



**If calling, please ask for Democratic Services**

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## **Transport Committee**

Thursday, 8 May 2025, 9.30am

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

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***Quorum: Seven Members***

### **Members**

#### **Councillors**

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### **Appointee**

Andrew Lensen

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

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

### **1 Purposes**

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

### **2 Specific responsibilities**

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

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

### **3 Delegations**

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

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

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

#### **4 Members**

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

#### **5 Voting entitlement**

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

#### **6 Quorum**

Seven Committee members.

## Transport Committee

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Thursday 8 May 2025, 9.30am

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

### Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public Participation		
4.	<a href="#">Confirmation of Public Minutes of the Transport Committee meeting on 3 April 2025</a>	25.146	6
5.	<a href="#">Update on the Progress of Action Items from Previous Transport Committee meetings – May 2025</a>	25.176	11
6.	<a href="#">Delivery of Wellington Regional Public Transport Plan - Update</a>	25.160	23
7.	<a href="#">Public Transport Performance – March 2025</a>	25.161	34



**Please note these minutes remain unconfirmed until the Transport Committee meeting on 8 May 2025.**

Report 25.146

## **Public minutes of the Transport Committee meeting on 3 April 2025.**

Committee Room, Greater Wellington Regional Council  
34 Chapel Street, Masterton at 11.01am.

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### **Members Present**

Councillor Nash (Chair)  
Councillor Woolf (Deputy Chair) (from 11.06am until 12.00pm)  
Councillor Basset  
Councillor Connelly  
Councillor Duthie  
Councillor Gaylor  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Lee  
Councillor Ponter  
Councillor Saw  
Councillor Staples

Councillor Woolf 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 Gaylor / Cr Saw

That the Committee accepts the apologies for absence from Councillor Ropata and Andrew Lensen and apology for lateness and early departure from Councillor Woolf.

The motion was **carried**.

**2 Declarations of conflicts of interest**

There were no declarations of conflicts of interest.

**3 Public participation**

Susan Philp and Peri Zee, Horowhenua District Council, spoke on public transport between Levin and Wellington, Levin's future growth and opportunities for Greater Wellington, Horizons Regional Council and Horowhenua District Council to collaborate on public transport initiatives in the district.

**4 Confirmation of the Public minutes of the Transport Committee meeting of 13 February 2025 - Report 25.38**

Moved: Cr Staples / Cr Saw

That the Committee confirms the Public minutes of the Transport Committee meeting of 13 February 2025 - Report 25.38.

The motion was **carried**.

**5 Update on the Progress of Action Items from Previous Transport Committee Meetings – April 2025 – Report 25.87 [For Information]**

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

**Noted:** The Committee requested officers to provide the policy on taking large, bulky items on the train.

**Noted:** The Committee requested that the action item from 15 August 2024 on 2024 Metlink Public Transport Customer Satisfaction Survey Results remain open while further engagement is undertaken with gender diverse and LGBTIQIA+ advocacy groups.

**6 Rail Replacement Services: Action Plan for Improving the Customer Experience– Report 25.102 [For Information]**

Paul Tawharu, Senior Manager Operations, and Andrew Tobin, Senior Advisor Customer Experience, spoke to the report.

**Noted:** The Committee requested officers investigate potential key performance indicators for BRT services, including capacity and required levels of service.

**7 Public Transport Performance update – February 2025 – Report 25.101 [For Information]**

Paul Tawharu, Senior Manager Operations, and Tonia Haskell, Managing Director, Transdev, spoke to the report.

Councillor Woolf left the meeting at 12.00pm during the above item and did not return.

**Noted:** The Committee requested statistics from other regions around the world and in New Zealand on fare evasion and steps taken to police it.

**Noted:** The Committee requested officers provide information on efforts to retain bus drivers particularly those sourced from overseas.

**Noted:** The Committee requested information on the use of school bus signage for the school services that Metlink provides, including specific information on the service from Ōtaki to Kāpiti College.

**Noted:** The Committee requested that the next performance report contains a break down on busses leaving regulation points ahead of schedule.

## Resolution to exclude the public

### 8 Resolution to exclude the public – Report 25.141

Moved: Cr Kirk-Burnnand / Cr Laban

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 ground/s 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</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>



disclosure of this information in public proceedings of the meeting that would override the need to withhold the information.	
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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.

The motion was **lost**.

The Committee considered Te Wai Takamori o Te Awa Kairangi (RiverLink Construction): Impact on Public Transport Services – Update – Report PE25.100 in public.

**9 Te Wai Takamori o Te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services – Update – Report PE25.100 [For Information]**

Alex Campbell, Principal Advisor Network Design, Paul Tawharu, Senior Manager Operations and Fiona Abbott, Programme Manager spoke to the report.

Moved: Cr Nash / Cr Connelly

That the Committee:

- 1 Notes that Council has previously endorsed the temporary closure of the Melling Line for an 18-month period
- 2 Notes that the closure of the full Melling Line is no longer required; however, RiverLink construction works require temporary closure of the Melling Station
- 3 Endorses the temporary closure of Melling Station, with services running on the Melling Line to Western Hutt, for a period of 36 months
- 4 Endorses the current public transport mitigation plans, which have been developed to respond to the temporary closure of the Melling Station
- 5 Notes that the public transport mitigation plans will be developed further through the Hutt Valley Disruption Group leading up to and during the RiverLink construction period.
- 6 Requests that officers investigate installing bike parking facilities at Western Hutt Station.
- 7 Requests that Metlink consider which peak HVL services may have sufficient capacity to allow the carriage of bikes to encourage multi-modal travel.
- 8 Requests that Metlink report to the next Committee meeting on options for optimising route 150 and connections to train services.

