

25 September 2024

File Ref: OIAPR-1274023063-30207

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2024-215**

I refer to your request for information dated 28 of August 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on the same day. You have requested the following:

*“We request the following information:*

- *Funding – for the past three fiscal years*
  - *A detailed breakdown of all government subsidies or funding Metlink has received in the last three (fiscal) years, including the source (local, regional, national government) and the specific purposes for which these funds were allocated.*
  - *Information on performance targets or specific project deliverables attached to the above funding.*
  - *A report on how these funds were spent, categorised by major spending areas such as infrastructure upgrades, service expansions, fare subsidies, or operational costs.*
  - *Details on any unspent funds and future plans for these funds.*
- *Punctuality data – for the past three fiscal years*
  - *An explanation of how Metlink records its punctuality data.*
  - *Monthly punctuality data for all bus and train services over the past three fiscal years including the percentage of services that ran on time, were early, or were late (if possible, categorised by 0-5 minutes late, 5-10 minutes late, and more than 10 minutes late).*
  - *Information on any internal performance targets set by Metlink for punctuality and whether these targets were met consistently.*

- *Data on service cancellations, including the number of cancellations, reasons (e.g., mechanical issues, staffing shortages, weather conditions), and the most affected routes.*
  - *Data on service delays including the number of delays, reasons (e.g., mechanical issues, staffing shortages, weather conditions), and the most affected routes.*
  - *Details on any measures taken to improve punctuality, such as changes to schedules, infrastructure improvements, or operational changes.*
  - *Customer satisfaction survey results related to service reliability and punctuality, if available.*
- **Complaints**
    - *The total number of public complaints received by Metlink over the past year, broken down by category (delays, service quality, driver behaviour, cleanliness, accessibility).*
    - *The average response time for addressing complaints, and the percentage of complaints resolved within a specific time frame (e.g., within 24 hours, 7 days, 30 days).*
    - *A summary of the most common issues raised in complaints and any systemic issues identified.*
    - *Information on any follow-up actions taken by Metlink in response to these complaints, including changes to policies, staff training, or service adjustments.*
    - *Data on repeat complaints or unresolved complaints and the steps taken to address these persistent issues.”*

## **Greater Wellington’s response follows:**

### **Funding**

Please refer to **Attachment 1** for a breakdown of the external funding received by Greater Wellington for public transport purposes (ie Metlink) from NZ Transport Agency Waka Kotahi in the last 3 years, broken down by the projects to which the funding was allocated.

Public transport is also funded by a Greater Wellington targeted rate for public transport purposes, and by fare revenue and advertising revenue.

Greater Wellington publicly releases an Annual Report which includes information on funding and expenses across the organisation, including for public transport. You may access Annual Reports dating back to 2015 here:

<https://www.gw.govt.nz/your-region/plans-policies-and-bylaws/plans-and-reports/annual-reports/>

Included below are direct links to the 21/22 and 22/23 annual reports as well as an advisory of the pages relevant to Metlink funding and expenditure.

- Fiscal Year 21/22 - [https://www.gw.govt.nz/assets/Documents/2022/12/GW-annual-report-2022\\_v17.pdf](https://www.gw.govt.nz/assets/Documents/2022/12/GW-annual-report-2022_v17.pdf) (pages 84-87)
- Fiscal Year 22/23 - [https://www.gw.govt.nz/assets/Documents/2023/11/Annual-Report-2023-final-version\\_30-Nov.pdf](https://www.gw.govt.nz/assets/Documents/2023/11/Annual-Report-2023-final-version_30-Nov.pdf) (pages 86-87)

The 23/24 report will be going to Council on 31 October for approval and will be publicly available after this. As such, this part of your request is refused under section 17(d) of the Local Government Official Information and Meetings Act 1973 (the Act) on the basis that the information is, or soon will be, publicly available.

### **Future Plans**

Greater Wellington also releases reports on future plans for the Metlink network, such as in the Long-Term Plan (LTP), Regional Land Transport Plan (RLTP) and the Regional Public Transport Plans (RPTP) available at:

LTP:

<https://www.gw.govt.nz/your-region/plans-policies-and-bylaws/plans-and-reports/annual-reports/>

RLTP:

<https://www.gw.govt.nz/your-region/plans-policies-and-bylaws/plans-and-reports/transport-plans-and-strategies/wellington-regional-land-transport-plan-mid-term-review/>

RPTP:

<https://www.gw.govt.nz/your-region/plans-policies-and-bylaws/plans-and-reports/transport-plans-and-strategies/wellington-regional-public-transport-plan-2021/>

The RLTP sets the direction for transport in the Wellington Region for the next 10-30 years. It identifies regional priorities and includes the list of transport projects the region intends to deliver. This list is then submitted to Waka Kotahi (NZ Transport Agency) to be considered for funding. This is done as part of the National Land Transport Programme.

