



If calling, please ask for Democratic Services

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## Transport Committee

Thursday, 3 April 2025, 11.00am

Committee Room, Greater Wellington Regional Council  
34 Chapel St, Masterton

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*Quorum: Seven Members*

### Members

#### Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### Appointee

Andrew Lensen

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

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

### **1 Purposes**

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

### **2 Specific responsibilities**

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

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

### **3 Delegations**

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

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

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

#### **4 Members**

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

#### **5 Voting entitlement**

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

#### **6 Quorum**

Seven Committee members.

# Transport Committee

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Thursday 3 April 2025, 11.00am

Committee Room, Greater Wellington Regional Council  
34 Chapel St, Masterton

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	<a href="#">Confirmation of the Public minutes of the Transport Committee meeting on 13 February 2025</a>	25.38	6
5.	<a href="#">Update on the Progress of Action Items from Previous Transport Committee Meetings – April 2025</a>	25.87	9
6.	<a href="#">Rail Replacement Services: Action Plan for Improving the Customer Experience</a>	25.102	20
7.	<a href="#">Public Transport Performance Update – February 2025</a>	25.101	30

## Resolution to Exclude the Public

8.	<a href="#">Resolution to exclude the Public</a>	25.141	63
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## Public Excluded Business

9.	<a href="#">Te Wai Takamori o Te Awa Kairangi (Riverlink) Construction: Impact on Public Transport Services - Update</a>	PE 25.100	64
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**Please note these minutes remain unconfirmed until the Transport Committee meeting on 3 April 2025.**

Report 25.38

## **Public minutes of the Transport Committee meeting on Thursday 13 February 2025**

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

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### **Members Present**

Councillor Nash (Chair)  
Councillor Woolf (Deputy Chair)  
Councillor Bassett  
Councillor Connelly  
Councillor Duthie  
Councillor Gaylor  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Ponter  
Councillor Ropata  
Councillor Saw  
Councillor Staples

Andrew Lensen

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

### **Karakia timatanga**

The Committee Chair opened the meeting with a karakia timatanga.

## Public Business

### 1 Apologies

Moved: Cr Connelly / Cr Staples

That the Committee accepts the apologies for absence from Councillor Lee and Councillor Ponter.

The motion was **carried**.

### 2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

### 3 Public participation

Steve Cosgrove spoke about the removal of bike racks from buses, and the need for progress updates.

Paul Diamond spoke about the removal of bike racks from buses and sought reassurance that the racks would not be permanently removed.

**Noted:** The Committee requested that officers investigate whether data can be provided on the numbers of bikes on trains.

**Noted:** The Committee requested that officers publish information on the Metlink website which sets out issues about bike racks on buses.

### 4 Confirmation of the Public minutes of the Transport Committee meeting of 28 November 2024 – Report 24.630

Moved: Cr Bassett / Cr Gaylor

That the Committee confirms the Public minutes of the Transport Committee meeting of 28 November 2024 – Report 24.630

The motion was **carried**.

### 5 Update on the Progress of Action Items from previous Transport Committee meetings – February 2025 – Report 25.20 [For Information]

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

**Noted:** The Committee requested an update on the implications of RiverLink construction on Melling Line services.

### 6 Tawa Fixed Route Bus Service – On-demand Replacement Update – Report 25.07 [For Information]

Alex Campbell, Principal Advisor Network Design, spoke to the report.

**7 Managing Safety on the Metlink Public Transport Network – Report 25.10** [For Information]

David Boyd, Manager Customer Experience, Christine Bulmer, Manager Revenue Protection, and Hamish Burns, Manager Bus and Ferry Assets spoke to the report.

**Noted:** The Committee requested that officers investigate options for two-way communication between railway stations and the call centre.

**8 Delivery of Wellington Regional Public Transport Plan – Update – Report 25.11** [For Information]

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

**9 Public Transport Advisory Group meeting – 30 January 2025 – Report 25.12** [For Information]

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

**Noted:** The Committee requested notification of PTAG meeting dates, to coordinate occasional attendance by Councillors.

**10 Public Transport Performance Update – December 2024 – Report 25.08** [For Information]

Paul Tawharu, Senior Manager Operations, spoke to the report.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 10.54am.

T Nash

**Chair**

Date:



**Transport Committee**  
**3 April 2025**  
**Report 25.87**



**For Information**

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

**Te take mō te pūrongo**

### **Purpose**

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

**Te horopaki**

### **Context**

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

**Ngā hua ahumoni**

### **Financial implications**

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

**Ngā tūāoma e whai ake nei**

### **Next steps**

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

**Ngā āpitihanga**  
**Attachments**

Number	Title
1	<a href="#">Action items from previous Transport Committee meetings</a>

**Ngā kaiwaitohu**  
**Signatories**

Approvers	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group 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.

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
16 February 2023	<p><b>Transport Committee Update – Public Participation</b></p> <p><b>Noted:</b> The Committee requested a report on East/West connectivity of public transport.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> East/West connectivity is part of the Council’s draft Regional Public Transport Plan, which is currently out for consultation.</p>
14 September 2023	<p><b>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</b></p> <p><b>Noted:</b> The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> A report on public transport implications and mitigations planned for the RiverLink construction disruptions is on the agenda for this Committee meeting (refer Report 25.100 RiverLink Construction: Impact on Public Transport – Update).</p>
22 February 2024	<p><b>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</b></p> <p><b>Noted:</b> The Committee requested:</p> <ul style="list-style-type: none"> <li>• That the action plan be shared with the Committee</li> <li>• That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the</li> </ul>	<p><b>Status:</b> In progress/completed</p> <p><b>Comment:</b> A Council workshop is scheduled for 1 May 2025 to provide an update on service reductions based on Temporary Speed Restriction forecast modelling.</p>

**Action items from previous Transport Committee meetings**

	trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.	
15 August 2024	<p><b>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers reach out to gender diverse advocacy groups to learn more about gender diverse communities’ experiences using public transport and referred the survey results to the Public Transport Advisory Group for discussion.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Officers have requested and received analysis of the Passenger Satisfaction survey results for people identifying as Gender Diverse. There is some variance with results for the general population. This could also be influenced by the younger age, higher level of disability and much smaller sample size (and therefore higher margin of error) for this cohort. Perceptions of personal security were similar to the general population (3% lower).</p> <p>PTAG has one representative to provide LGBTQIA+ perspective, officers will continue engage through PTAG and with the LGBTQIA+ community to understand more about specific community needs.</p>
15 August 2024	<p><b>Review of Wellington Regional Public Transport Plan - Update – Report 24.389</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that staff include councillors in engagement with communities, including briefings with territorial authorities.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b></p>

**Action items from previous Transport Committee meetings**

		Councillors have been advised of upcoming engagements with communities and territorial authorities (refer Report 25.06 Approval of Draft RPTP for Consultation)
19 September 2024	<p><b>Metlink Bus Fleet Emissions – Report 24.462</b> [For Information]</p> <p><b>Noted:</b> The Committee requested a future workshop item on the disposal of batteries from electric buses.</p>	<p><b>Status:</b></p> <p>Noted</p> <p><b>Comment:</b></p> <p>A workshop item on this matter is scheduled for 8 May 2025</p>
24 October 2024	<p><b>Route 2 Electric Articulated Vehicles – Report 24.533</b> [For Information]</p> <p><b>Resolution:</b></p> <p>Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.</p>	<p><b>Status:</b></p> <p>Ongoing</p> <p><b>Comment:</b></p> <p>Kinetic’s Request for Proposal (RFP) has been issued to two suppliers of electric articulated vehicles (EAV). Depending on a satisfactory response to the RFP (due 1<sup>st</sup> week of April 2025), Kinetic have advised that they expect to be in a position to place an order in mid-2025 and have EAVs in service in mid-2026</p>

**Action items from previous Transport Committee meetings**

<p>24 October 2024</p>	<p><b>Public Transport Performance Update – Report 24.538</b> [For Information]</p> <p><b>Noted:</b> The Committee requested a breakdown of reported problems with buses replacing rail services, the reasons why problems are occurring and possible solutions.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Workshops on rail replacement service issues have been held on 28 November 2024 and 13 March 2025. A report which sets out Metlink’s approach to improving the customer experience on rail replacement services is on the agenda for consideration at today’s Committee meeting (Report 25.102 Rail Replacement Services: Improving the Customer Experience)</p>
<p>28 November 2024</p>	<p><b>Public Transport Operator Update - Tranzurban – Report 24.613</b> [For Information]</p> <p><b>Noted:</b> The Committee requested officers develop a metric for tracking bus loading and capacity by route.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Officers have developed a metric for tracking bus loading and capacity by route; we are currently in the process of validating the data, when the information will be provided on our website (the size of the data currently does not lend itself well to monthly performance reports)</p>

**Action items from previous Transport Committee meetings**

<p>28 November 2024</p>	<p><b>Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024 – Report 24.591</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers: investigate the safety concerns raised by Maymorn station users around the temporary Bus Replace Trains stop that requires users to cross State Highway 2.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Safety concerns around the temporary BRT stop at Maymorn have not yet been investigated as the decision was made by Metlink to not use the stop during the Summer Block of Line (which also continues for the Easter/ ANZAC Block of Line that will be bus replaced).</p>
	<p>update the Unplanned bus replacements document to include which operators have Snapper and bike racks.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> Transdev have provided this information for data from 1 January 2025; this information is included in the February performance update report to the Committee (Report 25.101 Public Transport Update – February 2025) – noting that bike rack data will be included when they are re-instated on buses.</p>
<p>28 November 2024</p>	<p><b>Managing Safety on Board Metlink Public Transport Services – Report 24.610</b> [For Information]</p> <p><b>Noted:</b> The Committee requested the officers: investigate actions that can be taken to prevent hate speech on the public transport network.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Officers will continue to explore ways to mitigate hate speech on the public transport; this includes promotion of tolerance and inclusion across the network (e.g. Pride bus and bus stop and upcoming Pink Shirt Day).</p>



**Action items from previous Transport Committee meetings**

	work with operators to get data on recorded near misses.	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Officers are working on this matter as part of the wider review of Health, Safety and Wellbeing reporting by operators.</p>
28 November 2024	<p><b>Emerging Trends in Transport – Report 24.604</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers look into updating the data in the Metlink app to include the whole of life cost of owning and using a vehicle in a side by side comparison with the cost of travelling by public transport.</p>	<p><b>Status:</b> Noted</p> <p><b>Comment:</b> Officers are currently looking at ways to better include this data in the Metlink app.</p>
28 November 2024	<p><b>Public Transport Performance Update – October 2024 – Report 24.602</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers investigate including reliability and punctuality data for planned bus replace trains services in future reporting.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Metlink is not currently able to measure punctuality and reliability data for planned bus replacement. Officers will continue to investigate options for providing this information.</p>
13 February 2025	<b>Public Participation</b>	<p><b>Status</b> In progress</p> <p><b>Comment</b></p>

**Action items from previous Transport Committee meetings**

	<p><b>Noted:</b> The Committee requested that officers investigate whether data can be provided on the numbers of bikes on trains.</p>	<p>This information is available and will be recorded in Monthly performance reports from March 2025.</p>
13 February 2025	<p><b>Public Participation</b></p> <p><b>Noted:</b> The Committee requested that officers publish information on the Metlink website which sets out issues about bike racks on buses.</p>	<p><b>Status</b></p> <p>Completed</p> <p><b>Comment</b></p> <p>Information has been published on the Bikes &amp; Scooters page on the Metlink website: <a href="https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters">https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters</a></p>
13 February 2025	<p><b>Update on the Progress of Action Items from previous Transport Committee meetings – February 2025 – Report 25.20</b> [For Information]</p> <p><b>Noted:</b> The Committee requested an update on the implications of RiverLink construction on Melling Line services.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>A report on public transport implications and mitigations planned for the RiverLink construction disruptions is on the agenda for this Committee meeting (refer Report 25.100 RiverLink Construction: Impact on Public Transport – Update).</p>
13 February 2025	<p><b>Managing Safety on the Metlink Public Transport Network – Report 25.10</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers investigate options for two-way communication between railway stations and the call centre.</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p>

**Action items from previous Transport Committee meetings**

		Metlink is looking at options for two-way communication between railway stations and the call centre.
13 February 2025	<p><b>Public Transport Advisory Group meeting – 30 January 2025 – Report 25.12</b> [For Information]</p> <p><b>Noted:</b> The Committee requested notification of PTAG meeting dates, to coordinate occasional attendance by Councillors.</p>	<p><b>Status</b> Completed</p> <p><b>Comment</b> An email was sent to Councillors on 28 February 2025; Councillors were provided with upcoming PTAG meeting dates and advised of a process by which they can raise their interest in attending PTAG.</p>

Transport Committee  
3 April 2025  
Report 25.102



For Information

## **RAIL REPLACEMENT SERVICES: ACTION PLAN FOR IMPROVING THE CUSTOMER EXPERIENCE**

### **Te take mō te pūrongo**

#### **Purpose**

1. To provide an overview of the Buses Replacing Train (BRT) services; including a review of the recently planned extended BRT services and the action plan to improve BRT services.