The motion was **carried**.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 1.12pm

Councillor T Nash

**Chair**

Date:

**Transport Committee  
8 May 2025  
Report 25.176**



**For Information**

## **UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – MAY 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 – May 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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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council’s roles or with Committee’s terms of reference</i></b></p> <p>The action items are of an administrative nature and support the functioning of the Committee.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Action items contribute to Council’s or Greater Wellington’s related strategies, policies and plans to the extent identified in <b>Attachment 1</b>.</p>
<p><b><i>Internal consultation</i></b></p> <p>There was no additional internal consultation in preparing this report and updating the action items.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks or impacts.</p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
22 February 2024	<p><b>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</b></p> <p><b>Noted:</b> The Committee requested:</p> <ul style="list-style-type: none"> <li>• That the action plan be shared with the Committee</li> <li>• That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades.</li> </ul>	<p><b>Status:</b></p> <p>In progress/completed</p> <p><b>Comment:</b></p> <p>A Committee workshop is scheduled for 8 May 2025 to provide an update on service reductions.</p>
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></p> <p>Reopened</p> <p><b>Comment:</b></p> <p>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.</p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
		Officers will continue engage through PTAG and with the LGBTQIA+ community to understand more about specific community needs.
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> Completed</p> <p><b>Comment:</b> 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> Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.</p>	<p><b>Status:</b> Ongoing</p> <p><b>Comment:</b> Kinetic’s Request for Proposal (RFP) has been issued to two suppliers of electric articulated vehicles (EAV). Depending on a satisfactory response to the RFP, Kinetic have advised that they expect to be in a position to place an order in mid-2025 and have EAVs in service in mid-2026</p>
28 November 2024	<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> Completed</p> <p><b>Comment:</b></p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
		Officers have developed a metric for tracking bus loading and capacity by route. Information is updated regularly and is available at the following Metlink webpage: <a href="#">Performance of our network » Metlink</a> under the Bus Performance Data heading which has a link to an excel spreadsheet with Seat Capacity, Peak Seat Capacity and Fullness and Peak Fullness tabs. The Introduction tab provides an explanation on how to read the data.
28 November 2024	<p><b>Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024 – Report 24.591</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers: 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> A formal safety audit of the location of the Maymorn BRT stop has been commissioned.</p>
28 November 2024	<p><b>Managing Safety on Board Metlink Public Transport Services – Report 24.610</b> [For Information]</p> <p><b>Noted:</b> The Committee requested the officers: investigate actions that can be taken to prevent hate speech on the public transport network.</p>	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> Officers 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>



**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
		A workshop on actions/options that could be undertaken to mitigate anti-social behaviour on the network is scheduled for June 2025.
	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</p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
		will continue to investigate options for providing this information.
13 February 2025	<b>Public Participation</b>  <b>Noted:</b> The Committee requested that officers investigate whether data can be provided on the numbers of bikes on trains.	<b>Status</b> In progress  <b>Comment</b> Following a review of the information received, officers are investigating ways to ensure the accuracy of this data.
13 February 2025	<b>Managing Safety on the Metlink Public Transport Network – Report 25.10</b> [For Information]  <b>Noted:</b> The Committee requested that officers investigate options for two-way communication between railway stations and the call centre.	<b>Status</b> In progress  <b>Comment</b> Metlink is looking at options for two-way communication between railway stations and the call centre.
3 April 2025	<b>Update on the Progress of Action Items from Previous Transport Committee Meetings – April 2025 – Report 25.87</b> [For Information]  <b>Noted:</b> The Committee requested officers to provide the policy on taking large bulky items on the train.	<b>Status</b> Completed  <b>Comment</b> The policy on taking large bulky items on Metlink public transport services, was provided to Councillors via email on 29 April 25.

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
3 April 2025	<p><b>Rail Replacement Services: Action Plan for Improving the Customer Experience– Report 25.102</b> [For Information]</p> <p><b>Noted:</b> The Committee requested officers investigate potential key performance indicators for BRT services, including capacity and required levels of service.</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>The inclusion of potential BRT service KPIs will be considered as part of the BRT improvement action plan. Currently, Snapper data provides patronage information; however, (as set out above) Metlink is not currently able to measure punctuality and reliability data for planned bus replacement.</p>
3 April 2025	<p><b>Public Transport Performance update – February 2025 – Report 25.101</b> [For Information]</p> <p><b>Noted:</b> The Committee requested statistics from other regions around the world and in New Zealand on fare evasion and steps taken to police it.</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>This information will be included in an upcoming workshop on revenue protection measures (currently scheduled for June 2025).</p>
	<p><b>Noted:</b> The Committee requested officers provide information on efforts to retain bus drivers particularly those sourced from overseas.</p>	<p><b>Status</b></p> <p>Completed</p> <p><b>Comment</b></p> <p>Information on efforts to retain bus drivers, particularly those sourced from overseas, was provided to Councillors via email on 24 April 25.</p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
	<b>Noted:</b> The Committee requested information on the use of school bus signage for the school services that Metlink provides, including specific information on the service from Ōtaki to Kāpiti College.	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>Officers are in the process on developing information on the use of school bus signage for the school services that Metlink provides, including specific information on the service from Ōtaki to Kāpiti College; once completed, this information will be provided to Councillors via email.</p>
	<b>Noted:</b> The Committee requested that the next performance report contains a break down on busses leaving regulation points ahead of schedule.	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>Officers are in the process of developing a way to report this data to the Committee in a meaningful way.</p>
3 April 2025	<p><b>Te Wai Takamori o te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services - Update– Report PE25.100</b> [For Information]</p> <p><b>Noted:</b> Requests that officers investigate installing bike parking facilities at Western Hutt Station</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>Installing bike parking facilities at Western Hutt Station would not receive RiverLink funding. There is currently no Metlink budget to fund the installation of bike parking facilities and associated infrastructure.</p>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

<b>Date</b>	<b>Action item</b>	<b>Status and comment</b>
		Officers are currently determining the cost of including cycle storage facilities; early indications are \$300,000.
	<b>Noted:</b> Requests that Metlink consider which peak HVL services may have sufficient capacity to allow the carriage of bikes to encourage multi-modal travel.	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>Officers will consider whether peak services on the Hutt Valley Line may have sufficient capacity to carry cycles.</p>
	<b>Noted:</b> Requests that Metlink report to the next Committee meeting on options for optimising route 150 and connections to train services	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>The following options for optimising route 150 and connections to train services have been identified:</p> <ul style="list-style-type: none"> <li>• Adjust existing times to better connect with trains at Waterloo based on latest real time tracking data.</li> <li>• Increase am peak frequency - before 6:30am after 8:18am (where greater than 30 mins between service departures).</li> <li>• Increase pm peak frequency - from 2 buses per hour to 3 per hour, connecting with trains from city between 4pm and 6pm</li> <li>• Split route to enable better train connections</li> <li>• Increase capacity at school times</li> </ul>

**Attachment 1 to Report 25.176**

**Action items from previous Transport Committee meetings**

Date	Action item	Status and comment
		<ul style="list-style-type: none"> <li>• More regular evening service between 7pm and 9pm – currently hourly.</li> <li>• Later evening service after 9pm.</li> </ul> <p>Officers are currently undertaking an assessment of options, which includes cost, funding, benefit and issues to consider.</p>

Transport Committee  
8 May 2025  
Report 25.160



For Information

## **DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te tāhū kōrero**

#### **Background**

#### **Terms of Reference**

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

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

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

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

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

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

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

*Mode shift*

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

*Decarbonisation of the public transport fleet*

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

*Improving customer experience*

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

*Safety*

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



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

10. Consultation on the draft RPTP 2025-2035 finishes with a hearing, taking place on 6 and 7 May 2025. Following consultation, the Committee will recommend the RPTP 2025-2035 to Council for adoption.