The RPTP provides an overview of the current status of the Metlink network and describes future plans for the network over the next 10 years. It also shows what public transport services and Total Mobility we do and will provide.

## Punctuality

Greater Wellington prepares a monthly report delivered to the Council's Transport Committee. These reports provide information on punctuality, cancellations and customer satisfaction levels for our bus, ferry and rail services.

This information is publicly available on our website at <https://www.metlink.org.nz/about-us/performance-of-our-network>.

Therefore, we are also refusing this section of your request under section 17(d) of the Local Government Official Information and Meetings Act 1987 wherein the information is, or soon will be, publicly available.

Please note as per our explanation on page 3 of the June 2024 monthly performance report we measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

As such we do not hold data in a manner that would allow us to categorise percentage of bus punctuality data by 0-5 minutes late, 5-10 minutes late, and more than 10 minutes late.

Metlink does not receive information on the reasons for each individual cancellation or delay from its operators. As such your request for this information is refused under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and we have no reason to believe the information is either –

- (i) held by another local authority or department or Minister of the Crown or organisation; or
- (ii) Connected more closely with the functions of another local authority or department or Minister of the Crown or organisation.

However, common reasons for cancellation or delays may include:

- Unexpected Staff Shortages
- Unplanned vehicle replacements/Repairs
- Events beyond the control of Metlink or its operators

Metlink holds recurring meetings with its operators to discuss their services. Included upon the agenda of these meetings is discussions of any recurring issues with punctuality on services and actions to resolve any issues raised.

Customer satisfaction surveys are conducted annually, and the results are published on our website at <https://www.metlink.org.nz/about-us/customer-satisfaction-survey>.

## Complaints

For the financial year 2023/2024, dating from the 1 July 2023 to the 30 June 2024, Metlink received a total number of 11,889 complaints in our internal feedback and complaints system. Please note that this number contains repeat complaints, and filtering of this number to isolate the repeat or unresolved complaints is not possible without substantial collation and research which would require manual assessment of each item.

To provide context Metlink provides around 99,427 monthly bus services, and 10,336 monthly rail services. These services and the ferry service carry a total of approximately 3.4 million monthly ticket boardings across the public transport network. We would appreciate any story or report that you may choose to generate from the data provided in this response to be reported alongside the number of services delivered in the period, to give the public context to the complaint levels.

Please refer to **Attachment 2** for a breakdown of the communications received by Category and Sub-Category.

When Metlink receives feedback and complaints, they are triaged into different categories, and sub-categories. It is also noted whether a response to the person is required or not. Depending on how the feedback or complaint is categorised, it is sent to the relevant team internally, or to the relevant external party to manage. Where a complaint is sent to an external party, such as our operators who employ the frontline staff, we follow up and require that the operator responds to us where necessary so that we can respond to the individual who made the complaint.

We do not record the time taken to respond to complaints and therefore are not able to provide you with an average response and resolution timeframes for complaints. We have therefore refused this part of your request under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and we have no reason to believe the information is either –

- (i) held by another local authority or department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority or department or Minister of the Crown or organisation.

Under our contracts with the public transport operators, they are required to provide Metlink with their Staff Training Plans, which we review and approve. Additionally, as explained above, Metlink has recurring meetings with its operators to discuss ongoing or persistent issues, and

to find resolutions to issues raised. Our Operators are responsible for administering the training plan, initiating issue resolution, and for the employer / employee relationship with their staff.

**Data on repeat complaints or unresolved complaints and the steps taken to address these persistent issues**

The Act enables people to request official information; however, the Act only applies to information that is already held. There is no obligation on Greater Wellington to create the information you have requested.

The information you are seeking in this part of your request is not held by Greater Wellington and would need to be created in order to respond to your request. This is because our system is not able to automatically identify repeat complaints, and each complaint is triaged on an individual basis. In order to provide data on repeat complaints, our officers would need to manually review and collate each complaint to identify repeats, which would be considered creation of information.

