808	- 1,326,845
<b>Total</b>	<b>\$ 3,776,164</b>	<b>\$ 6,187,664</b>	<b>-\$ 2,411,500</b>

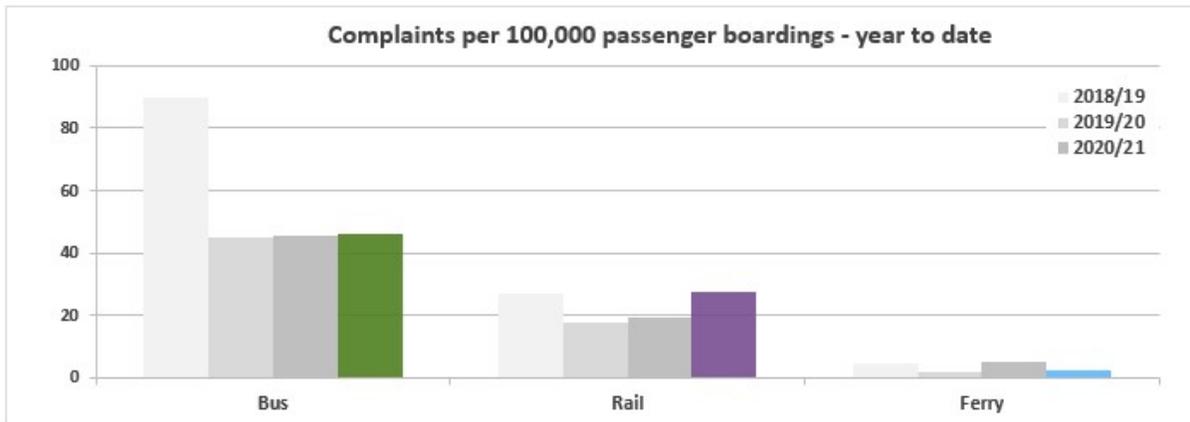
Fare revenue - year to date (Jul - Jan)

	2021/22	Budget	Excess/Shortfall
Bus	16,712,311	25,164,295	- 8,451,984
Rail	18,695,903	28,144,814	- 9,448,911
<b>Total</b>	<b>\$35,408,214</b>	<b>\$53,309,109</b>	<b>-\$ 17,900,895</b>

# Complaints

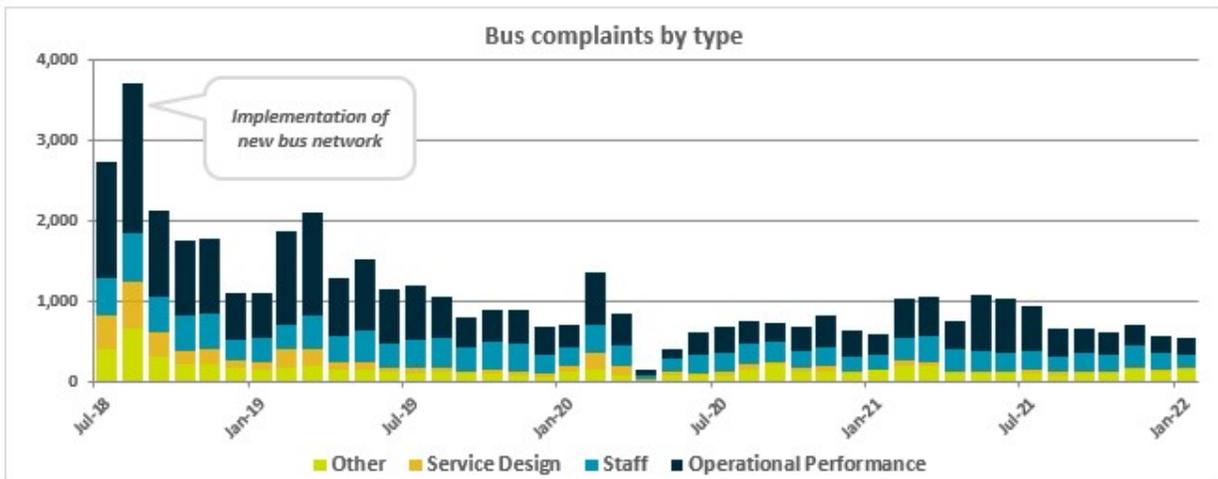
## Complaints volume

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



### Bus complaints

Bus complaints for the month were 6.8% lower than in January last year, and 4.7% lower for the year to date.



### Rail complaints

Rail complaints for January were 42.5% lower than the same month last year, and 6.3% higher for the year to date.