**Te tātaritanga  
Analysis**

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

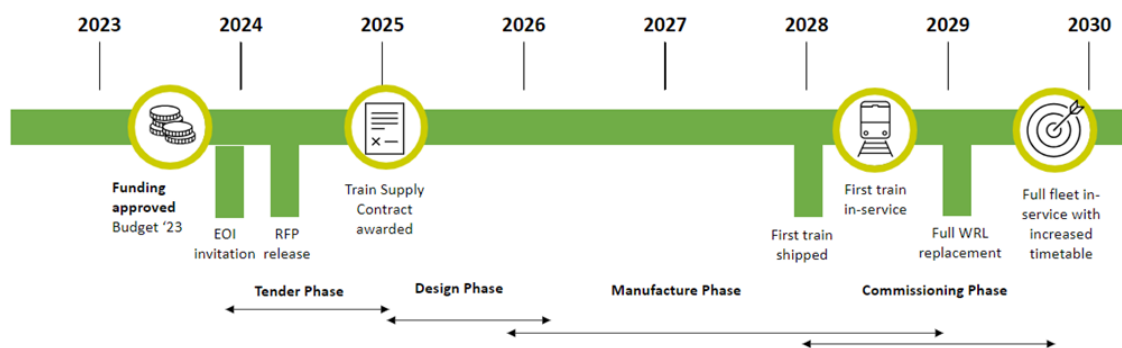
11. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 31 March 2025, focusing on:
  - a Inter-regional transport initiatives
  - b Fare strategies and methods
  - c Increased mode share to public transport and active modes
  - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
  - e Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

*Inter-regional transport initiatives*

Lower North Island Rail Integrated Mobility (LNIRIM)

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

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



#### Other inter-regional transport initiatives

21. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons).
22. Officers workshopped Levin-Ōtaki-Waikanae bus connections with Horizons in September 2024 with particular focus on the current 291 service. Options to provide enhanced service options in the area were considered and will be discussed during the RPTP hearings and deliberations on 6 and 7 May 2025.
23. Note, Horowhenua District Council has submitted on public transport related matters for the Horowhenua - Kāpiti areas as part of the RPTP consultation. Horowhenua District Council will speak to their submission at the RPTP hearings.

*Fare strategies and methods*

Private share targets

24. On 18 November 2024, NZTA released requirements on increasing the 'private share' of public transport revenues to Public Transport Authorities (PTAs) (this was foreshadowed in the Government Policy Statement on Land Transport).
25. The initially proposed Private Share targets from NZTA did not align with expected costs and revenue forecasts in the 2025/26 Annual Plan and would have required significant changes to income and/or expenditure settings including service level reductions and fare increases if they were adopted.
26. Following a process that included collaborative position development across the regional sector, Greater Wellington adopted private share targets for financial years 2024/25, 2025/26, and 2026/27 that align with the current LTP/Annual Plan.
27. The NZTA Board will evaluate and respond to the sector's private share responses in May 2025. Officers will update the Committee on the NZTA Board response, and any further action required from it, at a future meeting.

National Ticketing Solution

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

*Increased mode share to public transport and active modes*

Bike racks on buses

33. Greater Wellington, and other PTAs nationally, are working with NZTA and operators to resolve a regulatory issue relating to the compliance of bike racks on buses with road vehicle safety rules.
34. On 17 January 2025, an updated Industry Alert was issued: <https://www.nzta.govt.nz/vehicles/vehicle-safety-alerts/industry-alerts/>
35. On 27 January 2025, Metlink requested that operators report to us in writing by Monday 17 February 2025 on how they are planning to approach the vehicle assessment and exemption process and, where required, make subsequent

modifications to the bike racks. Note, that following a workshop with operators, this date was extended to 28 February 2025.

36. Metlink has advised operators that bike racks on the fleet must be compliant and ready to come back into operation no later than 1 July 2025.
37. Within reason, Metlink will not be making bike racks available for use until the entire fleet is compliant.
38. Information regarding bike racks has been published on the Bikes & Scooters page on the Metlink website: <https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters>

#### Asset control to build network resilience

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

#### Integrated ticketing

44. Metlink continues to look for opportunities to partner with event organisers on integrated ticketing.
45. Metlink met with Sky Stadium and WellingtonNZ to discuss how we can continue work together. Metlink reaffirmed the need for all parties to contribute and outlined the process for including a public transport levy in ticket price to pay for integrated ticketing. Metlink will work with Sky Stadium to promote the public transport levy when they engage with promoters of events with over 20,000+ attendees. The Stadium outlined four major sporting events across Rugby and Cricket planned for 2027, 2028, 2029 and 2030 where they believe event ticketing would improve the

customer experience, these are British Lions Women and Men's Tour, T20 World Cup and South Africa Tour.

46. Game tickets for the All Blacks 2025 test matches will include public transport, starting with a Black Ferns and All Blacks double header at the Sky Stadium on 12 July 2025 and All Blacks v South Africa test match on 13 September 2025.
47. Metlink entered a commercial agreement with Eccles Entertainment, the promoter of the Fat Freddy's Drop event at Brewtown on 25 January 2025 to encourage attendees to use public transport. Using the automatic passenger counter data, we estimate 1633 customers used public transport (rail) to get to and from the event; this accounts for 38% of attendees.
48. Comparing Fat Freddy's Drop event to the Six60 event on 1 February 2025 at the same location (the following weekend), there was no event ticketing and over 8000 people attended. We estimate that fewer than 500 customers used the rail service. Brewtown have fed back anecdotally that most people drove to the event and that this may be because many families from the Hutt Valley attended that event.
49. Comparing the two events, event ticketing influenced how customers travelled to the event and may have contributed towards mode shift.