### **Te tāhū kōrero**

#### **Background**

2. BRT is used by Metlink to replace train services in the following situations:
  - a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work
  - b when an unplanned event occurs that means Metlink cannot run our normal train timetable e.g. earthquake, flood and unexpected staff absence.

#### ***Current operating environment***

3. Over the next ten years KiwiRail is delivering a large volume of rail infrastructure maintenance and renewals. This is to address a significant backlog of work on the rail network and to create a more resilient and optimised rail network for the Wellington Region.
4. An increased frequency of BOL means that customers are currently experiencing, and will for the foreseeable future experience, more disruptions to their journey.

#### ***Provision of services***

5. The Rail Partnering Contract with Transdev requires them to provide BRT services for planned and unplanned disruptions.

#### ***Planned rail replacement services – agreement requirements***

6. For planned rail replacement services, the BRT services are tendered by Transdev, under sub-contractor agreements.
7. Transdev is required to procure alternative transport (known as BRT – buses replacing trains) that stops as close as possible to the rail stations and resembles the rail unit timetable with allowance for road travel time.

8. Each BRT vehicle must be operated in accordance with all applicable laws, by a Licensed Operator, within load limits. Transdev must also use best endeavours to ensure that electronic ticketing is available on BRT.
9. Transdev endeavours to work with our four Metlink bus operators (Tranzurban, NZ Bus, Mana, and Uzabus) in the first instance, when arranging a bus replacement.
10. If the Metlink bus operators are unable to fulfil the tendered BRT services required, then Transdev is entitled to procure non-Metlink bus operators.

*Unplanned rail replacement services – agreement requirements*

11. For unplanned rail replacement services, the Rail Partnering Contract provides that the BRT services are procured by Transdev on a casual day of hire basis.
12. Transdev is required to procure alternative transport (BRT) that stops as close as possible to the rail stations and resembles the rail unit timetable with allowance for road travel.
13. Each BRT vehicle must be operated in accordance with all applicable laws, by a Licensed Operator, within load limits. Transdev must also use best endeavours to ensure that electronic ticketing is available on BRT.
14. Transdev is required to work with our four Metlink bus operators (Tranzurban, NZ Bus, Mana, and Uzabus) in the first instance, when arranging a bus replacement.
15. If the Metlink bus operators are unable to fulfil the BRT services required, then Transdev is entitled to procure non-Metlink transport operators (including other bus companies and shuttle services/taxis).

***Use of non-Metlink transport operator vehicles***

16. BRT services provided by other transport operators do not have the same specifications and quality standards as Metlink buses (for example, electronic ticketing, bike racks, RTI compatibility, branding, age, emissions rating, Rules for Urban Buses (RUB) compliance, and accessibility).
17. Non-Metlink operator buses provide an unbranded vehicle with a non-uniformed driver. The vehicles may not have the same level of accessibility. There are 18 NCS vehicles fitted out with Snapper equipment so that they can meet Metlink's preferred fleet requirements to be accessible and provide electronic ticketing and bike racks. Occasional services have not been capable of transacting electronic ticketing when the vehicles used are not one of the 18 which have Snapper installed.
18. Where a non-Metlink operator bus is required, and because of its age the vehicle is not accessible, Transdev will, when aware, arrange for a taxi to transport the customer. This requires the customer to approach the Transdev staff member in the first instance.
19. The increased number of blocks of line and the complexity of the arrangements for buses replacing trains have required a rethink of how we best manage future BRT services. Metlink has undertaken a thorough review of the impacts of BRT services on passengers, identifying pain-points and prioritising improvements to overcome these. These form an action plan.

**Action plan for improving BRT 2025-2026**

20. Metlink has developed a BRT improvement action plan (Action Plan) which is to be undertaken over the period 2025 to early-2026. Three key areas have been identified for improvement:
  - a Customer information: Providing more information, including real-time information about the location of BRT buses
  - b Infrastructure: Improving the placement and quality of BRT bus stops.
  - c Operating model: Exploring options for simplifying the delivery of BRT services.
21. A summary of the Action Plan is attached as [Attachment 1](#) to this report.

**Te tātaritanga  
Analysis**

**Current passenger experience of BRT**

22. Metlink has undertaken the following process to understand the current passenger experience of BRT:
  - a Complaints analysis
  - b Customer satisfaction survey results
  - c Feedback from the Public Transport Advisory Group
  - d In-depth passenger interviews
  - e Warranted Transport Officer monitoring of service delivery

*Complaints analysis*

23. Metlink logged 612 BRT-specific complaints during 2023. The predominant themes were:
  - a Delay (50%) – services not turning up, late, early, not stopping, services full
  - b Lack of information (28%) – services not tracked, no RTI, difficulty finding information, Platform 10 confusion, inconsistent staff information, payment confusion
  - c Accessibility and Comfort (13%) – non-standard/ inaccessible vehicles/stops, insufficient capacity, quality of vehicles/stops, bike racks

*Customer satisfaction survey results*

24. Customer satisfaction surveys for Metlink rail services are run twice a year (independently by Gravitas OPG) through the Annual Passenger Survey and an interim rail passenger survey.
25. While customer satisfaction with 'Information about delays and disruptions' in 2024 increased by 14% (to 64%) for rail, information about delays and disruptions' remains the lowest scoring service attribute in the survey.

26. Three of the seven key suggestions (by frequency of mention) in relation to rail services relate to BRT:
  - a Improve reliability – run to timetable, ensure buses turn up
  - b More information about service delays, cancellations
  - c Fewer delays, breakdowns.
27. Added to this, customers highlighted some dissatisfaction with the quality of real-time tracking information for BRT services.

*Feedback from the Public Transport Advisory Group*

28. On 6 May 2024, a workshop was held with the Council’s Public Transport Advisory Group (PTAG). A report on this meeting was previously provided to the Committee on 16 May 2024 –Public Transport Advisory Group Meeting – 6 May 2024 - Report 24.182.
29. As part of the workshop, PTAG Members were divided into groups to discuss six themes including information and communication, the BRT vehicle, finding and boarding, fares and paying, routes and bus stop facilities and the experience on bus. A summary of the PTAG feedback follows:
  - a Information and Communication: Information about BRT services should be “over communicated”; there is a need for standardised signage, accurate real-time information and consistent announcements across all operators.
  - b BRT Vehicles Provided: Services need to meet demand; there should be a minimum fleet standard; accessibility needs are non-negotiable; there should be consistent livery and consistent payment for BRT.
  - c Boarding: PTAG members described difficulties with finding and boarding services at Wellington Station (Platform 10); there is a need for consistent route departure points and bus signage; priority lanes for those with accessibility needs could assist.
  - d Fares and Paying: There needs to be consistency about whether, where and how to pay, including tagging on and off.
  - e Routes and Bus Stop Facilities: Accessibility needs are non-negotiable; BRT stops should ideally be integrated into standard bus stops. There should be standardised routes.
30. Groups were asked to prioritise improvements that would make the biggest difference to their experience of BRT. Number one across all groups was accessibility of services. This was followed by an increased focus on better communication, information and in-person support. Overall, members wanted to see greater consistency and standardisation of service.

*In depth passenger analysis*

31. Metlink conducted 16 in-depth passenger interviews in May 2024.
32. A summary of key suggestions for improving BRT services from these interviews follows:

- a Tracking BRT services and giving Estimated Time of Arrivals (ETAs)
  - b A 'consistent Metlink standard' of accessibility and comfort:
    - i Buses
    - ii Bus Stops
33. Platform 10 at Wellington Railway Station should look, feel and act like a proper bus interchange
- a Easier access to BRT timetables
  - b Less convoluted, more predictable journeys
  - c All passengers should consistently pay for BRT services.

***Recent Blocks of Line and service improvements***

*Summer 2024/25 Blocks of Line*

34. In order for essential engineering works to be undertaken, Wellington metro rail lines were required to be closed for extended periods over the 2024/25 summer period.
35. Lines were closed as follows:
- a The Johnsonville Line was closed to enable the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - b The Kāpiti Line was closed between Wellington and Paekākāriki to enable overhead line works, track renewals, and the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - c The Hutt Valley Line was closed between Wellington and Petone to enable track renewals and the commissioning of Wellington Station resignalling projects from 26 December 2024 to 13 January 2025.
  - d The Wairarapa Line was closed between Upper Hutt and Masterton to enable essential engineering works (Remutaka Tunnel track renewal) from 26 December 2024 to 10 February 2025.
36. BRT replaced rail services while lines were closed.
37. Trains operated between Paekākāriki and Waikanae on the Kāpiti Line, and between Petone and Upper Hutt on the Hutt Valley Line; these partial Blocks of Line required transfers from BRT to Trains.

*Lessons learned from the summer 24/25 Blocks of Line*

38. A number of initial actions were undertaken as part of the Action Plan for improving customer experience, including surveying passenger satisfaction with BRT services and, in collaboration with Transdev, improvements to Platform 10 wayfinding, queuing, payment and staff guidance were implemented.



39. At the completion of the Blocks of Line in early February 2025, Metlink conducted 226 on-platform interviews across all rail lines with passengers who had travelled on buses replacing trains over Christmas, New Year and January 2025. Passengers were asked for feedback about their experiences, including providing a satisfaction score (consistent with the Gravitas survey methodology).
40. February 2025 customer satisfaction scores averaged 59.3% across all Lines – representing a slight increase from passenger satisfaction survey results in November 2024. Sitting beneath this averaged score was higher satisfaction with some aspects of BRT services, offset by very low satisfaction with others.
41. Qualitative customer feedback analysis showed a positive response to Platform 10 wayfinding, queuing, payment and staff guidance. Customers also commented on improvements in presence, manner and quality of guidance from platform and onboard staff and Warranted Transport Officers, and manner and skill of drivers.
42. Customers responded negatively to insufficient bus and train capacity on Monday January 6, 2025 ('first week back at work'), and to delays caused by mismatched train/bus connections. Insufficient and inconsistent BRT bus signage was also a significant source of dissatisfaction.
43. Analysis shows that satisfaction scores for customers who said they were affected by capacity issues on January 6, 2025, were 20% lower than for the overall average. This underlines the sensitivity of this issue for passengers but also highlights that if capacity issues had been avoided on this single day, customer satisfaction scores for this period would have seen a marked increase owing to other improvements.
44. Data from Warranted Transport Officer observations evidenced little improvement in the sufficiency and consistency of BRT bus signage, but improved readiness of onboard Snapper equipment and consistency of fare collection.

***Upcoming Blocks of Line and planned service improvements***

*Easter/ANZAC Blocks of Line*

45. Buses will replace trains, and some services will run at reduced frequencies as KiwiRail makes improvements to the rail network over the Easter and ANZAC weekends.
46. As there are only three-week days between Easter Monday and ANZAC Day, as well as the school holidays, KiwiRail is using this opportunity to extend railway line closures and undertake continued infrastructure upgrade work across all railway lines.



## Ngā tūāoma e whai ake nei

### Next steps

54. Metlink will continue to implement and review the Action Plan with a view to implementing ongoing improvements to the summer 2025/26 Block of Lines. These include:
  - a Improvements to Platform 10 infrastructure in collaboration with KiwiRail, allowing more platform space for passenger boarding and BRT layover and manoeuvring.
  - b Predictive tracking integrated with RTI screens at major stops and accessible through the Metlink website and app.
  - c Piloting more streamlined and legible BRT routes incorporating stops with improved amenity and infrastructural resilience.
55. Improvements to BRT stops, routes and tracking information will be consistent with the requirements of the Accessibility Action Plan.
56. The Committee will be updated on progress with the implementation of the Action Plan as required.