This part of your request is therefore refused under section 17(g) of the Act because Greater Wellington does not hold any official information, and we have no grounds for believing that this information is either –

- (i) Held by another local authority or department of Minister of the Crown or organisation; or
- (ii) Connected more closely with the functions of another local authority or department or Minister of the Crown or organisation.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE

Claim 12 - Tax invoice

Claim to date (dd/mm/yyyy)	30/06/2022			
Invoice number	204.2021.12			
Your reference	Jun-22			
WC	Activities/Programmes	FAR	Total expenditure to date (Total cost)	Total claim to date (NZTA share)
	<b>Public transport services</b>			
511	Passenger services - bus	51	\$89,341,156	\$45,563,990
512	Passenger services - ferry	51	\$823,635	\$420,054
514	Public transport facilities & infrastructure - operations and maintenance	51	\$15,135,448	\$7,719,078
515	Passenger services - rail	51	\$95,103,013	\$48,502,537
517	Total mobility operations	60	\$2,632,536	\$1,579,522
519	Total Mobility wheelchair hoists and ramps	60	\$5,170	\$3,102
521	Payments for Total Mobility wheelchair hoists and ramps	100	\$174,559	\$174,559
524	Public transport operations and management	51	\$4,773,574	\$2,434,523
525	Operations & maintenance of real-time and ticketing systems	51	\$1,018,044	\$519,202
	<b>Public transport services</b>			
421	Demand Management - Implementation - Demand management programme - PT - PT Services	51	\$269,263	\$137,324
511	EV Growth Bus Purchases Required for PT Network Growth - Single-Stage Business Case	51	\$0	\$0
511	Government reduced public transport fares scheme (Crown) - Implementation - Bus Services - Reduced fares - PT Services	100	\$3,963,130	\$3,963,130
517	Government reduced public transport fares scheme (Crown) - Implementation - Total Mobility - Reduced fares - PT Services	100	\$0	\$0
515	Government reduced public transport fares scheme (Crown) - Implementation - Rail services - Reduced fares - PT Services	100	\$4,097,489	\$4,097,489
512	Government reduced public transport fares scheme (Crown) - Implementation - Ferry Service - Reduced Fares - PT Services	100	\$0	\$0
524	Government reduced public transport fares scheme (Crown) - Implementation - PT Ops and Man - Reduced Fares - PT Services	100	\$0	\$0
515	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - GW contribution to Capital Connection Opex - PT Services	75.5	\$105,737	\$79,831
515	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - Additional Capital connect cost 100% NZTA - PT Services	100	\$786,479	\$786,479
524	Real time information system replacement - Single-Stage Business Case - Real Time Information system replacement SSBC - PT Services	51	\$0	\$0
524	Wellington Regional Hospital TDM Initiative - Implementation	51	\$0	\$0
	<b>Investment management (incl. Transport Planning)</b>			
2	Maintaining the Strategic Transport Models - Study	56.62	\$0	\$0
1	Regional Land Transport Planning Management 2018-21 - Programme Business Case	51	\$255,784	\$130,450
1	Regional Land Transport Planning Management 2021-24 - Implementation	51	\$398,176	\$203,070
2	Transport Analytics (across Wellington Region) - Programme business case - WAU - Transitional Implementat	51	\$775,000	\$395,250