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

50. This project aims to encourage travel choice towards public transport by connecting people with active and shared modes to rail stations. We aim to support better information and work collaboratively with customers to deliver more tailored solutions for more convenient, and safe connection to train stations without needing a car.
51. This project will be executed as a series of pilot projects in targeted areas - Lower Hutt, Upper Hutt and the Wairarapa (Featherston, Carterton, Masterton) as well as Kāpiti Coast and Porirua.
52. Having assessed stations for suitability, work began on the first pilot project, aiming to increase the number of commuters using micromobility to access Waterloo Station to travel to central Wellington by rail. This project is no longer feasible as the provider has withdrawn their service.
53. Supporting the hypothesis that a barrier to connecting to rail by bike is the risk of bike theft, the following actions are being taken:
  - a The Travel Choice team have worked with NZ Police and 529 garage to promote secure locking practice and bike serial number recording. This information is disseminated at workplace activations and training sessions for adult cyclists. There is also a hardcopy and digital information brochure that covers bike security measures.
  - b All double tiered bike parking racks have CCTV coverage and CCTV coverage is part of the package of any new double tiered bike parking rack installation at railway stations.

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

Behaviour change to improve accessibility

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

Public Transport Advisory Group

57. Public Transport Advisory Group (PTAG) continues to meet quarterly. PTAG has 26 members representing the following perspectives relating to public transport and active mode matters in the Wellington Region: peak users (rail and bus); off peak users (rail and bus); active mode users (walking, cycling and micro-mobility); transport equity; rural; disability/accessibility; transport dependent; tertiary students; youth; senior citizens; business/retail; mana whenua, Māori and LGBTQIA+.
58. We continue to seek membership applications from people able to represent the perspective of employers.
59. At the 30 January 2025 PTAG meeting, a session was held to gain members' views on the implementation of the new National Ticketing Solution 'Motu Move', private share, and hate speech, and provided them with an update on the RPTP consultation and bike racks (see Public Transport Advisory Group Meeting – 30 January 2025 – Report 25.12).

Other actions

60. Better access for the transport disadvantaged is a key focus for the current draft RPTP.

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

61. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".
62. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan (AAP) to plan and prioritise improvements to the public transport network.

63. The current focus is on developing an approach for a number of priority improvements, which has funding as part of the 2024-34 Long Term Plan.
64. \$9.8 million is committed to the Accessibility Action Plan initiatives for the 2025 to 2027 financial years. Current activity includes:
  - a Disability training for operational staff: Procurement strategy is in development for a training provider.
  - b Bus stop and station accessibility improvements: Identification of fully accessible regional station hubs and accessibility ranking is in development.
  - c Priority seating awareness campaign: Campaign piloted. Further campaign activity is planned for 2025.
65. In association with the Accessibility Action Plan, business as usual initiatives are also in progress, including:
  - a Completion of the On Bus 'Next Stop' Announcement System roll-out
  - b Accessibility improvement as part of the RTI 2.0 upgrade (audio announcement button and vehicle available seating icons)
  - c Ridewise Total Mobility management system upgrade.

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

66. The RPTP includes a key policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:
  - a Build strong enduring relationships with mana whenua through all facets of public transport delivery
  - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework
  - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy
  - d Work with mana whenua to reach communities and build relationships to encourage public transport use
  - e Ensure that Māori values are considered in the built environment through our design principles
  - f Extend the use of Te Reo Māori in customer information channels and fare payment methods.

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

### **Consideration of climate change**

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

## **Ngā tūāoma e whai ake nei**

### **Next steps**

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

## **Ngā kaiwaitohu**

### **Signatories**

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki   Group Manager Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea   Group Manager Metlink
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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council’s roles or with Committee’s terms of reference</i></b></p> <p>The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This report updates the Committee on progress against its stated priorities.</p>
<p><b><i>Internal consultation</i></b></p> <p>Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>

**Transport Committee**  
**8 May 2025**  
**Report 25.161**



**For Information**

## **PUBLIC TRANSPORT PERFORMANCE – MARCH 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 March 2025.
14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

### ***Bus performance – March***

#### *Patronage*

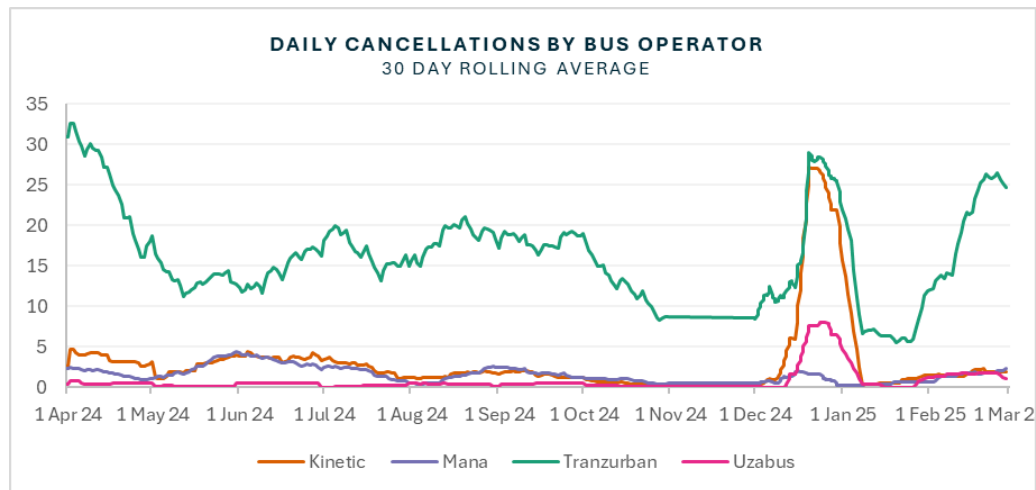
15. Bus passenger boardings for March 2025 were 2.59 million (our highest monthly patronage on record), this compares to boardings of 2.51 million in March 2024. Patronage for the year to date is at 101.5% of 2024 levels.

#### *Reliability*

16. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.

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

17. Reliability for March 2025 was 99.7%, this compares to February 2025 which was 99.3%. Reliability this month continues to reflect a stable Metlink bus network although we continue to monitor the management of cancellations.
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 94.6% in March 2025, compared to 93.7% in February 2025. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade and Thorndon Quay. Planned events in March have also impacted punctuality, including the Newtown Festival, Petone Rotary Fair, Weet-Bix Kids TRYathlon, and Cuba Dupa.

#### ***Rail performance – Wairarapa Line issues and bus replacement services***

##### *Current service impacts on Wairarapa Line -update*

23. Due to various staffing challenges, Transdev Wellington has been operating Wairarapa Line services with a limited roster of train managers.
24. Bus replacement services (BRT) are being operated on the timetabled 3:38pm departure from Masterton and 6:18pm departure from Wellington on weekdays, and the additional Friday only service which departs Wellington at 10:25pm.
25. Greater Wellington is working with Transdev to confirm staffing levels required to be in place for a full rail service to resume on the Wairarapa Line.