## Ngā āpitihanga

### Attachment

Number	Title
1	<a href="#">BRT improvement action plan</a>

## Ngā kaiwaitohu

### Signatories

Writer	Andrew Tobin – Senior Advisor, Customer Experience, Metlink
Approvers	David Boyd – Manager Customer Experience, Metlink Paul Tawharu – Senior Manager, Operations, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group 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> This report provides the Committee with an overview of BRT services which are an important aspect on the delivery of public transport services. “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> BRT services have a direct impact on service levels. Certain performance measures in the 2024-34 Long-Term Plan relate to service levels.
<b><i>Internal consultation</i></b> No other functions were consulted in preparing this report.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> This report sets out a way to mitigate risks associated with rail services which are not able to run.

# BRT action plan (2025 - early 2026)

Attachment 1 to Report 25.102

	April - June	July - Sept	Oct - Dec	
Customer info	Platform 10/transfers experience	Improved queueing & p.a. ✓	Improved transfer planning	Implement for Summer BOL
	Improved online timetables	Improved web & app interface ✓	Integrate timetable data	Integrate timetable data
	BRT real-time tracking	Prototype location tracking ✓	Add prediction and integrate with RTI signage	Implement for Summer BOL
	BRT bus signage consistency	Implement operator protocol ✓	WTOs monitor performance ✓	
Infrastructure	Platform 10 interchange	Minimum requirements design ✓	Formalise access/ kerb upgrade	Implement interchange
	RTI displays - BRT	Requirements planning / commit funding ✓	Integrate with tracking	Pilot and implement
Operating model	Customer-centred BOL planning	Review current planning model ✓	Design BOL concepts / community engagement	Implement
	Bus route optimisation	Review routes & stops ✓	Refine routes & stops	Implement route refinements
	Consistent fare collection	Implement operator protocol ✓	WTOs monitor performance ✓	

KEY	Summer 2024/25	Through 2025	Summer 2025/26	Underway ✓
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**Transport Committee**  
**3 April 2025**  
**Report 25.101**



**For Information**

## **PUBLIC TRANSPORT PERFORMANCE UPDATE – FEBRUARY 2025**

**Te take mō te pūrongo**

### **Purpose**

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

**Te horopaki**

### **Context**

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

- f accessibility
  - g bus capacity
  - h emissions/decarbonisation.
8. The performance reports incorporate the following requested changes:
- a 2018/19 patronage line added to ‘all modes’ graph
  - b brief comments added on graphs for reliability and punctuality
  - c added suspended services to the bus cancellations graph
  - d section added on driver numbers
  - e bus emissions/ decarbonisation
  - f explanation of what is included under ‘Other’ in the complaints section.
9. Health, Safety and Wellbeing update is included in this report.
10. Information relating to Metlink social media is included in this report.
11. Metlink expects to be able to provide the Committee with further changes over the coming months as data required for the additional sections is sourced and collated.
12. Performance information is published on the Metlink website.<sup>1</sup> Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.
13. [Attachment 1](#) contains an overview (including commentary) of the key results in Metlink’s monthly performance report for February 2025.
14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

### ***Bus performance – February***

#### *Patronage*

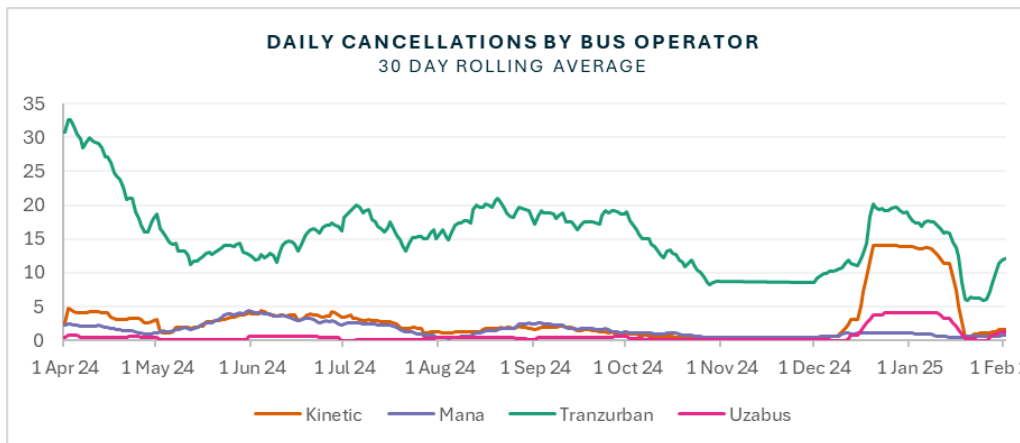
15. Bus passenger boardings for February 2025 were 2.23 million, this compares to boardings of 2.34 million in February 2024. Patronage for the year to date is at 101.3% of 2024 levels.

#### *Reliability*

16. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
17. Reliability for February 2025 was 99.3%, this compares to January 2025 which was 99.7%. Reliability this month continues to reflect a stable Metlink bus network.

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

18. The graph below provides information on cancellation trends by operator.



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

*Punctuality*

- 20. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
- 21. The punctuality target for our bus services is 95%.
- 22. Bus service punctuality was 93.7% in February 2025, compared to 95.9% in January 2025. This is a decrease reflecting the return of more customers and traffic at the end of the end of the summer holiday period.
- 23. Punctuality this month also continues to reflect traffic congestion at pinch points in Wellington City, and various roadworks sites.

**Rail performance – February**

*Current service impacts on Wairarapa Line*

- 24. Due to various staffing challenges, Transdev Wellington has been operating Wairarapa Line services with a limited roster of train managers.
- 25. Transdev Wellington are actively working to provide consistent and reliable train services between Wellington and Masterton.
- 26. Greater Wellington has written to Transdev requesting that they provide us with a plan to rectify the service challenges and timeframes for resolution.<sup>2</sup>
- 27. Customers who have written to Greater Wellington have received responses and given the opportunity to express their views at this Transport Committee.

<sup>2</sup> <https://www.gw.govt.nz/assets/Documents/2025/03/Ltr-P-Lensink-180325.pdf>



28. To ensure passengers have access to as much information as possible about what is currently affecting the Wairarapa Line, we have published questions and answers<sup>3</sup> on the Metlink website.
29. Officers will provide an update at this meeting.

#### *Patronage*

30. Rail passenger boardings for February 2025 were 0.86 million, this compares to boardings of 0.93 million in February 2024.

#### *Reliability*

31. 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.
32. The rail reliability target is 99.5%.
33. Rail service reliability was 98.2% in February 2025, compared to 97.7% in January 2025.
34. Temporary Speed Restrictions on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.
35. KiwiRail completed their extended Christmas works on 9 February 2025; scheduled train services returned on the Hutt Valley Line, Kapiti Line and Johnsonville Line on 13 January 2025; Wairarapa Line trains returned on 10 February 2025.
36. Operator staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.4% of the reliability failures in February 2025.

#### *Punctuality*

37. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
38. The rail punctuality target is 90%.
39. Punctuality for February 2025 was 82.4% compared to 84.4% in January 2025.
40. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in. In addition, the new signalling system at Wellington Railway Station has impacted services as the new system is put in place.

#### *Bus replacements*

41. Bus replacements are used to replace train services in the following situations:

<sup>3</sup> <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>

- a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work
  - b when an unplanned event occurs that means we cannot run our normal train timetable e.g. earthquake, flood and staff shortages.
42. A report providing an overview of the bus replacement services; including a review of the recently planned extended bus replacement services and the action plan to improve bus replacement services is on the agenda for consideration at the Committee’s 3 April 2025 meeting (refer Report 25.102 Rail Replacement Services: Action Plan for Improving the Customer Experience).
43. In February 2025, 12.8% (1,132) of rail services were replaced by buses (planned and unplanned):
- a 12.2% (1,080) of the rail services that were replaced by buses were planned
  - b 0.59% (52) of the rail services that were replaced by buses were unplanned.
44. Of the 12.2% of **planned** rail services that were replaced by buses: 73% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 21% were awarded to NCS buses, which meet Metlink’s preferred fleet requirements (bike racks<sup>4</sup>, accessible, and electronic ticketing enabled); 6% of services were awarded to Transit Coachlines who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink’s preferred fleet requirements, however Tranzurban fleet did).
45. Of the 0.59% of **unplanned** rail services that were replaced by buses: 41% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 20.6% were provided by NCS. The remainder of vehicles used did not meet Metlink’s preferred fleet requirements.
46. Data on buses that have electronic ticketing in included in the brackets in the table below. Note that we are not reporting on bike racks for the month of February as they are not currently in operation

***Unplanned rail services that were replaced by buses/shuttles – February 2025***

<b>Operator</b>	<b>No. Buses</b>	<b>No. Shuttles</b>
Capital Shuttles	-	12 (-)
Kinetic	20 (16)	-
Mana Newlands	2 (-)	-
NCS Taita	14 (12)	-
Transit Masterton	14 (6)	-
Tranzurban	6 (4)	-
<b>Total</b>	<b>56 (38)</b>	<b>12 (-)</b>

<sup>4</sup> Note, bus racks are not currently in operation on any buses.

*Upcoming Blocks of Line (planned bus replacements)*

47. Information on upcoming planned Blocks of Line covering the period April 2025 to May 2025 is attached as [Attachment 2](#) to this report. Note this information is subject to change (for example, late notice essential works). The most up-to-date information is available on our website.<sup>5</sup>

**Ferry performance – February**

48. Ferry services have operated according to their usual timetable.
49. Boardings were 80.2% of February 2024 numbers.

**Fare revenue**

50. In February 2025, there was a budget shortfall of \$1.29 million for the month across bus and rail services. The year-to-date budget shortfall is \$12.49 million.
51. There are several factors contributing to the year-to-date fare revenue budget shortfall, including:
- a the budget being phased evenly across the year
  - b lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.
52. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

**Warranted Transport Officer activity – February**

53. Warranted Transport Officers (WTOs) continued supporting revenue protection. Focus this month was on the Wairarapa Line BRT. WTOs provided information, awareness of payment expectations, and supported revenue collection throughout the Wairarapa Block of Line period.
54. Metlink’s WTOs undertook 5,496 payment validations on board rail services in February 2025.
55. Payment validations of Metlink bus services fares are based on observations – passengers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-Snapper trips, including fares which do not incur a charge to the customer.
56. The table below reports on the number of times WTOs have sought customer details in relation to their non-payment of the correct fare in the February 2025 period.

<sup>5</sup> <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	25	31	3	0	0	0	0	0	59

57. In February 2025, no infringement notices were issued by Warranted Transport Officers.

**Health, Safety and Wellbeing**

Reporting by operators

58. The information below reports on the 12 months from March 2024 to February 2025, reported by Metlink’s operators.

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

*Passenger injuries*

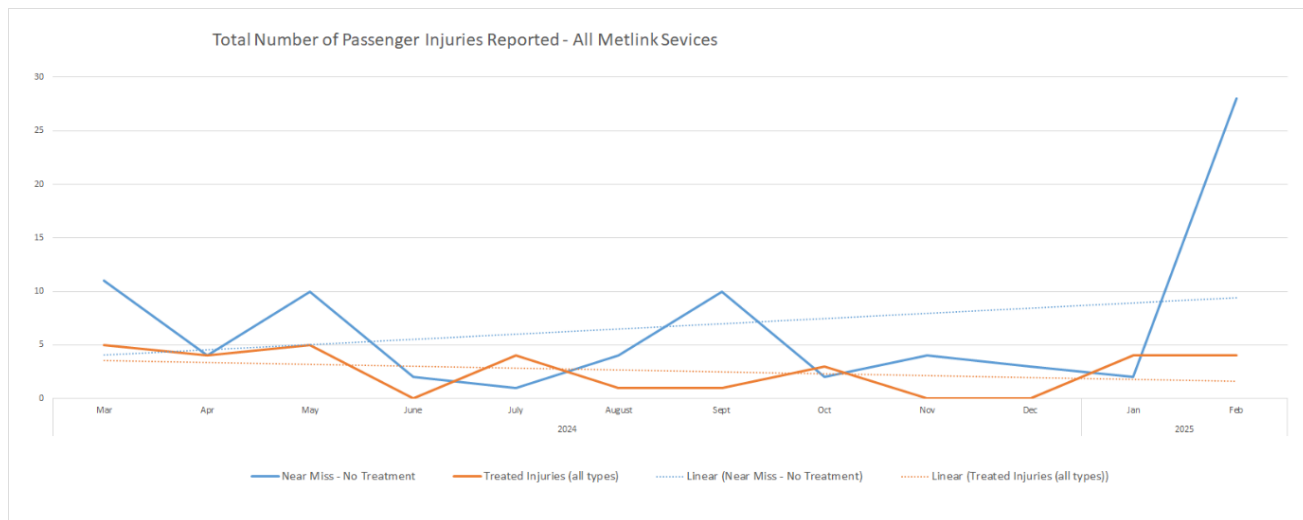
60. Both minor and treatment injuries to passengers have remained constant across January and February 2025.