2	Transport Analytics (across Wellington Region) - Programme business case - Analytical Tools Model Build	51	\$865,321	\$441,314
2	Transport Model Application & Analysis - Study	56.62	\$0	\$0
4	Transport Network Resilience - Programme business case - Transport Network Resilience	51	\$0	\$0
<b>Public transport infrastructure</b>				
545	Longer-Distance Rolling Stock and Service Improvement - Detailed Business Case - DBC & Procurement - PT Infrastructure	100	\$318,140	\$318,140
532	Low cost / low risk improvements 2021-24 - Public transport infrastructure	51	\$5,978,308	\$3,048,937
563	Matangi 1 trains and rail upgrades - debt servicing (\$23M) - Implementation - Matangi trains and rail debt servicing -wc563 - PT Infrastructure	60	\$2,321,993	\$1,393,196
563	Matangi 2 trains - debt servicing - Implementation - Matangi EMU's-addition of 35 units - wc563 - PT Infrastructure	51	\$9,917,658	\$5,058,006
531	National Ticketing Solution (NTS) - Construction - Wellington IFT 2015-18 - GRETS - PT Infrastructure	51	\$0	\$0
554	National Ticketing Solution (NTS) - Implementation - Implementation "Snapper on Rail Interim Option - PT Infrastructure	51	\$6,149,183	\$3,136,083
545	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - TR: Capital Connex-new DEMUs & heavy maintenance - PT Infrastructure	100	\$1,070,401	\$1,070,401
561	Real time information system replacement - Implementation - RTI system replacement development - PT Infrastructure	51	\$520,793	\$265,604
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements - PT Infrastructure	100	\$43,954,430	\$43,954,430
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements (GW) - PT Infrastructure	100	\$439,544	\$439,544
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals and slope strengthening - PT Infrastructure	100	\$58,740,407	\$58,740,407
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals & slope strengthening (GW) - PT Infrastructure	100	\$587,404	\$587,404
531	Wellington city bus hubs to support new network - Detailed Business Case - Development of Business Case - PT Infrastructure	51	\$0	\$0
531	Wellington city bus hubs to support new network - Implementation - Detailed design and construction of bus hubs - PT Infrastructure	51	\$255,115	\$130,109
<b>Local road improvements</b>				
324	LGWM - Rapid Transit - indicative business case - Indicative Business Case	50	\$0	\$0
<b>Road to Zero</b>				
432	Safety promotion, education and advertising - Work category 432	51	\$473,399	\$241,433
341	Low cost / low risk improvements 2021-24 - Road to Zero	51	\$15,855	\$8,086
<b>External funding</b>				
511	COVID-19 Public Transport response - Implementation - Bus Services - Crown Supplement - External funding - COVID-19 funding	50	\$6,473,873	\$3,236,937
522	SuperGold Card Allocations - Construction - SuperGold Card contracted services - bus - External funding - Supergold card	100	\$4,346,754	\$4,346,754

522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - ferry - External funding - Supergold card	100	\$83,456	\$83,456
522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - rail - External funding - Supergold card	100	\$2,623,393	\$2,623,393
522	SuperGold Card Allocations - Implementation - SuperGold Card Exempt services - External funding - Supergold card	100	\$83,641	\$83,641
<b>Grand total</b>			<b>364,877,261</b>	<b>245,916,865</b>

PROACTIVE RELEASE

Claim 13 - Tax invoice

Claim to date (dd/mm/yyyy)	30/06/2023			
Invoice number	204.2022.13			
Your reference	Jun-23			
WC	Activities/Programmes	FAR	Total expenditure to date (Total cost)	Total claim to date (NZTA share)
<b>Public transport services</b>				
511	Passenger services - bus	51	\$72,161,538	\$36,802,384
512	Passenger services - ferry	51	\$825,002	\$420,751
514	Public transport facilities & infrastructure - operations and maintenance	51	\$17,837,295	\$9,097,020
515	Passenger services - rail	51	\$73,289,781	\$37,377,788
517	Total mobility operations	60	\$4,312,735	\$2,587,641
519	Total Mobility wheelchair hoists and ramps	60	\$17,766	\$10,660
521	Payments for Total Mobility wheelchair hoists and ramps	100	\$152,120	\$152,120
524	Public transport operations and management	51	\$5,722,682	\$2,918,568
525	Operations & maintenance of real-time and ticketing systems	51	\$634,175	\$323,429
<b>Public transport services</b>				
511	EV Growth Bus Purchases Required for PT Network Growth - Single-Stage Business Case	51	\$66,580	\$33,956
511	Government reduced public transport fares scheme (Crown) - Implementation - Bus Services - Reduced fares - PT Services	100	\$17,917,832	\$17,917,832
517	Government reduced public transport fares scheme (Crown) - Implementation - Total Mobility - Reduced fares - PT Services	100	\$1,871,533	\$1,871,533
515	Government reduced public transport fares scheme (Crown) - Implementation - Rail services - Reduced fares - PT Services	100	\$18,428,854	\$18,428,854
524	Government reduced public transport fares scheme (Crown) - Implementation - PT Ops and Man - Reduced Fares - PT Services	100	\$0	\$0
512	Government reduced public transport fares scheme (Crown) - Implementation - Ferry Service - Reduced Fares - PT Services	100	\$1,549,117	\$1,549,117
515	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - GW contribution to Capital Connection Opex - PT Services	116.69	\$3,917,718	\$4,571,585
524	Real time information system replacement - Single-Stage Business Case - Real Time Information system replacement SSBC - PT Services	51	\$0	\$0
524	Wellington Regional Hospital TDM Initiative - Implementation	51	\$84,762	\$43,229
<b>Investment management (incl. Transport Planning)</b>				
2	Maintaining the Strategic Transport Models - Study	56.62	\$0	\$0
1	Regional Land Transport Planning Management 2021-24 - Implementation	51	\$1,536,662	\$783,698
2	Transport Analytics (across Wellington Region) - Programme business case - WAU - Transitional Implementat	51	\$750,000	\$382,500
2	Transport Analytics (across Wellington Region) - Programme business case - Analytical Tools Model Build	51	\$625,024	\$318,762
2	Transport Model Application & Analysis - Study	56.62	\$16,909	\$9,574
4	Transport Network Resilience - Programme business case - Transport Network Resilience	51	\$0	\$0
2	Wellington - Local Transport Models - Programme business case	51	\$244,531	\$124,711
<b>Public transport infrastructure</b>				

