



If calling, please ask for Democratic Services

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## Transport Committee

Thursday 22 September 2022, 9.30am

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

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### Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

# Transport Committee

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Thursday 22 September 2022, 9.30am

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

## Public Business

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Please note these minutes remain unconfirmed until the Transport Committee meeting on 11 August 2022.

Report 22.272

## Public minutes of the Transport Committee meeting on Thursday 16 June 2022

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

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### Members Present

Councillor Blakeley (Chair)  
Councillor Lee (Deputy Chair)  
Councillor Brash  
Councillor Gaylor  
Councillor Hughes  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Lamason  
Councillor Nash  
Councillor Ponter (from 9.34am)  
Councillor Staples  
Councillor van Lier (remotely, via Microsoft Teams)

Members participating at this meeting remotely counted for the purposes of quorum in accordance with 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 Gaylor / Cr Lamason

That the Committee accepts the apology for absence from Councillor Connelly, and lateness from Councillor Ponter.

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.

The Committee Chair advised that Peter Barlow was scheduled to address the Committee. The Committee Chair explained that Mr Barlow wanted to raise an issue with Metlink's Journey Planner and the new Airport Express service. The Journey Planner bases its calculation of distance on taking a circuitous route because it does not recognise side paths. The Committee Chair advised the Committee that officers will investigate this issue and thanked Mr Barlow for bringing this issue to the attention of the Committee.

Councillor Ponter arrived at the meeting at 9.34am, during the above item.

**4 Confirmation of the Public minutes of the Transport Committee meeting on 5 May 2022 – Report 22.186**

Moved: Cr Laban / Cr Nash

That the Committee confirms the Public minutes of the Transport Committee meeting on 5 May 2022 - Report 22.186.

The motion was **carried**.

**5 Update on the Progress of Action Items from Previous Transport Committee Meetings – June 2022 – Report 22.261 [For Information]**

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

The Committee Chair accorded priority to agenda item 11 – Public Transport Advisory Group Meeting 5 May 2022 – Report 22.264, in accordance with Standing Order 3.5.2.

**6 Public Transport Advisory Group Meeting 5 May 2022 – Report 22.264 [For Information]**

Thomas Bryan, Public Transport Advisory Group Deputy Chairperson, spoke to the report.

**Noted:** The Committee requested officers to investigate the resourcing required for Greater Wellington to manage On Demand Public Transport calls.

**7 Future Fares Direction – Consultation – Report 22.249**

Emmet McElhatton, Manager, Policy, and Bernard Nunns, Policy Advisor, spoke to the report.

Moved: Cr Nash / Cr Brash

That the Committee:

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

The future fare system should:

- a Contribute to the Region's mode-shift and decarbonisation targets
  - b Provide for social good
  - c Promote consistency and fairness
  - d Improve network efficiency
  - e Be simple and easy to understand and use.
- 4 Approves the 'Future Fares Direction' consultation document as set out in Attachment 1 to this report as the basis for public engagement.
  - 5 Delegates to the Committee Chair the ability to make editorial changes to the 'Future Fares Direction' consultation document set out in Attachment 1, including to amend the specific policy on page 27 to state "children to travel free on weekends when accompanied by their parent or guardian".
  - 6 Agrees to a four-week submission period, proposed from 17 June to 15 July 2022.
  - 7 Notes that the Future Fares Direction Subcommittee will hear and consider submissions and other feedback on the fares package and recommend the final proposal to the Committee for adoption.
  - 8 Notes that officers will brief Councillors on opportunities to engage with the public through a series of digital engagement events running from Wednesday 29 June to Saturday 9 July 2022.

The motion was **carried**.

The meeting adjourned at 10.21am and resumed at 10.38am.

## **8 Establishment of the Future Fares Direction Hearing Subcommittee – Report 22.193**

The Committee Chair spoke to the report and advised of the inclusion of Councillor Lamason in the Subcommittee membership.

Moved: Cr Ponter / Cr Gaylor

That the Committee:

- 1 Establishes the Future Fares Direction Hearing Subcommittee.

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

The motion was **carried**.

**9 Metlink Contactless Payment Initiatives Update – Report 22.215** [For Information]

David Boyd, Manager, Network and Customer, spoke to the report.

Councillor Hughes left the meeting at 10.45am, during the above item.

**10 National Ticketing Solution Update – Report 22.232** [For Information]

Samantha Gain, General Manager Metlink, introduced the report, Nikki Lau Young, Manager, National Ticketing Solution, spoke to the report.

Moved: Cr Ponter / Cr Gaylor

That the Committee requests that Greater Wellington’s Chief Executive write to the Chief Executive of Kiwirail to ensure that that when the Otaki Railway Station platform is raised, the opportunity is taken to provide cabling for the Next Ticketing system and Real Time Information.

The motion was **carried**.

**11 Public Transport Performance – April 2022 – Report 22.231** [For Information]

Samantha Gain, General Manager, Metlink, spoke to the report. Stephen Christie, Principal Transport Data Analyst, spoke to Attachment 2.

**Noted:** The Committee requested for future performance reports that a comment is included to account for where bus replacements are made for rail services.

Councillor Hughes returned to the meeting at 11.08am, during the above item.

## **Karakia whakamutunga**

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

The public meeting closed at 11.26am.

Councillor R Blakeley

**Chair**

Date:

Transport Committee  
20 September 2022  
Report 22.434



For Information

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

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

### Ngā hua ahumoni

#### Financial implications

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

### Ngā tūāoma e whai ake nei

#### Next steps

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

### Ngā āpitihanga

#### Attachment

Number	Title
1	Action items from previous meetings – September 2022



**Ngā kaiwaitohu**  
**Signatory**

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

**Attachment 1 to Report 22.434**

**Action items from previous Transport Committee meetings**

<b>Meeting date</b>	<b>Action</b>	<b>Status and comment</b>
16 June 2022	<p><b>Public Transport Advisory Group Meeting – 5 May 2022– Report 22.264</b></p> <p><b>Noted:</b></p> <p>The Committee requested that officers investigate the resourcing required for Greater Wellington to manage On Demand Public Transport calls.</p>	<p><b>Status</b></p> <p>Completed</p> <p><b>Comment</b></p> <p>The matter of booking and manual payment was discussed with Councillors as part of the recent presentation on the Tawa On Demand Trial.</p>
16 June 2022	<p><b>National Ticketing Solution Update – Report 22.232</b></p> <p>That the Committee requests that Greater Wellington’s Chief Executive write to the Chief Executive of KiwiRail to ensure that that when the Otaki Railway Station platform is raised, the opportunity is taken to provide cabling for the Next Ticketing system and Real Time Information.</p>	<p><b>Status</b></p> <p>Not required</p> <p><b>Comment</b></p> <p>KiwiRail will provide ducting when the Otaki Railway Station platform is raised.</p>
16 June 2022	<p><b>Public Transport Performance – April 2022 – Report 22.231</b></p> <p>The Committee requested for future performance reports that a comment is included to account for where bus replacements are made for rail services.</p>	<p><b>Status</b></p> <p>Completed</p> <p><b>Comment</b></p> <p>Data on bus replacement services is included in the monthly performance report (Attachment 1 to Report 22.385)</p>

Transport Committee  
22 September 2022  
Report 22.291



For Decision

## LET'S GET WELLINGTON MOVING – TRAVEL BEHAVIOUR CHANGE SINGLE STAGE BUSINESS CASE

Te take mō te pūrongo

### Purpose

1. To advise the Transport Committee (the Committee) the Let's Get Wellington Moving Travel Behaviour Change Single Stage Business Case.

He tūtohu

### Recommendations

That the Committee:

1. **Approves** the Let's Get Wellington Moving Travel Behaviour Change Single Stage Business Case.
2. **Notes** that these initiatives will be mostly delivered through Wellington City Council and Greater Wellington Regional Council.
3. **Agrees** that work can commence on Packages A and B, excluding off-peak public transport fare subsidies.
4. **Notes** that the total costs of the recommended package of the Travel Behaviour Change Single Stage Business Case are \$7.272 million over the 2022/23 and 2023/24 financial years. Council's share is \$3.563 million which is debt funded over 20 years and is provided for in the 2021-2031 Long Term Plan. The central government share will be sought through Waka Kotahi's funding approval process.
5. **Notes** that the total costs of the recommended package of the Travel Behaviour Change Single Stage Business Case are \$52.2 million over 10 years, excluding off-peak public transport fare incentives. Funding for the out years beyond 2023/24 will be considered as part of the Regional Land Transport Plan/National Land Transport Plan and Long-Term Plan processes.

Te tāhū kōrero

### Background

2. The Let's Get Wellington Moving (LGWM) Travel Behaviour Change (TBCh) Single Stage Business Case (SSBC) makes the case for funding a package of travel behaviour change initiatives.

3. The full LGWM TBCh business case and appendix (**Attachments 1 and 2**) has been circulated to the Committee separately and can be accessed at the following links:  
[Let's Get Wellington Moving – Travel Behaviour Change – Single Stage Business Case](#) (6.6MB PDF)  
[Let's Get Wellington Moving - Travel Behaviour Change - Appendices](#) (10MB PDF)
4. Both Wellington City Council and Greater Wellington Regional Council have established travel behaviour change programmes. These programmes contribute towards the larger central government emissions reduction plan target of *a 20% reduction in total vehicles travelled by the light vehicle fleet by 2035*, as well as to the current Regional Land Transport Plan (RLTP) targets of:
  - a. 35% less carbon emissions from transport by 2035
  - b. 40% increase in the share of trips by active travel and public transport by 2035
5. The LGWM Travel Behaviour Change (TBCh) SSBC is one of the LGWM workstreams which aims to manage the substantial disruption over the construction years of the programme.
6. Behaviour change is a combination of art and science methodologies to support people to change their behaviours.
7. The SSBC includes a 'toolkit' of evidence based TBCh initiatives. These have been categorised as:
  - a. Policy, partnerships and advocacy
  - b. Travel plans
  - c. Events, experiences and life choices
  - d. Marketing, communications and incentives
  - e. Supporting services and amenities
  - f. Evaluation and research.
8. The SSBC proposes a travel behaviour change package that “wraps around” and leverages infrastructure and service improvements delivered by the wider LGWM programme. While a travel behaviour change package delivers benefits on its own, it is more effective when co-ordinated with the delivery of wider transport system improvements (and vice versa).
9. The SSBC developed five alternative travel behaviour change packages and proposes a recommended package, to be implemented using a staged implementation approach (summarised in the Options section of this report).
10. Important elements of a successful LGWM travel behaviour change programme will include:
  - a. an agile approach – to allow flexibility and responsiveness to changing conditions
  - b. a 'pilot test and grow' approach – to enable innovation
11. The SSBC estimates costs of \$52.2 million over 10 years to implement the recommended package. These costs comprise of:

- a. \$19.2million for additional staff needed to deliver the initiatives
  - b. \$33.0million for non-staff costs.
12. The SSBC calculated the benefit cost ratio for the recommended package to be between 2 and 4.8.
  13. Funding for the 2022/23 and 23/24 years were planned in the Long Term Plan on the assumption that GWRC is the 'asset owner' of travel behaviour change activities. Accordingly, for the remainder of the current NLTP/LTP cycle, funding for the LGWM TBCh pre-implementation and implementation will be 49% funded by GWRC with 51% Financial Assistance Rate applying by Waka Kotahi NZ Transport Agency.
  14. Initiatives in the recommended package will be delivered through Wellington City Council and Greater Wellington Regional Council, with co-ordination and support from LGWM to plan and evaluate initiatives. Officers from both councils will work closely together to implement this key component of the wider LGWM programme.
  15. Congestion pricing is not included in the initial list of proposed actions as this will need input from Ministry of Transport to be able to proceed further.
  16. The SSBC assumes that Wellington City Council and Greater Wellington Regional Council (Greater Wellington) will provide some staff capacity in-kind. For Greater Wellington, this will be 1.3 FTE.
  17. The LGWM partnership agreement requires all business cases to gain partner approval. Approval of the recommendations of this report will meet this requirement.

## **Te horopaki**

### **Context**

18. LGWM is working with the people of Wellington to develop a transport system that supports the city's growth while making it safer and easier to get around. It's a once-in-a-generation opportunity to shape Wellington's future, align transport and urban development, move more people with fewer vehicles, and help address the climate crisis.
19. LGWM is a joint initiative between Wellington City Council, Greater Wellington, and Waka Kotahi NZ Transport Agency, with support from mana whenua partners Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira.
20. The LGWM programme's geographical scope extends from Ngauranga Gorge to Miramar including the Wellington Urban Motorway, access to the port, and connections to the central city, southern and eastern suburbs, the Wellington regional hospital and the international airport. It includes all the different ways people get around the city and how the city develops alongside its transport system. The LGWM programme is set within a wider regional context for journeys, networks, land use and urban development outcomes.
21. The following objectives and weightings have been agreed for the LGWM programme:
  - a. Carbon emissions and mode shift: Reduces carbon emissions and increases mode shift by reducing reliance on private vehicles (40%)

- b. Liveability: Enhances urban amenity and enables urban development outcomes (20%)
  - c. Safety: Improves safety for all users (15%)
  - d. Access: Provides more efficient and reliable access for users (15%)
  - e. Resilience: Is adaptable to disruptions and future uncertainty (10%)
22. LGWM comprises the following elements:
- a. A 3-year programme of early bus priority and active mode, safety and amenity improvements – including the Golden Mile transformation project and Thorndon Quay/Hutt Road improvements. Single-stage business cases have been approved for these projects. Under LGWM speeds in the central city and on SH1 East of Mt Victoria have been reduced. Construction has started on Central City Walking Improvements and a new pedestrian crossing of Cobham Drive;
  - b. A City Streets package – to roll out further bus reliability and active mode infrastructure improvements in the central city and on key routes between suburban centres and the central city. An indicative business case has been approved for this programme;
  - c. A Mass Rapid Transit (MRT) and strategic highway improvements (MRT/SHI) package with larger elements that will help shape future growth and transform our city. This package will significantly change how we get around, including a focus on mass rapid transit, improvements at the Basin Reserve and an extra Mt Victoria Tunnel. A preferred option has been agreed by LGWM Council Partners, and the Indicative Business Case and Agreement on a preferred option, completion of the indicative business case, and starting detailed investigation work is anticipated before the end of 2022;
  - d. A Travel Demand Management package – includes a travel behaviour change package (subject of this paper) and road pricing (congestion charging and parking levy) investigations; and
  - e. An Urban Development workstream focused on enabling more housing along the MRT route and supporting and facilitating the urban development outcomes of the programme.
23. LGWM is a multi-decade city shaping and transport initiative, however the focus over the next three years will be:
- a. detailed design and implementation of projects in the 3-Year Programme outlined above;
  - b. progressing investigation work and community engagement on the first tranche of projects within the City Streets package, including implementation of targeted improvements in 2023; and
  - c. preparing the Detailed Business Case and starting the design and consenting phase for the MRT/SHI package.

***Travel behaviour change and its role in LGWM***

24. Behaviour change is a combination of art and science methodologies to support people to change their behaviours. Behaviour change initiatives are typically either supportive (i.e., education and skill building, supports like travel planning, or promotion and incentives) or restrictive (i.e., population level initiatives to shift attitudes and culture, such as large-scale smokefree or drink driving awareness campaigns). Behaviour change initiatives allow individuals and/or communities to reflect if their behaviour has potential to cause harm (to them, society, or the environment) and supports them to change to less harmful behaviours.
25. The LGWM TBCh programme will seek to create voluntary behaviour change by supporting people with the skills and knowledge to try new transport modes, through utilising a suite of complementary initiatives tailored to suit a variety of diverse target population groups.
26. The physical and regulatory environment can either help or hinder a person's ability to choose a different behaviour. While a travel behaviour change package can deliver benefits on its own, it is more effective when co-ordinated with the delivery of wider transport system improvements (and vice versa). For example, the LGWM City Streets package will cause significant disruption during its construction phase, and impact on the ability to travel across the city will be affected. This disruption can be used to create increased willingness to try new travel behaviours; for example, to take the bus or walk a little further rather than try drive and be delayed by congestion. Future introduction of new regulatory measures, such as parking or congestion charging, will be most successful if they are supported by travel behaviour change initiatives.
27. Initiatives are designed to support these mode shifts. For example, by providing travel planning support in workplaces, people may be more confident to try public transport on an unfamiliar route, while community members who have attended a cycle skills training are more likely to feel confident, and motivated, to try out a newly created cycle-lane.
28. From the delivery of this suite of initiatives, LGWM travel behaviour change programme aims to achieve both short and long-term outcomes:
  - a. during the disruption phase, to support smoother deliver during LGWM's construction work and help people find suitable alternative travel arrangements,
  - b. long-term, once the improved infrastructure and other service improvements are available, to support the achievement of LGWM's benefits.

## **Te tātaritanga Analysis**

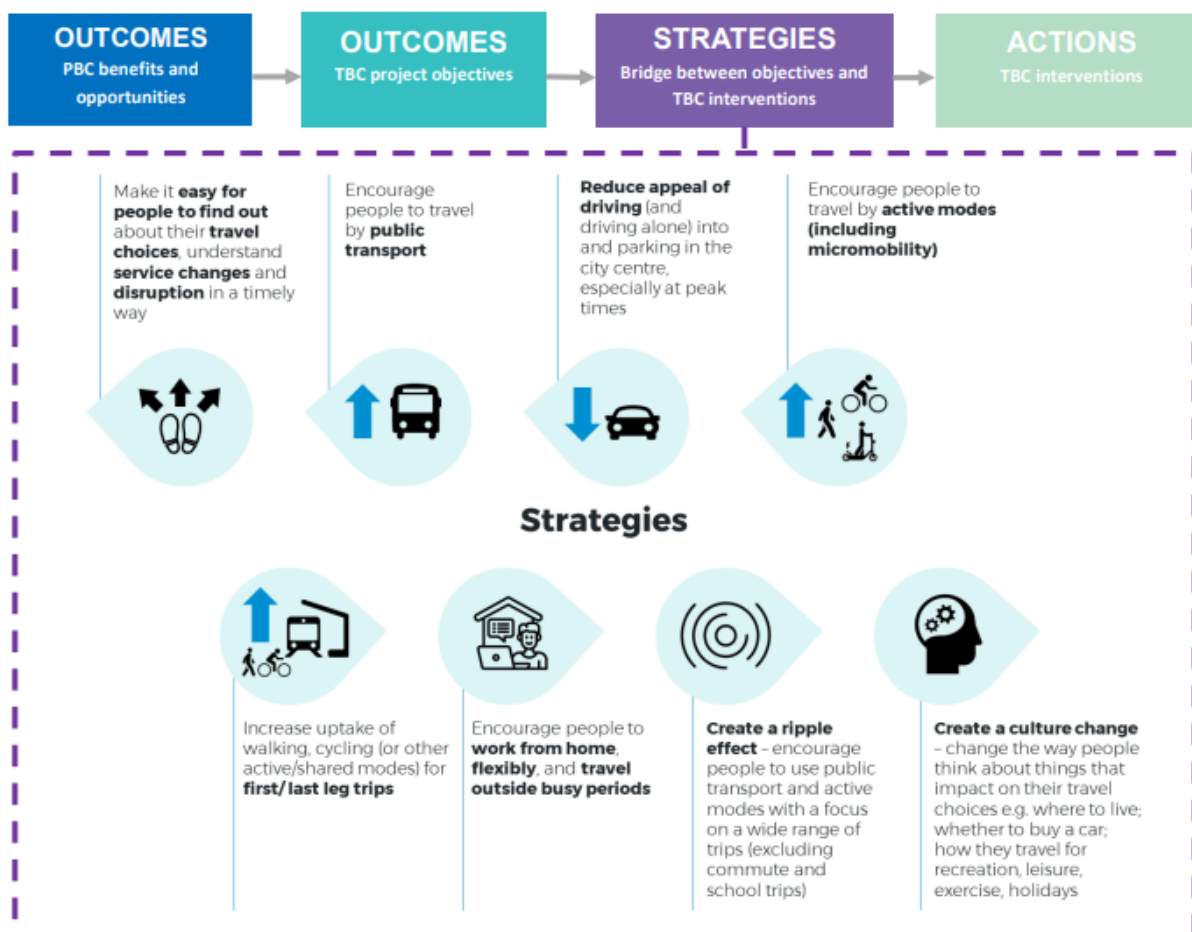
### ***Development of the Single Stage Business Case proposed packages***

29. The SSBC makes a case for a travel behaviour change package that “wraps around” and leverages the infrastructure and service improvements delivered by the wider LGWM programme, and contains the following objectives which support the LGWM vision:
  - a. Improve access to and through the central city ensuring people know that the available travel choices will work for them;

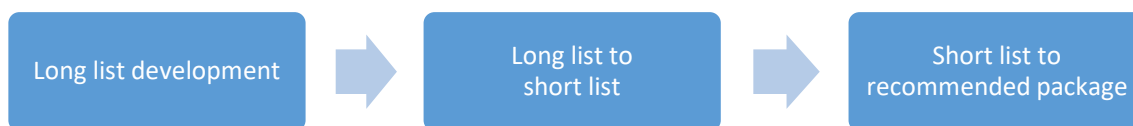


- b. Minimise disruption to people and business by making sure they are aware of upcoming changes, how it will affect their journeys and understand their travel options during delivery of work to improve and renew the city;
  - c. Make best use of the transport network by encouraging people to travel less often and at less busy times;
  - d. Make best use of the available transport options by reducing the proportion of people that drive alone during busy times and/or for short trips; and
  - e. Improve the health, safety and wellbeing of communities by increasing the number of trips that involve active modes and public transport.
30. The five proposed packages of work in the SSBC are all guided by a series of overarching strategies and objectives, as shown in figure 1:

Figure 1: Relationship between the project objectives, strategies and travel behaviour change initiatives in the SSBC



31. More than 100 individual initiatives were considered for inclusion in the SSBC. These formed an initial 'long list', which were then assessed for relevance by mapping each initiative against the eight strategies. Those initiatives which made it to the 'short list' were then included in one of the five relevant packages for delivery.



## Nga kōwhiringa Options

### *Packages*

32. After the short list of initiatives was completed, the strategies were used to guide the selection of initiatives across five alternative travel behaviour change packages. Each package is designed to build on the previous package:
  - a. **Package A** focuses on scaling up the current travel behaviour change effort in response to the planned transport network improvements and construction related disruption – (note that trials associated with off-peak public transport fare reductions covered in the SSBC have been excluded here and remain within the remit of Metlink.)
  - b. **Package B** adds a focus on the ‘first-last leg’ travel – connecting people with active and shared modes to rail stations, removing barriers to travel by train to Central Wellington.
  - c. **Package C** includes measures to reduce the appeal of driving (such as measures to support the implementation of a possible commuter parking levy) – note that introducing a parking levy is not currently possible due to current legislative restrictions.
  - d. **Packages D and E** add a focus on achieving long-term culture change within Wellington and the wider region.
33. While the packages build on each other, they differ in their focus and the locations to which the travel behaviour change strategies are targeted. For example:
  - a. strategic focus: where packages A and B build on scaling up ‘business as usual’ initiatives, the strategic focus of packages D and E shifts toward ‘culture change’
  - b. locations: where package A mainly focusses initiatives on Wellington City itself, package B starts to expand some initiatives to outer areas of the Wellington region serviced by rail.
34. The initiatives and packages were developed together with technical experts from each of the Partner organisations and peer reviewed by Liz Ampt of Concepts of Change, an Adelaide-based behaviour change specialist, and her comments and suggestions subsequently included in the SSBC.

### *Recommended package*

35. Following evaluation of the five packages and input from a Technical Working Group, the SSBC recommends:

- a. Delivery to commence with Package A (scaling up current travel behaviour change) and components of package B (adding focus on 'first-last leg' travel) scaled to fit available funding.
  - b. Delivery to be staged, commencing with the scaled Package of A and B, and working up to Package E over time. An agile approach will be used to consider if/when to implement initiatives from other packages.
36. Technical experts from the partner organisations consider the impact of the programme to be greatest by commencing with delivery of packages A and B together (technically 'package B' in the SSBC). This approach is supported by the cost benefit analysis of the packages.
  37. It has been agreed that trials associated with off-peak fare reductions will be excluded from the LGWM TBCh package and remain within the remit of Metlink.
  38. Approval will be sought at a later stage for further packages of the SSBC if/when further trigger points are met.

***Recommended package economics***

39. To estimate the 10-year package costs, the SSBC made assumptions for a staged package implementation, using triggers to decide if/when consecutive packages are implemented.
40. It estimates costs of \$52.2 million over 10 years to implement the recommended package. These costs comprise of:
  - a. \$19.2 million for additional staff needed to deliver the initiatives
  - b. \$33.0 million for non-staff costs.
41. The staff costs cover additional FTE rather than the total FTE needed to deliver the recommended package. This is because the SSBC assumes that Wellington City Council and Greater Wellington will provide some existing staff capacity in-kind. For Greater Wellington, this will be 1.3 FTE and will be delivered out of existing budgets.
42. As part of the SSBC development, the Waka Kotahi Monetised Costs and Benefits Manual (MCBM) procedure was adapted to forecast the performance of the five packages as accurately as possible. A top-down approach was used that emphasised the inherent uncertainties in forecasting the effects and benefits of individual travel behavioural change initiatives. Sensitivity tests were undertaken to test key assumptions about the reach and effectiveness of travel behaviour change.
43. Based on this work, the benefit cost ratio (BCR) for package A can be expected to be between 2.7 and 3.9. The BCR for package B is expected to be between 3.4 and 4.7. Sensitivity tests found that the BCR for the full staged recommended package could be between 2 and 4.8.
44. On Waka Kotahi's request, an independent economic peer review has also been carried out and is included in the SSBC.

***Staged approach and continuous improvement***

45. One element of a successful travel behaviour change programme is having an agile approach. This will allow flexibility and responsiveness to changing conditions, e.g.

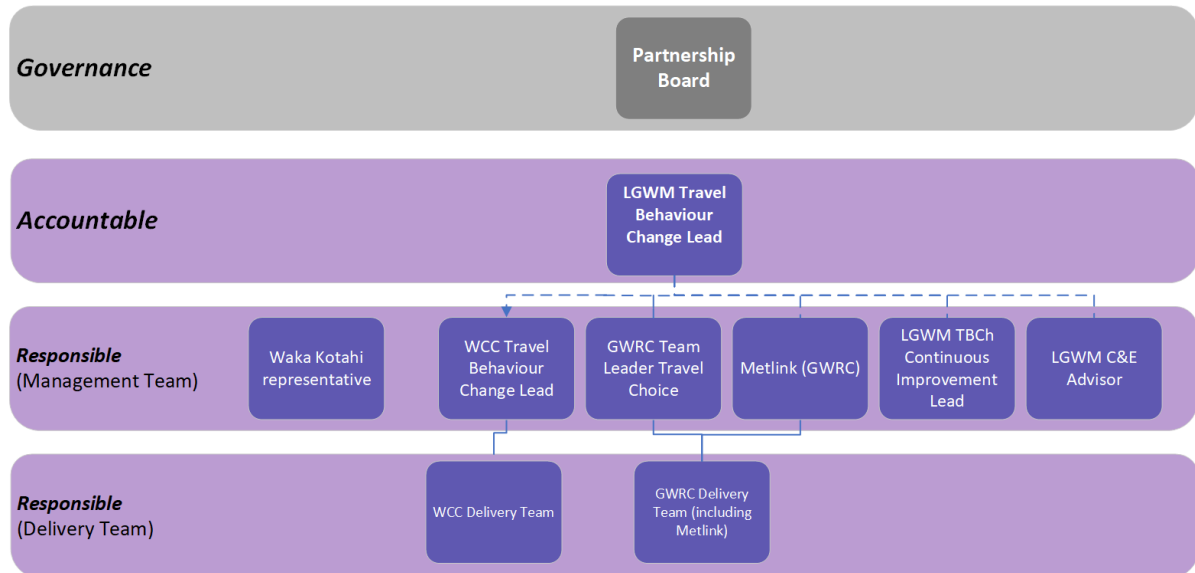
changes related to the delivery of other parts of the wider LGWM programme or other land use changes.