61. In February, there were two serious injury events associated with buses:

- a The first involved a person who was hit by a car after getting off a bus. The person sustained a broken leg. Metlink is working with the operator and other relevant parties to communicate and promote key bus safety messages.
- b The second involved a pedestrian who was hit by a bus after stepping off the footpath. The pedestrian was taken to hospital and has since been discharged.

62. There has been an increase in reported near miss incidents in February.

- a For trains, the near miss incidents relate to trespassers in the corridor, train surfers, and trains stopping with doors off platforms.
- b For bus operators, the near miss incidents relate to buses braking hard to avoid other road users’ actions, observed passengers falls getting on or off the bus and passenger falls while the buses are in motion

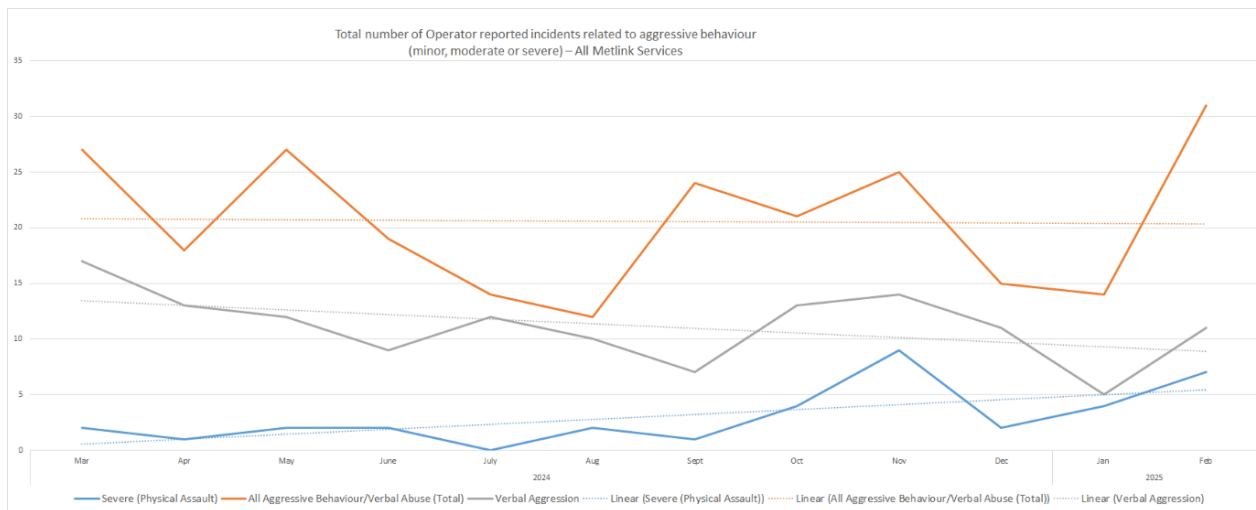


*Medical events on board Metlink services*

- 63. Over January and February there were eight cases where an ambulance was called by the driver or a member of public to attend an onboard medical emergency involving a passenger.
- 64. Wellington Free Ambulance (WFA) attended the recent Metlink Operators Health and Safety Forum to discuss 111 processes.
- 65. A workshop between operators and WFA will be held in April 2025 to work through issues raised in their presentation.

*Aggressive behaviour or verbal abuse*

- 66. There was an increase of aggressive behaviour incidents, including increases of both verbal and physical incidents, reported by operators during January and February 2025.
- 67. The reported severe incidents including a physical attack of a driver, spitting at drivers, cash box theft, throwing objects at moving buses and trains, as well as an assault of driver by another operator’s driver.
- 68. The operators involved Police in many of the incidents, who responded quickly and removed people involved.
- 69. Intoxication was a common theme across all types of incidents, as well as passenger verses passenger altercations and members of public being disruptive outside of the buses.
- 70. We continue to work with our operators and community partners to monitor and address these situations as they arise, and work through proactive measures to assist front line staff, for example by way of de-escalation training.



**Other Health, Safety and Wellbeing matters**

Workshop with key stakeholders

71. The feedback gathered from the December 2024 “Managing anti-social behaviour on public transport” has been reviewed and the following key themes have been proposed for further exploration:
  - a How can we strengthen the relationship across agencies, delivery partners and communities associated with public transport.
  - b How can we influence passenger behaviour through technology, physical environment and policy.
  - c How can we support drivers. Of specific interest is the possibility of broader driver qualifications, covering off skills and knowledge beyond just safely driving a bus.
72. We will be bringing these themes back for specific targeted workshops with key stakeholders later in 2025 to identify specific possible actions, with representatives from the original workshops.

Train doors

73. Transdev and Metlink submitted the joint mitigation plan to the NZ Transport Agency Waka Kotahi to address the train doors opening off platforms on 31 January 2025.
74. As part of the Plan, Transdev and Metlink have engaged a Human Factors Specialist who will meet with representative Train Managers and Locomotive Engineers to get their input into understanding the causes and opportunities.

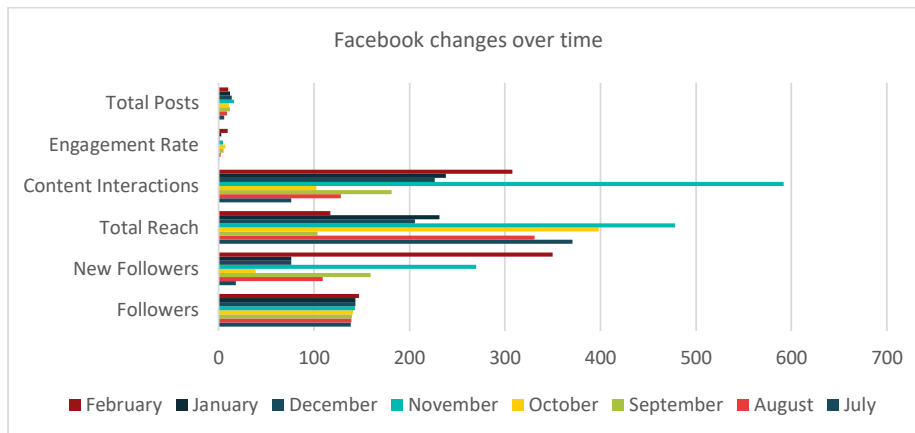
**Social media – February**

75. Social media is a key means for Metlink to reach its customers. Metlink’s Facebook page is used to provide customer communications.
76. The table below sets out information relating to Metlink social media for the February 2025 period:

**February**

Followers	New followers	Total reach	Total views	Content interactions	Engagement rate
14,692	350	117,237	307,832	2,462	9.2%

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



**Ngā āpitihanga**

**Attachments**

Number	Title
1	<a href="#">Metlink performance report – February 2025</a>
2	<a href="#">Upcoming Planned Rail Replacements – April 2025 to May 2025</a>

**Ngā kaiwaitohu**

**Signatories**

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
Approvers	Hamish Burns – Senior Manager Assets and Infrastructure (Acting) Paul Tawharu – Senior Manager Operations Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group 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> The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> Certain performance measures in the 2024-34 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

FEBRUARY 2025



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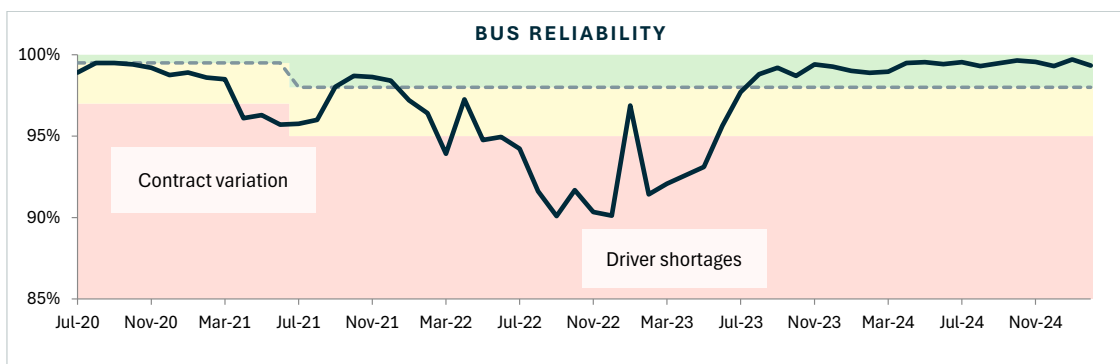
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In February, 99.3% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates. We have seen an increase in cancellations due to vehicle availability for some of our operators. Service levels have increased as students return to school and we are seeing the usual heavy loadings that come with the start of term one.



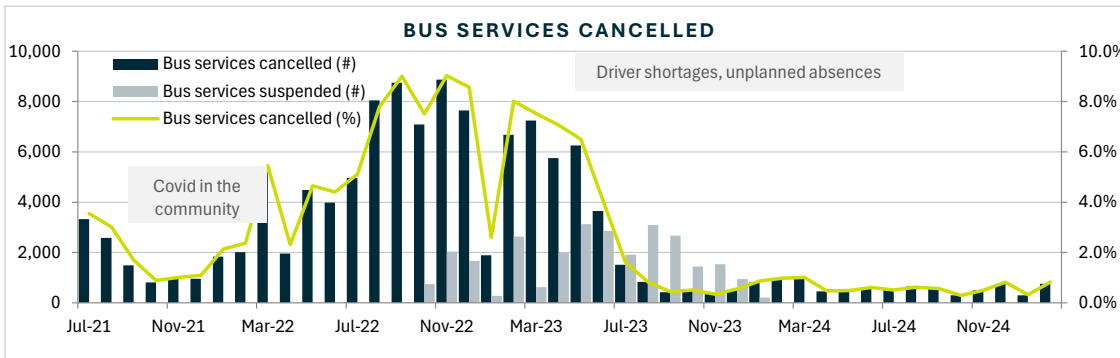
■ ≥98%, Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■ <95% Unsatisfactory

Reliability - current month

	Feb-25	Feb-24	Change
Wellington City			
Newlands & Tawa	99.3%	99.3%	0.0%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.0%	97.5%	0.4%
Hutt Valley	99.9%	99.5%	0.4%
Porirua	98.9%	96.4%	2.4%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	99.7%	98.4%	1.4%
<b>Total</b>	<b>99.3%</b>	<b>98.9%</b>	<b>0.4%</b>

Reliability - year to date (July - February)

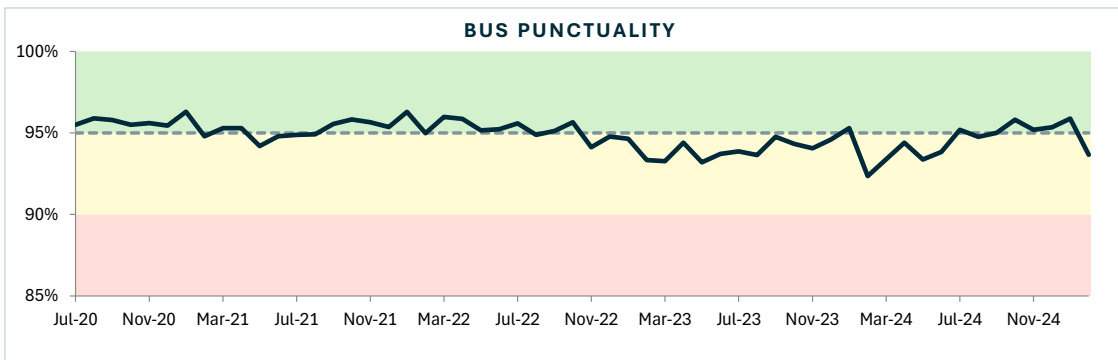
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.0%	97.5%	1.5%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.0%	2.1%
Kapiti	99.7%	99.4%	0.3%
Wairarapa	99.3%	98.4%	0.9%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</b>	<b>0.6%</b>



## Punctuality

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

Bus service punctuality was 93.7% in February and 95.1% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites. Rising Main work on Wakefield Street continues, impacting punctuality for routes 14 and 24. We have also seen an increase in smaller work sites across the region, which although small, are plentiful so are creating a knock-on effect to some routes, as contractors make the most of the warmer weather to complete resurfacing works.