545	Longer-Distance Rolling Stock and Service Improvement - Detailed Business Case - DBC & Procurement - PT Infrastructure	100	\$172,448	\$172,448
532	Low cost / low risk improvements 2021-24 - Public transport infrastructure	51	\$11,677,115	\$5,955,329
563	Matangi 1 trains and rail upgrades - debt servicing (\$23M) - Implementation Matangi trains and rail debt servicing -wc563 - PT Infrastructure	60	\$2,273,075	\$1,363,845
563	Matangi 2 trains - debt servicing - Implementation - Matangi EMU's-addition of 35 units - wc563 - PT Infrastructure	51	\$9,601,256	\$4,896,641
531	National Ticketing Solution (NTS) - Construction - Wellington IFT 2015-18 - GRETS - PT Infrastructure	51	\$0	\$0
554	National Ticketing Solution (NTS) - Implementation - Implementation "Snapper on Rail Interim Option - PT Infrastructure	51	\$10,689,165	\$5,451,474
545	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - TR: Capital Connex-new DEMUs & heavy maintenance - PT Infrastructure	100	\$0	\$0
561	Real time information system replacement - Implementation - RTI system replacement development - PT Infrastructure	51	\$3,137,145	\$1,599,944
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements - PT Infrastructure	100	\$12,435,497	\$12,435,497
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements (GW) - PT Infrastructure	100	\$124,355	\$124,355
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals and slope strengthening - PT Infrastructure	100	\$45,078,418	\$45,078,418
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals & slope strengthening (GW) - PT Infrastructure	100	\$450,784	\$450,784
531	Wellington city bus hubs to support new network - Detailed Business Case - Development of Business Case - PT Infrastructure	51	\$0	\$0
531	Wellington city bus hubs to support new network - Implementation - Detailed design and construction of bus hubs - PT Infrastructure	51	\$1,686,569	\$860,150
	<b>Local road improvements</b>			
324	LGWM - Rapid Transit - indicative business case - Indicative Business Case	50	\$0	\$0
	<b>Road to Zero</b>			
432	Safety promotion, education and advertising - Work category 432	51	\$589,871	\$300,834
341	Low cost / low risk improvements 2021-24 - Road to Zero	51	\$26,702	\$13,618
	<b>External funding</b>			
524	CERF-CC Community Connect Scheme - Implementation - Operational set-up costs - External funding - CERF - Community connect	100	\$687,487	\$687,487
525	CERF-CC Community Connect Scheme - Implementation - Ticketing system changes - External funding - CERF - Community connect	100	\$0	\$0
534	CERF-TC - Bus Stop Accessibility Improvements - Pre-implementation* - Bus stop accessibility improvements - External funding - CERF - Transport Choices	100	\$69,744	\$69,744
561	CERF-TC - Johnsonville Bus Stop D Development - Pre-implementation* - Johnsonville Bus Stop D Development - External funding - CERF - Transport Choices	100	\$6,626	\$6,626
534	CERF-TC - Masterton and Solway Station Bike Shelters - Implementation - Masterton and Solway Bike Parking - External funding - CERF - Transport Choices	100	\$0	\$0
561	CERF-TC - Porirua Bus Hub - Pre-implementation* - Porirua Bus Hub - External funding - CERF - Transport Choices	100	\$60,831	\$60,831

511	COVID-19 Public Transport response - Implementation - Bus Services - Crown Supplement - External funding - COVID-19 funding	100	\$9,729,135	\$9,729,135
517	Public Transport Operating Shortfall - Implementation - Total Mobility - Crown Supplement - External funding - Crown support to maintain PT Services 2022/23	100	\$927,008	\$927,008
511	Public Transport Operating Shortfall - Implementation - Bus Services - Crown Supplement - External funding - Crown support to maintain PT Services 2022/23	100	\$9,190,309	\$9,190,309
515	Public Transport Operating Shortfall - Implementation - Rail Services - Crown Supplement - External funding - Crown support to maintain PT Services 2022/23	100	\$20,995,455	\$20,995,455
522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - ferry - External funding - Supergold card	100	\$85,404	\$85,404
522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - rail - External funding - Supergold card	100	\$2,699,171	\$2,699,171
522	SuperGold Card Allocations - Construction - SuperGold Card contracted services - bus - External funding - Supergold card	100	\$5,568,844	\$5,568,844
522	SuperGold Card Allocations - Implementation - SuperGold Card Exempt services - External funding - Supergold card	100	\$108,850	\$108,850
<b>Grand total</b>			<b>370,033,880</b>	<b>264,557,913</b>