46. Another element of a successful travel behaviour change package will be to foster innovation. By implementing the package of initiatives against an agreed set of performance measures, the programme will be able to take away learnings about what works, in what circumstances. This will be useful for Wellington as well as benefiting other cities and regions in New Zealand. Taking a 'pilot test and grow' approach will enable innovation of approaches and allow the ability to pilot and evaluate small projects prior to expanding to a wider audience.
47. Evaluation of travel behaviour change programs is a specific field. The scale of LGWM activity in Wellington will require behaviour change to be considered at a city scale as a component of the larger LGWM Programme. The management case proposes to have LGWM employ 1 FTE to be responsible for evaluation and continuous improvement of the LGWM TBCh programme. Evaluation and monitoring plans will be developed in the pre-implementation phase.

**Management approach**

48. The SSBC management case describes the management structure for the LGWM TBCh package in detail. The programme will be jointly overseen by a management team comprising of staff from GWRC, WCC, and LGWM as shown in figure 2.

Figure 2.



49. Wellington City Council will lead the delivery of initiatives predominantly within LGWM geographical boundary, GWRC will lead delivery of initiatives predominantly within the wider region, and LGWM will lead the integration of the TBCh programme with other LGWM workstreams and oversee programme planning and evaluation.
50. While there will be clear leads/responsibilities, it is expected that staff from the three organisations will work collaboratively to support initiative delivery as necessary and agreed.

### ***Development of the implementation plan and delivery of initiatives***

51. Once funding has been agreed, pre-implementation planning will commence, including:
  - a. a process of community engagement to gain further insight into the enablers and barriers of travel behaviour in different communities across Wellington,
  - b. the finalisation of the implementation plan, which will be informed by the insights gained from community engagement. This implementation plan will be signed off by partner Chief Executives and the LGWM board once finalised,
  - c. Once the implementation plan has been confirmed, a supporting monitoring and evaluation framework will be developed to ensure the outcomes of these initiatives can be monitored, an agile approach can be utilised, and parameters have been put in place to recognise success.
52. Further detail of the pre-implementation page is provided in the 'next steps' section at the end of this report.
53. Greater Wellington has an established Travel Choice team within the Regional Transport Department. This team specialises in advice, support and delivery of travel behaviour change activities across the Greater Wellington region. This team will receive additional staffing resource to be able to deliver the additional package of LGWM Initiatives.
54. Officers from Greater Wellington and Wellington City Council have begun preliminary development of the first implementation plan for the remainder of the NLTP 2022/23-2023/24 financial years.
55. Programme funding has been approved until the end of this Long Term Plan/NLTP cycle (2023/24). It is expected that LGWM, Wellington City Council and Greater Wellington will jointly develop future three-year implementation plans to align with future NLTPs to ensure funding continuity, including a review of the existing ownership and delivery of initiatives against the monitoring and evaluation framework (to be developed in the pre-implementation phase).
56. Successful behaviour change initiatives will be strategically delivered to best reach the target audience. Approximately 50% of employees commute into Wellington City from the wider Wellington region, and many more people regularly travel to regionally significant destinations such as Wellington Regional Hospital and the International Airport from throughout the region. Thus, LGWM TBCh package initiatives are expected to have considerable reach to residents across the wider Wellington region, despite more initiatives being delivered within the LGWM geographical boundary in the first two years of delivery.

### **Ngā hua ahumoni**

#### **Financial implications**

57. The amounts contained in the Recommended Package in the draft SSBC have been adjusted to reflect the late start, so a full year's expenditure is not needed during 2022/23. The budgeted amount for travel behaviour change for the remainder of 2022/23 and 2023/24 is:
  - a. Pre-implementation costs:                   \$1.121million

- b. Implementation costs: \$6.151million
  - c. Waka Kotahi administration fee: \$0.581million
58. This spending will be split between Greater Wellington, WCC and LGWM. During this LTP/NLTP cycle, Greater Wellington has been categorised as the 'asset owner' for these travel behaviour change activities meaning it will fund 49% (with 51% funded by Waka Kotahi under the Financial Assistance Rate). This amount is included in Greater Wellington's LTP. Future LTP cycles will confirm the funding split beyond 2023/24.

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

59. To ensure mana whenua perspectives, rights and interests shape the programmes work, local representatives participate in the governance of LGWM and are engaged through the LGWM Governance Reference Group and Iwi Partnership Advisory Group.
60. A set of Mana Whenua values have been developed by our mana whenua representatives, with the authority of the iwi partner organisations Taranaki Whānui and Ngāti Toa to help guide the programme in its consideration of implications for mana whenua and Māori. These values are:
- a. Whakapapa: a sense of place
  - b. Wai-ora: respect the role of water
  - c. Pūngao-ora: energy
  - d. Hau-ora: optimising health and wellbeing
  - e. Whakamahitanga: use of materials
  - f. Manaakitanga: support a just and equitable society
  - g. Whakāhuatanga: celebrate beauty in design.
61. Consideration will be taken in the pre-implementation phase to ensure the perspectives of our mana whenua partners and mātāwaka Māori are incorporated into the development of the implementation plan.

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

62. Consideration of climate change has been a key focus of the LGWM programme, with a 40% weighting given to the programme objective, 'Reduces carbon emissions and increases mode shift by reducing reliance on private vehicles'.
63. The focus of the current Greater Wellington travel behaviour change programme is on reducing congestion, increasing public transport use, improving the health of the region and reducing transport related emissions. Packages A and B of the SSBC complement (and accelerate) this existing focus and will contribute towards emissions reduction and mode-shift targets, as noted in RLTP, Road to Zero, Wellington Regional Mode Shift Plan (draft), GW Long Term Plan (LTP) draft Strategic Framework, MoT Transport Outcomes Framework.

### **Ngā tikanga whakatau Decision-making process**

64. The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act).

### **Te hiranga Significance**

65. Officers have considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matters, taking into account Council's Significance and Engagement Policy and Decision-making Guidelines. Officers recommend that the matters requiring decision are of medium to high significance.
66. The matters referenced in this report have a low to medium degree of importance and interest to the regional community.

### **Te whakatūtakitaki Engagement**

67. The draft SSBC was part of the set of material made publicly available during the LGWM Programme's engagement on the preferred option for Mass Rapid Transit.
68. The pre-implementation phase is expected to include engagement with relevant community groups and key contacts to confirm the best combination of initiatives can be planned for each community.
69. Delivery of the TBC package will be highly collaborative involving partnerships with the private sector, employers and education providers. Delivery of the travel behaviour change package will involve ongoing engagement and co-design of individual initiatives. Where appropriate, initiatives will be delivered through established relationships and existing communications channels, such as workplaces and schools, to reach the community.

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

70. Once the SSBC has been approved, funding for pre-implementation funding can be accessed to progress planning, which will include:
- a. development of the detailed 2022/23-2023/24 Implementation Plan, for approval by the LGWM partner Chief Executives and the LGWM board,
  - b. detailed planning and coordination of travel behaviour change initiatives with other parts of the LGWM Programme in preparation for the next NLTP/LTP,

- c. standing up the LGWM travel behaviour change team and function, including establishing governance and integration arrangements (set out in the Management Plan that is part of the SSBC), and hiring of staff by partners,
- d. development of key performance indicators for the travel behaviour change programme, for approval by the LGWM Partnership Board,
- e. development of a monitoring and evaluation framework,
- f. development of a change process to facilitate adjustment of priorities and moving resources to new activities or existing well-performing activities.

**Ngā āpitihanga**

**Attachment**

Number	Title
1	<a href="#">Let's Get Wellington Moving – Travel Behaviour Change – Single Stage Business Case</a> (6.6MB PDF) (circulated separately)
2	<a href="#">Let's Get Wellington Moving - Travel Behaviour Change - Appendices</a> (10MB PDF) (circulated separately)

**Ngā kaiwaitohu**

**Signatories**

Writers	Emma Hope – Senior Strategic Advisor Dave Humm – Let's Get Wellington Moving Partner Lead
Approvers	Grant Fletcher – Manager – Regional Transport Luke Troy – General Manager, Strategy



<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>Transport Committee's terms of reference include overseeing Council's involvement in jointly-managed regional and national transport programmes and projects, including Let's Get Wellington Moving and Project NEXT.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>LGWM is a key programme identified in Council's draft Annual Plan, Long Term Plan, and in the Regional Land Transport Plan 2021.</p>
<p><b><i>Internal consultation</i></b></p> <p>Council has an internal LGWM working group to ensure oversight of the programme across the relevant parts of the organisation including representation from Strategy, Metlink, Wellington Analytics Unit, Communications and Legal teams.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no specific risks arising from approval of the SSBC. Specific operational risk will be managed by the LGWM Travel Behaviour Change management team which reports into the LGWM management and governance structures.</p> <p>There are no health and safety considerations.</p>

**Transport Committee  
22 September 2022  
Report 22.386**



**For Information**

## **PUBLIC TRANSPORT ADVISORY GROUP MEETING – 11 AUGUST 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 11 August 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 11 August 2022, and its business is set out in the following paragraphs.

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

##### *Future Fares Direction*

5. Metlink officers gave an overview of The Future Fares Direction consultation that ran between 17 June to 15 July 2022 and held a general discussion with the Advisory Group on the review.

##### *Real Time Information (RTI)*

6. An interactive workshop on the requirements of a new RTI system was held to help determine the requirements of the system.
7. A quick-fire set of 20 questions was presented to the group asking for immediate responses.

8. Questions ranged from when customers check for RTI, what channels are viewed, to what information they would expect to see and what information/terminology means in context.

*Council elections, PTAG disestablishment and reinstatement*

9. The Advisory Group was reminded that, in accordance with its Terms of Reference, this was the last Advisory Group meeting of the triennium, and it was explained what the two potential options will be considered:
  - a Metlink would retain the group as a management advisory body reporting to officers. The group would be asked to provide advice on the design and direction of products and services.
  - b The Advisory Group could be re-established as a Council advisory body if the new Council request the formation of an advisory group. This may involve a call for new applications.

*General discussion*

10. The Advisory Group discussed the use of paper timetables following a specific question around updating them for the recent changes to the route 200 and 290.
11. One member raised concerns around the use of the Community Services Card being proposed to qualify someone for a public transport discount. Commenting that this was a deviation from the original purpose of the card.
12. A question was asked about the uptake of people swapping out old Snapper cards. There has been a steady increase in new Snapper cards on the network but it is hard to attribute this to swapping out old cards.
13. There was a mixed discussion on the Airport Express. Negative comments were around the location at the airport, limited wayfinding at the airport and the window coverings. Positive comments were around the service frequency, experience, bus branding and even the bell sound.

*Closing*

14. Officers thanked the Advisory Group for their contribution over the triennium. Councillors Blakely and Lee thanked the group and acknowledged the benefit to Metlink and Council decision making.
15. PTAG’s Chair thanked everyone for their time and efforts and appreciated that PTAG provided a forum for the discussion of divergent views, noting that PTAG has evolved into a successful model that should continue.

**Ngā kaiwaitohu**

**Signatories**

Writer	George Cook – Manager, Customer Experience
Approvers	David Boyd – Manager, Metlink Network and Customer Samantha Gain – General Manager, Metlink

	Thomas Bryan – Deputy Chair, Public Transport Advisory Group
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<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or with Committee's terms of reference</i></b> It is appropriate for the Committee to be informed of the work of the Advisory Group.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> 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".
<b><i>Internal consultation</i></b> There was no internal consultation needed.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> There are no known risks or impacts.

Transport Committee  
22 September 2022  
Report 22.364



For Decision

## CHRISTMAS EVE, CHRISTMAS DAY AND NEW YEAR'S EVE FARES

### Te take mō te pūrongo

#### Purpose

1. To advise the Transport Committee (the Committee) of fares on bus and rail services on Christmas Eve, Christmas Day and New Year's Eve 2022.

### He tūtohu

#### Recommendations

That the Committee:

1. **Notes** that in 2021 Metlink provided free fares on its bus and rail services on Christmas Eve and Christmas Day and New Year's Eve.
2. **Notes** that universal half price fares on the Metlink public transport network will still be in place during the Christmas and New Year period.
3. **Notes** that Snapper will be available on all rail lines during the Christmas and New Year period.
4. **Notes** that after-midnight bus service fares, which are now standard fares, are half price under the current half price fares scheme.
5. **Determines** whether to provide free travel on Metlink bus and rail services on:
  - a. Christmas Eve 2022; and/or
  - b. Christmas Day 2022; and/or
  - c. New Year's Eve 2022 until 4am 1 January 2023.
6. **Notes** that officers will communicate the Committee's decision to Metlink bus, rail and ferry operators and to Snapper for implementation.

### Te tāhū kōrero

#### Background

2. Free travel on Christmas Day has been made available to customers on Metlink rail and bus services from 2018. This follows past general practice on rail and bus in the pre-Public Transport Operating Model environment.
3. Free travel on New Year's Eve was made available to customers on Metlink rail and bus services for the first time in 2020 and was made available again in 2021.

4. At its meeting on 14 October 2021, the Committee resolved to provide free travel on Christmas Eve 2021 on Metlink rail and bus services (see Report 21.481).
5. Harbour ferry services operate under a different (net) contract; unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services.

***Fare initiatives introduced in 2022***

6. Universal half price fares have been in place on the Metlink public transport network since 1 April 2022; they will still be in place during the Christmas and New Year period.
7. In March 2022, Council agreed that from 1 April 2020 standard Metlink fares would replace the special fixed fares on after-midnight bus services to better encourage demand for the services.

***Christmas Eve, Christmas Day and New Year's Eve 2021***

8. The patronage and estimated fare revenue loss on Christmas Eve, Christmas Day and New Year's Eve 2021 is summarised in the below table:

Free travel day	Patronage			Fare revenue loss (GST excl)		
	Bus	Rail	Total	Bus	Rail	Total
Christmas Eve (24 <sup>th</sup> )	31,721	15,349	47,070	\$55,260	\$58,943	\$114,202
Christmas Day (25 <sup>th</sup> )	6,604	5,985	12,589	\$9,113	\$22,983	\$32,096
New Year's Eve (31 <sup>st</sup> )	27,300	4,716	32,016	\$47,558	\$18,110	\$65,668
<b>Total</b>	<b>65,625</b>	<b>26,049</b>	<b>91,674</b>	<b>\$111,931</b>	<b>\$100,036</b>	<b>\$211,966</b>

9. Compared to the same days in 2020, patronage on bus and rail in 2021 was lower on Christmas Eve and Christmas Day but higher on New Year's Eve.
10. Note the following matters:
  - a In 2021 the Wellington Region was at orange traffic light setting, while in 2020 it was at Alert Level 1.
  - b In 2020 free travel was not provided on Christmas Eve
  - c Christmas Day in 2021 was a Saturday, while in 2020 it was a Friday
  - d New Year's Eve in 2021 was a Friday, while in 2020 it was a Thursday.

**Te tātaritanga  
Analysis**

***Strategic context and policy considerations***

11. Providing free travel on Christmas Eve, Christmas Day and New Year is consistent with the following policy in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-31 (RPTP):
  - a Policy 1(e) – promote the public transport network to influence positive behaviour for customers.
12. For the customer, free travel on Christmas Eve, Christmas Day and New Year period could be seen as a goodwill gesture that gives families, and customers who do not

normally (or cannot afford to) travel on public transport a chance to experience public transport and get around the Region to visit family and friends.

13. There are health and safety benefits from providing free fares for New Year's Eve, particularly where an alternative to private vehicle use could contribute to safety on our roads through a reduction in late evening traffic and drink driving.

**Estimated patronage and revenue impact**

14. The table below provides estimated patronage and fare revenue impacts for 2022.

Free travel day	Patronage			Fare revenue (GST excl)		
	Bus	Rail	Total	Bus	Rail	Total
Christmas Eve (24th)	14,954	3,893	18,847	\$10,318	\$5,981	\$16,298
Christmas Day (25th)	4,347	3,637	7,984	\$2,999	\$5,587	\$8,586
New Year's Eve (31st)	12,870	2,676	15,546	\$8,880	\$4,110	\$12,990
<b>Total</b>	<b>32,170</b>	<b>10,207</b>	<b>42,377</b>	<b>\$22,196</b>	<b>\$15,679</b>	<b>\$37,875</b>

*Estimated fare revenue values are at half-price fare levels before accounting for Waka Kotahi funding contribution*

*Assuming a forecast 5% patronage growth for Dec 2022 across bus and rail network relative to Dec 2021 patronage levels*

15. The following matters impact patronage and revenue expectations compared to last year:
  - a Christmas Eve in 2021 was on a Friday, while this year it is on a Saturday
  - b Christmas Day in 2021 was on a Saturday, while this year it is on a Sunday
  - c New Year's Eve in 2021 was a Friday while in 2022 it is on Saturday.
  - d This year fares are half price.
16. Christmas Eve, Christmas Day and New Year in 2022 all fall on weekend days. Weekend patronage is, on average, lower than weekday patronage.
17. Compared to previous years, providing free fares in 2022 is expected to have a lower impact on patronage uplift as fares are half price already.

**Ngā hua ahumoni  
Financial implications**

18. The estimated financial impact is set out at paragraph 14 of this report.
19. When compared to other years (see for example paragraph 8), the estimated financial impact of free fares on Christmas Eve, Christmas Day and New Year's Eve would be considerably lower.
20. The expected cost of providing free travel on Christmas Eve, Christmas Day and New Year's Eve can be met from existing public transport budgets.

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

21. If adopted, free fares on Christmas Eve, Christmas Day and New Year's Eve would make Public Transport more accessible for all communities including Māori.



22. This contributes to the principles behind Te Tiriti o Waitangi: Partnership, Protection, and Participation. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).

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

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

#### ***Mitigation and adaptation assessment***

24. There is no need to conduct a climate change assessment on these matters. Officers note that should this proposal be adopted it may result in mode shift and may increase patronage.

### **Ngā tikanga whakatau Decision-making process**

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

### **Te hiranga Significance**

27. Officers have considered the significance of the matter, taking the Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-Making Guidelines* into account. Officers recommend that the matter be considered to have low significance, due to its administrative nature.

### **Te whakatūtakitaki Engagement**

28. Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

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

29. The Committee's decision will be communicated to the general public, rail and bus operators and to Snapper through standard Metlink channels.

30. Fares information on the Metlink website will be updated to reflect the decision.

**Ngā kaiwaitohu**

**Signatories**

Writer	Emmet McElhatton – Manager, Policy
Approvers	Tim Shackleton – Manager, Commercial, Strategy & Investments Samantha Gain – General Manager, Metlink

<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This aligns with the RPTP.</p>
<p><b><i>Internal consultation</i></b></p> <p>Internal consultation was undertaken across the Metlink Group and with Greater Wellington Customer Engagement.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks arising from the matter for decision.</p>

Transport Committee  
22 September 2022  
Report 22.414



For Decision

## ROUND THE BAYS 2023 – PUBLIC TRANSPORT SUPPORT

### Te take mō te pūrongo

#### Purpose

1. To advise the Transport Committee (the Committee) of a request to provide public transport support for participants in Round the Bays 2023.

### He tūtohu

#### Recommendations

That the Committee:

- 1 **Notes** that Metlink has supported the Round the Bays event in previous years by way of a mixture of free shuttle buses, and free fares on our network for event participants.
- 2 **Notes** that for the Round the Bays event in February 2023 Metlink has been asked to consider providing funding for free fares for participants and event staff on our network to get to and from the event.
- 3 **Notes** that due to current resource constraints, Metlink has advised Round the Bays that we will not be in a position to provide shuttle buses for the event.
- 4 **Notes** that in the event that resources are available, Metlink has advised Round the Bays that we will endeavor to provide additional capacity on timetabled trips on the race day.
- 5 **Notes** that providing free travel on our network for participants and event staff will cost an estimated \$55,000 to \$65,000 in lost revenue (excluding GST).
- 6 **Notes** that the cost of providing free travel can be met within the annual budget for special events.
- 7 **Notes** that the support of this event complies with the operational guidelines detailed in Attachment 1 of this report.
- 8 **Agrees** to support Round the Bays by providing free fares on our network for participants and event staff travelling to and from the event.

## Te tāhū kōrero

### Background

2. Round the Bays is an iconic Wellington event. It takes place on a Sunday in February and typically has 14,500 participants from around the Wellington Region. The event commences in the central Wellington and concludes in Kilbirnie.
3. Metlink has received a request to provide public transport support (excluding ferry services) for participants and event staff in Round the Bays 2023.
4. As with previous years, the request for support is for free fares for participants and event staff to and from the event, as well as shuttle bus services from Kilbirnie Park to Wellington Rail via Courtenay Place following the event.
5. Historically, Metlink has provided in excess of 30 buses to provide shuttle bus services from Kilbirnie Park to Wellington Rail via Courtenay Place following the event, which operate between approximately 9am and 1pm.
6. Metlink is currently facing a significant bus driver shortage, which means that we are unable to commit to provide the shuttle service in February 2023.
7. Round the Bays have been advised of Metlink's position and will take this into account in their event planning.

### ***Operational guidelines – requests for sponsorship or free fares for events***

8. On 20 March 2019 the Sustainable Transport Committee considered and confirmed Metlink's operational guidelines for requests for sponsorship or free or subsidised fares for events ([Attachment 1](#) – Operational guidelines – requests for sponsorship or free or subsidised fares for events (Report 19.86)).
9. This followed a significant increase in requests for free fares from event organisers and the need to provide transparency and certainty for decision-making. To this effect, the Sustainable Transport Committee resolved that it:
  - “3. Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:
    - a. Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers
    - b. On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:
      - i. as part of a strategy to reduce traffic congestion and network congestion associated with the event
      - ii. to address operational or safety issues related to public transport

iii. to reduce revenue leakage.

4. Agrees that decisions on fare subsidies for specific events shall be determined by the Sustainable Transport Committee, or in the case of urgency jointly by the Council Chair and the Chair of the Sustainable Transport Committee (or in each case by their Deputy if the officeholder is unavailable).”
10. In September 2020, the Transport Committee considered a request to support the Round the Bays 2021 event. The Transport Committee considered the request against the operational guidelines and determined to support Round the Bays by funding the shuttle buses and providing free fares for participants for the event.
11. Note that due to COVID-19 restrictions, the 2021 event did not take place.

### **Te tātaritanga Analysis**

12. The following discussion considers the extent to which support for this event fits with the operation guidelines.

#### ***Extent to which support will reduce traffic congestion and network congestion associated with the event***

13. Providing free public transport for event participants and support staff should help to reduce traffic congestion.

#### ***Extent to which support will address operational or safety issues related to public transport***

14. Due to the large number of participants, the public transport network will be under pressure.

#### ***Extent to which support will reduce revenue leakage***

15. Supporting Round the Bays 2023 will support retention of revenue by offering a managed and organised public transport provision for customers and other public transport users on the day.
16. Below outlines the estimated revenue and patronage impacts of the option of offering free travel on the event day in February 2023. The estimates are to support the Committee indetermining the appropriate level of support for this event.

#### ***Council providing free travel on Metlink services for participants***

17. Below outlines the estimated revenue and patronage impacts of the option of offering free travel on the event day in February 2023. The estimates are to support the Committee indetermining the appropriate level of support for this event.

#### ***Potential patronage increase***

18. It is difficult to quantify the extent of patronage increase as a result of offering free travel for participants of the Round The Bays event on the Metlink bus and rail network.

19. Officers have assessed whether patronage on the event day on Sunday, 16 February 2020 had any increase compared to the average Sunday patronage for the month excluding the event day.
20. At a high level, our analysis showed an increase of approximately 1,600 bus trips and 3,500 rail trips; a total of approximately 5,000 additional trips compared to the average Sunday trips for the months of February 2020. This represents an approximately 15% patronage uplift for a typical Sunday in February.
21. This year, any potential uplift in patronage may be further encouraged by the roll out of Snapper across all rail lines. Although returning to full price fares from 1 February 2023 may have some temporary dampening effect on patronage. On balance, the network may experience an uplift of about 15% on the day of the event similar to the last Round the Bays event in 2020.

#### *Potential fare revenue loss*

22. Based on our high level estimates, the potential for lost revenue on the day of the event is likely to be in the range of \$55,000 to \$65,000 (excluding GST).
23. Approximately two thirds of the lost revenue is estimated to be on the bus network as the majority (approximately 80%) of participants are likely to use a bus on the day.
24. This cost can be met within existing budgets, which provide for support for special events. The annual budget for special events is \$122,400. To date, this financial year there have been no events where there has been a need to provide public transport support for special events (note that most events take place during the summer months).
25. Officers recommend that providing free fares for participants and event staff travelling to and from the event is consistent with the intention of the guidelines in **Attachment 1**, which state that it will reduce traffic congestion and network congestion associated with the event.
26. In addition, Metlink's support of this event provides us with opportunities to further promote goodwill for the Metlink brand.

#### **Ngā hua ahumoni Financial implications**

27. Financial implications of the option of offering free travel on the event day are outlined in paragraphs 16 to 23. Officers note that costs can be met from existing budgets.

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

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

**Mitigation and adaptation assessment**

29. There is no need to conduct a climate change assessment on these matters. Officers note that providing this service will provide exposure of the public transport network to those who may not normally use it. Increased use of the public transport network will contribute to an overall reduction in gross regional greenhouse gas emissions.

**Ngā tikanga whakatau  
Decision-making process**

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

**Te hiranga  
Significance**

31. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that the matter is of low significance given its administrative nature.

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

32. There are no known implications for Māori stemming from this report.

**Te whakatūtakitaki  
Engagement**

33. In accordance with the *Significance and Engagement Policy*, officers determined that engagement on this matter is not required.

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

34. The Committee's decision on this matter will be communicated as necessary to the event organiser (Sport Wellington). Depending on the Committee's decision this may include working with the event organiser to communicate support for this event.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Operational guidelines – requests for sponsorship or free or subsidies fares to and from events (Report 19.86)



**Ngā kaiwaitohu  
Signatories**

Writer	Matthew Lear – Manager Network Operations
Approvers	Samantha Gain – General Manager, Metlink

<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee had delegated authority to make decisions on matters with a financial impact where the related costs are budgeted for in Metlink's budget or can be met from savings within that budget.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Providing public transport support for this event encourages use and strengthens confidence in the network.</p> <p>Contribution to our Community Outcomes</p> <p>Providing support will contribute to the delivery of one of Metlink's activities – to deliver an integrated and accessible network by providing a mass transit system that moves people efficiently and relieves congestion from our roads and by providing an essential service for people for whom, whether by choice or circumstance, private vehicle travel is not an option.</p>
<p><b><i>Internal consultation</i></b></p> <p>The Metlink Commercial, Strategy &amp; Investment team and Customer Engagement have been consulted.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no health and safety or legal risks associated with this decision.</p>



**Report** 2019.86  
**Date** 06 March 2019  
**File** CCAB-20-668

**Committee** Sustainable Transport Committee  
**Author** Paul Kos, Manager Public Transport Policy

## **Operational guidelines – requests for sponsorship or free or subsidised fares for events**

### **1. Purpose**

To seek Committee endorsement of the proposed operational guidelines (set out in this paper) for responding to requests to Metlink Public Transport for sponsorship and free or subsidised fares for events.

### **2. Background**

Since the move to the new Public Transport Operating Model (PTOM) contracting environment for bus and rail, GWRC has started receiving an increasing number of requests from event organisers for public transport support for events.

The vast majority of requests have been for free or subsidised fares for event participants and/or attendees. Although less frequent, GWRC does sometimes receive requests for commercial sponsorship or support in kind via advertising and information channels that we control (e.g. advertising space on buses).

The approach to date in responding to these requests has been somewhat ad hoc, depending on the pathway of the request and the scale and nature of the event. The majority of requests have been managed at the operational level, following an unwritten procedure. Other requests (such as the recent request for free fares for Te Matatini festival) have been considered formally via Committee or Council.

The informal nature of this approach proved adequate in the pre-PTOM environment, as most requests were directed to individual operators who were responsible for fare revenue. However, under PTOM, GWRC is responsible for bus and rail fare revenue.

Given the changing context under PTOM and the increasing pressure for free or subsidised fares for events, it is now timely for GWRC to clarify the operational guidelines for considering such requests.

### 3. Sponsorship policy and support for events – two different things

#### 3.1 PT Sponsorship

##### What is sponsorship?

Commercial sponsorship is an arrangement in which a sponsor provides a contribution in money or in-kind to support specified activities in return for agreed benefits, including:

- naming rights or other recognition
- brand exposure on promotional material
- public relations or external communications opportunities
- access to databases, or website and social media channels to engage with a target audience.