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

### Punctuality - current month

	Feb-25	Feb-24	Change
Wellington City			
Newlands & Tawa	94.0%	94.5%	-0.5%
East, West & City	95.3%	93.3%	2.0%
North, South, Khandallah & Brooklyn	91.1%	89.9%	1.2%
Hutt Valley	92.3%	91.4%	0.9%
Porirua	95.4%	94.5%	0.9%
Kapiti	96.1%	93.9%	2.2%
Wairarapa	93.1%	89.3%	3.8%
<b>Total</b>	<b>93.7%</b>	<b>92.4%</b>	<b>1.3%</b>

### Punctuality - year to date (Jul - February)

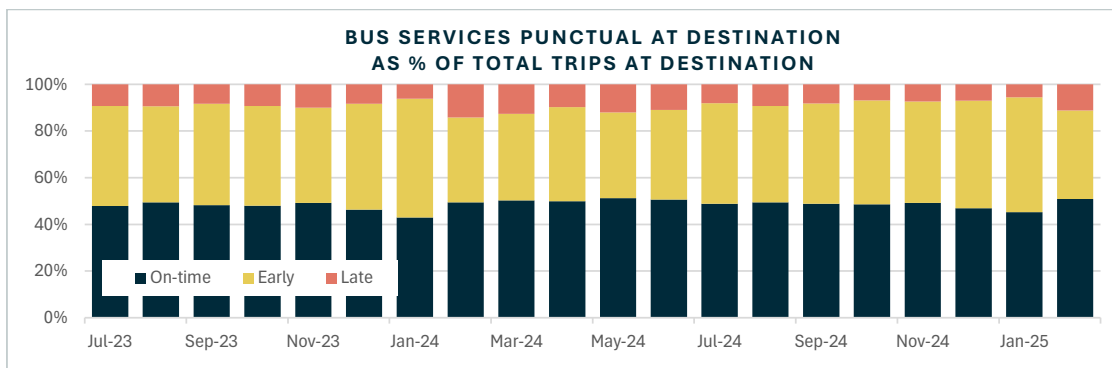
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.4%	0.5%
East, West & City	96.1%	95.6%	0.5%
North, South, Khandallah & Brooklyn	93.1%	90.9%	2.2%
Hutt Valley	94.4%	94.5%	-0.1%
Porirua	96.9%	95.1%	1.8%
Kapiti	96.6%	93.2%	3.4%
Wairarapa	93.4%	90.9%	2.5%
<b>Total</b>	<b>95.1%</b>	<b>94.1%</b>	<b>1.0%</b>

## Punctuality at destination

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

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

In February, 50.9% of bus services recorded at destination arrived on time, with a further 37.9% arriving more than one minute early, while 11.1% of services arrived more than five minutes late.



### Punctuality at destination - current month

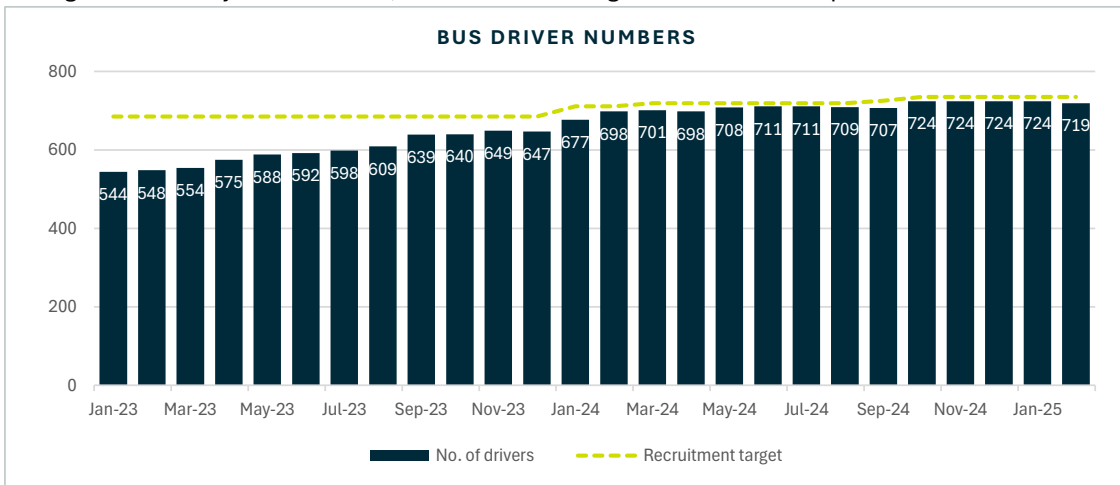
	Feb-25	Feb-24	Change
On-time	50.9%	49.5%	1.5%
Early	37.9%	36.4%	1.6%
Late	11.1%	14.2%	-3.0%

### Punctuality at destination - year to date (Jul - February)

	2024/25	2023/24	Change
On-time	48.6%	47.7%	0.9%
Early	42.2%	42.9%	-0.7%
Late	9.2%	9.4%	-0.2%

## Bus driver recruitment

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

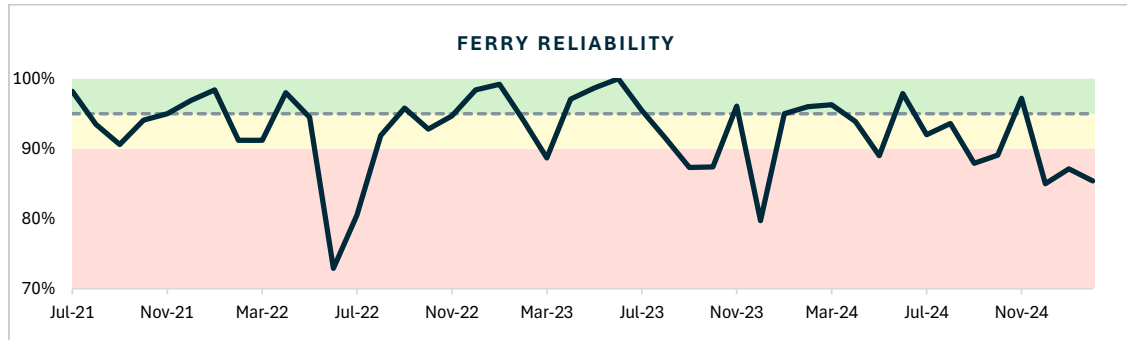




## Reliability

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

Reliability for February was 85.4%, compared to 96% for the same month last year. There were 8 weather-related cancellations this month, and 96 non-weather-related cancellations.



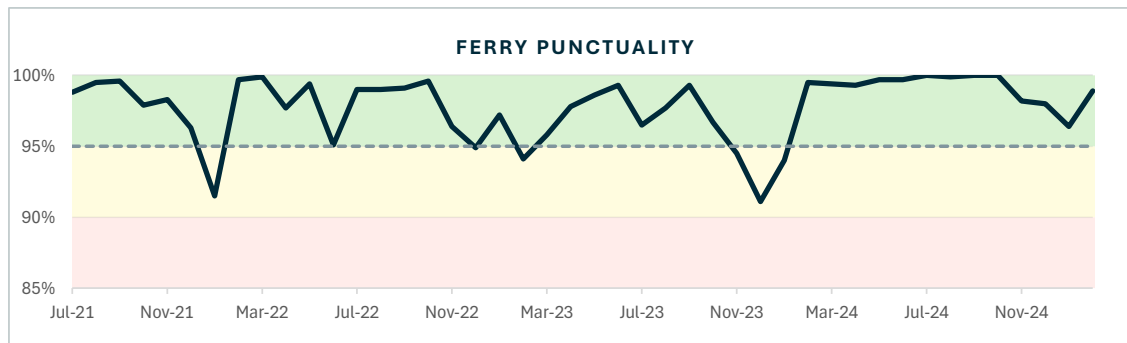
■ ≥95%, Meets/exceeds target  
 ■ 95%-90% Needs improvement  
 ■ <90% Unsatisfactory

Reliability - current month			
	Feb-25	Feb-24	% Change
Total	85.4%	96.0%	-10.6%

## Punctuality

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

Punctuality for February was 98.9%, compared to 99.5% for the same month last year.



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

Punctuality - current month			
	Feb-25	Feb-24	% Change
Total	98.9%	99.5%	-0.6%

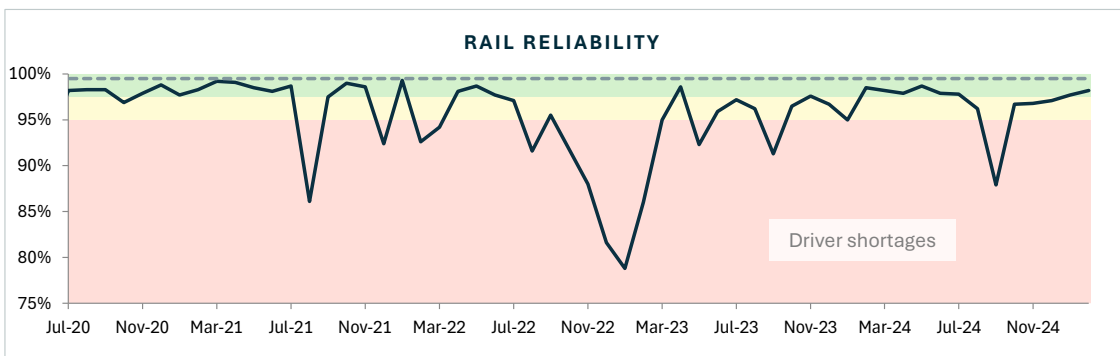
 **Rail operator**  
**Reliability**

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

Rail service reliability was 98.2% in February, and 96% for the year to date.

KiwiRail completed their extended Christmas works on 9 February 2025; with Wairarapa Line trains returning on 10 February 2025.

Staff sickness impacted 0.4% of services, most services being bus replaced or running with reduced capacity.



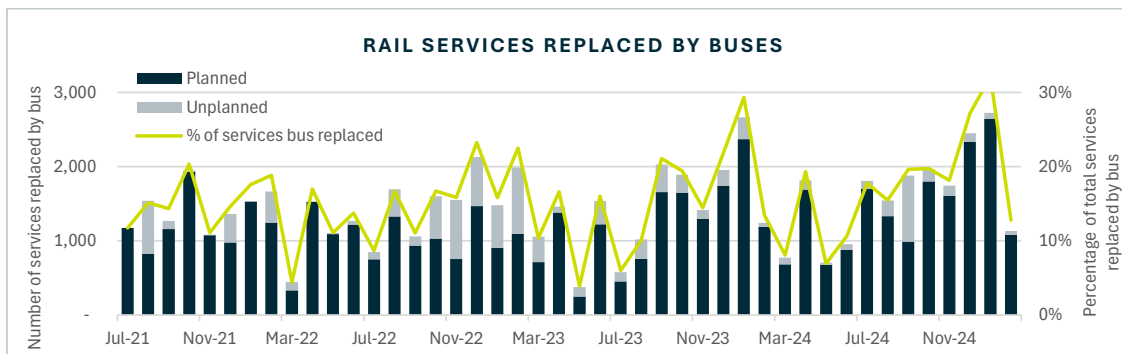
**Reliability - current month**

	Feb-25	Feb-24	Change
Hutt Valley	98.8%	98.4%	0.4%
Johnsonville	97.6%	99.4%	-1.8%
Kapiti	98.6%	98.2%	0.4%
Wairarapa	89.3%	96.0%	-6.7%
<b>Total</b>	<b>98.2%</b>	<b>98.5%</b>	<b>-0.3%</b>

**Reliability - year to date (Jul - February)**

	2024/25	2023/24	Change
Hutt Valley	96.5%	97.2%	-0.7%
Johnsonville	97.4%	95.7%	1.7%
Kapiti	95.0%	96.9%	-1.9%
Wairarapa	87.9%	92.8%	-4.9%
<b>Total</b>	<b>96.0%</b>	<b>96.6%</b>	<b>-0.6%</b>

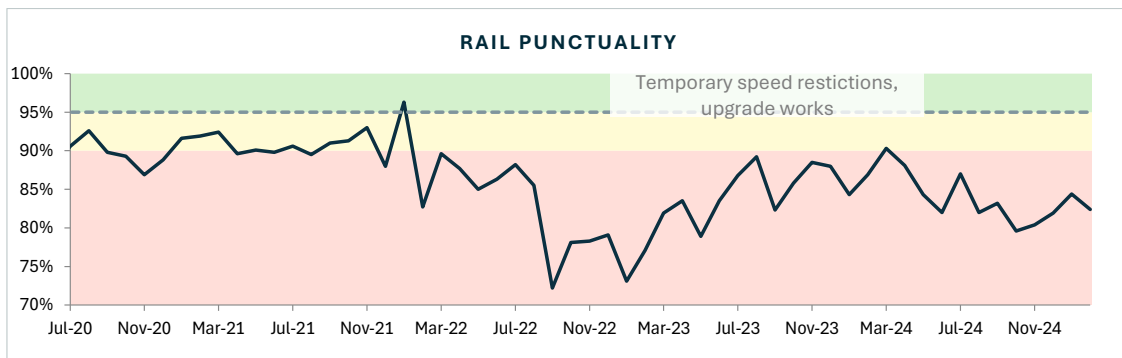
In February, 12.8% of rail services were replaced by buses, compared to 32.1% the previous month.