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> A recovery plan has been provided. The recovery plan and progress reports against it are being posted to Metlink website.<sup>3</sup>
27. 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>4</sup> on the Metlink website.

*Bus replacement services*

28. Bus replacements are used to replace train services in the following situations:
  - a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work
  - b when an unplanned event occurs that means we cannot run our normal train timetable e.g. earthquake, flood and staff shortages.
29. Metlink has developed an action plan to improve bus replacement services; the action plan was presented for consideration at the Committee's 3 April 2025 meeting (refer Report 25.102 Rail Replacement Services: Action Plan for Improving the Customer Experience).

*Performance of Easter/ANZAC bus replacement services*

30. Building on lessons learned from the summer 2024/25 Blocks of Line, the following improvements were implemented for the Easter/ANZAC period:
  - a Increased train frequency on the Melling Line, and Wairarapa Line (between Masterton and Upper Hutt), than would be typically provided for 'working days' between public holidays.
  - b Increased capacity on Hutt Valley Line and Wairarapa Line (between Upper Hutt and Wellington) BRT services.
31. Capacity for Johnsonville Line BRT was supplemented by encouraging those passengers using Johnsonville Station to consider taking Route 1 buses running to a normal weekday timetable.
32. In collaboration with Transdev, further improvements to Platform 10 were implemented along with increased in-person support at transfer points.
33. Additionally, as part of the BRT action plan Metlink implemented a BRT bus location tracking pilot in collaboration with Transdev, enabling Transdev and Metlink call centre staff to have digital visibility of Johnsonville Line BRT services.
34. Observations from Metlink and Transdev staff during the Easter/ANZAC Blocks of Line on Hutt Valley (partial), Wairarapa (partial) and Johnsonville (whole) Lines, are as follows:

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

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

<sup>4</sup> <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>

- a Easter and ANZAC weekend services ran as weekend timetables on public holidays as usual and ran smoothly. Many customers commented positively on timely communication leading up to Easter in the forms of media advertising and brochures handed out to passengers on affected lines.
- b On the three business days between the long weekends (22 to 24 April), demand was comfortably met with increased train capacity provided on the Melling Line in conjunction with increased BRT capacity on the Hutt Valley and Wairarapa Lines. Capacity was planned to accommodate up to 80% of normal April midweek patronage, based on assumptions that many commuters would take the advantage of taking three days leave for the benefit of a ten-day break, particularly during school holidays; no school travel by train; and people choosing to work from home.
- c Rostered in-person support was provided by Transdev and Metlink staff at key transfer points during the morning and afternoon peak periods. An average of two to four staff were present to assist customers at each transfer point. Many passengers asked staff for information and reassurance on Tuesday 22 April, particularly those using Hutt Valley Line BRT services in conjunction with trains running on the Melling Line.
- d This is the first time that Melling Line has formed the rail spine of a partial Block of Line which affects peak services, and while pre-Easter communication explained inter-weekend routes and timetables, customers actively sought out face-to-face advice and reassurance. This need was also evidenced through higher than usual Metlink call centre enquiries with passengers seeking clarification of routes and timetables. However, complaints logged by Metlink during this period were low.
- e Wellington Water works at Melling on SH2 during this period caused delays of up to ten minutes for Upper Hutt express BRT services to Melling Line and Wairarapa Line express services into Wellington. BRT drivers reported that traffic was less than they expected both on State Highway 2 (SH2) and throughout the Hutt Valley.
- f Patterns of Hutt Valley Park and Ride usage reflected effectiveness of communications advising customers to plan ahead, and levels of media coverage of SH2 road works. Waterloo carparks were 20-30% full between 22 and 24 April, while Melling was at 100% and Petone 70%, suggesting that customers altered their travel patterns to optimise travel time given the pre-advised public transport provision and SH2 works.
- g Wairarapa Line train services had delays of up to 15 minutes due to speed restrictions, but transfers to and from Wellington BRT services at Upper Hutt were reported by staff to have run smoothly.
- h Johnsonville Line was quiet throughout the 22 to 24 April period, with passenger volumes spread between BRT and, for Johnsonville customers, Route 1 services.
- i A BRT tracking prototype was tested on Johnsonville Line BRT services on 23 April by a collaborative team consisting of Mana Coaches and Transdev staff,

and Metlink officials. The test partially proved the technical concept design while raising important usability needs of bus operators. Findings will inform further steps to provide a functional BRT tracking system by the last quarter of 2025.

- j A more in-depth analysis of Easter/ANZAC Blocks of Line improvements will be measured using the same customer satisfaction methodology as was used for the Summer 24/25 Blocks of Line, incorporating both on-platform customer interviews (early May 25) and the bi-annual rail customer satisfaction survey (late June 25).

### ***Rail performance – March***

#### ***Patronage***

- 35. Rail passenger boardings for March 2025 were 0.98 million, this compares to boardings of 1.03 million in March 2024.

#### ***Reliability***

- 36. 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.
- 37. The rail reliability target is 99.5%.
- 38. Rail service reliability was 97.1% in March 2025, compared to 98.2% in February 2025.
- 39. Temporary Speed Restrictions on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.
- 40. Operator staff absence through sickness impacts reliability as there are agreed staffing levels to operate services, in particular the Wairarapa line was impacted due to staff sickness which resulted in two services a day (and an additional Friday service) being bus replaced to ensure consistency for customers. 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 0.6% of the reliability failures in March 2025.

#### ***Punctuality***

- 41. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
- 42. The rail punctuality target is 90%.
- 43. Punctuality for March 2025 was 82.0% compared to 82.4% in February 2025.
- 44. 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.

45. In March 2025, 14.5% (1,417) of rail services were replaced by buses (planned and unplanned):
- a 13.3% (1,301) of the rail services that were replaced by buses were planned
  - b 1.2% (116) of the rail services that were replaced by buses were unplanned.
46. Of the 13.3% of **planned** rail services that were replaced by buses: 68% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 30% were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks<sup>5</sup>, accessible, and electronic ticketing enabled); 2% 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).
47. Of the 0.59% of **unplanned** rail services that were replaced by buses: 23.6% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 9.4% were provided by NCS. The remainder of vehicles used did not meet Metlink's preferred fleet requirements.
48. Data on buses that have electronic ticketing is included in brackets in the table below. Note that we are not reporting on bike racks for the month of March as they are not currently in operation

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

<b>Operator</b>	<b>No. Buses</b>	<b>No. Shuttles</b>
Capital Shuttles	-	42 (-)
Kinetic	27 (15)	-
Mana Newlands	2 (-)	-
NCS Taita	12 (8)	-
Rambler	3 (-)	
Transit Masterton	40 (-)	-
Tranzurban	1 (1)	-
<b>Total</b>	<b>85 (24)</b>	<b>42 (-)</b>

***Upcoming Blocks of Line (planned bus replacements)***

49. Information on upcoming planned Blocks of Line covering the period May 2025 to June 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>6</sup>

<sup>5</sup> Note, bus racks are not currently in operation on any buses.