It is usual for a sponsor to use collateral marketing communications to exploit the commercial potential of the association between the parties in addition to the sponsorship.

While processes should be scaled according to the level of sponsorship proposed, sponsorships can be controversial when public funds are involved. Processes need to be transparent, ensure conflicts of interest are avoided, and should ensure that decisions to approve sponsorship clearly identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria.

##### Link to vision and marketing strategies

Normally, the objectives of a sponsorship policy are developed within the context of a wider vision for public transport, and marketing and branding strategies.

For public transport, this means making connection to GWRC's strategic framework (Regional Land Transport Plan and the Public Transport Plan) and our overall aim to grow patronage by continually improving the Metlink Public Transport network.

Recent research on customer segmentation shows that the greatest opportunities for growing patronage are generally associated to customers that have a choice between private or public transport but tend to use private transport. Attracting more customers from this and other segments requires greater focus on creating a 'one journey' experience for customers. This includes providing an integrated user experience (information, ticketing, timetable, fares and digital interactions) and targeted marketing.

To fit within this overall approach, an effective sponsorship approach should do as many as possible of the following:

- strengthen the Metlink brand as the region's public transport network,
- promote ongoing frequent use of public transport,
- influence people at life milestones, when their transport choices might change.

### Wellington example - Metlink City Safari

The only example of Metlink Public Transport providing commercial sponsorship for an event was for the Metlink City Safari. The Metlink City Safari was an orienteering team event that was held annually between 2012 and 2017. Also supported by bus and rail operators, the financial and support in-kind arrangements varied from year to year. The aims of the sponsorship related primarily to creating positive news stories about public transport and demonstrating to potential new public transport users that there is a good service on weekends. Only limited evaluation was carried out so it is difficult to know how successful the sponsorship was in achieving the stated aims. The event was not held last year and there has been no request for sponsorship for any upcoming years.

### What happens elsewhere?

Looking elsewhere, it is interesting to note that there is no evidence to suggest other regions see the need for a sponsorship policy for public transport.

Auckland Transport, for example, does not have a sponsorship policy and by default does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers. Auckland Transport does however provide support for events via integrated event ticketing and associated customer information. This will be discussed in the next section.

### Conclusions and proposed approach

1. Commercial sponsorship opportunities (should Council wish to pursue them) should be considered within a wider marketing/branding strategy and carefully thought through to ensure conflicts of interest are avoided, and decisions are consistent, transparent and in accordance with a clear and defined budget line set out in the Annual Plan process.
2. Without a defined budget line and sponsorship need identified, the starting point for considering commercial sponsorship requests should be based on the premise that Metlink does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers.
3. As done in the past with Metlink City Safari, GWRC could still consider sponsorship opportunities on a case-by-case basis. However, any agreement should be evaluated against other promotional activities and formal sponsorship agreements should be put in place to identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria. Such requests should be reported to Council/Committee for approval.

## **3.2 Support for PT events**

Events impacting public transport in the Wellington region range from ticketed events of various sizes at the regional Stadium or at other venues around the region (e.g. Toast Martinborough), through to un-ticketed street festivals, street

parades, and community events such as Anzac Day services, the Round the Bays community run and fireworks displays.

Traditionally, Metlink's role in supporting these events has been focussed on working with local councils and operators to plan and manage disruptions to regular public transport services. A key part of this is keeping customers informed of special event services or processes via the Metlink website and other channels. On some occasions for large events Metlink provides and funds additional rail or bus capacity when an event creates significant additional demand or if additional services are required to address adverse effects on the road network.

#### Support via ticketing

Support is also provided via specialised event ticketing products and processes, which can help with managing event queuing and validation of tickets, and minimising the amount of cash handling.

Currently, the Metlink fare schedule includes single and return stadium event tickets that can be used by rail customers attending selected events at the regional stadium. These special event tickets are generally used for large events at the stadium that have set start and finish times, and generate significant demand over a short period of time to warrant additional staffing at the upper rail platform gates of the stadium. Typical events where these are used include regular sporting events and large music concerts.

While the stadium tickets can help with ticketing operations and revenue protection, the approach is expensive to operationalise (e.g. additional staffing at gates) and reliant on manual processes of sale and validation, which can affect revenue protection.

#### Integrated event ticketing

Officers are also looking at options to include public transport fares within the price of an integrated event ticket, with pricing negotiated on a bulk purchase basis. This approach is common in large cities with distributed venues and is used by Auckland Transport for large events to improve customer experience and improve operational efficiency when moving large crowds at high demand. In Auckland, rail platform gates are opened which improves movement and also avoids the need to validate tickets.

The situation in Wellington is somewhat different due to the location of our regional stadium and proximity to rail. For small to medium sized events, standard rail and bus services are frequently enough and generally have capacity to respond to demand, which tends to be from within the Wellington region. Possibly, because of this, promoters of events at the regional stadium seem less willing to include a cost component for public transport in their event ticket.

The value proposition for integrated event tickets would be more relevant for large events (which are difficult to operationalise via a rail paper ticket) and

also from a general customer experience perspective. Looking to the future, integrated electronic ticketing will also help to streamline the validation process.

#### Support via free or subsidised fares

While support via free or subsidised fares has been provided on some occasions (example discussed below), the majority of requests managed at the operational level are declined on the premise that free travel for events will generally not be provided, as public transport fares are already heavily subsidised by ratepayers and taxpayers. In addition, many customers are now (since July 2018) able to take advantage of reduced off-peak fares in the evenings and at weekends.

The above operational assumption, while informal, has been used as the starting point for officers assessing requests. This approach is also consistent with Auckland Transport's approach.

On some occasions, however, officers have agreed to provide free or subsidised fares for events – but usually only when there is a demonstrated additional benefit for public transport and/or the wider transport network. For example - free or discounted fares may be offered:

- as part of a strategy to reduce traffic congestion and network congestion associated with the event
- to address operational or safety issues related to public transport, including ticketing, or crowd management for public transport
- to reduce revenue leakage (e.g. specialist fares or ticketing products to reduce queuing or cash handling).

Identifying the expected benefits for particular events in this way, while informal, has been useful to ensure the correct type of support is provided and to clarify funding responsibility.

#### Recent examples – fit with operational guidelines?

- Te Matatini (National Kapa Haka Festival, Wellington Regional Stadium, 21-24 February 2019) – free fares offered for volunteers (150) stage crew and direct participants (approx. 2000) in the event. The request was reported and decided by Council on 13 December 2018.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

Free fares for stage hands and participants was provided on a goodwill basis as part of GWRC's partnership with the region's mana whenua iwi.

- Round the Bays run (Wellington City bays, 17 February, 2019) – free fares offered for volunteers and participants, plus additional banker

buses to facilitate the return of runners from Kilbirnie to the CBD. The request was decided and managed at the operational level in late 2018.

Due to the nature and location of this event, there were significant operational and network challenges for public transport. Metlink support was provided to reduce traffic and network congestion, and address operational issues.

The extent of fares subsidy however, may need further consideration for future events. A negotiated subsidy incorporated into an integrated event ticket would be one way of addressing revenue loss associated with this event.

- Relay for Life (upcoming 2-day event, Wellington Regional Stadium, April 2019) – recent request for free rail fares for participants. Request was declined at the operational level earlier this month.

This decision has a good fit with the informal operational guidelines as the scale, nature and location of the event is such that it will not create operational issues or require special intervention to provide demonstrated additional benefit for public transport and/or the wider transport network.

- 2017 Rugby League World Cup & 2017 Lions Rugby Tour (Wellington Regional Stadium) – free fares offered for 30 and 22 volunteers assisting with event crowd control. The request was decided and managed at the operational level.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

#### Conclusions and proposed approach

1. The basic policy assumptions underpinning the current operational guidelines are a sound basis for assessing requests for free or subsidised fares for events. These should be formalised through this paper to improve transparency and consistency of application to requests received by GWRC.
2. While support may be justified under the operational guidelines, this does not necessarily mean fares need to be free, especially for participants of events. As noted above, one option is to include a fares component in the price of the actual event ticket. To this effect, officers should continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis. This approach has the potential to improve customer experience, mitigate operational issues and at the same time ensure appropriate fare revenue is generated for services offered.

#### **4. Communication**

No specific communication is proposed at this stage. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.



## 5. The decision-making process and significance

Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### 5.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term ‘significance’ has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### 5.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no specific engagement on the matters for decision is required. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.

## 6. Recommendations

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:*
  - a. *Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers*
  - b. *On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:*

- i. as part of a strategy to reduce traffic congestion and network congestion associated with the event*
  - ii. to address operational or safety issues related to public transport*
  - iii. to reduce revenue leakage.*
- 4. Notes that officers will continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis.*
- 5. Notes that commercial sponsorship opportunities for public transport (should Metlink wish to pursue them) are best considered within a wider marketing/branding strategy for public transport and should be reported to the Committee for approval.*

Report prepared by:

**Paul Kos**  
Manager Public Transport  
Policy

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport

Transport Committee  
22 September 2022  
Report 22.382



For Decision

## SUBMISSION ON INQUIRY INTO THE FUTURE OF INTER-REGIONAL PASSENGER RAIL IN NEW ZEALAND

Te take mō te pūrongo

### Purpose

1. For the Transport Committee (Committee) to adopt the submission to Parliament's Transport and Infrastructure Committee on its inquiry into the future of inter-regional passenger rail.

He tūtohu

### Recommendations

That the Transport Committee:

1. **Agrees** to the content of the Council's submission on the inquiry into the future of inter-regional passenger rail (Attachment 1).
2. **Delegates** to the Council Chair authority to make any minor amendments to the Council's submission prior to its lodgement.

Te tāhū kōrero

### Background

2. Parliament's Transport and Infrastructure Committee is currently consulting on its Inquiry into the future of inter-regional passenger rail in New Zealand (Inquiry).
3. The Terms of Reference for the Inquiry are as follows:
  - a. Investigating possibilities and viability of passenger rail in underserved communities, those with prior rail links that have been disestablished, and those currently advocating for improved rail links;
  - b. Gaining insights into viability of passenger rail sitting alongside KiwiRail's freight network;
  - c. Evaluating existing inter-regional passenger rail, such as the Capital Connection, and how these services work between local and regional councils and central government;
  - d. Gaining insights into the integration of regional rail into existing local public transport networks;

- e Investigating the climate and emissions reductions possibilities of passenger rail, and how this links to VKT (vehicle kilometres travelled) reduction targets in the Emissions Reduction Plan, and including electrification between regions; and
  - f Investigating potential rail expansions and investments in specific areas, such as Tauranga (following a recent report on the re-introduction of passenger rail) and the Lower North Island (following a business case funded at Budget 2021).
4. Submissions on the Inquiry close on 6 October 2022.
  5. There is an opportunity to speak to the submission.

### **Te tātaritanga Analysis**

6. Greater Wellington will be focused on the following key points in the submission:
  - a Emphasising the importance of the Lower North Island Rail Integrated Mobility business case and its critical role
    - i in ensuring medium-term continuity of regional rail services
    - ii Facilitating regional economic and housing growth
    - iii Facilitating achievement of core central and local government policies including mode shift, decarbonisation, reduction in Vehicle Kilometers Travelled (VKT) etc.
  - b Highlighting the quantum (and certainty) of investment needed to increase capacity, quality, safety, and resilience of the rail network
  - c Highlighting the inefficiencies of the current multiple investment fund system
  - d Emphasising the value and importance of Regional Council ownership and operation of intra *and* inter-regional rail in partnership with KiwiRail as network provider to ensure Public Transport integration & efficiency
  - e Voicing our support for other inter-regional initiatives including Regional Passenger Rail Services between Auckland and Wellington

### **Ngā hua ahumoni Financial implications**

7. There are no financial implications relating to the decision to adopt the submission.

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

8. Whilst the implications of inter-regional passenger rail would have positive benefits for many communities including Māori, there are no implications arising out of Greater Wellington's submission on the Inquiry.

**Te hiranga  
Significance**

9. Officers considered the significance of the matter, taking into account Council’s *Significance and Engagement Policy* and Greater Wellington’s *Decision-making Guidelines*. Officers recommend that the matter is of low significance due to its procedural nature.

**Te whakatūtakitaki  
Engagement**

10. Councillors provided feedback on matters proposed to be covered in Council’s submission at a workshop.

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

11. Once agreed, the submission will be sent to the Select Committee.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Submission – Inquiry into the future of inter-regional passenger rail in New Zealand (to be tabled)

**Ngā kaiwaitohu  
Signatories**

Writer	Emmet McElhatton – Manager Policy Metlink
Approvers	Tim Shackleton – Manager Commercial, Strategy & Investments Samantha Gain, General Manager Metlink

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Although the submission does not directly contribute to these plans, what may eventuate from decisions made by the Select Committee could significantly contribute to targets set out in the Long-Term Plan, Regional Climate Emergency Action Plan, Regional Land Transport Plan, and Regional Public Transport Plans. These decision would also contribute to national targets set out in central government plans and policies.</p>
<p><b><i>Internal consultation</i></b></p> <p>The Legal and Procurement, and Regional Transport Departments have been consulted.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>No risks have been identified.</p>

Transport Committee  
22 September 2022  
Report 22.381



For Information

## REGIONAL PUBLIC TRANSPORT FOR VISITORS PARTNERSHIP: METLINK AND WELLINGTON NZ

### Te take mō te pūrongo

#### Purpose

1. To brief the Transport Committee (the Committee) on the Regional Public Transport for Visitors Partnership Memorandum of Understanding between Metlink and WellingtonNZ ([Attachment 1](#)).

### Te tāhū kōrero

#### Background

1. Wellington Regional Economic Development Agency Limited (WellingtonNZ) is a Council Controlled Organisation (CCO) owned by shareholders Wellington City Council (WCC) and Greater Wellington. WellingtonNZ is the Wellington region's economic development, events, and promotions agency.
2. Officers have been working closely with WellingtonNZ on sustainable tourism initiatives for the region. Public transport is highlighted as an important facilitator of sustainable tourism in WellingtonNZ's *Destination Pōneke: Destination Management Plan 2021-2031*.
3. Key actions in *Destination Pōneke's* 'Future Proofing' strategic focus include:
  - a Champion and promote visitor experiences that are zero and low carbon.
  - b Nationwide integrated ticketing system for public transport.
  - c Ensure all public transport options can accommodate mode-shift transport such as bikes and scooters.
  - d Improve wayfinding across the city through consistent and clear signage.
  - e Improve public transport connections from transport hubs including the airport, port and ferry terminal.
4. One of the four priority projects in *Destination Pōneke*, 'Transition to a carbon zero tourism industry', has as an action, 'Sustainable tourism programmes and visitor-friendly public transport planning'.
5. WellingtonNZ submitted on the Future Fares Direction review consultation commenting that they "strongly advocate in support of introducing new targeted fare products for group, visitor, family, and event travel across the region".

*Regional Public Transport for Visitors Partnership Memorandum of Understanding (MoU)*

6. Council committed to the strategic policy in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) to: “Work with transport operators, tourism agencies and local councils in developing strategies that benefit the regional economy and wellbeing”.
7. Greater Wellington officers have worked with WellingtonNZ to develop a comprehensive partnership programme to further both organisations’ sustainable transport objectives.
8. The *Regional Public Transport for Visitors Partnership* MoU has been developed to lock in a joint programme of work. The MoU was signed by both organisations’ Chief Executives on 24 August 2022.
9. The Purpose of the MOU is to pursue a Regional Public Transport for Visitors Partnership based on the Partnership Principles:
  - a Working together to leverage our combined skills and knowledge to achieve shared strategic outcomes.
  - b Regular knowledge and Information sharing between agencies.
  - c Collaboration and cooperation on activities that will increase the use of public transport options by visitors to the region.
10. Key Focus Areas for the partnership include:
  - a Enabling easy information, ticketing and wayfinding for visitors; and
  - b Encouraging visitors to choose environmentally-friendly transport options.
11. Deliverables under the MoU include:
  - a Develop and implement a Tactical Plan to support the Airport Express service as a primary option for visitors and residents travelling in and out of the city.
  - b Develop and implement a Tactical Plan to promote public transport links to key visitor destinations across the region.
  - c Develop and implement policies and solutions in collaboration with Te Papa and Tākina Events to incorporate public transport tickets and fare products into Tākina Wellington Conference & Exhibition Centre and Te Papa events and offerings.
  - d Establish a Major Events Support Forum to systematise operational planning for major events support and promotion.
  - e Establish a Sustainable Businesses workstream to promote public transport usage in the region through targeted fare products and initiatives.
12. A key initial focus for the partnership is a ‘quick wins’ focus on maximising opportunities to promote use of the new Airport Express (AX) through marketing and ticketing initiatives.



**Ngā hua ahumoni**  
**Financial implications**

- 13. There are no known financial implications from this report. All activities under the MoU are to be funded out of both parties’ existing operational budgets.

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

- 14. Māori will be positively impacted by the deliverables in this MoU, particularly its focus on supporting environmental sustainability and a low carbon economy including reducing the environmental impact of visitors to the region.
- 15. This contributes to the principles behind Te Tiriti o Waitangi: Partnership, Protection, and Participation. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events.
- 16. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).
- 17. Māori businesses may be beneficiaries of the regional initiatives that come out of this MoU through the focus on promoting public transport links to key visitor destinations across the region.

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

- 18. The matter for decision in this report was considered by officers in accordance with the process set out in Greater Wellington’s Climate Change Consideration Guide.
- 19. A key value of The *Regional Public Transport for Visitors Partnership* is a commitment to supporting environmental sustainability and a low carbon economy including reducing the environmental impact of visitors to the region.

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

- 20. Officers will continue working with WellingtonNZ to progress the MoU’s deliverables. Officers will update the Transport Committee on progress with the partnership through standard reporting channels.

**Ngā āpitihanga**  
**Attachment**

Number	Title
1	Regional Public Transport for Visitors Partnership MoU

**Ngā kaiwaitohu  
Signatories**

Writers	Emmet McElhatton – Manager, Policy David Boyd – Manager, Network and Customer
Approver	Samantha Gain – General Manager, Metlink

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council’s roles or with Committee’s terms of reference</i></b></p> <p>Under the Transport Committee’s Terms of Reference the Committee is responsible for:</p> <ul style="list-style-type: none"> <li>a Approving strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan.</li> <li>b Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</li> </ul> <p>Council committed to the strategic policy in the RPTP to: “Work with transport operators, tourism agencies and local councils in developing strategies that benefit the regional economy and wellbeing” . .</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This aligns with policies set out in the RPTP.</p>
<p><b><i>Internal consultation</i></b></p> <p>In preparing this report, consultation was undertaken with relevant officers including across the Metlink group, and with the Office of the Chief Executive.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks arising from the matter for decision.</p>

Attachment 1 to Report 22.381

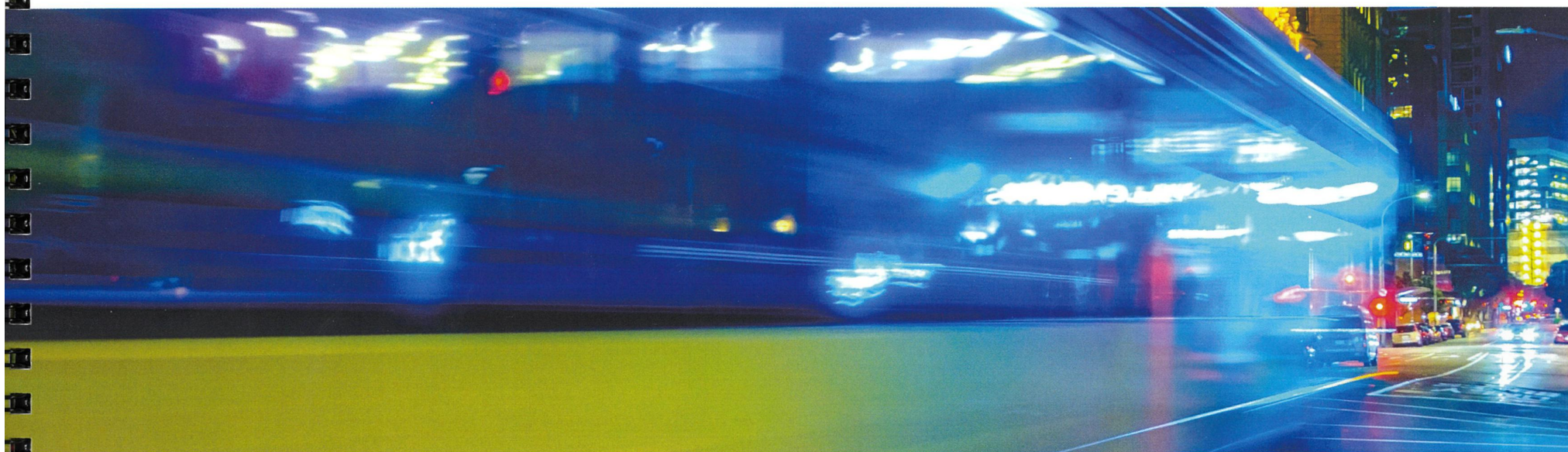
## Regional Public Transport for Visitors Partnership Memorandum of Understanding (MOU)

Between

# Wellington Regional Council (Metlink)

And

# WellingtonNZ



**WellingtonNZ**



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## 1. Parties

- 1.1 **Wellington Regional Council**, being the council for the Wellington Region often called **Greater Wellington Regional Council (GWRC)**, and working through their public transport authority **Metlink** for the purposes of this MoU.
- 1.2 **WellingtonNZ**, the Wellington region’s economic development, events, and promotions agency.

## 2. Background

- 2.1 Wellington Regional Economic Development Agency Limited t/a “WellingtonNZ” is a Council Controlled Organisation (CCO) owned by shareholders Wellington City Council (WCC) and Greater Wellington Regional Council (GWRC). They are governed by an independent Board of Directors who are appointed by the shareholders. WellingtonNZ is responsible to the Regional Leadership Group which has responsibility for the Regional Economic Development Plan. We also report regularly to both the WCC and GWRC as our shareholders.
- 2.2 Metlink is the GWRC public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people within the Wellington region through a public transport network that stretches from Wellington north to Ōtaki and east to Masterton. It consists of 4 rail lines, more than 85 public bus routes, over 135 school bus routes, 4 harbour ferry stops and the Total Mobility scheme.
- 2.3 WellingtonNZ and Metlink have a shared interest in enhancing the visitor experience to the Wellington region and ensuring that sustainable public transport is the transport mode of choice for residents and visitors alike.

## 3. Term

- 3.1 This MOU will start on the 1 September 2022 and will end on 1 September 2027.
- 3.2 This MOU may be extended beyond the initial term of Five Years by written agreement of the Parties

## 4. Values

- 4.1 This MOU is informed by the Parties following shared values and beliefs. The parties agree to work together and co-operate recognising a mutual focus on ensuring that the Wellington regional economy is thriving with more people participating in the benefits, thus providing more opportunities for people to study, work and enjoy and participate in all that the region has to offer.
- 4.2 GWRC and WellingtonNZ are committed to supporting environmental sustainability and a low carbon economy including reducing the environmental impact of visitors to the region.

## 5. Purpose

- 5.1 The Purpose of this MOU is to:
- 5.2 Pursue a Regional Public Transport for Visitors Partnership based on the Partnership Principles:
- Working together to leverage our combined skills and knowledge to achieve shared strategic outcomes
  - Regular knowledge and Information sharing between agencies





- Collaboration and cooperation on activities that will increase the use of public transport options by visitors to the region

5.3 Key Focus Areas for this partnership include:

- enabling easy information, ticketing and wayfinding for visitors and
- encouraging visitors to choose environmentally-friendly transport options.

## 6. Deliverables

6.1 The Regional Public Transport for Visitors Partnership is intended to produce the following Deliverables in a form that is capable of review, approval and endorsement by the Parties:

- 6.1.1 Develop and implement a Tactical Plan to support the Airport Express service as a primary option for visitors and residents travelling in and out of the city
- 6.1.2 Develop and implement a Tactical Plan to promote public transport links to key visitor destinations across the region
- 6.1.3 Develop and implement policies and solutions in collaboration with Te Papa and Tākina Events to incorporate public transport tickets and fare products into Tākina Wellington Conference & Exhibition Centre and Te Papa events and offerings
- 6.1.4 Establish a Major Events Support Forum to systematise operational planning for major events support and promotion

- 6.1.5 Establish a Sustainable Businesses workstream to promote public transport usage in the region through targeted fare products and initiatives.

## 7. Relationship management

7.1 **Relationship Managers:** Each Party will appoint a Relationship Manager to represent them in relation to this MOU.

7.2 **Operational:** The day-to-day operational obligations required to give effect to this agreement will be agreed and managed by the Parties' nominated Relationship Managers.

## 8. Funding

8.1 Unless the Parties mutually determine otherwise, the cost of meeting the commitments of this MOU shall be met by the Party incurring the cost.

8.2 Funding for all Deliverables in s.6 and Appendices Two and Three will be agreed in formal memoranda for each Deliverable through the Governance process.

8.3 The Parties will consider opportunities to explore and pursue Third Party funding opportunities to support Deliverables on a case-by-case basis.

## 9. Governance

- 9.1 The Parties agree to discuss in good faith any issues relevant to the MOU.
- 9.2 The Parties will meet and/or discuss any operational matters as required but at least twice a year. The meetings or discussions will include the contract managers and may include other Personnel of the Parties as appropriate. The meetings or discussions may be undertaken in-person or through video conferencing.

## 10. Dispute Resolution

- 10.1 The Parties will endeavour to promptly resolve any disputes, under this MOU at a Relationship Manager level, with further escalation within each Party's organisation as required. The Parties will handle dispute resolution discreetly, wherever possible, without unnecessary public comment.

## 11. Public Relations

- 11.1 All public statements (including responses to press queries) concerning the MOU must be agreed by both Parties before release to the news media.
- 11.2 All requests by the news media for information about the MOU and Deliverables must be agreed by all the Parties in consultation.
- 11.3 The Parties will be responsible to ensure that their own personal are not authorised to release information about this MOU or Deliverables without the prior consent of the Parties including by the use of social news media.
- 11.4 The Parties will promptly advise each other of any issues arising during the carrying out of the Deliverables which

are of potential public significance or controversy, including any complaints, compliments or other feedback by members of the public.

## 12. Legislative Compliance

- 12.1 All Parties will comply at all times with the provisions of all statutes, standards, regulations, Cabinet directions and rules of any government, local or public authority that may be applicable.

## 13. Logos

- 13.1 A Party will not use another Party's logo or branding without first obtaining the written consent of the relevant Party to do so.
- 13.2 Approved logos may not be placed in any location either electronically or physically that may be offensive, unethical, immoral or in such a manner that it might negatively reflect on the Parties.

## 14. Intellectual Property

- 14.1 All Pre-Existing Intellectual Property Rights of each Party to this MOU, will remain the property of their current owner.

## 15. Confidentiality

- 15.1 No Party will disclose any information provided by any other Party pursuant to the MOU, unless prior agreement is obtained from the Party having ownership of the information, or where required by law.
- 15.2 No Party will use any information / intelligence provided by any other Party, in any private capacity.



15.3 **Privacy.** Parties acknowledge that they are subject to the Privacy Act 1993 (**Privacy Act**). Each Party confirms that it has reasonable security measures to safeguard all shared information and any other Party’s Confidential Information from unauthorised access or use.

15.4 The confidentiality requirements under this paragraph survive the termination of this MOU.

**16. OIA & LGOIMA**

16.1 The Parties must promptly notify each other of any requests by third parties under the Official Information Act 1982 (OIA) or Local Government Official Information and Meetings Act 1987 (LGOIMA) for information in respect of this MOU, or the Deliverables under this MOU.

16.2 The Parties will cooperate on handling such requests.

**17. Insurance and liability**

17.1 Nothing in this MOU and Appendices shall make either Party liable for the actions of the other or constitute any legal relationship between the Parties over and above those already established through WellingtonNZ’s legal status as a Council Controlled Organisation of which GWRC is a shareholder.