In February, there were 8,835 rail trips run, carrying 864,144 passengers.

### Punctuality

Punctuality continues to be impacted by the introduction of the new signalling system. This is gradually improving week by week and operational processes are being updated to reflect the new operations. High levels of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines also continue to impact services.



Punctuality - current month

	Feb-25	Feb-24	Change
Hutt Valley	79.2%	89.4%	-10.2%
Johnsonville	90.5%	96.7%	-6.2%
Kapiti	77.5%	82.6%	-5.1%
Wairarapa	42.1%	5.8%	36.3%
<b>Total</b>	<b>80.6%</b>	<b>86.9%</b>	<b>-6.3%</b>

Punctuality - year to date (Jul - February)

	2024/25	2023/24	Change
Hutt Valley	88.3%	87.9%	0.4%
Johnsonville	95.4%	95.7%	-0.3%
Kapiti	67.8%	85.3%	-17.5%
Wairarapa	40.2%	29.0%	11.2%
<b>Total</b>	<b>82.4%</b>	<b>87.5%</b>	<b>-5.1%</b>



## Rail network owner

### Commentary

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

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

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

#### **February Commentary**

February's performance increased slightly from January, with Punctuality rising to 96.24% and Reliability to 99.56%. This was predominately due to TSR's on the Kapiti Line remaining under KPI throughout the month.

The main disruption during the month was on the 3rd of February with 68 points failing in Wellington Yard, post Wellington Station Signalling project commissioning works. The fault was caused by a misalignment of the switch and stock rail impacting points detection which was rectified the following weekend with lifting and packing underneath the switch rail.

Other disruptions during the month occurred on the Johnsonville Line with a fault at 4R Signal on the 10th and 11th February. On arrival Signal Technicians found the track circuit failed due to impedance bonds at the feed end of the track circuit. The impedance bonds were replaced, and the track circuit tested ok. The following day, the track circuit failed again, this time due to a rail clip on the track shorting out the insulated joint.

Temporary Speed Restrictions (TSRs) lifted throughout February on the Kapiti Line include Bridge 3 Relay and a Resleeper at the 17.980km that was awaiting new ballast. On the Wairarapa a TSR at the 38.450km – 38.610km for insufficient ballast shoulder was removed. A line fault on Bridge 2AA on the Johnsonville line was lifted Mid-February.

On the Hutt Valley Line a new TSR was established on the Up Main at Pomare platform due to clearance issues identified during survey works. The clearance will be rectified during the upcoming Easter/ANZAC BOL when resurfacing works are carried out.

On the Johnsonville Line a new TSR was added for a Rerail works during interpeak BOLs. Hot weather prevented completion of distress work which will be completed during the next access window.

**KPI Summary**

**Network Availability**

There were no unplanned line closures for the month of February

**Maintenance Compliance**

Maintenance is 100% compliant across both Track and STTE.

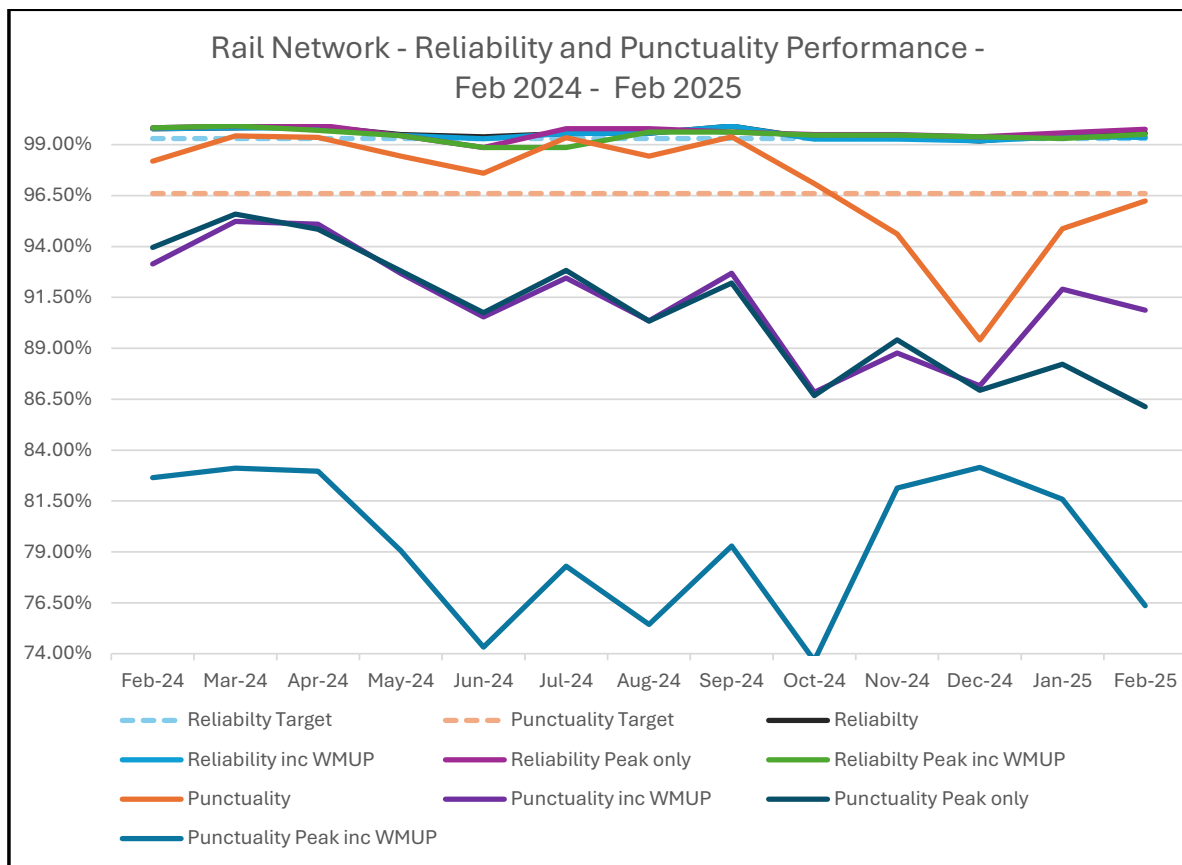
**Maintenance Backlog**

Two Signals maintenance work orders remain open, awaiting materials.

**HSE**

28 Zero Harm days in February

Graph showing Network Punctuality and reliability performance trends



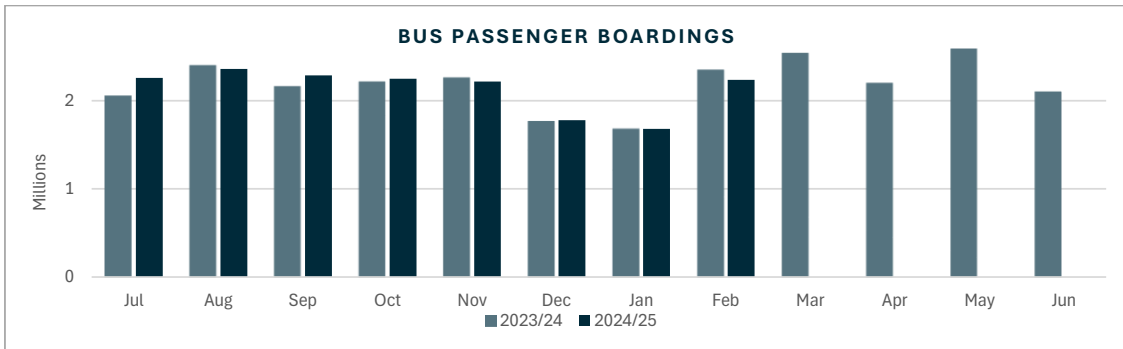
# Operational performance

## Patronage

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

### Bus passenger boardings

February bus passenger boardings were 4% lower than the same month last year, and 1.3% higher for the year to date.



Boardings by area - current month

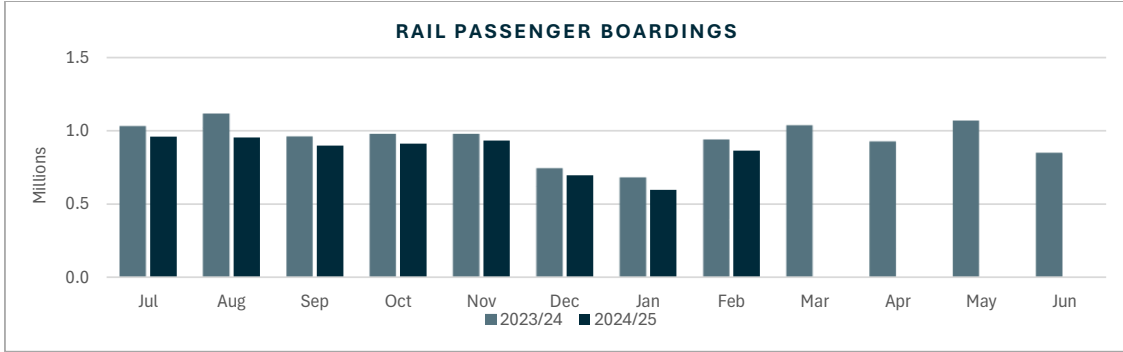
	Feb-25	Feb-24	% Change
Wellington	1,636,164	1,696,808	-3.6%
Hutt Valley	429,826	455,480	-5.6%
Porirua	94,966	92,575	2.6%
Kapiti	62,509	70,500	-11.3%
Wairarapa	14,257	15,513	-8.1%
<b>Total</b>	<b>2,237,722</b>	<b>2,330,876</b>	<b>-4.0%</b>

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

	2024/25	2023/24	% Change
Wellington	12,609,489	12,451,710	1.3%
Hutt Valley	3,224,850	3,202,005	0.7%
Porirua	647,313	592,683	9.2%
Kapiti	420,238	424,641	-1.0%
Wairarapa	97,316	105,569	-7.8%
<b>Total</b>	<b>16,999,206</b>	<b>16,776,608</b>	<b>1.3%</b>

## Rail passenger boardings

January rail passenger boardings were 8% lower than the same month last year, and 8.3% lower for the year to date.



**Boardings by line - current month**

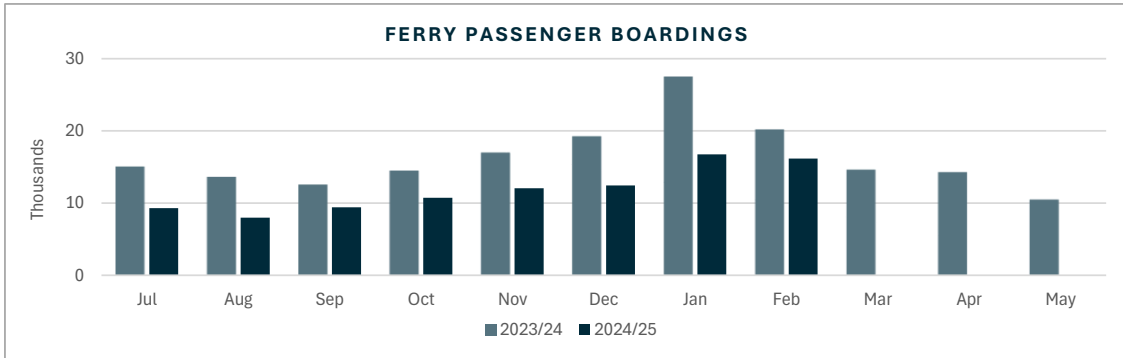
	Feb-25	Feb-24	% Change
Hutt Valley	383,696	397,896	-3.6%
Kapiti	353,080	383,957	-8.0%
Johnsonville	89,089	108,053	-17.6%
Wairarapa	38,279	49,120	-22.1%
<b>Total</b>	<b>864,144</b>	<b>939,026</b>	<b>-8.0%</b>

**Boardings by line - year to date (Jul - February)**

	2024/25	2023/24	% Change
Hutt Valley	2,988,990	3,159,494	-5.4%
Kapiti	2,763,417	3,027,085	-8.7%
Johnsonville	711,732	838,610	-15.1%
Wairarapa	341,736	398,483	-14.2%
<b>Total</b>	<b>6,805,875</b>	<b>7,423,672</b>	<b>-8.3%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 19.8% on the same month last year, and a decrease of 32% for the year to date. Boardings are often affected by weather. There were additional cancellations this month due to a mechanical issue with City Cat which affected 22 trips.