<sup>6</sup> <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>



**Ferry performance – March**

50. Ferry services have operated according to their usual timetable.
51. Boardings were 101.6% of March 2024 numbers.

**Fare revenue**

52. In March 2025, there was a budget shortfall of \$586,231 for the month across bus and rail services. The year-to-date budget shortfall is \$13.08 million.
53. 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 fares revenue collection and lower average fare payments for the network overall.
54. The budget does not include ferry fare revenue as harbour ferry services currently 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 – March**

55. Warranted Transport Officers (WTOs) continued supporting onboard revenue protection primarily onboard Rail services. The team had a strong engagement and education focus for Wellington events, supporting public transport use and the Conditions of Carriage.
56. Metlink's WTOs undertook 6,264 payment validations on board rail services in March 2025.
57. 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.
58. The table below reports on the number of times WTOs sought customer details in relation to their non-payment of the correct fare in the March 2025 period.

<b>Mode</b>	<b>Rail - HVL</b>	<b>Rail - KPL</b>	<b>Rail - JVL</b>	<b>Rail - MEL</b>	<b>Rail - WRL</b>	<b>Bus</b>	<b>Ferry</b>	<b>Platform</b>	<b>TOTAL</b>
<b>Details sought</b>	38	13	3	0	0	0	0	0	54

59. In March 2025, no infringement notices were issued by Warranted Transport Officers.

**Health, Safety and Wellbeing**

60. At the time of drafting, March information relating to Health, Safety and Wellbeing was not available.
61. March information will be tabled at the Committee meeting on 8 May 25.

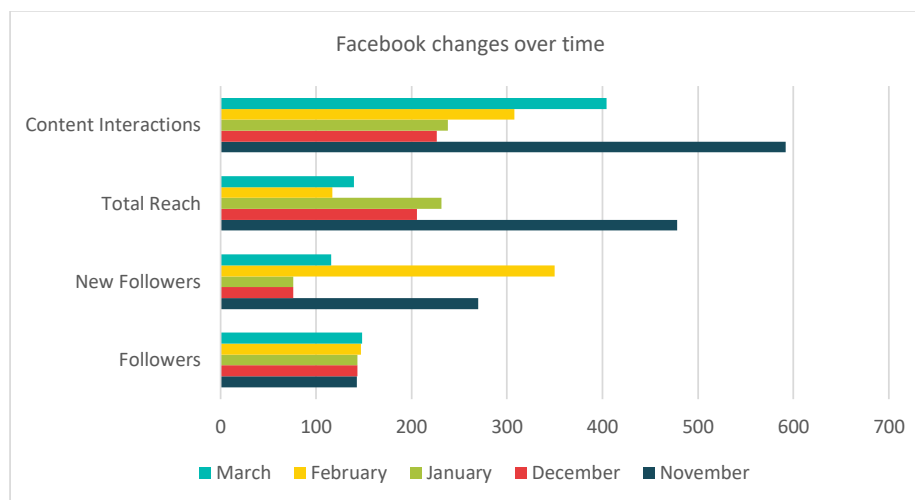
**Social media – March**

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

**March**

Followers	New followers	Total reach	Total views	Content interactions	Engagement rate
14,808 (0.8% increase compared to month prior)	116	139,691 (18.7% increase compared to month prior)	306,893 (1.2% decrease compared to month prior)	4,040 (64.1% increase compared to month prior)	12.8% (38.3% increase compared to month prior)

64. The graph below shows the comparative changes since November 2024 to March 2025. It shows how quickly social media changes over short periods of time.


**Ngā āpitihanga**  
**Attachments**

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

<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council’s roles or with Committee’s terms of reference</i></b></p> <p>The Committee 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.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.</p>
<p><b><i>Internal consultation</i></b></p> <p>No other functions were consulted in preparing this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>

# Metlink performance report

MARCH 2025



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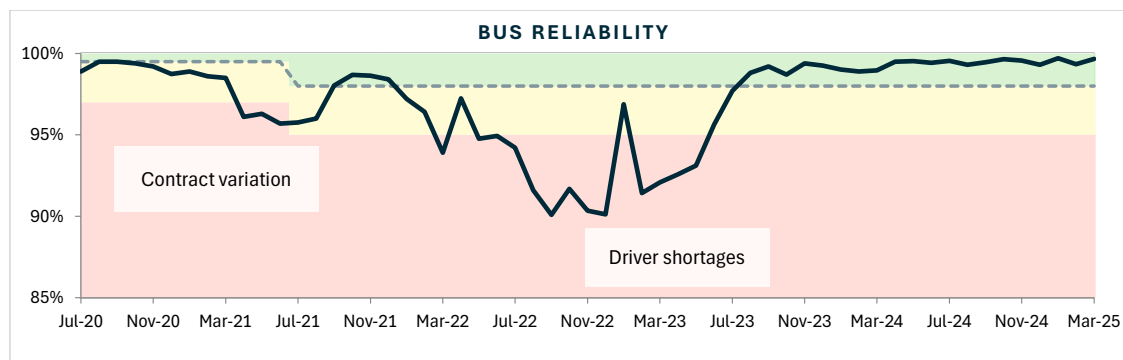
## Partner performance



### Bus operators

#### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In March, 99.7% 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.