**18. General**

18.1 **Expenses**  
Each Party will bear its own expenses regarding the negotiation, implementation, conclusion and management of the MOU. Unless expressly stated otherwise in this MOU.

18.2 **Further assurances**  
Each Party will do all things reasonably required to give effect to this MOU according to its true intent and spirit.

18.3 **Good faith**  
The Parties will act in good faith and use their best endeavours with respect to the terms of this MOU, including prompt and fair communication on material issues.

18.4 **Legal status of this MOU**  
Nothing in this MOU creates (or is intended to create) a legally enforceable agreement, or existing or future legally binding contractual obligations, of any kind between the Parties.

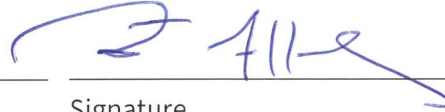
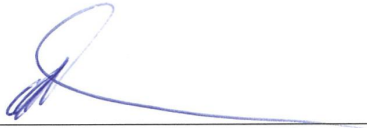
18.5 **No Agency**  
No Party will have the authority to act for or incur any obligation on behalf of another Party, except as expressly provided for in this MOU.

18.6 **Statutory obligations**  
The Parties recognise that they each have functions and obligations arising from their respective roles and responsibilities. The obligations of the Parties under this MOU are subject to their respective statutory obligations. Nothing in this MOU will require any of the Parties to take any action that if taken would or could cause that Party to be in breach of its statutory obligations. Nothing in this MOU will limit or prevent the Parties from taking any action that if not taken, in whole or in part, would or could cause that Party to be in breach of its statutory obligations.

Signed as an agreement

**SIGNED** on behalf of **Wellington Regional Council**

**SIGNED** on behalf of **WellingtonNZ**



Signature

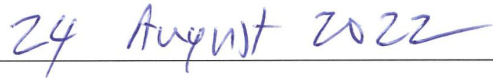
Signature

Nigel Corry

John Allen

Chief Executive

Chief Executive



Date

Date





**Transport Committee**  
**22 September 2022**  
**Report 22.384**



**For Information**

## **2022 METLINK CUSTOMER SATISFACTION SURVEY RESULTS**

### **Te take mō te pūrongo**

#### **Purpose**

1. To update the Transport Committee (the Committee) on the 2022 Metlink customer satisfaction survey results for the public transport network.

### **Te tāhū kōrero**

#### **Background**

2. In May each year, Metlink commissions an independent annual survey of Metlink customers' experiences of public transport in the Region.
3. The survey helps us identify and prioritise improvements for customers and are also part of reporting requirements to Waka Kotahi NZ Transport Agency (Waka Kotahi) and Greater Wellington Regional Council (Greater Wellington).
4. The survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience overtime.
5. The May 2022 survey was postponed until June 2022, to ensure patronage after the first wave of Omicron had increased to a level that ensured a comparative sample of customers could be achieved.
6. 2,745 customers participated in the survey across 266 trips across all modes. The survey has a maximum margin of error of 1.9%.
7. The survey was undertaken when patronage was 79 percent for bus and 67 percent for rail of pre-Covid 2019 patronage, half-price fares had been introduced and bus service cancellations were at a relatively high level due to bus driver shortages and absenteeism.

### **Te tātaritanga**

#### **Analysis**

#### **Key measures**

8. Results of the 2022 customer satisfaction survey show that customer 'Satisfaction with the trip' (that respondents were travelling on when surveyed) remains consistently high and on par with previous high scoring surveys.
9. Customer satisfaction with the trip was 94 percent, a 1 percent increase from the 2021 result. Satisfaction scores increased for all modes, with rail and ferry performing



strongly with scores of 96 percent. This is the highest score rail has received for ‘Satisfaction with the trip’ since the survey started in 2014.

10. Perceptions of satisfaction with the Wellington Region’s public transport system increased (from 77 percent in 2021) to 83 percent. This was reinforced by an increase in the number of customers likely to recommend Metlink services, which increased (from 83 percent in 2021) to 86 percent. These two questions are indicators for perceptions of Metlink’s reputation and its improvement from 2021.
11. The chart below summarises the key customer satisfaction measures over time.

	OVER-ALL			Bus			Rail			Ferry		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>The trip</b> % satisfaction	94	93	<b>94</b>	94	92	<b>93</b>	95	95	<b>96</b>	99	94	<b>96</b>
<b>PT system</b> % satisfaction	83	77	<b>83</b>	83	75	<b>81</b>	84	81	<b>88</b>	90	80	<b>78</b>
<b>Recommending PT</b> % likelihood	89	83	<b>86</b>	88	80	<b>86</b>	91	89	<b>88</b>	92	88	<b>84</b>
<b>Stop/station/wharf</b> % satisfaction	93	94	<b>93</b>	93	93	<b>91</b>	95	95	<b>96</b>	84	95	<b>92</b>
<b>PT information</b> % satisfaction	86	79	<b>79</b>	86	75	<b>76</b>	88	84	<b>85</b>	85	82	<b>73</b>

**Measures for specific service attributes**

12. The strongest performing service attributes (those scoring over 93 percent) included perceptions of ‘Personal security during their trip’ (95 percent), ‘Ease of getting on/off the vehicle’ (94 percent), and the ‘Condition of the vehicle’ (94 percent). These were also the top-rated attributes in 2021.
13. The poorest performing service attributes of service (those scoring below 80 percent) included perceptions of ‘Information about delays and disruptions’ (58 percent), ‘Service being on time’ (73 percent), ‘Provision of shelter from the weather’ (75 percent), ‘How often the service runs’ (77 percent) and ‘Ease of getting information’ (78 percent).
14. There was a notable decline from 2021 in satisfaction with ‘Services being on time’ and ‘How often the service runs’. This continues to be negatively influenced by the high rate of bus cancellations that customers in Wellington City and Hutt Valley have been experiencing at the time of the survey due to bus driver shortages and absenteeism.
15. Perceptions of reliability also influence perceptions of the quality of information customers receive. This is particularly notable in the low score for ‘Information about delays and disruptions’ (58 percent).

16. Overcoming driver shortages and upgrading Metlink’s real-time information system, will be key enablers of addressing these low scoring attributes and improving the over-all score further.

**The influence of half-price fares**

17. A specific question was asked in this survey about ‘What impact has the introduction of half-priced fares had on your public transport use’. This shows half-price fares have had an influence in increasing public transport use, particularly with people who are already public transport users.

	Started using PT for the first time	Restarted using PT again	Using PT more often now	No impact or change in behaviour	Wasn’t aware of half-price fares
<b>OVER-ALL</b>	4%	13%	39%	40%	4%
<b>Bus</b>	4%	12%	42%	38%	4%
<b>Rail</b>	5%	16%	30%	45%	4%
<b>Ferry</b>	3%	13%	37%	47%	-

18. The positive influence of half-price fares can also be seen in significant increases in satisfaction scores for perceptions of ‘Value for money’ (from 79 percent in 2021) to 90 percent, and ‘Convenience of paying for public transport’ (from 77 percent in 2021) to 83 percent. It is also likely to have had some influence on over-all satisfaction with ‘the trip’ and the ‘public transport system’.
19. This increase in ‘convenience of paying for public transport’ was especially high for rail (from 66 percent in 2021) to 76 percent, which may also be influenced by the introduction of Snapper payment on the Johnsonville Line and awareness of introducing this across the whole rail network in November 2022.

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

20. The Metlink Customer Satisfaction Survey helps us identify and prioritise improvements for Public Transport customers.
21. Public Transport aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).

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

22. The full Passenger Satisfaction Survey results are available on the [Customer Satisfaction Survey](#) page on the Metlink website.

**Ngā āpitihanga**

**Attachment**

Number	Title
1	<a href="#">Public Transport Customer Satisfaction Survey - Summary</a>

**Ngā kaiwaitohu**

**Signatories**

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

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>"Reviewing performance trends related to public transport activities" is a specific responsibility set out the Committee's Terms of Reference.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in Greater Wellington's Long-Term Plan 2021 - 2031 relate to matters reported on in the operational performance report.</p>
<p><b><i>Internal consultation</i></b></p> <p>No other departments were consulted in preparing this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>



# Public Transport Passenger Satisfaction Survey

June 2022

Summary attachment for the 22 September  
Greater Wellington Regional Council Transport Committee

**gravitas**OPG



# Satisfaction with Trip Overall

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

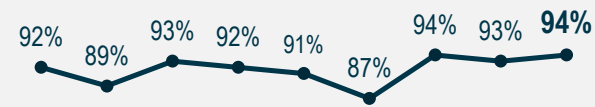
## June 2022 Results

**Total satisfied**  
**94%**

- 48% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 4% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

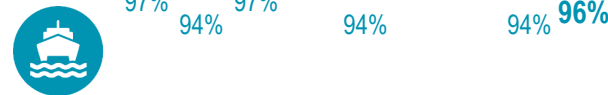
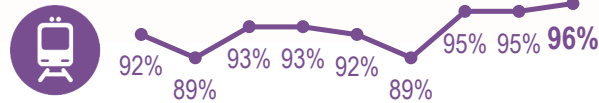
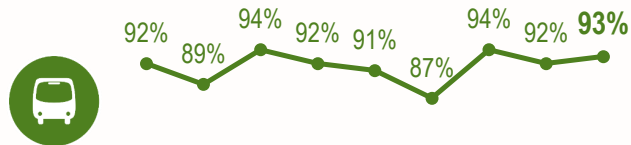
Base: n=2,576 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576)

## Satisfaction by Mode



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

	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	85%	95%	92%	93%
Rest of region bus	92%	92%	91%	93%



**Passengers most satisfied**

- ✓ SuperGold card users (98%)/those aged 65 years + (98%)
- ✓ Females (96%)

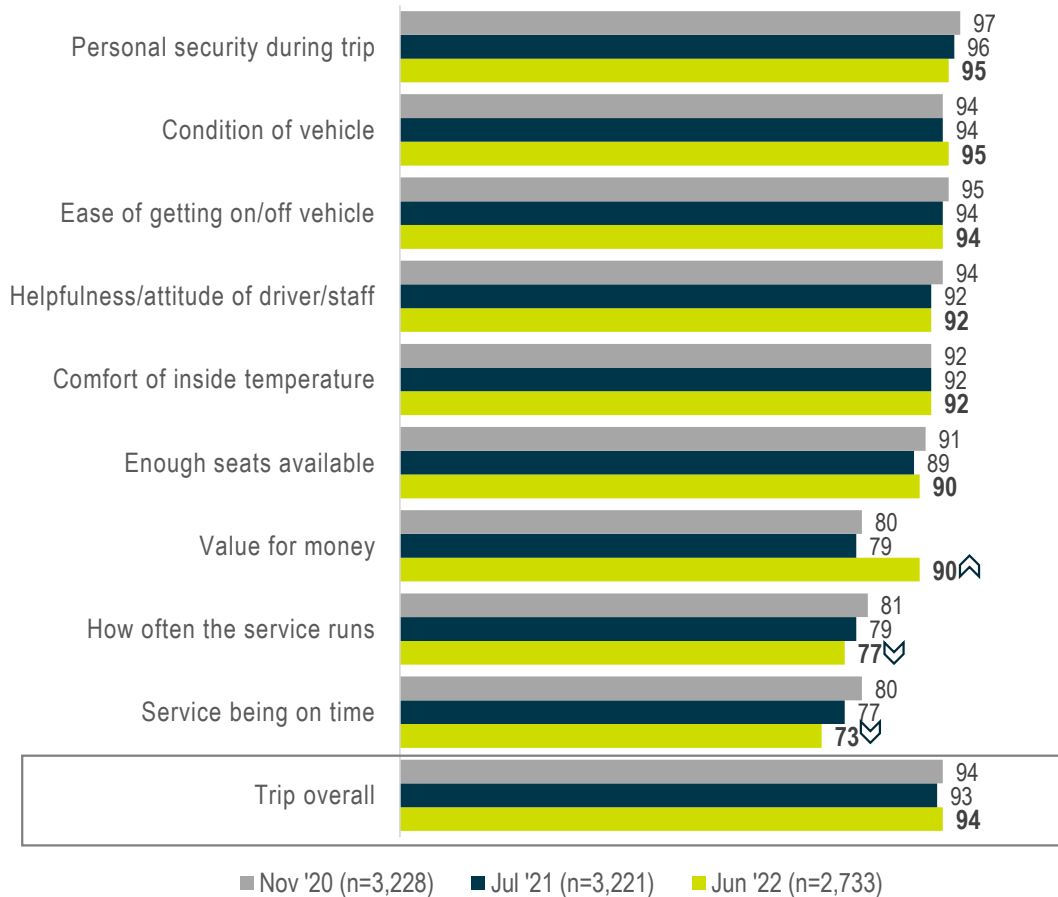


**Passengers most dissatisfied**

- ✗ Peak travellers (3%)

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

At 94%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, train users remain the most satisfied with the trip overall (96%, compared with 93% among bus passengers).

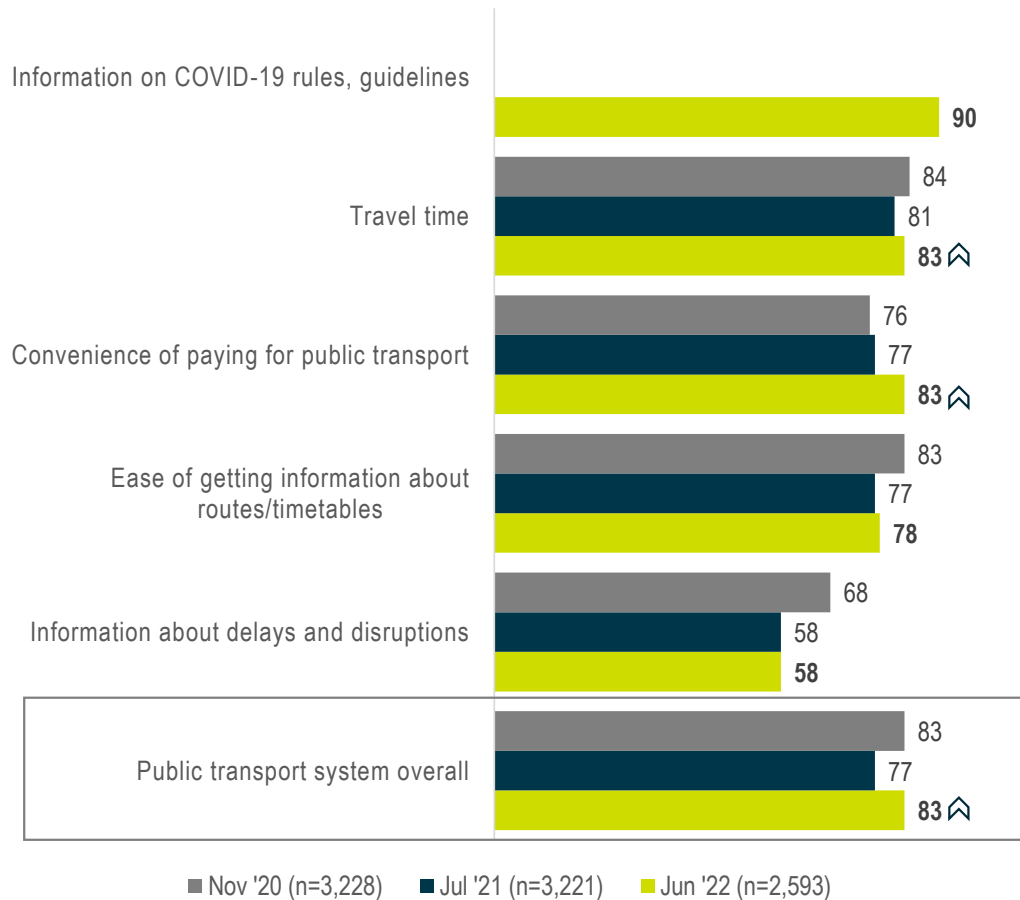
Passengers continue to be most satisfied with their personal security during the trip (95%). Perceptions of the condition of the vehicle (95%) and the ease of boarding/disembarking (94%) have also remained high and stable.

Perceptions of the value for money of the trip shows the greatest improvement since July 2021. Likely to be strongly influenced by the introduction of half-priced fares in April 2022, satisfaction with value for money has increased significantly from 79% to 90%.

Perceptions of the trip remain least positive for service frequency (77%) and reliability (73%), with perceptions of both having declined significantly from July 2021. Improvements in services running on time can be expected to have a positive impact on overall satisfaction going forward.

# Perceptions of Wellington's PT System

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



Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have improved significantly over the last 12 months, satisfaction with the public transport system overall up 6 percentage points to 86%. Perceptions have improved among both bus (up 6 percentage points) and train (up 7 percentage points) users; perceptions are stable for ferry users.

The most notable increase since July 2021 has been for satisfaction with the convenience of paying for public transport, this improvement most notable among train passengers (up 10 percentage points to 76%). However, satisfaction with information about delays and disruptions - the strongest driver of satisfaction with the public transport system - remains low at 58% (53% among Wellington city bus users).

With the increase in satisfaction with the public transport service, willingness to recommend to others has also increased - up from 83% of all passengers in July 2021 to 86% in June 2022. The Net Promoter Score has increased from +14 to +18. *Generally a value over 0 is considered good; a value over 50 is considered excellent.*

The impact of half priced fares on public transport use in Wellington has been positive, with 17% of respondents reporting being new (4%) or returning (13%) public transport users since cheaper fares were introduced, and 39% using public transport more often than they were prior to April 2022. Only 4% of passengers were not aware of half priced fares.



# Overall Satisfaction with Public Transport System Overall

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the public transport system overall?

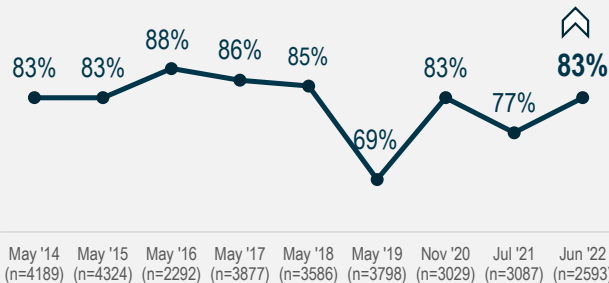
## June 2022 Results

**Total satisfied**  
**83%**

- 28% Very satisfied (9-10)
- 55% Satisfied (6-8)
- 8% Neither/nor (5)
- 8% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

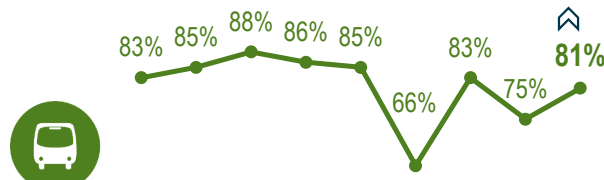
Base: n=2593 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

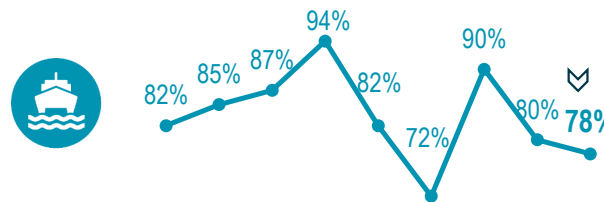
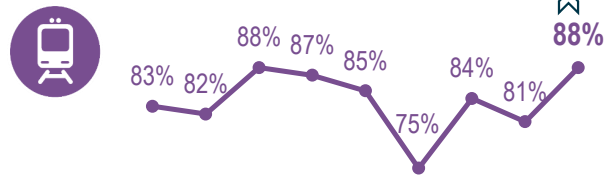


May '14 (n=4189) May '15 (n=4324) May '16 (n=2292) May '17 (n=3877) May '18 (n=3586) May '19 (n=3798) Nov '20 (n=3029) Jul '21 (n=3087) Jun '22 (n=2593)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	63%	83%	74%	80%
Rest of region bus	77%	80%	78%	85%



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



**Passengers most satisfied**

- ✓ Aged 65 years + (91%)
- ✓ Infrequent PT users (91%)
- ✓ Train passengers (88%)
- ✓ Off-peak travellers (86%), especially interpeak travellers (88%)



**Passengers most dissatisfied**

- ✗ Aged 18-24 years (13%)
- ✗ Bus passengers (11%)
- ✗ Morning peak passengers (11%)

Arrows denote statistically significant change from previous year.

# Likelihood of Recommending Public Transport

*How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?*

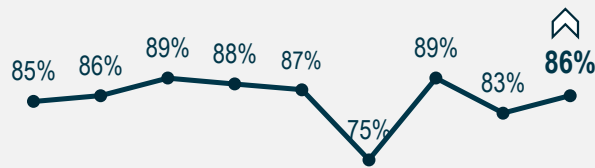
## June 2022 Results

**Total likely  
86%**

- 40% Very likely (9-10)
- 46% Likely (6-8)
- 6% Neither/nor (5)
- 6% Unlikely (2-4)
- 2% Very unlikely (0-1)

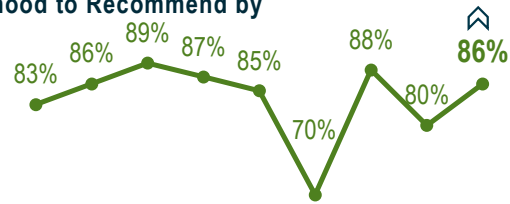
*Base: n=2513 (All passengers who answered this question)*

## Likelihood to Recommend Over Time (All modes, weighted)

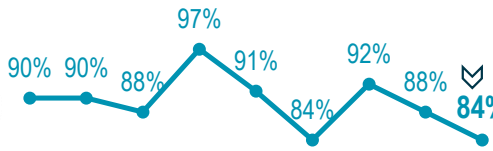
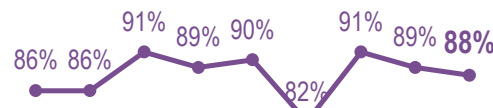


May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099) Jun '22 (n=2513)

## Likelihood to Recommend by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	68%	89%	80%	86%
Rest of region bus	80%	84%	80%	84%



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



## Passengers most likely to recommend

- ✓ SuperGold card users (94%)/those aged 65 years + (94%)
- ✓ Off-peak travellers (89%), especially interpeak passengers (90%)
- ✓ NZ Bus Metlink passengers (89%)



## Passengers less likely to recommend

- ✗ Peak travellers (10%), especially morning peak (11%)
- ✗ Bus passengers (9%), especially Tranzurban Metlink passengers (10%)

Arrows denote statistically significant change from previous year.

# Overall Satisfaction with Stop/Station/Wharf

How satisfied or dissatisfied are you with the stop/station/wharf overall?

## June 2022 Results

**Total satisfied**  
**93%**

- 42% Very satisfied (9-10)
- 51% Satisfied (6-8)
- 4% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=2627 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

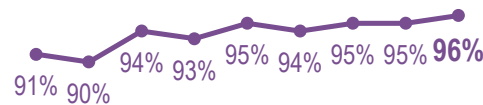


May '14 (n=4190) May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124) Jun '22 (n=2627)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	89%	94%	93%	92%
Rest of region bus	88%	89%	91%	88%



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



**Passengers most satisfied**

- ✓ Train passengers (96%)
- ✓ Travelling for work (94%)



**Passengers most dissatisfied**

- ✓ Use PT every day (6%)
- ✓ 45-59 years (5%)
- ✓ Bus passengers (4%)

Arrows denote statistically significant change from previous year.

# Satisfaction with PT Information Currently Available

Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?

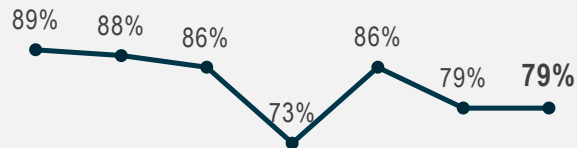
## June 2022 Results

**Total satisfied**  
**79%**

- 22% Very satisfied (9-10)
- 57% Satisfied (6-8)
- 10% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

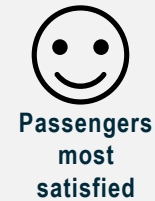
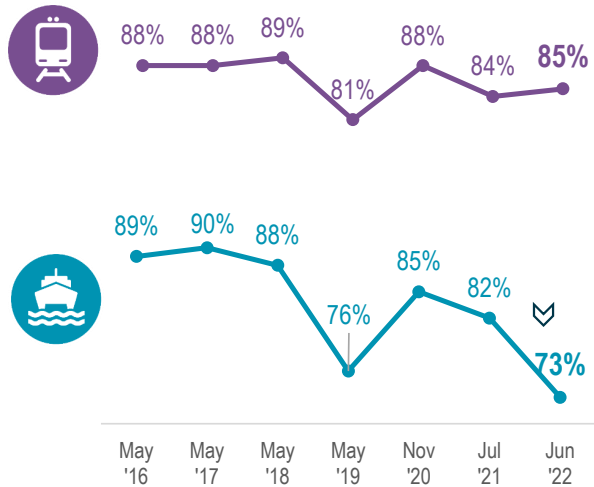
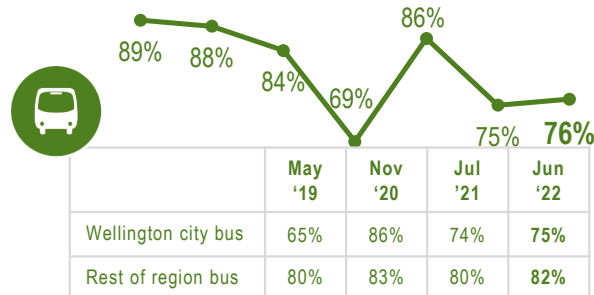
Base: n=2147 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

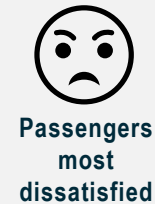


May '16 (n=2259) May '17 (n=3307) May '18 (n=3183) May '19 (n=3420) Nov '20 (n=2609) Jul '21 (n=2573) Jun '22 (n=2147)

## Satisfaction by Mode



- ✓ Infrequent PT users (89%)
- ✓ Train passengers (85%)
- ✓ Off-peak travellers (83%), especially interpeak (16%)

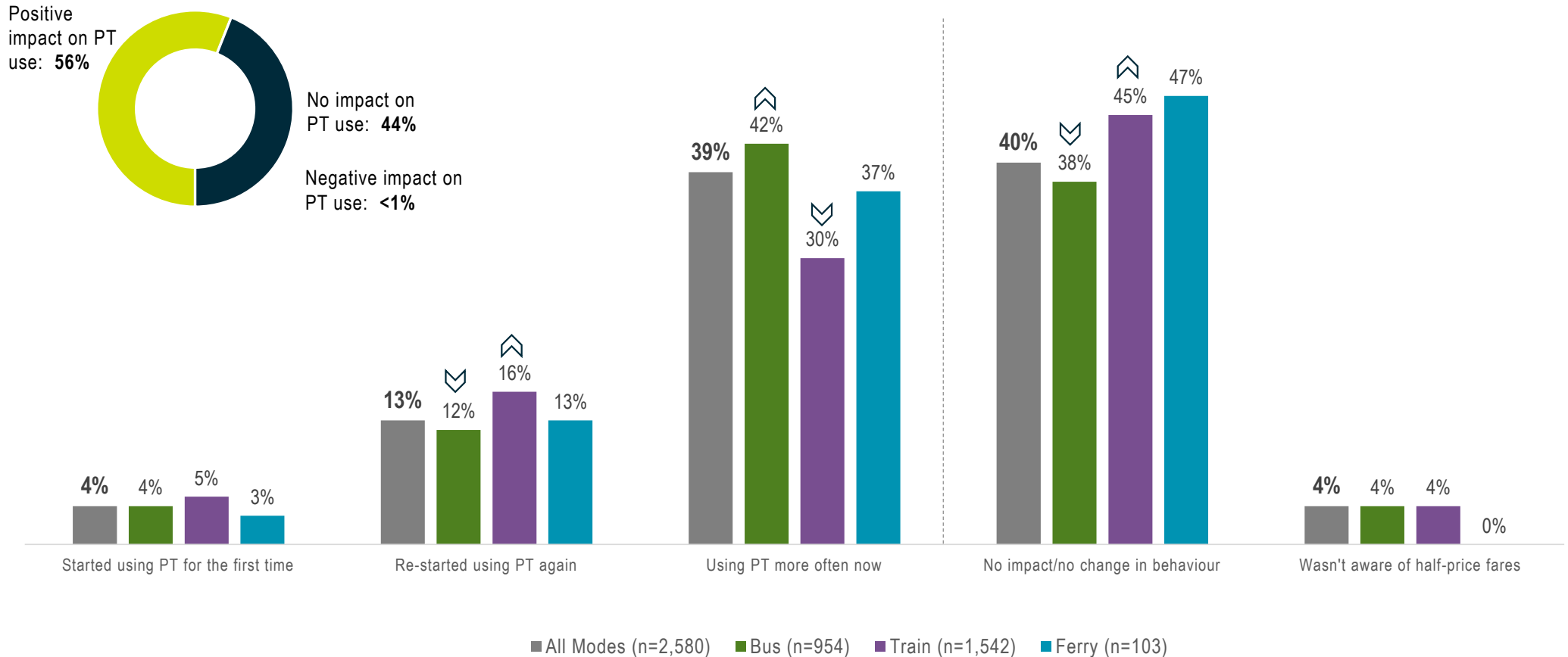


- ✗ Bus passengers (13%)
- ✗ Peak travellers (12%)

Arrows denote statistically significant change from previous year.