PROACTIVE REVIEW

Claim 12 - Tax invoice

Claim to date (dd/mm/yyyy)	30/06/2024			
Invoice number	204.2023.12			
Your reference	Jun-24			
WC	Activities/Programmes	FAR	Total expenditure to date (Total cost)	Total claim to date (NZTA share)
<b>Public transport services</b>				
511	Passenger services - bus	51	\$103,884,502	\$52,981,096
512	Passenger services - ferry	51	\$1,754,888	\$894,993
514	Public transport facilities & infrastructure - operations and maintenance	51	\$15,009,874	\$7,655,036
515	Passenger services - rail	51	\$90,233,424	\$46,019,046
517	Total mobility operations	60	\$4,884,428	\$2,930,657
519	Total Mobility wheelchair hoists and ramps	60	\$5,737	\$3,442
521	Payments for Total Mobility wheelchair hoists and ramps	100	\$178,170	\$178,170
524	Public transport operations and management	51	\$9,409,377	\$4,798,782
525	Operations & maintenance of real-time and ticketing systems	51	\$2,839,241	\$1,448,013
<b>Public transport services</b>				
515	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - GW contribution to Capital Connection Opex - PT Services	100	\$1,716,029	\$1,716,029
524	Real time information system replacement - Single-Stage Business Case - Real Time Information system replacement SSBC - PT Services	51	\$0	\$0
524	Wellington Regional Hospital TDM Initiative - Implementation	51	\$60,392	\$30,800
<b>Investment management (incl. Transport Planning)</b>				
2	Maintaining the Strategic Transport Models - Study	56.62	\$0	\$0
1	Regional Land Transport Planning Management 2021-24 - Implementation	51	\$2,229,338	\$1,136,962
2	Transport Analytics (across Wellington Region) - Programme business case - WAU - Transitional Implementat	51	\$1,148,286	\$585,626
2	Transport Analytics (across Wellington Region) - Programme business case - Analytical Tools Model Build	51	\$137,296	\$70,021
2	Wellington - Local Transport Models - Programme business case	51	\$95,519	\$48,715
<b>Public transport infrastructure</b>				
532	Low cost / low risk improvements 2021-24 - Public transport infrastructure	51	\$10,747,620	\$5,481,286
545	Lower North Island Rail Integrated Mobility - Detailed Business Case - DBC & Procurement - PT Infrastructure	100	\$3,984,867	\$3,984,867
563	Lower North Island Rail Integrated Mobility - Implementation - P95 Contingency - PT Infrastructure	41.9	\$0	\$0
563	Lower North Island Rail Integrated Mobility - Implementation - Stations - Above Platform - PT Infrastructure	51	\$0	\$0
563	Lower North Island Rail Integrated Mobility - Implementation	51	\$0	\$0
563	Lower North Island Rail Integrated Mobility - Pre-implementation* - Pre-Implementation - PT Infrastructure	100	\$2,895,177	\$2,895,177
563	Matangi 1 trains and rail upgrades - debt servicing (\$23M) - Implementation - Matangi trains and rail debt servicing -wc563 - PT Infrastructure	60	\$2,494,293	\$1,496,576
563	Matangi 2 trains - debt servicing - Implementation - Matangi EMU's-addition of 35 units - wc563 - PT Infrastructure	51	\$11,055,818	\$5,638,467
531	National Ticketing Solution (NTS) - Construction - Wellington IFT 2015-18 - GRETS - PT Infrastructure	51	\$0	\$0