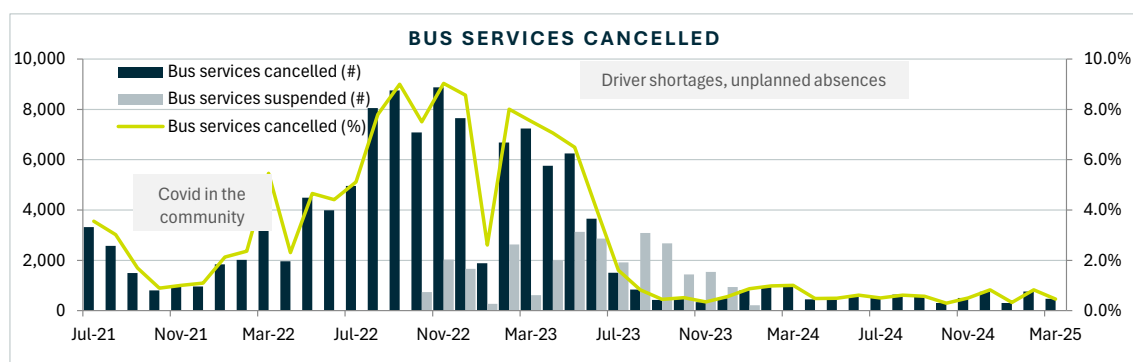
≥98%, Meets/exceeds target
98%-95% Needs improvement
<95% Unsatisfactory

#### Reliability - current month

	Mar-25	Mar-24	Change
Wellington City			
Newlands & Tawa	99.8%	98.8%	0.9%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	99.1%	97.6%	1.5%
Hutt Valley	99.9%	99.4%	0.5%
Porirua	99.5%	97.8%	1.7%
Kapiti	100.0%	99.9%	0.1%
Wairarapa	99.8%	99.3%	0.6%
<b>Total</b>	<b>99.7%</b>	<b>99.0%</b>	<b>0.7%</b>

#### Reliability - year to date (Jul - March)

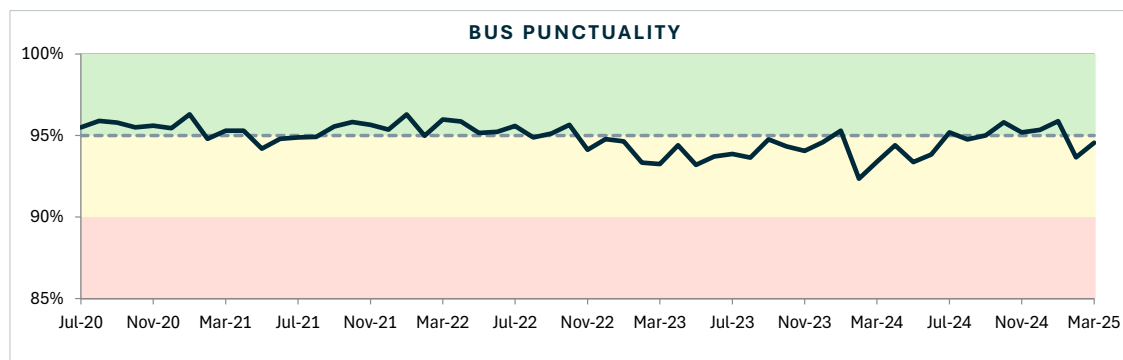
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.0%	97.5%	1.5%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.1%	2.0%
Kapiti	99.7%	99.4%	0.3%
Wairarapa	99.3%	98.5%	0.8%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</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 94.6% in March 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, including Evans Bay Parade and Thorndon Quay. Planned events in March have also impacted punctuality, including the Newtown Festival, Petone Rotary Fair, Weetbix Kids Tryathlon, and Cuba Dupa.



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

### Punctuality - current month

	Mar-25	Mar-24	Change
Wellington City			
Newlands & Tawa	95.1%	94.7%	0.4%
East, West & City	95.5%	94.2%	1.2%
North, South, Khandallah & Brooklyn	92.4%	91.5%	0.9%
Hutt Valley	93.7%	92.4%	1.3%
Porirua	96.3%	95.6%	0.7%
Kapiti	97.0%	94.0%	3.0%
Wairarapa	93.1%	93.3%	-0.3%
<b>Total</b>	<b>94.6%</b>	<b>93.4%</b>	<b>1.2%</b>

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

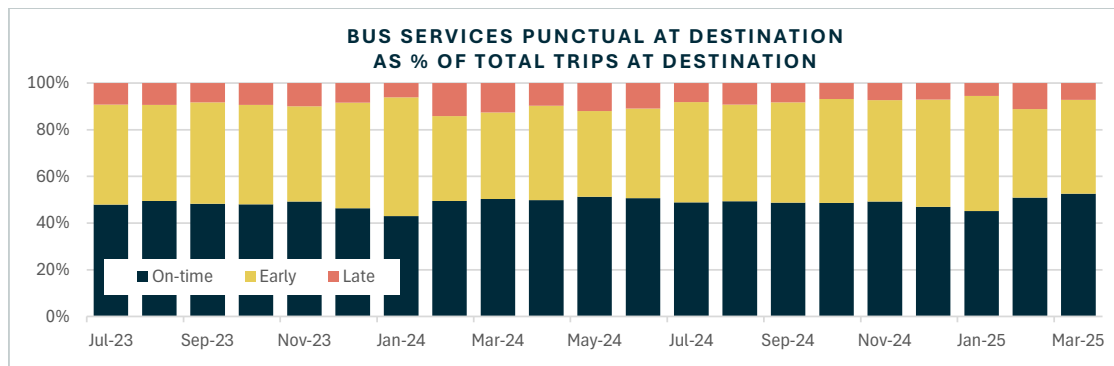
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.8%	95.3%	0.5%
East, West & City	96.0%	95.5%	0.5%
North, South, Khandallah & Brooklyn	93.0%	91.0%	2.0%
Hutt Valley	94.3%	94.3%	0.0%
Porirua	96.8%	95.2%	1.6%
Kapiti	96.6%	93.2%	3.4%
Wairarapa	93.3%	91.2%	2.1%
<b>Total</b>	<b>95.1%</b>	<b>94.0%</b>	<b>1.1%</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 March, 52.5% of bus services recorded at destination arrived on time, with a further 40.3% arriving more than one minute early, while 7.2% of services arrived more than five minutes late.

**Punctuality at destination - current month**

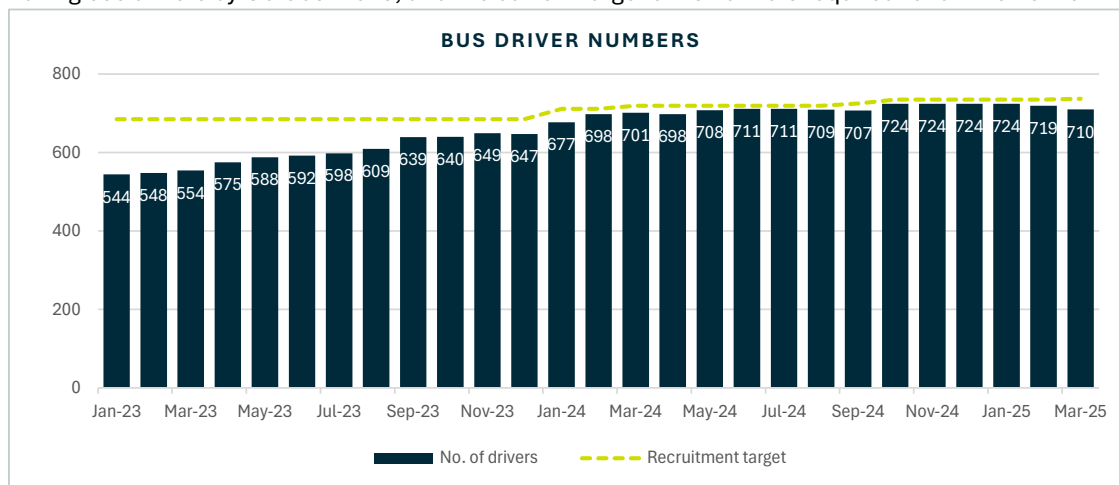
	Mar-25	Mar-24	Change
On-time	52.5%	50.3%	2.2%
Early	40.3%	37.1%	3.3%
Late	7.2%	12.6%	-5.5%