# Impact of Half-Price Fares on Public Transport Use

What impact has the introduction of half-price fares has on your public transport use?



Arrows denote mode statistically significant from total.

Transport Committee  
22 September 2022  
Report 22.385



For Information

## **PUBLIC TRANSPORT PERFORMANCE – JULY 2022**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te horopaki**

#### **Context**

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

### **Te tātaritanga**

#### **Analysis**

##### ***Bus performance***

8. Bus service levels continue to be impacted by the Omicron outbreak, seasonal sickness, and an underlying driver shortage. Officers consider the level of impact to our public transport network to now be having a medium impact. At a high level the staff shortages Metlink is experiencing is mirrored by what is happening in other industry sectors. Metlink has chosen to continue to operate our full timetable and ask operators to cancel trips on the day of service when they become aware of the levels of absenteeism. Customers are informed of cancellations through RTI signs and Metlink social media channels.

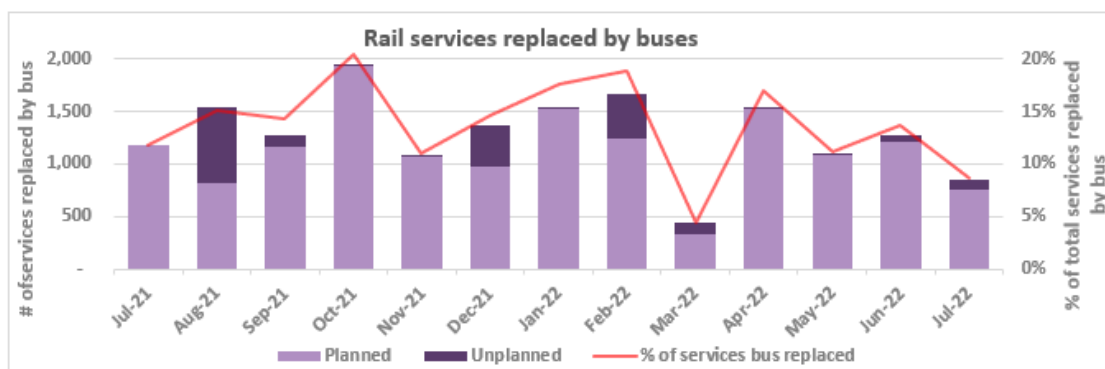
9. Bus passenger boardings for July 2022 were 1.6 million. Under orange traffic light settings monthly boardings were lower than usual. Boardings over the month were 87.6 percent of July 2021 boardings. June 2022 boardings were 91.4 percent of boardings for the same month in 2021.
10. The reliability metric is a measure of services deemed to have run. Reliability for July 2022 was 94.2 percent, compared to 94.9 percent in June 2022.
11. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for July 2022 was 95.6 percent, compared to 95.2 percent in June 2022.

**Rail performance**

12. Rail services have been impacted by the Omicron outbreak. However, the rail operator (Tranzdev) has been able to manage the impact of COVID-19 cases on the rail network and move back to a full timetable. July has seen some unplanned cancellations due to growing levels of COVID 19 and seasonal sickness, but this has been managed on the day with minimal impact. Severe weather has disrupted the network where storms caused high swells on Hutt Valley Line and slips on Johnsonville Line.
13. Rail passenger boardings for July 2022 were 0.8 million. Boardings over the period were 85.6 percent of July 2021 boardings. This compares to June 2022 boardings being 78.7 percent of boardings for the same month in 2021.
14. Reliability in July 2022 was 97.1 percent compared to 97.7 percent in June 2022, while punctuality was 88.2 percent, compared to 86.3 percent in June 2022.

**Bus replacements**

15. As requested at the previous Committee meeting, officers have now included bus replacement data in the monthly performance report.



16. In July 2022, 21.7% of the rail services replaced by buses were unplanned, compared to 11.8% in June 2022.
17. Planned bus replacements to allow upgrade works continue across the network. Unplanned bus replacements during July covered services cancelled due to sickness and COVID-19, along with weather related disruptions.

**Ferry performance**

- 18. Ferry service levels have not been impacted by the Omicron outbreak.
- 19. Boardings for July 2022 were 67.1 percent of boardings for the same month in 2021. In June 2022, boardings were 78.5 percent of boardings compared to June 2021. Boardings are often affected by weather.

**Fare revenue**

- 20. In July 2022, there was a budget shortfall of \$7.1 million (-71 percent) for the month. This compares to June 2022 results of a budget shortfall of \$5.0 million (-67percent) for the month.
- 21. 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.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Metlink performance report – July 2022

**Ngā kaiwaitohu  
Signatories**

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



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

# Metlink performance report



## July 2022 – for the GWRC Transport Committee

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

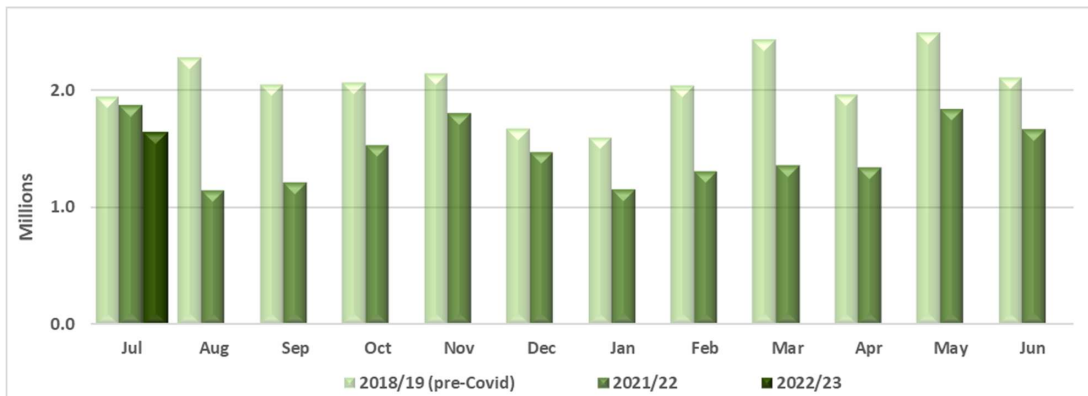
Full monthly performance reports are available under ‘Performance of our network’ on the Metlink website: <https://www.metlink.org.nz/>

## Patronage

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

### Bus Passenger boardings

Under Orange of the Covid-19 Protection Framework, July bus passenger boardings were 12.4% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



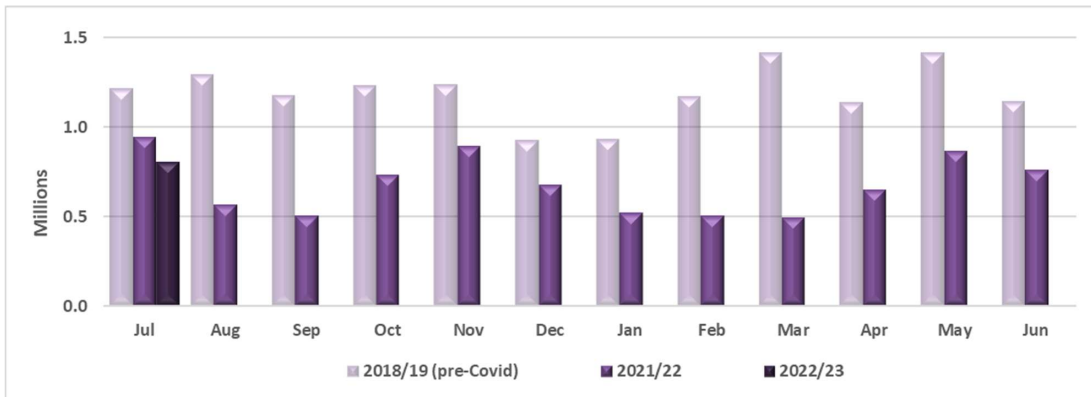
Boardings by area - current month

	Jul-22	Jul-21	% Change
Wellington	1,222,589	1,401,838	-12.8%
Hutt Valley	303,868	341,151	-10.9%
Porirua	59,207	69,847	-15.2%
Kapiti	39,617	42,470	-6.7%
Wairarapa	10,268	12,349	-16.9%
<b>Total</b>	<b>1,635,549</b>	<b>1,867,655</b>	<b>-12.4%</b>

**Rail Passenger boardings**

Attachment 1 to Report 22.385

Under Orange of the Covid-19 Protection Framework, July rail passenger boardings were 14.4% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

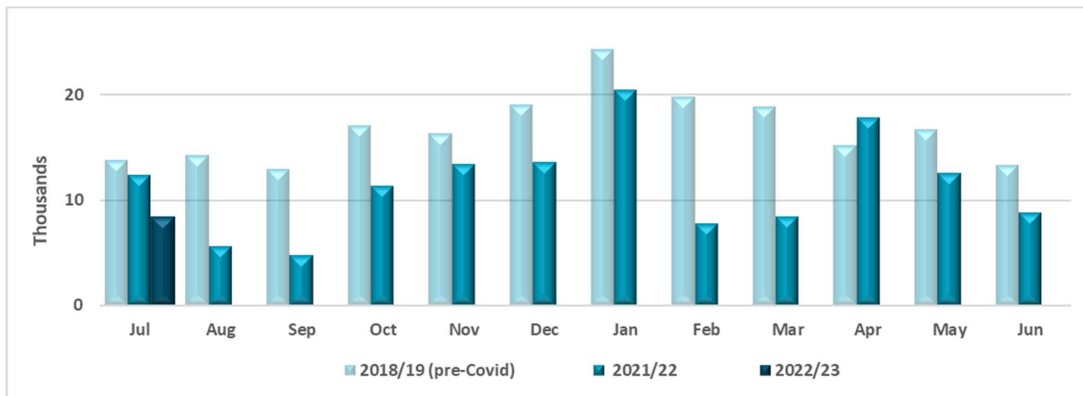


**Boardings by line - current month**

	Jul-22	Jul-21	% Change
Hutt Valley	338,907	434,700	-22.0%
Kapiti	336,110	356,998	-5.9%
Johnsonville	88,865	95,178	-6.6%
Wairarapa	43,641	56,945	-23.4%
<b>Total</b>	<b>807,523</b>	<b>943,821</b>	<b>-14.4%</b>

**Ferry Passenger boardings**

Under Orange of the Covid-19 Protection Framework, July ferry boardings show a decrease of 32.9% on the same month last year. 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**

	Jul-22	Jul-21	% Change
<b>Total</b>	<b>8,320</b>	<b>12,402</b>	<b>-32.9%</b>

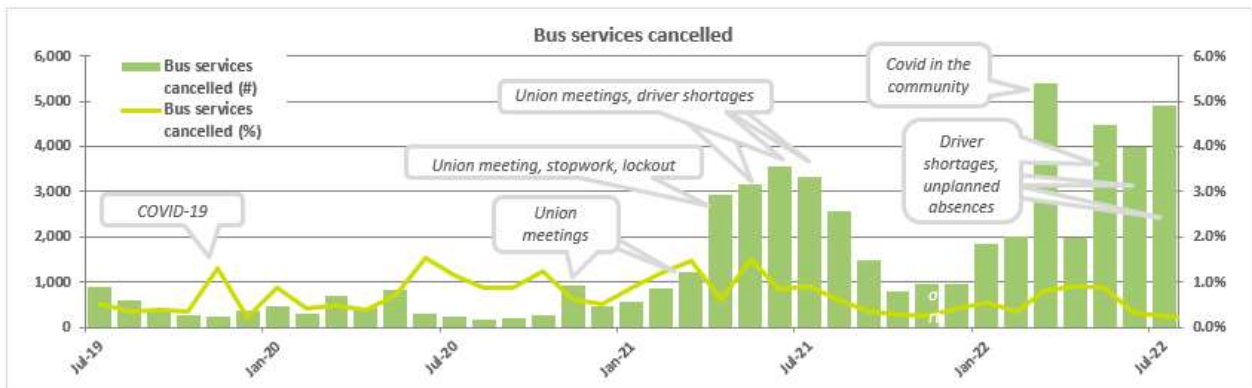
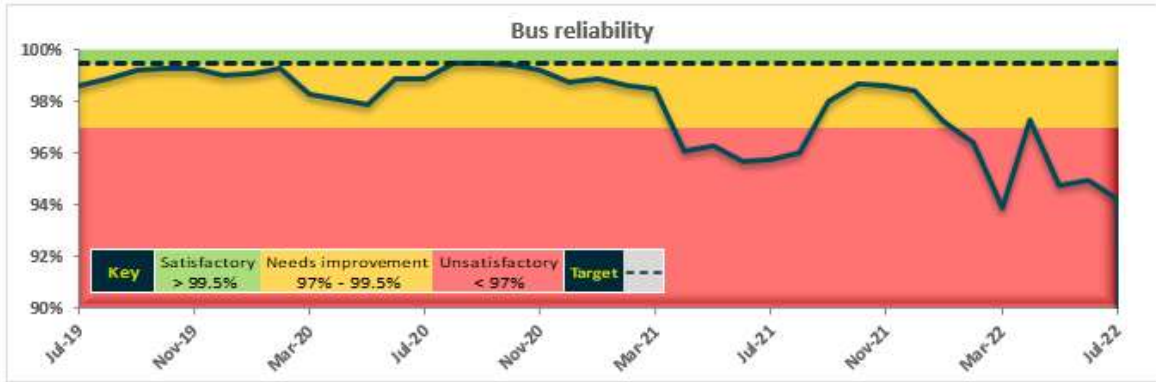


## Bus service delivery

### Reliability

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

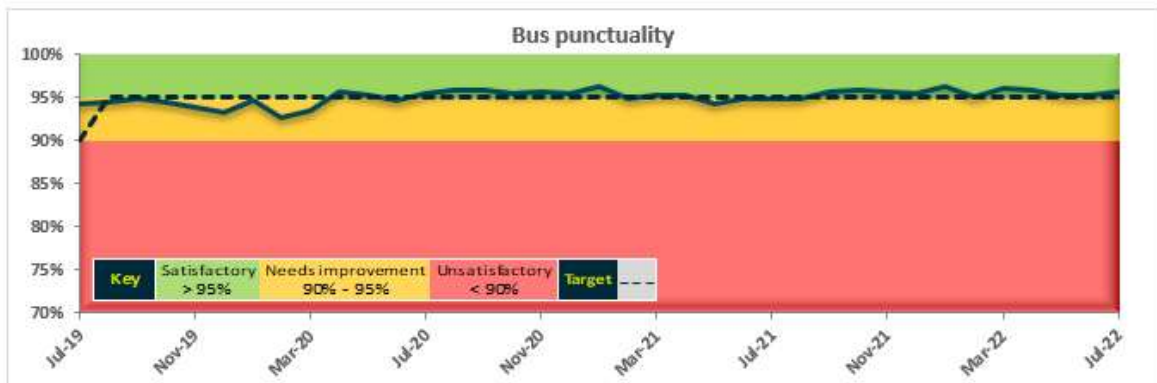
In July, 94.2% of bus services were delivered. Reliability was impacted by increasing levels of cancellations due to driver shortages and unplanned absenteeism due to Covid-19 and other illness.



### 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 95.6% in July, and remained mostly stable overall despite significant weather-related disruptions in Wellington and the Hutt Valley. Wairarapa bus performance continues to be affected by rail replacement services.



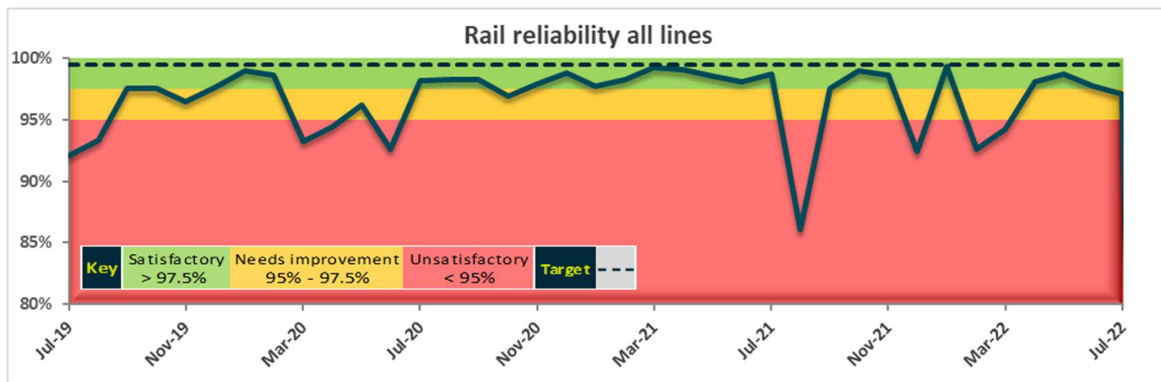


## Rail service delivery

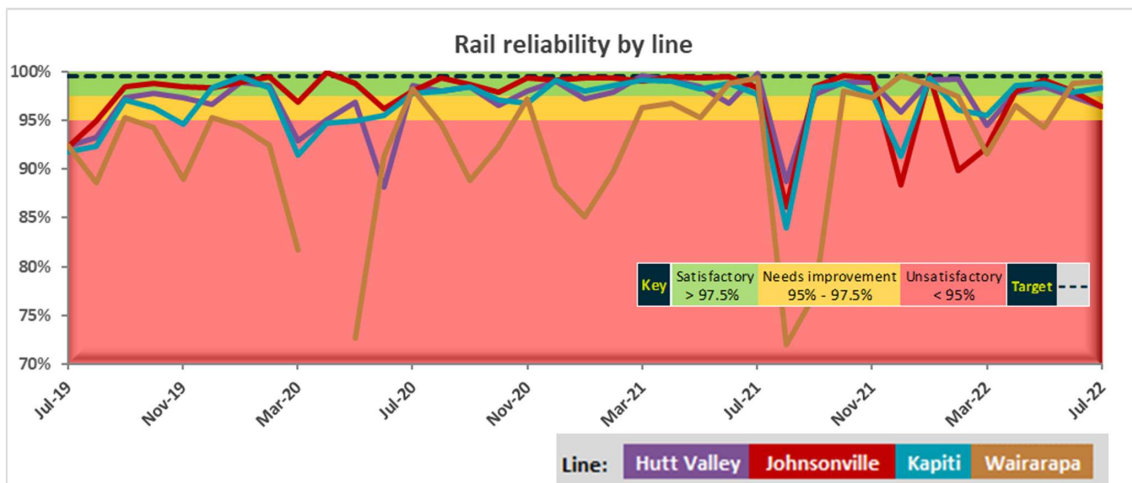
### Reliability

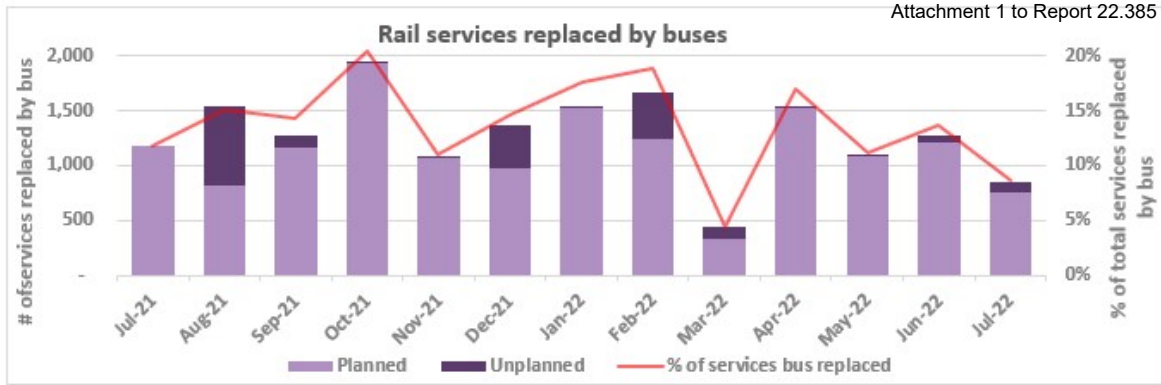
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 97.1% in July - services were disrupted by adverse weather causing slips, trees to come down, and high sea swells. Covid and seasonal sickness also saw some staff shortages across the month.



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

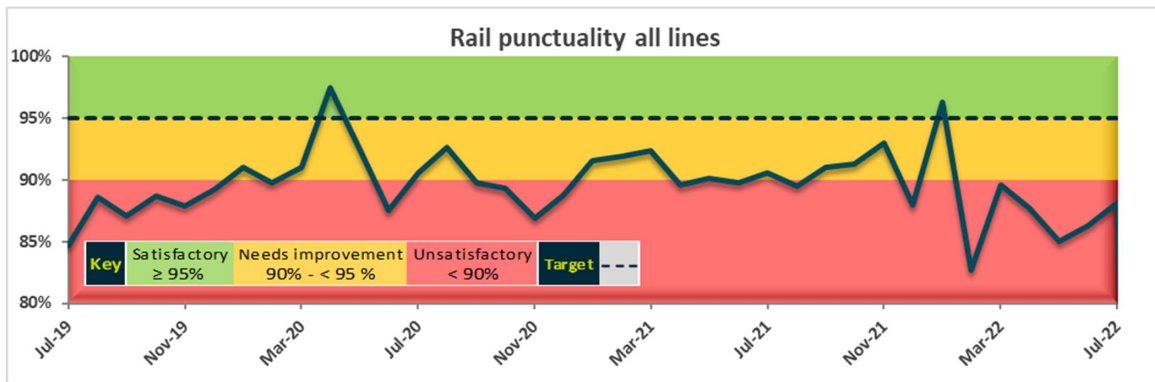




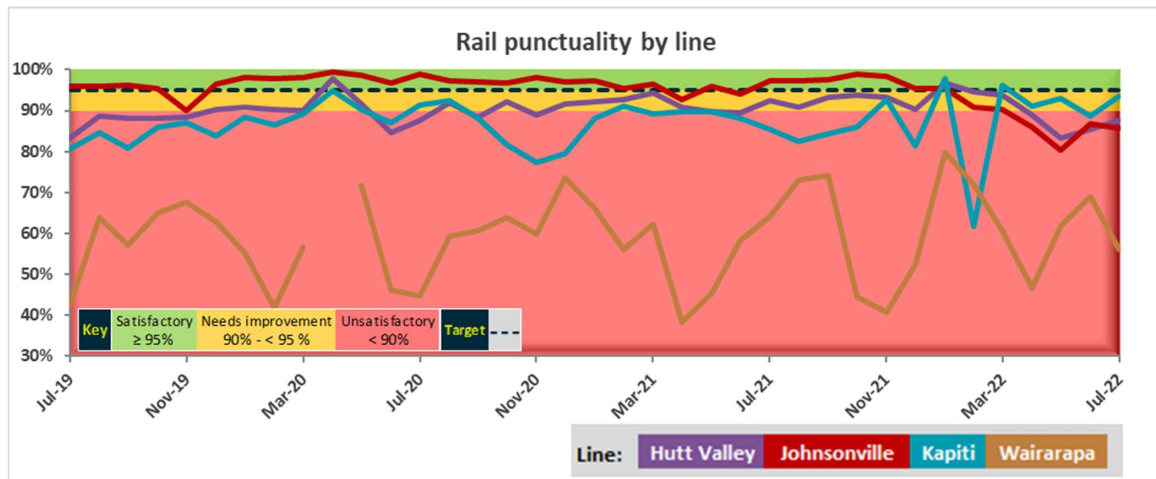
### Punctuality

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 July was 88.2% - adverse weather disrupted the network throughout the month, Johnsonville line punctuality was impacted by temporary speed restrictions related to slip risk, and the Wairarapa line continued to be affected by worksite and speed restriction delays.



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



## Fare revenue

### Bus and rail fare revenue

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

In April 2022 the Government introduced half-price fares – numbers reported here are for actual fare revenue, without adjustment for any additional Waka Kotahi funding during the half-price fares period.

There was a budget shortfall of \$7.1m (-71%) in July.

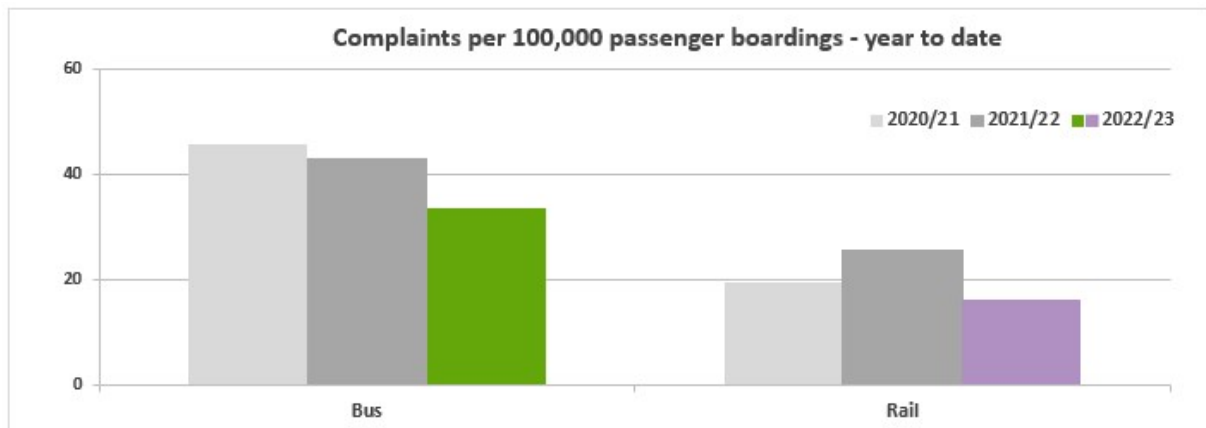
Fare revenue - current month

	Jul-22	Budget	Excess/Shortfall
Bus	1,362,392	5,627,121	- 4,264,729
Rail	1,568,585	4,357,420	- 2,788,835
<b>Total</b>	<b>\$ 2,930,977</b>	<b>\$ 9,984,541</b>	<b>-\$ 7,053,564</b>

## Complaints

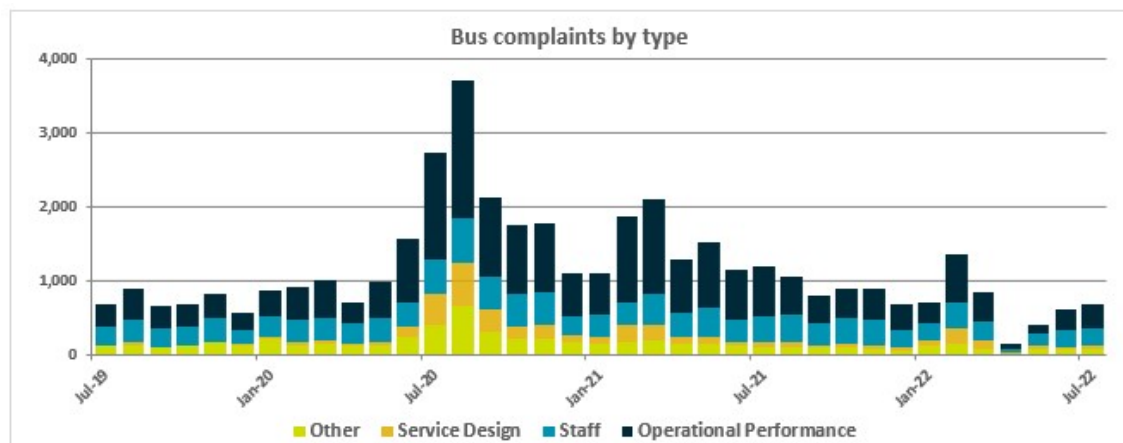
### Complaints volume

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 rail.