554	National Ticketing Solution (NTS) - Implementation - Implementation - Snapper on Rail Interim Option - PT Infrastructure	51	\$3,141,390	\$1,602,109
554	National Ticketing Solution (NTS) - Implementation - NTS - Transition (IMP) - PT Infrastructure	51	\$6,107,387	\$3,114,767
545	Palmerston Nth-Wgtn Rail Passenger (Capital Connection) - Implementation - TR: Capital Connex-new DEMUs & heavy maintenance - PT Infrastructure	100	\$0	\$0
561	Real time information system replacement - Implementation - RTI system replacement development - PT Infrastructure	51	\$2,710,245	\$1,382,225
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements - PT Infrastructure	100	\$8,254,850	\$8,254,850
545	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Implementation - Infrastructure improvements (GW) - PT Infrastructure	100	\$82,549	\$82,549
531	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Pre-implementation* - Substation Design - PT Infrastructure	100	\$2,023,803	\$2,023,803
531	TR: Unlocking Capacity & Improving Resilience-Infrastructure - Pre-implementation* - Substation Design (GW) - PT Infrastructure	100	\$20,238	\$20,238
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals & slope strengthening (GW) - PT Infrastructure	100	\$400,943	\$400,943
545	TR: Wgtn Metro Rail Track Infrastructure: Catch-up Renewal - Implementation - Catch-up track renewals and slope strengthening - PT Infrastructure	100	\$40,094,274	\$40,094,274
531	Wellington city bus hubs to support new network - Detailed Business Case - Development of Business Case - PT Infrastructure	51	\$0	\$0
531	Wellington city bus hubs to support new network - Implementation - Detailed design and construction of bus hubs - PT Infrastructure	51	\$136,588	\$69,660
<b>Local road improvements</b>				
324	LGWM - Rapid Transit - indicative business case - Indicative Business Case	50	\$0	\$0
<b>Road to Zero</b>				
432	Safety promotion, education and advertising - Work category 432	51	\$534,257	\$272,471
341	Low cost / low risk improvements 2021-24 - Road to Zero	51	\$375,009	\$191,255
<b>External funding</b>				
511	CERF-Bus Driver Ts & Cs - Implementation - CERF - Driver Wage Uplift - External funding - CERF - Improving Bus Driver Terms & Conditions	51	\$8,439,525	\$4,304,158
512	CERF-CC Community Connect Scheme - Implementation - Community Connect Ferry Concessions - External funding - CERF - Community connect	100	\$98,524	\$98,524
525	CERF-CC Community Connect Scheme - Implementation - Disestablishment - External funding - CERF - Community connect	100	\$63,439	\$63,439
525	CERF-CC Community Connect Scheme - Implementation - Community Connect - Admin - External funding - CERF - Community connect	100	\$1,027,540	\$1,027,540
515	CERF-CC Community Connect Scheme - Implementation - Community Connect Rail Concessions - External funding - CERF - Community connect	100	\$4,415,542	\$4,415,542
511	CERF-CC Community Connect Scheme - Implementation - Community Connect Bus Concessions - External funding - CERF - Community connect	100	\$5,223,333	\$5,223,333
517	CERF-CC Community Connect Scheme - Implementation - Community Connect - Total Mobility - External funding - CERF - Community connect	100	\$1,788,258	\$1,788,258
524	CERF-CC Community Connect Scheme - Implementation - Operational set-up costs - External funding - CERF - Community connect	100	\$0	\$0
525	CERF-CC Community Connect Scheme - Implementation - Ticketing system changes - External funding - CERF - Community connect	100	\$269,658	\$269,658

511	CERF-Decarbonising the PT Bus Fleet - Lyall Bay Stage 1 - Implementation - funding depot stage 1 - External funding - CERF - PT Bus Decarbonisation	51	\$0	\$0
534	CERF-TC - Bus Stop Accessibility Improvements - Pre-implementation* - Bus stop accessibility improvements - External funding - CERF - Transport Choices	100	\$72,856	\$72,856
561	CERF-TC - Johnsonville Bus Stop D Development - Pre-implementation* - Johnsonville Bus Stop D Development - External funding - CERF - Transport Choices	100	\$367,144	\$367,144
534	CERF-TC - Masterton and Solway Station Bike Shelters - Implementation - Masterton and Solway Bike Parking - External funding - CERF - Transport Choices	100	\$200,703	\$200,703
561	CERF-TC - Porirua Bus Hub - Pre-implementation* - Porirua Bus Hub - External funding - CERF - Transport Choices	100	\$451,703	\$451,703
4	CERF-VKT Reduction Wellington - Programme business case - VKT Reduction Wellington	100	\$200,000	\$200,000
522	SuperGold Card Allocations - Construction - SuperGold Card contracted services - bus - External funding - Supergold card	100	\$6,151,480	\$6,151,480
522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - rail - External funding - Supergold card	100	\$2,795,164	\$2,795,164
522	SuperGold Card Allocations - Construction - SuperGold Card contracted service - ferry - External funding - Supergold card	100	\$89,239	\$89,239
522	SuperGold Card Allocations - Implementation - SuperGold Card Exempt services - External funding - Supergold card	100	\$108,819	\$108,819
<b>Grand total</b>				