Boardings - current month

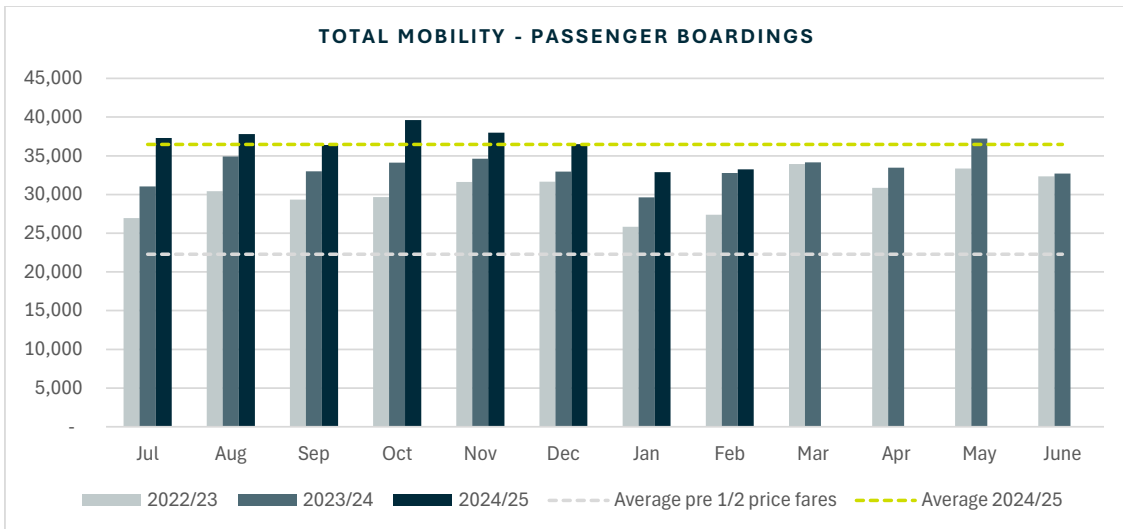
	Feb-25	Feb-24	% Change
<b>Total</b>	<b>16,168</b>	<b>20,160</b>	<b>-19.8%</b>

Boardings - year to date (Jul - February)

	2024/25	2023/24	% Change
<b>Total</b>	<b>94,910</b>	<b>139,548</b>	<b>-32.0%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In January there were 33256 Te Hunga Whaikaha Total Mobility trips, an increase of 1.41% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.

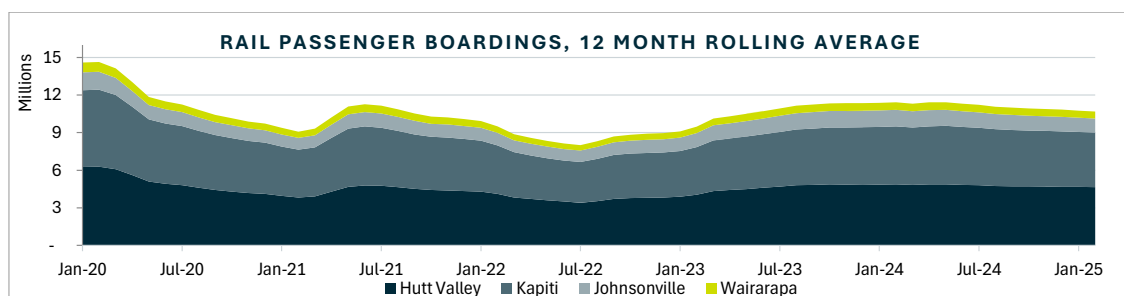
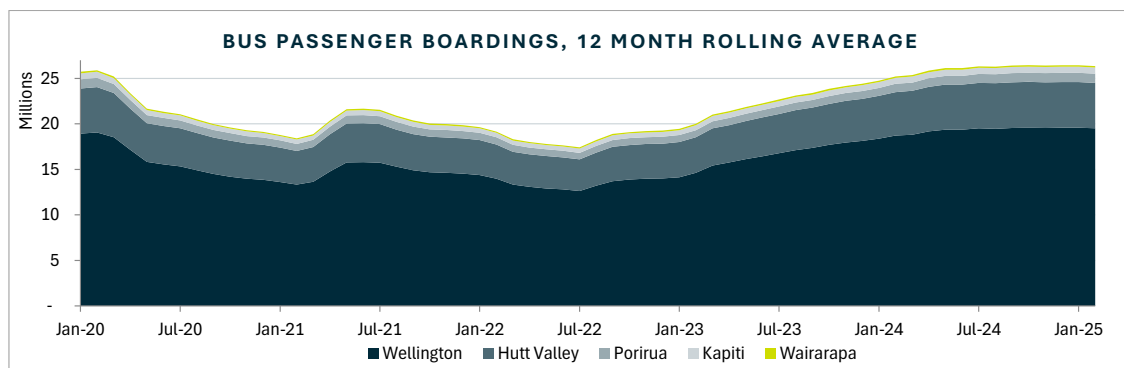
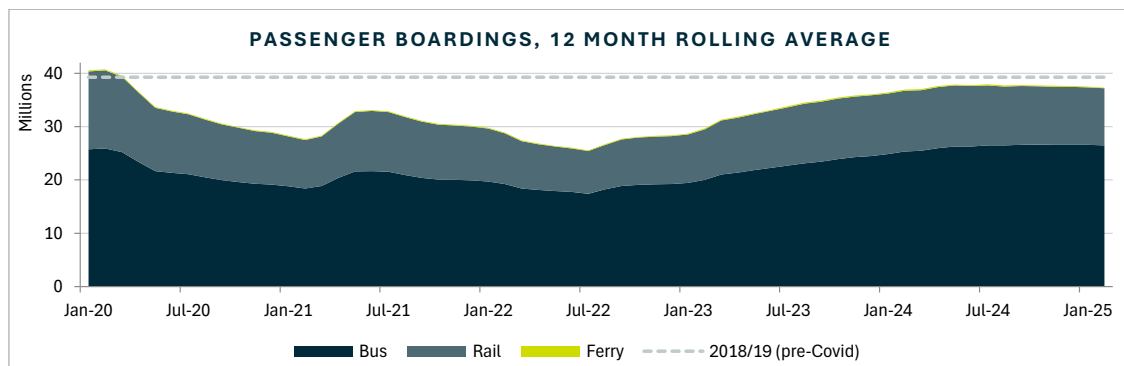


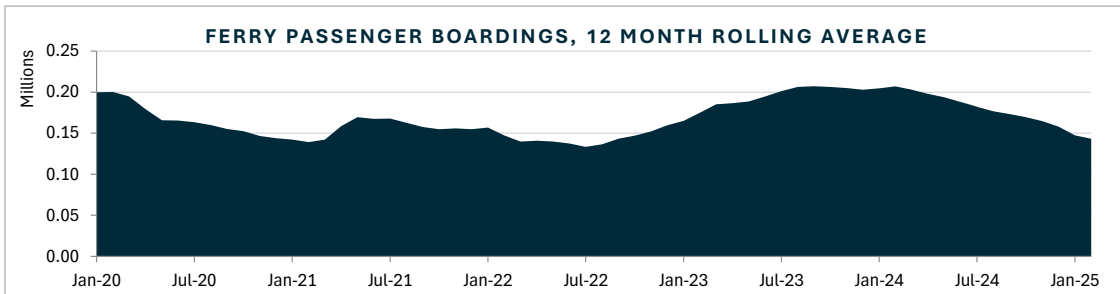
## Passenger boardings trend – 12 month rolling totals

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

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

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

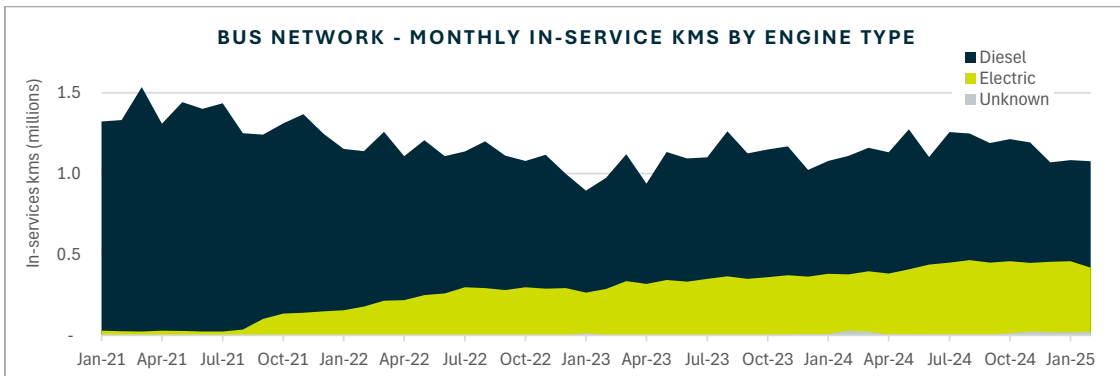




## Bus emissions

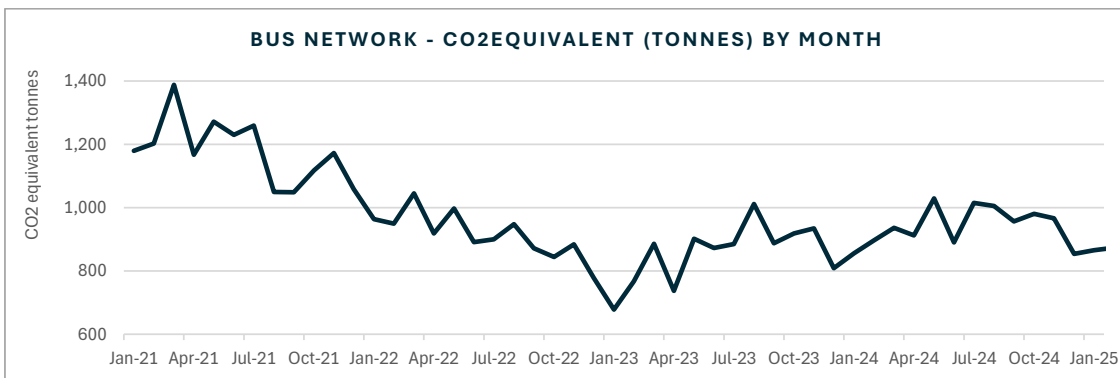
### In-service kilometres by engine type

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



### CO2 equivalent tonnes

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



## Bus vehicles by engine type

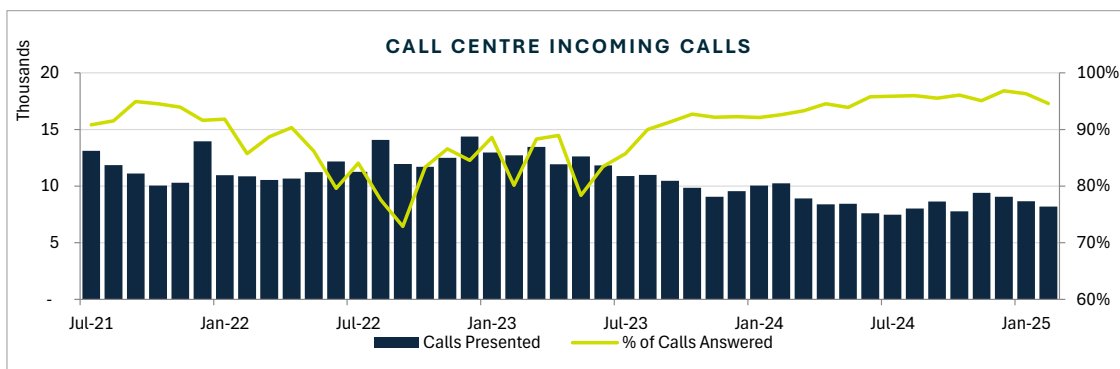
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in February 2025.