### Bus complaints

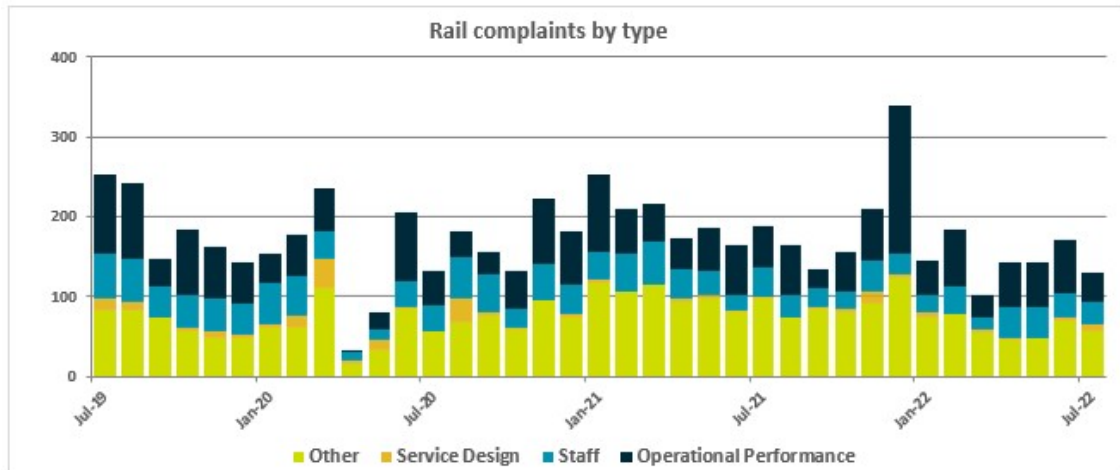
Bus complaints for the month were 41.9% lower than in July last year.



Rail complaints

Attachment 1 to Report 22.385

Rail complaints for July were 31.2% lower than the same month last year.





**Transport Committee**  
**22 September 2022**  
**Report 22.387**



**For Information**

## **PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE**

**Te take mō te pūrongo**

### **Purpose**

1. To provide the Transport Committee (Committee) with an update on progress made against the Committee's stated strategic priorities.

**Te tāhū kōrero**

### **Background**

2. On 20 February 2020, the Committee agreed to the following strategic priorities for the 2019-2022 triennium:
  - a A reduction in transport-generated regional carbon emissions.
  - b An increase in regional mode share for public transport and active modes.
  - c Early delivery of public transport elements of Let's Get Wellington Moving programme.
  - d Funding commitment to the Lower North Island Regional Rail trains.
3. The strategic priorities were accompanied by key performance measures for the 2019-2022 triennium being stretch targets (Strategic Priorities for the Transport Committee - Report 20.26)
4. On 25 March 2021, a mid-term review of the Committee's stated strategic priorities was undertaken (Transport Committee Strategic Priorities: Mid Term Review - Report 21.99).
5. As a result of the mid-term review, the Committee agreed to retain the strategic priorities agreed to in February 2020 and adopted a new set of key performance measures to achieve the strategic priorities to replace the February 2020 key performance measures, as follows:
  - a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
    - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.

- ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
  - iii Including a new requirement in the tender documents for the next Public Transport Operating Model (PTOM) bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31).
  - iv Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.
- b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
- i Promoting public transport to achieve full recovery to pre COVID-19 levels (40 million) by 2022/23.
  - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20).
  - iii Undertaking workplace travel programmes for at least four major regional employers by 2022.
  - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
    - Trial of cash-free bus routes on express routes
    - Pilot of electronic ticketing on rail by the end of calendar year 2021
  - v Improving the integration of rail bus replacements into the network, including:
    - Developing detour maps for customers by August 2021
    - Integration of timetable and signage displays into Metlink BAU by November 2021.
  - vi Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
    - Initiating the tender process by September 2021
    - Commencing operation of service by 1 July 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
- i Decisions on mass rapid transit route and mode by December 2021.

- ii Commence implementation of Bus Priority Action Plan, City Streets work package, Golden Mile and Thorndon Quay/Hutt Road by July 2022.
  - d *Lower North Island Regional Rail: Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest.*
  - e *Regional Public Transport Plan: Adopt the Regional Public Transport Plan, to deliver on targets by June 2021.*
6. The mid-term review report (Report 21.99) also set out Councillors' assessments of other focus areas for the Committee for the remainder of the triennium. These focus areas are set out below:
- a *Rest and Meal Breaks Provisions of the Employment Relations Amendment Act:* Follow up to workforce strategy workshop in early 2020 with representatives from operators, unions, industry advocates, Waka Kotahi and the Ministry of Transport, to respond to a national driver shortage. Continue to provide national and regional leadership to prepare for the implementation of the rest and meal breaks provisions as set out in the Employment Relations Amendment Act - including ensuring there are adequate toilet facilities. Host another workforce strategy workshop at Ramaroa, Queen Elizabeth Park, e.g., consider Driver National Award.
  - b *Government's Review of PTOM Model:* Follow up to Greater Wellington's Briefing to Incoming Ministers (BIM), referring to previously announced review of the Public Transport Operating Model (PTOM), working together with other regional councils and government agencies.
  - c *Preparation for New Contracts Under PTOM due 2027/28:* Recognising that we are now 2.5 years into the 2018 PTOM contracts, consider measures under the contracts that may be required to ensure provision of appropriate wages and conditions of drivers and other staff.
  - d *Delivery of Digital Information:* Development of an open-data application Programming Interface (API) for enabling the public and developer community to access and consume our real-time information data, and the upgrading of the Metlink website to improve its accessibility and usability. A live prototype of the 'on-bus next stop announcement' system was completed during May-June 2019.
  - e *Innovation in Public Transport Delivery models:* Explore opportunities for innovation in public transport delivery models, such as "public transport on demand" and "mobility as a service" utilising digital technologies, e.g. to provide connection for customers between home and rail, and other major transport stations.
  - f *Assessment of alternatives of procurement or in-house provision of services:* provide advice in reports by officers of assessment of alternatives of procurement or in-house provision of services.
  - g *Transit Oriented Developments:* Work with Wellington City Council, Porirua City Council and Hutt City Council to begin planning for Transit Oriented Developments, within the context of the Wellington Regional Growth Framework and Long Term Plans, at Porirua, Johnsonville and Waterloo Station.

- h *Wellington Region Transport Alignment Project*: Work with Ministry of Transport (MoT), Waka Kotahi and territorial authorities to seek policy alignment on major transport related projects between central government and local government, modelled on the very effective Auckland Transport Alignment Project (ATAP).
- i *Regional Passenger Rail Services between Auckland and Wellington*: Feasibility Study and Business Case developed jointly between KiwiRail and the 17 Chairs and Mayors of regional councils, unitary councils, territorial authorities on the NIMT-Follow up to BIM.

7. This report updates the Committee on progress up to 31 August 2022.

***Progress against strategic priorities***

8. The paragraphs below provide an overview of progress towards the strategic priorities, work being undertaken to achieve the stated strategic priorities and challenges that we face in achieving these priorities.

*Carbon Emissions*

*100 electric buses in fleet by December 2023*

- 9. Metlink expects to have at least 100 electric buses in its fleet by December 2023.
- 10. There are currently 85 electric buses on the Wellington bus network.

NZ Bus

- a At the time of writing this report, NZ Bus has 51 electric buses in operation on the network.
- b There are shipping delays caused by COVID-19, which has impacted the delivery of buses.
- c The final delivery date for the final 16 buses is to be confirmed. These are for growth so are dependent on the availability of drivers and patronage demand recovery.

Tranzurban

- d At the time of writing this report Tranzurban has 24 electric buses in operation on the network. This includes the diesel to electric conversion trial bus.
- e The remaining 18 buses scheduled for Tranzurban will be introduced on a monthly basis through to early 2023.

Mana

- f 10 additional electric buses have been added to the fleet for the airport service.

*Acceleration of decarbonisation of vehicle fleet to achieve net zero carbon emissions by 2030*

- 11. Work on pathways to achieve a net zero carbon public transport vehicle fleet by 2030 were adopted by Council as part of the Regional Public Transport Plan 2021 and the 2021-31 Long Term Plan.
- 12. As electric buses are being introduced, they are being allocated to the core routes to meet our target of having all core routes zero emissions by 2030.

13. Ika Rere, the first operating electric passenger ferry in the Southern Hemisphere began operating in March 2022. The replacement of a diesel ferry with an electric ferry will avoid an estimated 275,000kg of CO<sub>2</sub> per year from diesel use. While this is a small amount relative to Greater Wellington's total corporate carbon footprint, it is roughly the same as the decarbonisation benefit of eight electric buses.
14. Following the trial by one of Metlink's operators (Tranzurban) to convert diesel buses to electric, officers are assessing the investment potential for the conversion of certain buses (transferring assets) to electric. Funding was sought and approved through the Low Carbon Acceleration Fund (LCAF) for this.

*Requirement in tender documents for next round of PTOM bus contracts that core route buses are electric*

15. The adopted Wellington Regional Public Transport Plan 2021 provides that at all buses on core routes will be electric by 2030; operators will then be required to provide these services with electric vehicles.

*Exploring national-level procurement of electric buses and electric rolling stock*

16. The Ministry of Transport have signalled that they are not proposing to pursue centralised procurement of EV assets at a national level as part of their policy response to the review of the Public Transport Operating Model (PTOM). The Ministry's stated position is that the benefits of bulk procurement can be pursued through syndicated contracts. Cabinet is expected to consider the PTOM review policy direction in mid-2022.
17. The Lower North Island Rail Integrated Mobility Detailed Business Case (approved by Waka Kotahi's board but still requiring funding from Central Government to be feasible) provides a proposal that the rolling stock is procured in a way to create a national rolling stock vehicle platform for further expansion of the order once the justification/need is established elsewhere within New Zealand.

**Mode Shift**

*Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23.*

18. COVID-19 continues to impact public transport, both in the delivery of services and patronage.
19. Across all modes, year-to-date patronage (by end of July 2022) was approximately 68.8% of the same period in 2019 (72.6% for bus, 62.1% for rail, and 59.6% for ferry).
20. Since mid-March 2022, Metlink has observed steady growth in bus and rail patronage.
21. The observed increase in patronage recovery could partly be attributed to the continuation of the Government's half-price fares scheme.
22. The latest Metlink passenger satisfaction survey (undertaken in June 2022) asked passengers if half-price fares changed their behaviour. 54% of those surveyed say it has led to an increased use of public transport. This is made up of 4% who have started to use public transport, 13% who have restarted using public transport, and 39% increased their public transport use.

23. The Government's universal half price fares scheme has been extended until 31 January 2023. We expect to see continued growth in patronage recovery over this period.
24. The following matters may further encourage patronage recovery:
  - a The roll out of Snapper on Rail across the rail network
  - b The roll out of the Community Connect Concession from February 2023
25. In addition, implementing the Council's recent decisions on fares is estimated to have a considerable positive impact on patronage recovery (and mode shift).

*Proactive marketing of off-peak and inter-peak bus services to increase off peak patronage*

26. Across all modes, year to date travel has been 51.5% during peak hours and 48.5% during off-peak hours. This compares to the same period in 2019 of 54.6% peak and 45.4% off-peak travel.
27. Following the Government's extension of half price fares initiative, officers continued their promotional campaign to support this initiative. Though not directly attributable to the campaign, weekend bus patronage is higher than weekday bus patronage, compared to pre-Covid patronage. In August, daily average patronage was approximately 75%. Daily weekend patronage has been around 85-90%.

*Workplace travel programmes*

28. Implementation of the Wellington Regional Hospital Travel Action Plan (WRHTAP) programme with Te Whatu Ora – Health NZ Capital, Coast and Hutt Valley continues. A Programme Coordinator commenced in August 2022 providing additional resources to drive the overall programme and the carpool / rideshare project.
29. A Request for Information for technology to support carpool/ ridesharing for Wellington Regional Hospital (WRH) staff travel was completed in 2022, with a further stage Request for Proposal to follow.
30. The launch of Personalised Journey Planning for select WRH staff, along with incentives for active travel, and other activities such as cycle skills training and e-bike have-a-go, are planned for October 2022. These have been delayed due to staff shortages, COVID-19 and winter illness. The WRH staff travel survey will be repeated in January 2023, occurring approximately annually.
31. During April – August 2022 the new Hospital Express bus (HX) - an initiative from the WRHTAP - carried 6,042 passengers, between Wellington Railway Station and the Regional Hospital in Newtown. Usage was highest in May with up to 148 boardings a day.
32. The next quarterly meeting of the Workplace Travel Forum will be held at the end of September 2022. Key discussion will include the recent changes to Fringe Benefit Tax exempting public transport subsidies, and Ministry of Business, Innovation and Employment's All of Government travel procurement team on low carbon options. Ahead of the forum, EECA | GENLESS will promote with employers, participation in World Car Free Day (22 September) and ongoing participation in Car Free Friday. Engagement with Forum members, including territorial authorities has identified further businesses/employers to target with workplace travel initiatives. Potential locations include Lower Hutt, Upper Hutt and Porirua.

*Significant steps towards implementation of National Ticketing Solution*

Roll out of interim electronic payment by Snapper across the entire rail network

33. Following the successful Snapper on Rail trial on the Johnsonville Line (see below), Metlink is set to roll out an interim electronic payment by Snapper across the rest of the region's rail network as part of the transition to the National Ticketing Solution.
34. Metlink is preparing to roll out Snapper across the Kapiti Line in early November 2022 and then across the Hutt Valley, Melling and Wairarapa lines in late November 2022.

Trial of cash-free bus routes on express routes

35. Metlink undertook a six-month pilot (commenced 12 July 2021) making express peak services (30x, 31x, 32x) cashless to understand how customers respond.
36. This initiative has been successful in achieving full Snapper card payment with no negative impacts on the customer experience, patronage or revenue.
37. On the back of this success, Metlink is extending this approach to payment to other suitable bus services.
38. In line with principles for contactless payment, this initiative will ensure no customers are left behind, by:
  - a Applying the Snapper only rule to peak commuter services with existing levels of Snapper card payment of 96 per cent or greater; and
  - b ensuring that there is also a cash payment alternative bus service available in the vicinity.
39. The focus on Snapper only payment on peak-only commuter services will allow faster boarding and journey times for passengers and make bus travel a more attractive mode choice for journeys to work.

Pilot of electronic ticketing on rail by the end of calendar year 2021

40. The Snapper on Rail trial on the Johnsonville Line commenced on 14 November 2021.
41. The Trial provides a 'contactless' fare payment alternative in the case of further pandemic-related restrictions, as well as enabling customers, for the first time, to use the same payment method for journeys on Metlink rail services. It also enables customers to become used to 'tagging on and off' for their rail journey using a similar practice as proposed for National Ticketing Solution.
42. After 137 years of paper tickets being sold on the Johnsonville rail line (the Johnsonville rail line opened in 1885), we reached an important milestone in our ticketing journey with the removal of off board paper tickets for Johnsonville.

*Improving the integration of rail bus replacements into the network, including:*

Developing detour maps for customers by August 2021

43. Officers developed detour map tools for printed signage at bus stops April 2022. Digital map tool functionally delivered April 2022. Ongoing additions to functionality are delivered regularly as part of the monthly support agreement with our web developers.

44. Backend website development has been completed to support display of GIS maps of detours. Minor changes to deliver this to the customer facing website were delivered in June 2022. Resourcing challenges have meant that this initiative has not yet been adopted or implemented as part of BAU.
45. Improved printed operational signage templates were implemented in late 2021, and the tool for digitising their production was delivered in June 2022. Implementation has been deprioritised due to staff resourcing and other operational priorities during ongoing driver shortages and weather-related emergencies. Training is planned to recommence in late October 2022, with implementation planned November 2022.

#### Integration of timetable and signage displays into Metlink BAU by November 2021

46. Officers have investigated the integration of timetable and signage displays for bus replacements. Bus replacement timetables are currently unable to be integrated into Metlink BAU (online timetables or RTI) due to technical and contractual constraints with how timetable data is published and integrated with existing software and systems.
47. Variations of static bus replacement wayfinding signage were installed at some stations as a trial throughout 2021. New wayfinding and information guidelines have been developed following feedback from those trials and are planned for phased implementation from February 2022 through end of 2022/23.
48. LED signage functionality has been updated iteratively since implementation in 2021 in response to feedback. Improvements to the backend data system that drives the signs' bus replacement messaging were released April 2022. Additional functionality, control and monitoring for the system are planned for implementation by September 2022.
49. Website map display of bus replacement stop icons and information was implemented in October 2021. Additional placement of bus replacement locations was integrated into Metlink's main website map in August 2022.

#### *Establishing an Airport Bus Unit*

##### Commencing operation of service by 1 July 2022

50. The new Airport service commenced operation on 1 July 2022. The service operates as Unit 20 and is known as 'AX'.
51. The Airport Service is a targeted express service that provides direct access between Wellington Railway Station and Wellington Airport from 4.50am to 10.30pm, 7 days a week.
52. The Airport Services is operated by electric vehicles with special features including WiFi, USB chargers and payWave technology.
53. Patronage in the first two months of this service was 49,834, which is 155% of the original business case forecast.

#### ***Let's Get Wellington Moving***

##### *Mass rapid transit route and mode by December 2021*

54. A decision on a preferred transformational programme option was announced and agreed by Wellington City Council and Greater Wellington Regional Council in July 2022.



55. The preferred programme option report concluded that Option 1 (Light Rail Transit (LRT) from Wellington Station to Island Bay, enhanced bus from Kent / Cambridge Terrace to Miramar and the Airport, a new Mt Victoria Tunnel and grade separated Basin Reserve) is the best performing Mass Rapid Transit (MRT) / State Highway Improvements (SHI) programme option under an intensified land use scenario against the LGWM Programme objectives. Due to current levels of uncertainty on a number of conditions, it was also agreed that both LRT and Bus Rapid Transit (BRT) modes should continue to be investigated in the next stage (Detailed Business Case)
56. The Indicative Business Case for integrated MRT and SHI is planned to be finalised by the end of the year.

*Commence implementation of Bus priority, City Streets, Golden Mile and Thorndon Quay Hutt Road by July 2022*

57. The Bus Priority Action Plan forms part of the City Streets work package within LGWM.
58. The City Streets Indicative Business Case was approved by all three partners in late 2021. The business case defined and prioritised a number of public transport (bus), and active mode interventions for further development and delivery. These interventions are grouped into 17 Single Stage Business Cases, being delivered in tranches.
59. A Single Stage Business Case focusing on delivering 83 targeted improvements has been approved and improvements are scheduled to begin in early 2023. A further nine Single Stage Business Cases focused on broader corridor level improvements have commenced with four of these at the point of identification of short list technical options.
60. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. A preferred 'transformation' option was announced in June 2021 and the Single Stage Business Case approved by all partners in late 2021. Public engagement to inform detailed design concluded in August. Construction is expected to commence in the second quarter of 2023.
61. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement was undertaken in mid-2021 and the Single Stage Business Case was approved by both Councils in February 2022 and approved by the Waka Kotahi Board in May. Construction is planned to commence on the Aotea Quay roundabout in late 2022.

***Lower North Island Regional Rail***

*Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest*

62. The Lower North Island Rail Integrated Mobility Detailed Business Case has been completed and formally submitted to Waka Kotahi and Ministry of Transport.
63. Following consideration by Waka Kotahi's Board on 16 December 2021, Waka Kotahi Board agreed to fund its portion of the investment.
64. General feedback has been overwhelmingly positive for the quality of the business case.
65. While Waka Kotahi has agreed to fund 51 percent of this project, it will not be feasible without at least 90 percent funding. Our Budget 2022 bid was unfortunately

unsuccessful. We have, however, been asked to re-submit our bid into Budget 2023. We are continuing to work with the Ministry of Transport, Waka Kotahi, and the Ministers of Transport and Finance in the lead up to Budget 2023.

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

66. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) was adopted by Council on 29 June 2021.

### ***Other focus areas***

67. Progress against the Committee's other focus areas are set out below.

### ***Rest and Meal Breaks and workforce strategy***

#### ***Rest and Meal Breaks***

68. The Employment Relations Amendment Act has been implemented for Metlink Public PTOM operators and the Waka Kotahi assurance process has concluded.
69. Metlink continues to work cooperatively with operators and driver unions to upgrade and add toilet facilities where need is identified. We have completed upgrades to four facilities. In addition, we have installed temporary toilets to address current limitations on the network as we work to construct the new and replacement facilities in an additional four locations.

#### ***Driver workforce matters***

70. Officers continue to work with Waka Kotahi, Metlink bus operators and bus driver unions to make bus driving a rewarding career choice. Officers have played a leading role in the discussions on Living Wage with our partners and stakeholders.
71. Greater Wellington recently spoke to the Education and Workforce Committee hearing in support of its submission on the Fair Pay Agreement Bill. Greater Wellington expressed its support for the Bill. However, Greater Wellington strongly requested the Bill provide for Public Transport Authority funders to be involved in Fair Pay Agreement discussions should they wish to.
72. All bus operators across the Metlink network now pay their drivers a minimum \$27 an hour.
73. These increases, funded by Metlink, are part of our ongoing work with each of our bus operators to bring more certainty to staff and more reliability to passengers.
74. Following the successful trial of free sanitary and incontinence products for bus and rail staff, Metlink is now in the process of rolling out this initiative at key locations across the network. This initiative supports the continued improvement of driver conditions.
75. We are working with Tranzurban (currently, on a weekly basis) on the creation of new and improved shifts and the rolling out of timetable adjustments.
76. Officers will host a workforce strategy workshop following the introduction of the proposed Sustainable Public Transport Framework (SPTF).

***Government's Review of PTOM Model***

77. In August 2022, Cabinet approved reforms to the planning, procurement, and delivery of public transport and agreed to replace the Public Transport Operating Model with the Sustainable Public Transport Framework (SPTF). The SPTF has four objectives:
- a Public transport services support mode shift from private motor vehicles, by being integrated, reliable, frequent, accessible, affordable, and safe.
  - b Employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services.
  - c Well-used public transport services reduce the environmental and health impact of land transport, including by reducing reliance on single-occupancy vehicles and by using zero emission technology.
  - d Provision of services supports value for money and efficiency from public transport investment while achieving the first three objectives.
78. The SPTF will be enabled through amendments to the Land Transport Management Act 2003. Drafting of the proposed legislation is underway and is expected to be introduced into Parliament in early 2023.
79. The Minister of Transport has asked Waka Kotahi to develop operational policy to give effect to the objectives of SPTF and to develop operational policy to support more specific reforms, including:
- a to protect and improve bus driver terms and conditions, achieving the following outcomes:
    - i bus drivers have the opportunity to maintain employment if there is a change of operator.
    - ii the substantive terms and conditions of bus drivers are not negatively impacted by a change of operator.
    - iii the terms and conditions of the bus driver workforce are improved to increase recruitment and retention.
  - b to support different asset ownership arrangements, including direct public transport authority (PTA) ownership of assets.
  - c to support increased transparency of operating costs and financial performance of public transport operators.
  - d guidance to improve partnering between PTAs and operators through procurement and contracting.
  - e guidance on processes relating to the registration and variation of exempt services.
  - f guidance on how exempt services should be transitioned into the SPTF, if an exemption is removed by Order in Council.
  - g guidance on establishing units to ensure PTAs have the ability to procure and contract on-demand services separate to, or bundled with, timetabled services.

h to assist PTAs to manage potential conflicts of interest in contracting services where an in-house unit is one of the options for provision alongside external providers.

80. An SPTF Steering Group and operational policy sub-groups comprised of the Ministry of Transport, Waka Kotahi, Public Transport Authorities (PTAs), operators and union representatives are working to develop operational policy to give effect to the new objectives and to support implementation of specific changes.
81. Officers from Greater Wellington, Auckland Transport, Environment Canterbury and Otago Regional Council are representing PTAs on these working groups.

***Preparation for New Contracts Under PTOM/SPTF due 2027/28***

82. Preparation for new contracts under the SPTF will be informed by the operational policy developments of the SPTF working groups. To support the national policy development, Greater Wellington officers have commenced 'lessons learned' work to establish positions on the proposed new SPTF objectives. In addition, establishment of a national SPTF 'community of practice' has been proposed through the Transport Special Interest Group network.

***Delivery of Digital Information***

83. RTI 2.0 (which involves the full upgrade of software and hardware on buses and on-street signage) is now out to the market with a RFP. The RFP closed on 9 September 2022, with the aim of selecting a vendor by December 2022. The upgrade will provide faster, more accurate and richer information to customers and to Greater Wellington.
84. Large full colour 75" digital screens showing Real Time Information, maps and promotional messages (and using Metlink's own new backend system) have been launched as part of the Airport Express bus stop at Wellington Airport and at Lambton Interchange.
85. We are nearing completion of the process to enhance our Open Data feed and real time information to include Bus Patronage (using a five-person scale from Empty to Tight Standing Room Only). Integration with the Snapper system has been completed and we are currently testing the results internally before releasing it to the public. When tis is released, it will allow all downstream systems to have access to this information (e.g., all third-party vendor apps, Google, and Metlink website and mobile app).
86. The Proof of Concept (PoC) for Real Time Rail Patronage is continuing. Development for real time patronage and testing on one unit has been completed and was successful. One device has now been running on one unit for over 10 days proving we can get all the information we need real time. Next stage is the procurement of the hardware and the roll out of the solution and support.
87. The On Bus Announcement System that was awarded to Somar Digital with subcontractor Radiola is underway. We are still waiting on the hardware delivery. Most software development and integration has been completed and project completion is still anticipated to occur at the end of Quarter 2/beginning of Quarter 3 22/23. This will allow the existing screens on the buses to be used to deliver Next Stop Announcements as well as, among other things, Health and Safety messaging. Delays likely to occur as

additional equipment is likely to be required and current lead times are now 20+ weeks for hardware orders.

***Innovation in Public Transport Delivery models***

88. Metlink is actively exploring opportunities for innovation in public transport delivery models, such as On Demand Public Transport, Mobility as a Service and potential Autonomous Vehicle use in the Wellington region.
89. An On Demand Public Transport Tawa trial commenced in May 2022 in the Tawa suburb. The trial has been in place for approximately 3 months, is still growing to meet performance expectations, and has been well received by the community. Officers will be updating Council on trial progress in September.
90. Officers sit on a Waka Kotahi Steering Group which is conducting feasibility studies on deployment of autonomous vehicles in Wellington and Queenstown. Initial research on this project was completed by December 2021 and will be released for wider review by Waka Kotahi in late-2022 following their internal peer review process.
91. Officers workshopped a Total Mobility-related project with Council on 3 June 2021. This project aims to trial accessibility service for wheelchair-dependent users in Porirua and/or Waikanae/Ōtaki and is a project under the Accessibility Action Plan programme of work. Initial co-design work with accessibility communities and health and disability stakeholders was delayed by COVID-19 Alert Level restrictions but recommenced in late 2021 with research interviews with Total Mobility operators and disabilities services groups in Porirua and Waikanae/Ōtaki. Further research with individual customers has been conducted in this period and is informing work to develop a proposed service response for Committee consideration.
92. As part of the public transport strategic assets review, Metlink is looking at potential ownership of Total Mobility vehicles.