**Grand total** **360,408,736** **225,130,465**

PROACTIVE

RESERVE



Communication Category	Count of Code
<b>Bus Network Review</b>	<b>12</b>
New Routes	11
Requests for information	1
<b>Bus Stops, Stations and Ferry Terminals</b>	<b>1200</b>
Accessibility	47
Comfort	66
Damage or Vandalism	529
Paraparamu Cycle Facilities	2
Park and Ride	71
Park and Ride Tow	2
Presentation	238
Safety	65
Stops and Shelters	180
<b>Community Connect</b>	<b>2</b>
Snapper Card Request	2
<b>COVID</b>	<b>1</b>
Social Distancing	1
<b>Data Requests</b>	<b>11</b>
CCTV	11
<b>Fares and Ticketing</b>	<b>4</b>
Cash Refund	3
Other	1
<b>Future Network Plans</b>	<b>13</b>
Future Network	13
<b>Future Vehicle Standards</b>	<b>2</b>
Future Vehicle	2
<b>GW</b>	<b>529</b>
Bus Network Review	2
Bus Ticketing Issues	13
Cancellation of Services	12
Complaints Process	9
Conditions of Carriage	43
Cost of Fares	107
Disruption of Normal Bus Service	22
Disruption to train services	15
Events	20
Other?	117
Promotions	1
Rail Ticket Refund	18
Timetable Availability	5
Timetable Content	5
TM - New Card Not Working	44
Total Mobility	96

<b>GW Consultation</b>	<b>7</b>
Bus Stop Consultation	7
<b>Lost Property</b>	<b>1</b>
Lost Item	1
<b>On Bus Announcements</b>	<b>84</b>
Announcement - Volume	6
Broken Screen/Screen Fault	56
General Enquiry	1
No Audio	14
On Bus Announcements	7
<b>Operational Performance</b>	<b>4039</b>
Bus Replacements	410
Cancelled Services	462
Connection Not Made	77
Failed to Appear	488
Failed to Pick Up	1301
Failed to Stop to Set Down	207
Incident Recovery	110
Industrial meeting or action	4
Opening Hours	1
Ran Early	363
Ran Late	615
Safety	1
<b>Other - Enquiry</b>	<b>12</b>
Other	12
<b>Passenger Information</b>	<b>1102</b>
App	119
Onboard Displays	55
Onboard train announcements	32
Printed Timetable	8
Public Announcement	83
RTI	307
RTI website	227
Static Information at Station / Stop. Incorrect or Misleading Content	61
Static Information at Station or Stop is Missing or Obsolete	41
Static Information On Board. Missing or Damaged or Obsolete	4
Website	116
Website timetables	49
<b>Service Design</b>	<b>457</b>
Capacity (on-going issue; not one-off journey)	170
New Service	72
Schools	25
Timetable Changes	190
<b>Snapper</b>	<b>4</b>

Snapper Refund	4
<b>Staff - Complaint</b>	<b>3404</b>
	1
Bus Replacements	1
Conduct	526
Cyclist Interaction	81
Driving	1370
Incorrect Fare	59
Passenger caught in doors	45
Passenger Interaction	953
Personal Items and Equipment on Board	6
Presentation	7
Quality of Information Provided	86
Vehicle accident	53
Wrong route driven	216
<b>Staff - Compliment</b>	<b>8</b>
Staff	8
<b>Tawa On Demand Trial</b>	<b>162</b>
App	113
Operational performance	49
<b>Ticketing</b>	<b>129</b>
Crowding at rail card readers	2
Rail card reader location	11
Snapper card issues	16
Snapper payment system/process	61
Snapper Reader damaged/vandalism/cleanliness	3
Snapper Reader fault (mechanical)	30
Transport officers	6
<b>Total Mobility</b>	<b>3</b>
Transaction requests	3
<b>Transport Officer</b>	<b>8</b>
Infringement	8
<b>Vehicle</b>	<b>695</b>
Accessibility	26
Advertising on buses	3
Breakdown	13
Capacity (one-off incident)	124
Onboard temperature	185
Poor Maintenance	158
Presentation and Cleanliness	78
Rail Replacement	19
Safety	70
Vandalism / Graffiti	18
Vehicle	1

PROACTIVE RELEASE