Engine type	Count
Electric	102
EURO3	46
EURO4	19
EURO5	70
EURO6	212
Unknown	17
<b>Total</b>	<b>466</b>

## Customer contact

### Call centre incoming calls

Metlink answered 94.6% of the 8192 calls received in February.

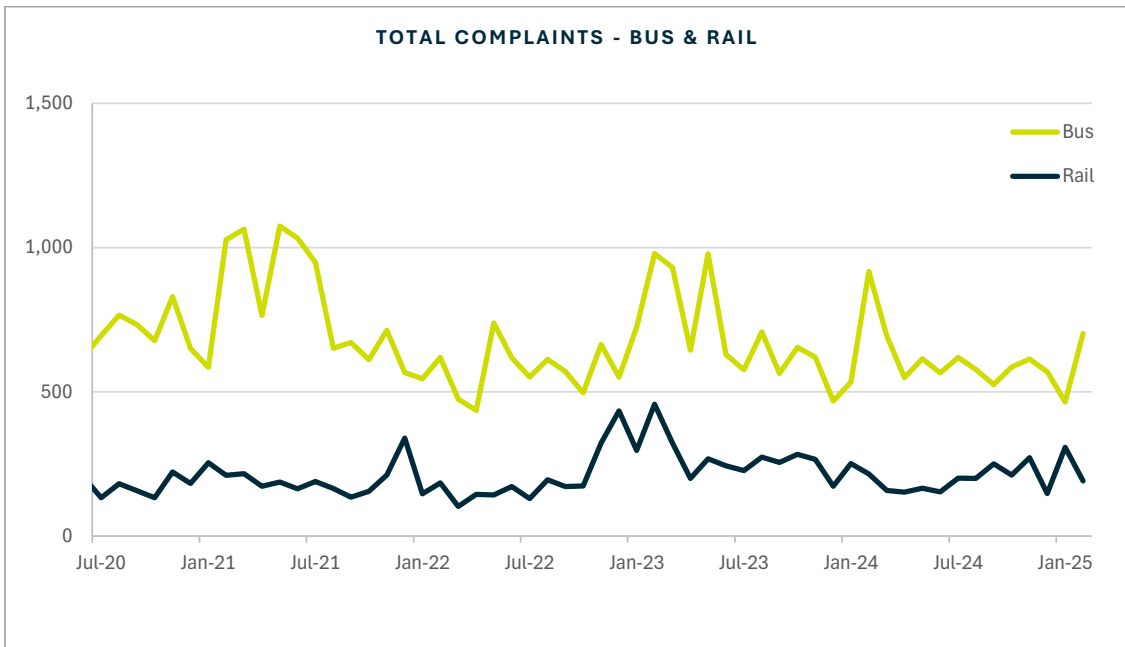
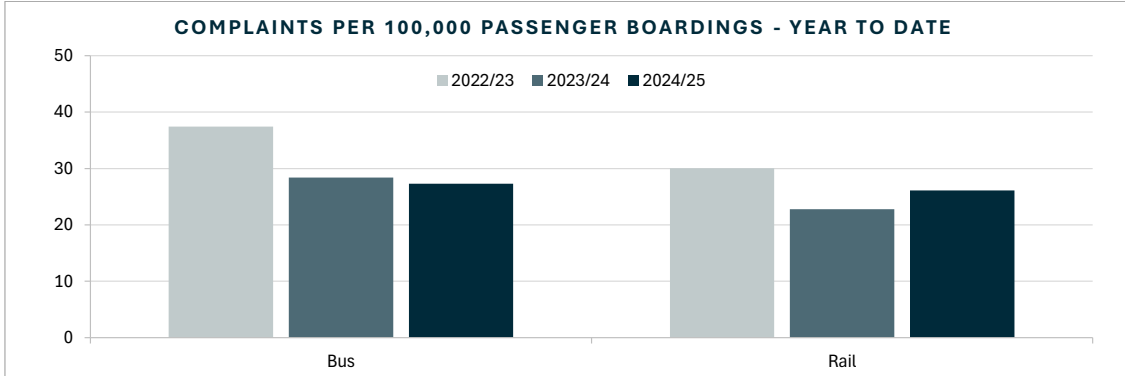




# Complaints

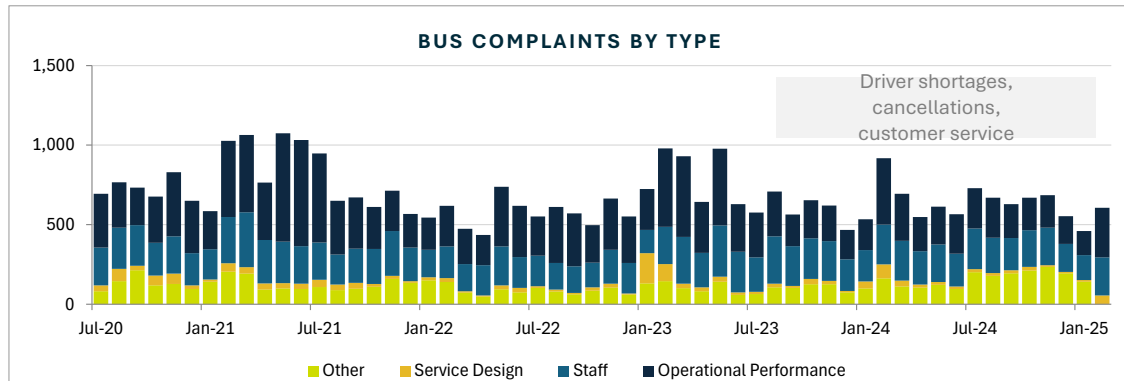
## Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail in the years 2022/23 and 2023/24, but are slightly higher for rail than bus in the year 2024/25.



## Bus complaints

Bus complaints for the month were 23.3% lower than February last year, and 7.6% lower for the year to date. Complaint levels have increased slightly from the previous month to align with the end of the school holidays and the increase in patronage for the start of term. They relate mostly to customer service, and driver behaviour.



### Bus complaints - current month

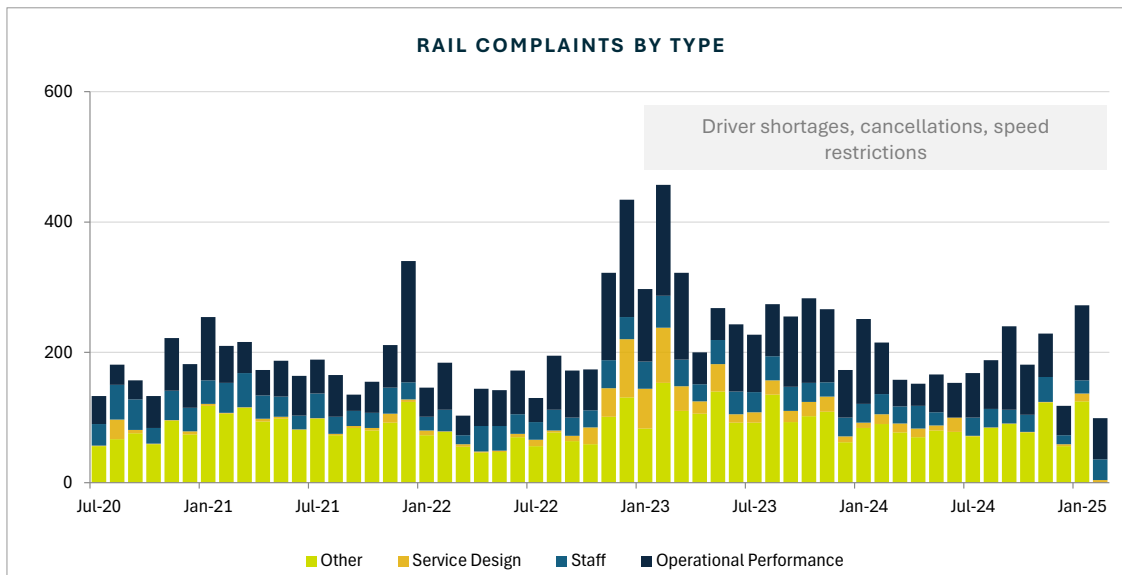
	Feb-25	Feb-24	Change
Wellington			
Newlands, Tawa	39	59	-33.9%
East-West, City	254	245	3.7%
North-south, Khandallah, Brooklyn	232	283	-18.0%
Hutt Valley	115	226	-49.1%
Porirua	40	59	-32.2%
Kapiti	17	31	-45.2%
Wairarapa	6	14	-57.1%
<b>Total</b>	<b>703</b>	<b>917</b>	<b>-23.3%</b>

### Bus complaints - year to date (Jul - February)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	371	302	22.8%
East-West, City	1,590	1,501	5.9%
North-south, Khandallah, Brooklyn	1,345	1,517	-11.3%
Hutt Valley	980	1,232	-20.5%
Porirua	191	266	-28.2%
Kapiti	137	165	-17.0%
Wairarapa	44	58	-24.1%
<b>Total</b>	<b>4,658</b>	<b>5,041</b>	<b>-7.6%</b>

## Rail complaints

Rail complaints increased in January mainly due to the high number of bus replacements during the month. A large number of complaints was received on the morning of the 13<sup>th</sup> January due to capacity issues on the Hutt Valley line – capacity was increased and the issues were rectified by the afternoon peak of the 13<sup>th</sup>.



### Rail complaints - current month

	Feb-25	Feb-24	Change
Hutt Valley	60	74	-18.9%
Kapiti	60	71	-15.5%
Johnsonville	17	10	70.0%
Wairarapa	26	33	-21.2%
General	28	27	3.7%
<b>Total</b>	<b>191</b>	<b>215</b>	<b>-11.2%</b>

### Rail complaints - year to date (Jul - February)

	2024/25	2023/24	Change
Hutt Valley	631	675	-6.5%
Kapiti	564	611	-7.7%
Johnsonville	92	103	-10.7%
Wairarapa	171	269	-36.4%
General	322	286	12.6%
<b>Total</b>	<b>1,780</b>	<b>1,944</b>	<b>-8.4%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In February, there was a budget shortfall of \$1.29 million for the month across bus and rail services. The year-to-date budget shortfall is \$12.49 million.

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

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

The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

**Fare revenue - current month**

	Feb-25	Budget	Excess/Shortfall
Bus	3,559,939	3,861,872	- 301,932
Rail	3,195,729	4,186,172	- 990,443
<b>Total</b>	<b>\$ 6,755,668</b>	<b>\$ 8,048,044</b>	<b>-\$ 1,292,375</b>

**Fare revenue - year to date (Jul - February)**

	2024/25	Budget	Excess/Shortfall
Bus	27,696,075	30,894,972	- 3,198,897
Rail	24,195,874	33,489,379	- 9,293,505
<b>Total</b>	<b>\$ 51,891,949</b>	<b>\$ 64,384,351</b>	<b>-\$ 12,492,402</b>

**Buses Replacing Trains**

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

## Hutt Valley Line

● All day  
○ Part of the day

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

## Melling Line

● All day  
○ Part of the day

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

## Kāpiti Line

● All day  
○ Part of the day

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

# Johnsonville Line

- All day
- Part of the day

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

# Wairarapa Line

- All day
- Part of the day

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

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

**Transport Committee**  
**3 April 2025**  
**Report 25.141**



**For Decision**

## **RESOLUTION TO EXCLUDE THE PUBLIC**

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

Te Wai Takamori o te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services – Update – Report PE25.100

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>Te Wai Takamori o te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services – Update – Report PE25.100</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>Certain information contained in this report relates to Te Awa Kairangi (RiverLink) information contained in RiverLink delivery agreement documents, which are yet to be agreed. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington to carry on negotiations without prejudice (section 7(2)(i)).</p> <p>Greater Wellington has not been able to identify a public interest favouring disclosure of this 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 as per section 7(2)(i) of the Act, to enable Greater Wellington to carry on, without prejudice or disadvantage, 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.