***Assessment of alternatives of procurement or in-house provision of services***

93. Council's submission to the Ministry of Transport PTOM review set out its views regarding public transport asset ownership and in-house provision of services. Specifically, the submission set out that:
  - a Greater Wellington believes that asset ownership is best held by local government to ensure complete accountability to ratepayers is maintained and service provision continues to be responsive to local and community needs and requirements.
  - b Greater Wellington is proud to work with our bus operators in partnership. Greater Wellington considers that there are many benefits from public transport continuing to be operated under contract by private service providers. These benefits include the access to skills and experience that operators bring to our services.
94. Work on exploring options for the control of strategic public transport assets has been workshopped with Councillors

### ***Transit Oriented Developments***

95. On 25 November 2021, the Committee agreed on a principles-based approach to initiating a Transit Oriented Development (TOD) programme in the region focussing on developments on and around existing, and potential new, train stations in the region (Initiating Transit Oriented Development in the Wellington Region - Report 21.501).
96. The TOD programme is a workstream under the Regional Growth Framework and has seen Greater Wellington working with territorial authorities and agencies such as Waka Kotahi and Kāinga Ora to develop partnership approaches to TOD in a manner that increases access to public transport, contributes to Greater Wellington's mode shift strategic priority, and contributes to urban development and intensification.
97. TOD opportunities at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the programme. Phase I of the programme has been completed through delivery of a Concept Study for the Waterloo site which explores through visualisation potential redevelopment direction for the site.
98. Phase II has started project work and feasibility studies for the redevelopment and will commence work on the Complex Development Opportunity (CDO) cross-agency partnership work for the project. Waterloo was given CDO status in May through the Wellington Regional Leadership Committee (WRLC). There are seven CDO projects in the region. CDOs are projects:
  - a That will deliver significant housing and other benefits to the region
  - b That especially support the WRLC objectives
  - c Are in key locations where successful development gives effect to those agreed strategic objectives
  - d Are complex, and working in partnership is required in order to deliver at the desired pace and scale, i.e. can be accelerated by this approach
99. Officers will continue reporting on progress with the Waterloo CDO through the next triennium with particular focus in FY 22/23 on exploring investment options for the project prior to inclusion in the 2024 Long Term Plan.

### ***Wellington Region Transport Alignment Project***

100. Officers have not commenced work on this focus area.

### ***Regional Passenger Rail Services between Auckland and Wellington***

101. A high-level feasibility study of regional passenger rail services has been undertaken. This high-level feasibility study, building on the analysis done for the LNIRIM Detailed business case, confirms that:
  - a There is a realistic opportunity to successfully deliver a regional passenger rail service that will transform the communities located along the North Island Main Trunk Line, from Auckland to Wellington, to deliver the benefits sought.
  - b The window of opportunity to maximise benefits and minimise costs is tied to the LNIRIM Investment currently being sought by Greater Wellington Regional Council and Horizons Regional Council.

- c Further study of the NIRP opportunity through a Business Case is justified by this initial high-level analysis and must start early in 2022 to confirm a case for investment in time to leverage off the GWRC LNIRIM rolling stock procurement process.
102. In August 2022, Parliament’s Transport and Infrastructure Committee advised that it has opened an inquiry into the future of inter-regional passenger rail in New Zealand (Inquiry).
103. The aim of the Inquiry is to find out what the future could hold for inter-regional passenger rail in New Zealand. Its terms of reference follow:
- a Investigating possibilities and viability of passenger rail in underserved communities, those with prior rail links that have been disestablished, and those currently advocating for improved rail links;
  - b Gaining insights into viability of passenger rail sitting alongside KiwiRail’s freight network;
  - c Evaluating existing inter-regional passenger rail, such as the Capital Connection, and how these services work between local and regional councils and central government;
  - d Gaining insights into the integration of regional rail into existing local public transport networks;
  - e Investigating the climate and emissions reductions possibilities of passenger rail, and how this links to VKT (vehicle kilometres travelled) reduction targets in the Emissions Reduction Plan, and including electrification between regions; and
  - f Investigating potential rail expansions and investments in specific areas, such as Tauranga (following a recent report on the re-introduction of passenger rail) and the Lower North Island (following a business case funded at Budget 2021).
104. A proposed submission from the Committee is on the agenda for consideration at this meeting (*Submission on inquiry into the future of inter-regional passenger rail - Report 22.382*).

**Ngā kaiwaitohu  
Signatories**

Approvers	Samantha Gain - General Manager, Metlink Luke Troy – General Manager, Strategy
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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>This report updates the Committee on progress against its stated strategic priorities</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This report updates the Committee on progress against its stated priorities.</p>
<p><b><i>Internal consultation</i></b></p> <p>Travel Choice and Customer Experience Departments were consulted in drafting this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>



Transport Committee  
22 September 2022  
Report 22.383



For Information

## WARRANTED AUTHORITY DELEGATION FROM NZ POLICE UNDER LAND TRANSPORT AMENDMENT ACT 2017

### Te take mō te pūrongo Purpose

1. To provide an update on delegated warranted authority from New Zealand Police to Greater Wellington staff under the Land Transport Amendment Act 2017, and the model for revenue protection ahead of the roll-out of Snapper across the Wellington public transport network.

### Te tāhū kōrero Background

2. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP), adopted by Council on 29 June 2021, includes the policies 'ensure that all users pay the correct fares' and 'implement ticket checks and enforcement action, where required'.
3. Revenue protection has been a significant focus in the pilot project to trial electronic ticketing on the rail network. Experience in Auckland and across international jurisdictions is that revenue loss from passive and active fare evasion can be significant when electronic ticketing is introduced without an adequate range of mitigations including the ability to introduce financial penalties (infringements) for active fare evasion.
4. Revenue 'leakage' through fare evasion has been shown to be particularly acute on 'open-system' (i.e. non-gated) networks like Wellington's.
5. Currently, Metlink, through its operators, has very limited powers to manage fare evasion on the Wellington public transport network. Current 'powers' are stated in Metlink's [Conditions of Carriage](#) s.5.1: "You must have a valid Ticket or proof of entitlement to travel on our services. You must keep your Ticket safe, undamaged and unaltered for the whole of your journey and present it on request for validation by Metlink staff or Transport Officers. Otherwise, you may be required to pay another fare or asked to leave the Vehicle".
6. Under the current rail paper-ticketing system, passengers who cannot produce a valid ticket or pay a cash fare are issued a notice of payment (pink slip) by rail staff, requiring them to pay their outstanding fare at a ticket office. These notices of payment are not enforceable and public transport operating staff do not have the legal ability to demand proof of identity from passengers they issue pink slips to.

7. A 2021 informal audit of pink slips by Metlink officers showed less than 40% of pink slips issued during the period were subsequently paid.
8. As a regional council, Greater Wellington does not have the ability under the Local Government Act to introduce Bylaws for transport infringements similar to those available to territorial authorities for areas like parking.
9. With Snapper being introduced across the rail network by the end of 2022, there is a need to revise the revenue protection operating model, particularly to enhance the ability for Metlink to introduce a more robust legal framework to support customer education and fare enforcement.
10. Greater Wellington's public transport partners, including Transdev and Waka Kotahi, strongly believe the deployment of a New Zealand Police supported model for fare evasion will be necessary to mitigate increases in evasion under electronic ticketing.

## **Te tātaritanga Analysis**

### *Letter of Agreement with New Zealand Police*

11. In November 2021, the General Manager Metlink signed a Letter of Agreement (LoA) with New Zealand Police for delegated powers for dealing with fare evasion under the Land Transport Amendment Act 2017 (LTAA). The LoA has set up a framework for Metlink to deploy these LTAA powers once further operational measures have been finalised with the Police regional command structure.
12. The LTAA introduced a provision to give enforcement officers new powers when dealing with fare evasion on public transport services. This legislation was introduced to assist Auckland Transport (AT) deal with the serious fare evasion problems they were experiencing after the introduction of electronic ticketing. AT are currently the only Public Transport Authority (PTA) deploying these powers.
13. The legislation created infringement offences for failing to pay a passenger or public transport service fare, offences for failing to comply with a request to provide identifying details, to disembark or not to board, and creates new powers for enforcement officers (called Transport Officers by AT and Greater Wellington) in relation to public transport service fares. Infringement penalties are set at \$150 under the Land Transport (Offences and Penalties) Regulations 1999. Greater Wellington is able to commence proceedings for non-compliance.
14. The LTAA vested these new powers with the Commissioner of Police. Under section 208 of the Land Transport Act 1998, the Commissioner may, by warrant, appoint a person who is not a constable to be an enforcement officer for the purposes of this Act.
15. New Zealand Police policy is that warranted enforcement officers must be employees of the Public Transport Authority and that enforcement powers be only provided to staff who have completed a prescribed Police vetting process and an agreed programme of training. Limits to authority for Transport Officers and Police regarding fare evasion are set out in the LoA.
16. To address the lack of deployable fare evasion powers for the roll-out and beyond, it is proposed to establish a new permanently staffed team of Transport Officers in Metlink,

to operationalise the Greater Wellington and New Zealand Police fare evasion framework under the LoA. This is a work in progress.

#### *Infringement Notices*

17. The agreed fare evasion enforcement model to be adopted for the Metlink public transport network will take a community education and awareness approach using a four-step Graduated Response Model for revenue protection: Engage, Encourage, Educate, Enforce.
18. Under this model, Greater Wellington Transport Officers will be primarily responsible for customer engagement and education on fares and enforcing fare evasion offences either by way of infringement notice or commencing proceedings where absolutely necessary. A framework for Police and Greater Wellington cooperation for fare evasion is set out in the LoA.
19. Further policy, legal and communications work is required to set up a future system for issuing and managing infringement notices. Greater Wellington will continue to work with partners including AT to explore models and systems for managing infringements.

#### *Evolving relationship with Police*

20. Greater Wellington's public transport relationship with Police will evolve as the LoA is implemented. The LoA provides the ability for both parties to work together on matters of mutual interest including intelligence sharing and joint operations.

### **Ngā hua ahumoni**

#### **Financial implications**

21. International research from comparable societies to New Zealand's indicate that both active and opportunistic fare evasion on public transport networks is higher than many governments and PTAs appreciate. Researchers from Monash University, Melbourne have recently stated that between 20% and 40% of a city's residents admit to fare evading at some point in their lives, with subsequent negative impact on PTA revenues.
22. International and New Zealand (particularly Auckland) evidence shows that PTAs and their operational and policy partners need to deploy a broad suite of revenue protection measures to deter fare evasion, particularly the more opportunistic forms of evasion that are both most common and most readily deterred.
23. Evidence from Auckland shows that the deployment of enforcement powers is a powerful tool to mitigate opportunistic and some degree of active fare evasion.
24. Officers are not viewing infringement notices as a revenue source, rather as a tool to encourage fares compliance.

### **Ngā tūāoma e whai ake nei**

#### **Next steps**

25. Officers will continue to work with key partners including New Zealand Police, Waka Kotahi, Transdev, Snapper and Auckland Transport on operationalising the delegated powers for dealing with fare evasion under the Land Transport Amendment Act 2017 (LTAA).

**Ngā āpitihanga  
Attachment**

<b>Number</b>	<b>Title</b>
1	<a href="#">Letter of Agreement between Wellington Regional Council and New Zealand Police</a>

**Ngā kaiwaitohu  
Signatories**

Writers	Christine Bulmer – Manager, Revenue Protection Emmet McElhatton – Manager, Policy
Approvers	Samantha Gain – General Manager, Metlink

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This aligns with the RPTP's policies 'ensure that all users pay the correct fares' and 'implement ticket checks and enforcement action, where required'.</p>
<p><b><i>Internal consultation</i></b></p> <p>Internal consultation was undertaken across the Metlink Group and with Greater Wellington Legal team, Parks and Environment.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks arising from this report. An ongoing system of operational and policy review of the fare evasion framework will monitor, respond to and mitigate all emerging risks and impacts.</p>



**Letter of Agreement**

**between**

**Wellington Regional Council (Metlink)**

**and**

**New Zealand Police**



## Letter of Agreement between the Wellington Regional Council (Metlink) and New Zealand Police.

This Letter of Agreement (LOA) is made between:

**the** Wellington Regional Council (Metlink)

**and** New Zealand Police

(The Parties).

### Introduction

1. Local government in New Zealand is represented by regional and territorial (city or district) authorities (councils). Regional councils like the Wellington Regional Council (WRC) cover larger areas than territorial councils - there are eight territorial councils within its boundaries. Various Acts of Parliament such as the Local Government Act (LGA) 2002 and the Resource Management Act 1991 provide the framework to enable Wellington Regional Council to undertake its activities.
2. New Zealand Police (NZ Police) is established under and regulated by the Policing Act 2008.  
Police's key functions include:
  - keeping the peace
  - maintaining public safety
  - enforcing the law
  - preventing crime
  - supporting and reassuring the community
  - providing national security
  - participating in policing activities outside of New Zealand
  - managing emergencies.
3. The Parties wish to formalise their mutual understanding and expectations around their interactions in relation to areas of common interest.
4. This LOA consists of principles and procedures that the Parties wish to govern their working relationship, as well as various schedules setting out the details agreed between the Parties on specific matters or activities.
5. It is contemplated that new schedules will be added to this LOA as and when required (and agreed to by the Parties) for new matters or activities between the Parties.

### Interpretation

6. For this LOA:
  - a. **Areas of common interest** mean those matters where each party contributes to those matters referred to in Schedule One as appropriate.
  - b. **Senior management** means within,



- Wellington Regional Council: The General Manager Metlink
- Police: Director Road Policing.

c. **Confidential information** means, for the purposes of this LOA, any information, verbal or written, personal or otherwise, including documents, plans, software, trade secrets, and intellectual property. Confidential information includes information either Party uses, acquires, or creates in relation to a matter. It does not include information which is generally available to and known by the public.

### Purpose

7. The purpose of this LOA is to promote a collaborative working relationship between the Parties based on a spirit of goodwill and cooperation. It is intended to assist the parties to work together on areas of common interest to achieve agreed outcomes.

### Schedules to this Letter of Agreement

8. From time to time the Parties may develop schedules relating to areas of common interest. These will be attached to this LOA.
9. New schedules may be developed and added to this LOA by mutual agreement of the Parties representatives at paragraph 35.
10. Reviews, modifications, or terminations of existing schedules may be undertaken by the mutual agreement of the parties. All changes must be agreed in writing by the Parties' senior management and appended to or removed from this LOA as appropriate.
11. Schedules will be reviewed one year after signing and thereafter every five years, or as otherwise agreed between the Parties.

### Statutory Framework

12. While the Parties have committed to work together constructively in relation to the matters addressed by this LOA, it is recognised and agreed that this commitment is subject to each Party's operational objectives, statutory responsibilities, powers and duties.
13. Each Party retains operational independence in accordance with its statutory or other responsibilities.

### Consultation on media releases/statements

14. Each Party will consult the other prior to providing information or comment to the media relating to those matters referred to in Schedule One as appropriate.
15. Each Party will raise any operational or policy concerns with the other through appropriate internal channels. These will not be raised through the news media.
16. Where appropriate, the Parties' media advisors will work collaboratively to deliver community engagement and communication plans to support the delivery of activities as detailed in attached Schedules.





**Confidentiality**

17. Each Party will:

- a. Keep the other Party's confidential information confidential at all times
- b. Not disclose the other Party's confidential information to any person except as necessary for the purposes of this LOA
- c. Ensure that any person who receives the other Party's confidential information is aware of, and complies with, this clause
- d. Effect and maintain adequate security measures to safeguard the other Party's confidential information from access or use by unauthorised persons; and
- e. Protect confidential information that is personal information in accordance with the Privacy Act 2020.

18. The obligations of confidentiality in this LOA do not apply to any disclosure of the other Party's confidential information:

- a. required by law or required by a Party for communication with its respective Minister(s); or
- b. where such information has become public through the actions of one of the Parties, its employees or authorised third parties, or was disclosed to one of the Parties on a non-confidential basis by another person.

19. Where a Party is under a legal obligation to disclose any of the other Party's confidential information, including any obligation under the Official Information Act 1982 (OIA) and/or the Local Government Official Information and Meetings Act 1987, it shall consult with the other Party before complying with that legal obligation. Such consultation may lead to the transfer of an OIA request in accordance with that Act.

**Review of LOA**

20. The Parties' representatives will meet at least once every five years to review this LoA. Any amendments may be made pursuant to paragraph 31.

21. Either Party may request a meeting with the other for the purposes of discussing the operation of this LOA. If either Party requests such a meeting, the Parties will, at their own cost, meet as soon as reasonably practicable for both Parties and in a location or manner (for example, face to face, telephone conference, online meeting space) to be agreed by the Parties.

**Consultation on Policy Initiatives**

22. Both Parties will inform each other regarding matters of common interest, at the initial stage of development, of relevant policy initiatives (including Cabinet submissions) that either Party is undertaking in relation to matters covered by the attached schedule. Each Party will take all reasonable steps to ensure that adequate time is given for the other to provide comment where appropriate.



### **Issue or Dispute Resolution**

23. All issues, disputes and differences between the parties about the interpretation or performance of duties outlined in this letter of agreement, shall be resolved at the earliest opportunity by the parties' representatives.
24. If issues remain unresolved or require further adjudication, they should be referred to the New Zealand Police, Wellington District Portfolio Holder and the tier two manager from Wellington Regional Council.
25. If the matter cannot be resolved within 28 days of the issue first being referred, then the matter shall be referred, in writing, to the Chief Executive (Wellington Regional Council) and the Commissioner of Police for final resolution.
26. Concerns about any matters, including operational or policy matters, will be raised through appropriate internal channels, rather than through the media.

### **Conflicts of Interest**

27. The Parties will alert each other to any actual, potential, or perceived conflicts of interest identified by the other Party and that other Party will disclose such conflicts as soon as possible.
28. Any conflicts of interest declared to or perceived by either Party will be shared and be the subject of discussion. The Parties will seek to obtain agreement to resolve or mitigate the conflict of interest.

### **Costs**

29. Unless the Parties mutually determine otherwise, the cost of meeting the commitments of this LOA shall be met by the Party incurring the cost.

### **Termination**

30. Either Party may terminate the LOA by giving three months' notice in writing to the other Party.

### **Variation**

31. This LOA can only be amended by a written agreement signed by persons authorised to sign on behalf of the Parties.

### **Legal Relationship**

32. Nothing in this LOA and attached schedules shall make either Party liable for the actions of the other or constitute any legal relationship between the Parties.
33. The provisions in this LOA and attached Schedules are to be read subject to any chief executive or Cabinet directives and any enactment.



34. Where there are changes to Government policy which affect the purpose and functions of this LOA, including the attached schedules, each Party agrees to inform the other of those changes at the earliest possible time thereafter and agrees to meet to renegotiate if necessary any aspects of this LOA.

**Parties' Representatives**

35. The parties' representatives:

**a. Wellington Regional Council**

Position title: General Manager - Metlink  
Address: 100 Cuba Street,  
Te Aro  
Wellington 6142

**b. New Zealand Police**

Position title: Road Policing Manager  
Address: Wellington Central Police Station  
41 Victoria Street  
Wellington 6110

- c. The Parties' representatives will serve as the primary point of contact with the other Party in order to facilitate and maintain a good working relationship.
- d. Day to day contacts will be identified as part of each agreed activity in any attached schedules and will be responsible for facilitating and maintaining a good working relationship in respect to the activities stipulated in the respective schedules.
- e. Each Party may replace its, or appoint an acting, representative and day to day contact from time to time upon giving written notice to the other Party's representative or day to day contact.
- f. Each Party may change the contact details for its representative and/or day to day contact upon giving written notice to the other Party's representative or day to day contact.

**Execution**

**Signed by the**

**General Manager – Metlink**

**Road Policing Manager**

Signature

Mr. Scott Gallagher

Date 18 November 2021

Signature

Inspector Wade Jennings

Date 22/11/2021



# Schedule One: Part One

## Fare Evasion On The Metlink Network

### Background

1. Wellington Regional Council manages the Metlink public transport network with more than 38 million journeys a year on buses, trains, and ferries. This connects people throughout the greater Wellington region with a public transport network that stretches from Wellington north to Otaki and east to Masterton.
2. Wellington Regional Council is responsible for the setting, collection, and administration of passenger fares across the Metlink network.
3. Wellington Regional Council has recognised that a proportion of passengers are failing to either pay the correct fare, or entirely fail to pay any fare set by Wellington Regional Council.
4. The Land Transport Amendment Act 2017 (The Act) introduced a provision to give enforcement officers new powers when dealing with fare evasion on public transport services.
5. The legislation created infringement offences for failing to pay a passenger or public transport service fare, offences for failing to comply with a request to provide identifying details, to disembark, not to board and creates new powers for enforcement officers in relation to public transport service fares.
6. Under section 208 of the Land Transport Act 1998, the Commissioner may, by warrant, appoint a person who is not a constable to be an enforcement officer for the purposes of this Act.
7. The purpose of this Schedule is to establish a procedure between NZ Police and Wellington Regional Council concerning the processes that will apply to the warranting of Wellington Regional Council employees for the purpose of enforcing fare evasion.
8. As an overarching principle, Wellington Regional Council and NZ Police will design the fare evasion enforcement model to be adopted for the Metlink public transport network through a community education and awareness approach. Wellington Regional Council will adopt a four-step Graduated Response Model for revenue protection: Engage, Encourage, Educate, Enforce.

### Outcome

9. The initial desired outcome of this Schedule is to ensure an effective relationship between the two parties for the purpose of achieving the warranting of Wellington Regional Council enforcement officers for the enforcement of fare recovery provisions.



### **Warranting Process**

10. The warranting process of enforcement officers is as per Schedule One: Part Two
11. A sample of the Warrant of Appointment is located in Schedule One: Part Three.
12. The powers of warranted enforcement officers are as per Schedule One: Part Four.

### **Limits to authority**

13. Neither Wellington Regional Council enforcement officers nor NZ Police have authority to arrest or detain a person who refuses to comply with the above directions. If other offences occur, NZ Police may exercise other powers as appropriate. However, NZ Police staff will carefully consider all circumstances before making a decision to warn, arrest or summons a person for the offending.

### **Police support to Wellington Regional Council enforcement officers**

14. This Schedule sets the expectation that Wellington Regional Council enforcement officers will be primarily responsible for enforcing fare evasion offences either by way of infringement notice or commencing proceedings.
15. NZ Police may also provide Wellington Regional Council information on passengers for the purpose of Wellington Regional Council issuing infringement notices for fare evasion in appropriate circumstances.
16. NZ Police may be called upon to assist Wellington Regional Council enforcement officers if a person fails or refuses to disembark the Metlink public transport service as directed, and/or fails or refuses to provide identifying details for the purposes of issuing an Infringement notice for an offence.
17. NZ Police may also work with Wellington Regional Council enforcement officers in joint operations as appropriate.

### **Wellington Regional Council enforcement officers are employees of Wellington Regional Council.**

18. Wellington Regional Council enforcement officers are employees of Wellington Regional Council. Wellington Regional Council will be responsible for all human resource requirements, managing the health and safety of Wellington Regional Council enforcement officers and their compliance with their warrant.

### **Communication**

19. The primary line of communication between Wellington Regional Council and NZ Police will be via the local representatives. Up-to-date contact details for individuals acting in these roles will be maintained to ensure effective lines of communication- both in facilitating the warranting process, and the ongoing relationship between the two organisations.



### Information sharing

20. Wellington Regional Council and NZ Police may share information to support the enforcement of fare evasion offences. This could include the development of systems and processes to support the sharing of Information.
21. This will also include the sharing of information relating to the effectiveness of the current legislative provisions. Information shared will not breach the Privacy Act 2020, the Official Information Act 1982, or the Local Government Official Information and Meetings Act 1987.

### Parties' representatives

22. The parties' representatives for the purpose of this Schedule are:

Scott Gallagher  
General Manager Metlink  
[scott.gallagher@gw.govt.nz](mailto:scott.gallagher@gw.govt.nz)

Inspector Wade Jennings  
Road Policing Manager  
Wellington Central Police Station  
[wade.jennings@police.govt.nz](mailto:wade.jennings@police.govt.nz)

23. Any changes to a party's representative will be notified to the other party in writing.



## Schedule One: Part Two Warranting Process

24. Section 208 of the Land Transport Act 1998 provides that only persons who, in the opinion of the Commissioner are qualified by knowledge or experience to undertake enforcement of the functions specified in the warrant of appointment may be appointed as enforcement officers.

25. The process for warranting Wellington Regional Council staff as enforcement officers, including:

- Requirements to be met for a warrant to be issued
- The respective roles and responsibilities of each party
- Communication process, including information sharing

### **Requirements to be met for a warrant to be issued**

26. In order for the Commissioner (or delegate) to Issue a warrant to a Wellington Regional Council enforcement officer for the purposes of enforcing fare evasion provisions across the Wellington Regional Council public transport network, the following requirements must be met:

- a. Wellington Regional Council to develop and deliver a training package to enforcement officer applicants that demonstrates that the applicant has sufficient knowledge of the relevant legislation and powers and knows how to conduct themselves appropriately when dealing with the public.
- b. Wellington Regional Council to provide NZ Police with a training schedule that outlines that each individual applying to be an enforcement officer has received and satisfactorily completed the required training, and Wellington Regional Council is satisfied that they are sufficiently trained to perform the enforcement officer role, including in situations of conflict.
- c. Completed exception vetting checks on each enforcement officer applicant. Wellington Regional Council to apply to Police Vetting Service (via website) to be an approved agency. Wellington Regional Council to apply for vetting of each candidate via the NZ Police website, and provide the required information. Wellington Regional Council to pay the costs for each vetting service. Wellington Regional Council to provide copies of the returned results to Police as part of the information package for each applicant.



d. Informal interview with each applicant conducted by NZ Police and approved if NZ Police have no concerns about the applicant.

**Responsibilities of each party**

27. The respective responsibilities of each party during the warranting process are set out in Table One and Figure One.

Table One - Responsibilities of parties

Wellington Regional Council Regional Council	New Zealand Police
<p>Training Applicants</p> <p>Completing training schedule/certificate for each applicant confirming the applicant is suitably qualified.</p> <p>Applying and paying for each individual vet.</p> <p>Providing the DPR with all completed paperwork.</p>	<p>Training syllabus to be reviewed by NZP per 26.a and 26.b of Schedule One.</p> <p>District Police conduct informal interview with warrant applicants and prepare a summary which is forwarded to the District Police Representative (DPR).</p> <p>DPR considers all completed documentation, prepares the draft warrants, and submit to the Commissioners delegate for signing.</p> <p>Warrant signed by Commissioner or Delegate.</p> <p>DPR provides Wellington Regional Council with signed warrants. Electronic copies of the warrants are made by the DPR and kept on file. Copies to be provided to Police Instructions to maintain in a central repository, alongside the Schedule</p>

**Suitability of candidates**

28. Process for when a vetting result returned: If a vetting application returns with a concerning result, Wellington Regional Council will determine whether to continue the application for a warrant for that individual, and should give consideration to providing the opportunity for applicants to respond to results where appropriate. NZ Police will independently consider the suitability of any candidate that returns a concerning result, as part of the assurance process prior to the warrant being issued.





### **Handling complaints**

29. Any complaints relating to Wellington Regional Council enforcement officers will be dealt with by Wellington Regional Council in the first instance. However, if the complaint leads to the Wellington Regional Council officer becoming the subject of a charge, the NZ Police representative must be notified. Any decision to revoke a warrant needs to be made in consultation with the Wellington Regional Council representative, and the delegate who signed the warrant.

### **Dealing with issues of misconduct**

30. Wellington Regional Council must require warranted enforcement officers to inform Wellington Regional Council of any change of circumstances that may impact on their suitability to hold a warrant,
31. Wellington Regional Council must provide that information to the NZ Police representative promptly. The Commissioner's delegate may revoke a warrant if the enforcement officer is deemed no longer suitable to be warranted. If NZ Police are considering the revocation of a warrant, the Wellington Regional Council employee should be provided with an opportunity to comment. This will be considered by the local Police representation, in consultation with Police Legal Services and/or the Commissioner's delegate where appropriate.

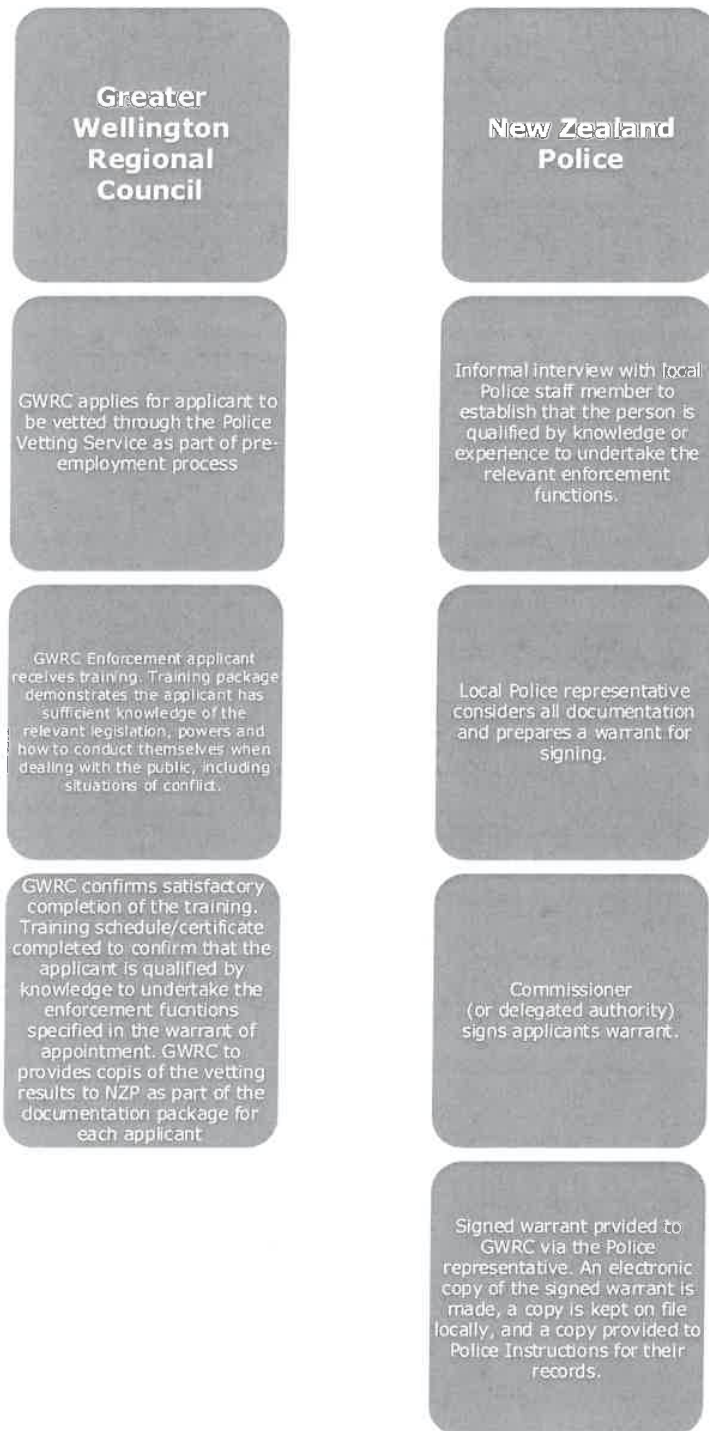
### **General notifications**

32. If Wellington Regional Council dismisses an employee or they resign from the position of Fare Evasion Enforcement Officer, the warrant will automatically cease. Wellington Regional Council must notify the DPR of all dismissals or resignations for their records.



**Warranting process**

**Figure One - Warranting process**





# Schedule One: Part Three

## Sample Warrant of Appointment



### WARRANT OF APPOINTMENT AS ENFORCEMENT OFFICER

I, (delegated authorities name), (Police rank), acting pursuant to section 208(1)(a) and (5) of the Land Transport Act 1998, and in accordance with a delegation from the Commissioner of Police dated (day month year) appoint (applicant's full name) of Wellington as an enforcement officer for the purposes of the Land Transport Act 1998, with the right to exercise the following powers of an enforcement officer under the Transport Act 1998 in respect of persons using or attempting to use public transport services within Wellington as identified in the Wellington Regional Public Transport Plan (a planning instrument under the Land Transport Management Act 2003)

1. Direct a person to provide evidence that the person has paid a public transport service fare that the person is liable to pay (refer section 128F(1))
2. If a person fails to provide evidence of payment of a public transport service fare, direct that person to provide the person's full name, full address, telephone number and date of birth (refer section 128F(2)(a)).
3. If a person fails to provide evidence of payment of a public transport service fare, direct that person not to board, or direct a person to disembark the public transport service concerned (refer section 128F(2)(b)).
4. Issue an infringement notice – for failure to
  - a. Pay a public transport service fare that the person is liable to pay (refer section 79M(2)(a));
  - b. Provide evidence of having paid a public transport service fare that the person is liable to pay (refer section 79M(2)(b)).
5. Commence proceedings if the person fails to provide identifying particulars or boards or fails or refuses to disembark the public transport service in contravention of an enforcement officer's direction (s79M (3)).

Such powers are exercisable only while the person named above is:

- Employed by the Wellington Regional Council; and
- Engaged in ensuring that persons using or attempting to use public transport services within the Wellington Regional Council area, that those people are likely to pay.

Dated at Wellington on (day month year).

(delegated authorities name)

(Police rank)



## Schedule One: Part Four Powers of Enforcement Officers

1. Each enforcement officer will be supplied by the Commissioner of Police with a warrant which specifies the functions that the officer is entitled or required to undertake. This may also include specifying which powers are or are not exercisable by the officer and may impose conditions on the exercise of powers.
2. The powers of warranted Wellington Regional Council officers will be limited to the following functions:
  - a. Ability to direct a person to provide evidence that the person has paid a publictransport service fare that the person is liable to pay (s128F (1)).
  - b. Require a person who fails to provide this evidence to provide identifying particulars (full name, full address, telephone number and date of birth) (s128F (2) (a)).
  - c. Direct a person who fails to provide this evidence not to board, or to disembark the public transport service concerned (s128F (2) (b)).
  - d. Issue an infringement notice to persons who fail to pay the fare or fails to provide evidence of having paid the fare (s79M (2)).
  - e. Commence proceedings if the person fails to provide identifying particulars or boards or fails or refuses to disembark the public transport service in contravention of an enforcement officer's direction (s79M (3)).

**Attachment 1 to Report 22.383**

**Transport Committee**  
**22 September 2022**  
**Report 22.410**



**For Information**

## **TRANSPORT COMMITTEE STRATEGIC PRIORITIES: EVALUATION OF ACHIEVEMENT**

**Te take mō te pūrongo**

### **Purpose**

1. To provide the Transport Committee (the Committee) with a report evaluating the achievement of the Committee's stated priorities and key performance indicators.

**Te tāhū kōrero**

### **Background**

2. On 20 February 2020, the Committee agreed to the following strategic priorities for the 2019-2022 triennium:
  - a A reduction in transport-generated regional carbon emissions.
  - b An increase in regional mode share for public transport and active modes.
  - c Early delivery of public transport elements of Let's Get Wellington Moving programme.
  - d Funding commitment to the Lower North Island Regional Rail trains.
3. The strategic priorities were accompanied by key performance measures for the 2019-2022 triennium being stretch targets (Strategic Priorities for the Transport Committee - Report 20.26)
4. On 25 March 2021, a mid-term review of the Committee's stated strategic priorities was undertaken (Transport Committee Strategic Priorities: Mid Term Review - Report 21.99).
5. As a result of the mid-term review, the Committee agreed to retain the strategic priorities agreed to in February 2020 and adopted a new set of key performance measures to achieve the strategic priorities to replace the February 2020.
6. The mid-term review report (Report 21.99) also set out Councillors' assessments of other focus areas for the Committee for the remainder of the triennium.
7. The following paragraphs report on achievement against the Committee's strategic priorities, key performance measures and other focus areas.

***The changing operating environment***

8. The paragraphs below provide context of the changing operating environment and set out challenges faced during this triennium.

***Changes in our transport operating environment from the time the priorities were set***

*COVID-19*

9. Since its emergence in January 2020 (the beginning of this triennium), COVID-19 has dominated public transport.
10. Metlink has undertaken a huge amount of work to ensure the provision of public transport as an essential service in a way that responds to Government directives, customer needs, and the safety of passengers and Metlink staff.
11. Metlink was required to respond to changing alert levels and changes in alert level requirements in an agile and co-ordinated fashion. As part of this, it developed proactive messaging campaigns to ensure people were, and continue to be, making the right choices when it comes to their health, safety and wellbeing (including guidance on mask wearing and, when it was required, physical distancing).
12. The ongoing impact of COVID-19, in particular the Omicron outbreak on patronage and revenue. A reduction in patronage continues to be observed, which has resulted in a drop in revenue (\$36 million for 2021/22). Waka Kotahi has agreed to fund 51% of the \$36 million shortfall for 21/22. The remainder of the shortfall is to be loan funded (as stated in the LTP 2021-31).
13. The delivery of public transport services has been negatively impacted by the Omicron outbreak and other seasonal sicknesses. We have seen significant driver absenteeism across the network.

*Driver shortages*

14. An underlying challenge of bus driver resource shortages has emerged; we are in excess of 100 drivers short across the network.
15. Based on patronage projections and taking into account current driver resource gaps, we will need to attract in excess of 300 drivers in the next 10 years. We are currently working with the fullest range of stakeholders on this front, including the Ministry of Transport, operators, unions, drivers and others.

*Stronger focus on decarbonisation across the whole network*

16. A stronger focus on decarbonisation continues to emerge from both central government and Greater Wellington.

Central Government

17. On 2 December 2020 the Government declared a climate emergency, committing to urgent action on reducing emissions.
18. On 28 January 2021 the Government announced that it was committing \$50 million to help councils fully decarbonise the public transport bus fleet by 2035.
19. In May 2022, the Government published the Emissions Reductions Plan (ERP). The ERP sets the direction for climate action for the next 15 years.

20. On 19 May 2022, the Government announced Budget 2022 and its Climate Emergency Response Fund (this fund implements the ERP). The fund provides:
- a An initiative, called Community Connect. Community Connect provides funding and legislative framework to support Public Transport Authorities (PTAs) to provide 50 percent concession for community services card (CSC) holders on bus, train and ferry services in their regions.
  - b Funds to deliver mode shift and reduce emissions from transportation - \$375 million
  - c Help for local councils to transition toward low-emissions urban environments. It also provides funding for Waka Kotahi NZ Transport Agency and third parties to develop urban Vehicle Kilometres Travelled reduction plans and programmes that identify activities required to achieve mode-shift and reduce Vehicle Kilometre Travelled
  - d Investment to support the decarbonisation of public transport bus fleet - \$41 million
  - e Retaining and recruiting bus drivers – Improving terms and conditions - \$61 million.

#### Greater Wellington

21. Following consultation on the Long Term Plan 2021-2031, Council included 'Electric all the way' in the adopted plan. 'Electric all the way' provides:
- a All existing buses (except those needed for stand-by, emergencies or occasional high-volume service - approx. 48) are replaced with, or converted to, battery electric power when the contracts with the bus service providers are renewed in 2027 and 2030.
  - b New buses (approx. 194) to address capacity increases would also be electric.
  - c Moving to electric-powered trains and associated infrastructure in Wairarapa and Manawatu over the next 10 years (introducing electric trains into service 2026).
22. Also set out in the Long Term Plan 2021-31 is Council's vision to achieve an efficient, accessible and low carbon public transport network. Key initiatives for public transport are centred on the three strategic priorities of mode shift, decarbonisation of the public transport fleet and improving customer experience.
23. The Council's Regional Public Transport Plan (RPTP) adopted in June 2021 reflects the priorities and vision in the Long Term Plan. The RPTP sets out to achieve these goals by:
- a Increasing the number of electric buses to 100 by 2023.
  - b Ensuring all core service buses are electric by 2030.
  - c Implementing the agreed pathway to further accelerate decarbonisation of the fleet by 2030.
  - d Continuing to work towards a more efficient bus network.
  - e Supporting the introduction of electric Mass Rapid Transport through Let's Get Wellington Moving.



- f Introducing the electric ferry.
- g Procuring and delivering new Lower North Island regional rail trains.

*Fares*

- 24. In March 2022, the Government announced that it would provide funding for universal half price public transport fares. This initiative currently ends on 31 January 2023. In addition, Budget 2022 introduced the Community Connect scheme, an initiative which will provide half-price public transport fares for holders of Community Services Cards. The scheme will come into effect from 1 February 2023.
- 25. In August 2022, following consultation, the Council adopted Future Fares Direction initiatives. The initiatives will be progressively implemented from 22/23.
- 26. The Future Fares Direction initiatives were designed to achieve four key outcomes which align with policies outlined in the RPTP:
  - a Affordability - with an emphasis of targeting those who may need it most
  - b Modeshift - encouraging greater public transport uptake, with a focus on growth outside peak travel periods
  - c Fairness - price an individual pays relative to distance travelled
  - d Simplicity - making fares easier to use and understand.
- 27. Initiatives adopted through the Future Fares Direction included:
  - a Adoption of an 'off-peak fares package' which includes:
    - i An increase to the current off-peak discount of 25 percent discount on the full adult fare and;
    - ii The introduction of cumulative off-peak discounts for all concession holders.
  - b A move from a 25 percent to a 50 percent off-peak discount.
  - c Amendment of the current RPTP definition of off-peak for buses to "weekdays before 7 am, between 9 am and 3 pm and after 6.30 pm and all-day weekends and public holidays".
  - d Introducing a policy that allows children to travel free on non-premium services, buses and trains on weekends and public holidays.
  - e Agreement in principle that Metlink move toward a fare capping approach, in the context of account-based ticketing in the National Ticketing Solution (NTS).
  - f Agreement in principle to develop and introduce an initial fare capping discount of 35 percent on a daily and weekly basis.
  - g Agreement in principle to introduce a distance based Integrated Fare Structure.
  - h Support for the development and introduction of new targeted fares products for group, visitor, family and event travel across the Region.
  - i Support for the emerging work programme with WellingtonNZ with regard to event travel across the Region.

***Evaluating the achievement of Strategic Priorities***

28. The following paragraphs set out evaluation on the achievement of the Committee's Strategic Priorities.

***A reduction in transport-generated regional carbon emissions.***

29. All of the key performance measures relating to carbon emissions have been, or are planned to be, met.

- a We are on target to have at least 100 electric buses in the Metlink fleet by December 2023.
- b Measures to accelerate decarbonisation of the vehicle fleet have been taken, including:
  - i the development of pathways in key planning documents
  - ii the allocation of electric buses to core routes
  - iii the introduction of Ika Rere (the first electric passenger ferry in the Southern Hemisphere)
  - iv the trial to convert diesel buses to electric
- c The RPTP provides all buses on core routes will be electric by 2030; this requirement will be translated into tender documents.
- d Officers have explored national-level procurement of electric buses and electric rolling stock.

***Additional achievements***

30. The Detailed Business Case for Lower North Island Rail Integrated Mobility is in line with Greater Wellington's decarbonisation pathway. The tri-mode multiple unit rolling stock contributes to achieving Greater Wellington's commitments relating to climate change, specifically reducing carbon emissions. We have calculated that this project will result in a regional CO<sub>2</sub> reduction of approximately 1.7 mega tonnes of CO<sub>2</sub> over 30 years.

***An increase in regional mode share for public transport and active modes.***

31. When setting key performance measures for this Strategic Priority during the mid-term review in February 2019, the Committee noted that the targets assume no further waves of community transmission and significant changes to alert levels (see Report 21.99).

32. It is clear that COVID-19 has continued to have a significant impact on public transport, both in the delivery of services and patronage.

- a The efforts to achieve key performance measures relating to increasing mode share have been significant considering the challenging operating environment.
- b Public transport patronage is currently at 69% of pre-COVID-19 levels. While the pre-COVID-19 levels have not been achieved, it is worth noting that the

Wellington Region continues to have the strongest public transport patronage recovery in New Zealand. The recovery seen is testament to the hard work of operators and Metlink, and demonstrates the faith that the public has in public transport. Over recent months we have seen a strong patronage recovery and we are expecting to see continued growth in coming months (as we roll out Snapper on Rail and fare initiatives)

- c The share of off-peak travel has increased over the triennium. Currently, we are seeing 48.5% of all trips being made by during off-peak hours (this compares to 45.4% off-peak travel in 2019). Despite the continuous effect of COVID-19, a number of off-peak initiatives were implemented. Including: increasing off-peak and inter-peak bus frequencies; extending off peak discounts on bus to early hours of the morning; and reducing the fare on the after-midnight bus services. To further encourage off-peak travel, the Council has decided to increase the off-peak discount from 25% to 50% from 22/23. In addition, the roll out of Snapper on Rail is expected to further encourage off-peak patronage.
- d Workplace travel programmes have been developed for three major regional employers. Victoria University of Wellington regularly accesses workplace travel initiatives for staff, including e-bike have-a-go (e.g. subsidised e-bike hire for lunchtime waterfront rides), cycle skills training and guided rides. The Greater Wellington Travel Choice team is also invited to speak at new VUW staff inductions. The Wellington Regional Hospital Travel Action Plan (WRHTAP) is in year two of implementation, of the overall 10-year programme. Highlights include the introduction of the HX Hospital Express bus service between the Wellington Railway Station and Wellington Regional Hospital, and timetable changes that improve services to the hospital from the eastern and western suburbs in the early morning, providing staff with early shift start times with better options. A Hutt Hospital staff travel survey provided baseline data and the hospital is now included in the WRHTAP programme, as part of Te Whatu Ora – Health NZ Capital, Coast and Hutt Valley. A further staff travel survey is scheduled for December-January.
- e Significant steps towards implementation of National Ticketing Solution, have been undertaken; including the successful trial of electronic ticketing on the Johnsonville Line (and subsequent decision to roll-out Snapper as an interim solution across the entire rail network); and successful trial of cash-free bus routes
- f Improved integration of rail bus replacements into the network has been progressed through the development of detour map tools (printed and electronic) and improved operational signage, and signage displays. Bus replacement timetables are currently unable to be integrated into Metlink BAU.
- g The Airport Service (AX) commenced operation, with an all-electric fleet, as scheduled on 1 July 2022.

*Additional achievements*

- 33. The Detailed Business Case for Lower North Island Rail Integrated Mobility provides an inter-regional rail public transport service with increased frequency and capacity will

contribute to Greater Wellington's mode shift targets by ensuring communities have low-carbon transport choices.

34. The Council endorsed the Draft Wellington Rail Programme Business Case – Wellington Strategic Rail Plan (Draft Wellington Rail Plan). The Draft Wellington Rail Plan was developed to explore and determine how the rail network needs to evolve in order to deliver strategic outcomes being sought both regionally and nationally; it responds to significant mode shift requirements over the coming decades, reflecting regional and national targets.

***Early delivery of public transport elements of Let's Get Wellington Moving programme***

35. It is apparent that while the dates envisaged by the Committee (Mass rapid transit route and mode by December 2021 and Commence implementation of Bus priority, City Streets, Golden Mile and Thorndon Quay Hutt Road by July 2022) have not been achieved, that appropriate time has been taken to ensure a robust process and reflected the considerable work required to provide the evidence and assessment and the need to follow the complex approval pathway through multiple organisations.
36. The preferred option for Mass Rapid Transit and State Highway Improvements was agreed by Council in July 2022. This included the preferred route and mode, however, an alternative mode of Bus Rapid Transit was retained for the next phase of Detailed Business Case to provide a contingency.
37. Note that considerable programme construction activity is set to commence over the next year including Aotea Quay later in 2022 and the Golden Mile, Thorndon Quay / Hutt Road, and several People Friendly City Streets projects early in 2023.

***Funding commitment to the Lower North Island Regional trains***

38. It is evident that the key performance measure associated with this Strategic Priority (all funding by Budget 2022) has not been met; Greater Wellington's Budget 2022 bid was unfortunately unsuccessful.
39. While the Budget bid was unsuccessful, the Lower North Island Rail Integrated Mobility Detailed Business Case did receive 51% funding from Waka Kotahi in December 2021.
40. Greater Wellington has been asked to re-submit its bid into Budget 2023, and work to engage with the Ministry of Transport, Waka Kotahi, and the Ministers of Transport and Finance in the lead up to Budget 2023 is under way.

***Regional Public Transport Plan***

41. The Committee set an additional Key Performance Measure - *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets, by June 2021.
42. This Key Performance Measure was achieved; Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) was adopted by Council on 29 June 2021.

***Other focus areas – achievements***

43. The following paragraphs set out achievements related to the Committee's other focus areas.

***Rest and meal breaks, and workforce strategy***

44. Metlink has placed significant effort in improving driver workforce matters. This has included Metlink:
  - a Funding increases to bus driver wages; all bus operators across the Metlink network now pay their drivers a minimum \$27 an hour
  - b Working with operators to create of new and improved shifts and subsequent timetable adjustments
  - c Working with operators and driver unions to upgrade and add toilet facilities.
  - d Rolling out free sanitary and incontinence products at key locations across the network
  - e Advocating to Ministers and Central Government on driver workforce matters.
45. Workforce matters remain a multi-faceted issue that Metlink needs to work on.

***Government's Review of PTOM Model***

46. The Ministry of Transport-led review of Public Transport Operating Model has been a significant focus area for Metlink; the review is progressing with Greater Wellington involvement in all levels of the review process.
47. A new Sustainable Public Transport Framework (SPTF) model has been proposed. Two key themes emerging from SPTF are as follows:
  - a Reduce focus on commerciality (not compulsory to tender for services)
  - b Provide ability for Public Transport Authorities to self-operate.
48. It is hoped the new SPTF will give regional councils the tools to further innovate in developing a transport network communities want (for example, On Demand services do not fit within PTOM funding).
49. Land Transport Management Act Amendment Bill is expected to be signed off by Cabinet in the first quarter of FY 22/23 and be introduced into the House.
50. SPTF will continue to be a key focus for Metlink.

***Preparation for New Contracts Under PTOM due 2027/28***

51. Officers have commenced preliminary preparation for the new contracts.
52. Preparation for new contracts under the SPTF will be informed by the operational policy developments of the SPTF working groups.

***Delivery of Digital Information***

53. Officers are continually working to develop and improve digital information.
54. A significant amount of work was undertaken to improve our delivery of digital information. Highlights include, Metlink introducing a new Metlink website and app, successfully launching an iOS Snapper top-up app and launching Open Data.

***Innovation in Public Transport Delivery models***

55. Metlink is actively exploring opportunities for innovation in public transport delivery models, such as On Demand Public Transport, Mobility as a Service and potential Autonomous Vehicle use in the Wellington region.
56. The On Demand Public Transport trial in Tawa is a particularly pleasing innovation. The trial commenced in May and is still growing.
57. It will be interesting to see the results of the trial and the potential impact that SPTF may have on progressing these innovative models.

***Assessment of alternatives of procurement or in-house provision of services***

58. The assessment of alternatives of procurement or in-house provision of services has been a focus area for Metlink.
59. In its submission on the review of PTOM the Council called for significant change to bring transport assets under the control of regional councils to create greater flexibility in delivering quality public transport services.
60. Work on exploring options for the control of strategic public transport assets has been workshopped with Councillors.

***Transit Oriented Developments***

61. Work on Transit Oriented Developments (TOD) has been a significant focus area for Metlink.
62. A principles-based approach to initiating a TOD programme in the region focussing on developments on and around existing, and potential new, train stations in the region has been agreed to.
63. TOD opportunities at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the programme.
64. Phase I of the programme has been completed through delivery of a Concept Study for the Waterloo site which explores through visualisation potential redevelopment direction for the site.

***Wellington Region Transport Alignment Project***

65. One of the key focus areas of the recently established Wellington Regional Leadership Committee is to seek policy alignment on major transport related projects between central government and local government.

***Regional Passenger Rail Services between Auckland and Wellington***

66. A high-level feasibility study of regional passenger rail services has been undertaken.
67. This Committee will be submitting to Parliament's Transport and Infrastructure Committee on its inquiry into the future of inter-regional passenger rail in New Zealand (Inquiry).

**Overall performance - concluding remarks from the Committee Chair**

68. The following are concluding remarks from Councillor Blakeley, Transport Committee Chair, on overall performance for the Triennium.

69. It has undoubtedly been a challenging three years, in particular because we have been operating in a COVID-19 pandemic which has impacted on every sector of society, government and business, and has been a primary contributor to the bus driver shortage and the resulting high level of bus cancellations. I would like to particularly thank and acknowledge the dedicated work of the Metlink team, and bus and train operators and their staff, who have continued to provide an essential public transport service in a way that responded to Government directives, customer needs, and the health and safety of passengers and staff.
70. Notwithstanding those challenges, and looking back at the strategic priorities the Committee set for itself at the start of the triennium and at the mid-term review, the Committee supported by officers has largely delivered on a very ambitious programme of work.
71. The results reported earlier in this paper include many highlights, and in summary I would like to list several of them:
- a Increasing the number of electric buses to 100 by 2023, and making a commitment in the 2021-31 Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan to ensuring all core service buses are electric by 2030, through the renewed contracts with bus service providers in 2027 and 2030.
  - b The introduction of Ika Rere (the first electric passenger ferry in the Southern Hemisphere).
  - c Significant steps towards implementation of the National Ticketing Solution, including the successful trial of electronic ticketing on the Johnsonville Line and the subsequent decision to roll out Snapper as an interim solution across the entire rail network, and successful trials of cash-free bus routes.
  - d The Airport Express service (AX) commenced operation with an all-electric bus fleet, as scheduled on 1 July 2022.
  - e Metlink has improved bus driver wages to an average of \$27/hour across all bus operators, with fewer 'split shifts', and provided upgraded and new toilet facilities.
  - f Metlink is exploring innovation in public transport delivery including the On Demand Public Transport trial in Tawa, Mobility as a Service, and potential Autonomous Vehicle use in the Wellington Region.
  - g Transport Oriented Development opportunities are being explored at Waterloo and Porirua Stations, and in the Kapiti Coast as priority locations for the initial stages of the programme.
  - h A decision was made on the preferred programme Option 1 of Let's Get Wellington Moving Mass Rapid Transit, with light rail from the Railway Station to Island Bay, and Bus Rapid Transit retained as an alternative mode for the next phase of Detailed Business Case to provide a contingency.
  - i Completion of the Lower North Island Rail Integrated Mobility Detailed Business case and submission to Waka Kotahi in December 2021 – although it was not funded in Budget 2022, GWRC has been asked to re-submit it to Budget 2023.

- j The Council endorsed the Draft Wellington Rail Programme Business Case which outlined our 30 year and \$7.3 b investment pathway, to serve strong population growth on the two rail corridors with increased number and frequency of rail services, to achieve bold mode shift and carbon emission reduction targets.
  - k The Future Fares Direction initiative in August 2022 significantly increased off-peak discounts, especially for concession holders, with policy objectives of increased uptake of public transport, mode shift, reduction of carbon emissions and more affordable and equitable fares.
  - l The Committee agreed to an Accessibility Charter and Action Plan, and follow up has included equitable fares concessions for accessibility customers, and a trial of an on-demand accessibility service for wheelchair-dependent users.
72. In the history of Greater Wellington, the above achievements of the Transport Committee in the last triennium are remarkable. I would particularly like to thank officers, whose innovation and drive has made this possible.

**Ngā kaiwaitohu  
Signatories**

Approvers	Samantha Gain – General Manager, Metlink Luke Troy – General Manager, Strategy Councillor Roger Blakeley - Chair, Transport Committee
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<b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>Standing order 3.5.4 provides that the Chairperson, by report, has the right to direct the attention of the Council or the relevant committee as the case may be, to any matter or subject within the role or function of the Council or committee respectively.</p> <p>This report provides the Committee with a review of its stated strategic priorities</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>See paragraph 35 of the report.</p>
<p><b><i>Internal consultation</i></b></p> <p>Metlink and Strategy groups were consulted in drafting this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>

Transport Committee  
22 September 2022  
Report 22.433



For Decision

## RESOLUTION TO EXCLUDE THE PUBLIC

That the Committee excludes the public from the following parts of the proceedings of this meeting, namely:—

National Ticketing Solution Agreement – Participation Agreement – Report PE22.388

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<b>National Ticketing Solution Agreement – Participation Agreement – Report PE22.388</b>	
<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground(s) under section 48(1) for the passing of this resolution</i>
<p>Information contained in this report relates to negotiations with Waka Kotahi and other PTAs in New Zealand. Release of this information would be likely to prejudice or disadvantage the ability of Council to carry on negotiations with Waka Kotahi and the PTAs (section 7(2)(i) of the Act).</p> <p>Greater Wellington has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	<p>The public conduct of this part of the meeting is excluded under section 7(2)(i) of the Act on enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p>

This resolution is made in reliance on section 48(1)(a) of the Act and the particular interest or interests protected by section 6 or section 7 of that Act or section 6 or section 7 or section 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public.