**Punctuality at destination - year to date (Jul - March)**

	2024/25	2023/24	Change
On-time	48.8%	48.0%	0.8%
Early	42.1%	42.2%	-0.1%
Late	9.1%	9.8%	-0.7%

## 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 737 drivers required to run the network.





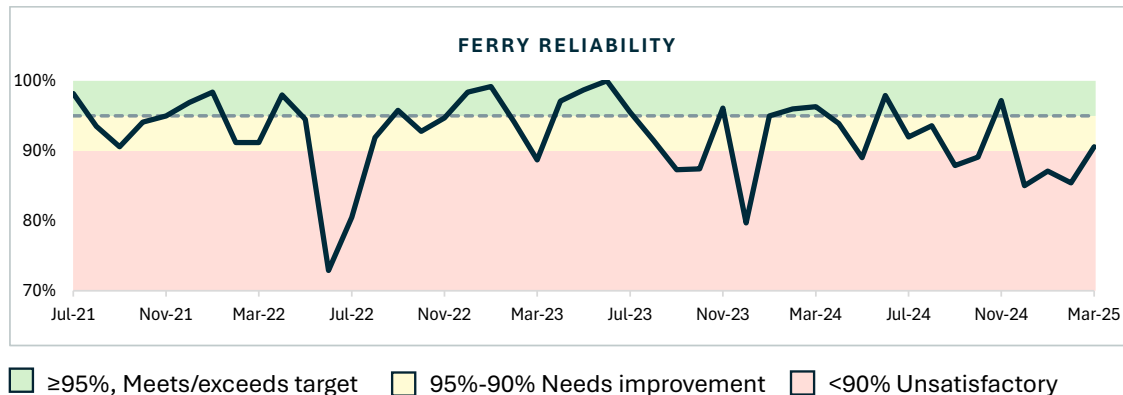


## Ferry operator

### Reliability

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

Reliability for March was 90.6%, compared to 96.3% for the same month last year. There were 36 weather-related cancellations this month, and 38 non-weather-related cancellations.



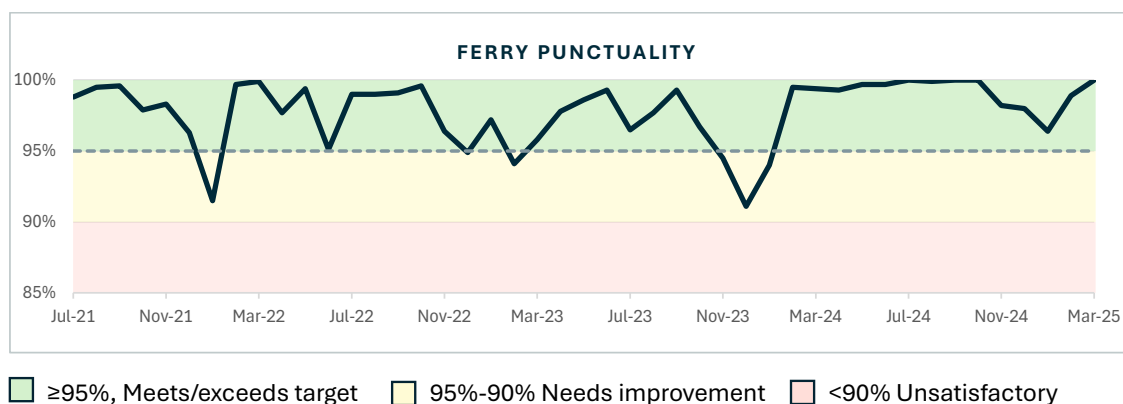
#### Reliability - current month

	Mar-25	Mar-24	% Change
Total	90.6%	96.3%	-5.7%

### Punctuality

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

Punctuality for March was 100%, compared to 99.4% for the same month last year.



#### Punctuality - current month

	Mar-25	Mar-24	% Change
Total	100.0%	99.4%	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.

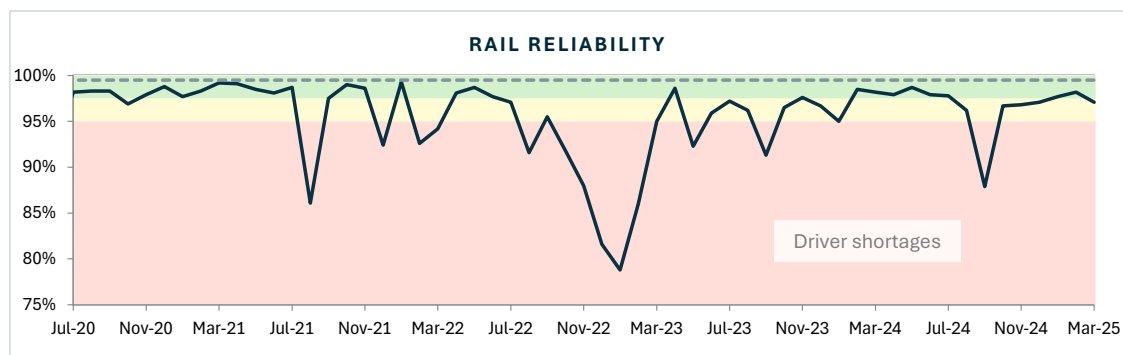
Rail service reliability was 97.1% in March and 96.1% for the year to date.

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

In March, the Wairarapa line experienced significant disruption due to staff shortages, with the 3:38 PM and 6:18 PM services being replaced by buses on most days, this has continued through April as well.

On Thursday 27 March, a signal power failure at Wellington Station caused a temporary halt to all services, preventing trains from entering or departing Wellington during the majority of the AM peak. The issue was resolved post-peak.

Staff sickness affected 0.6% of services.



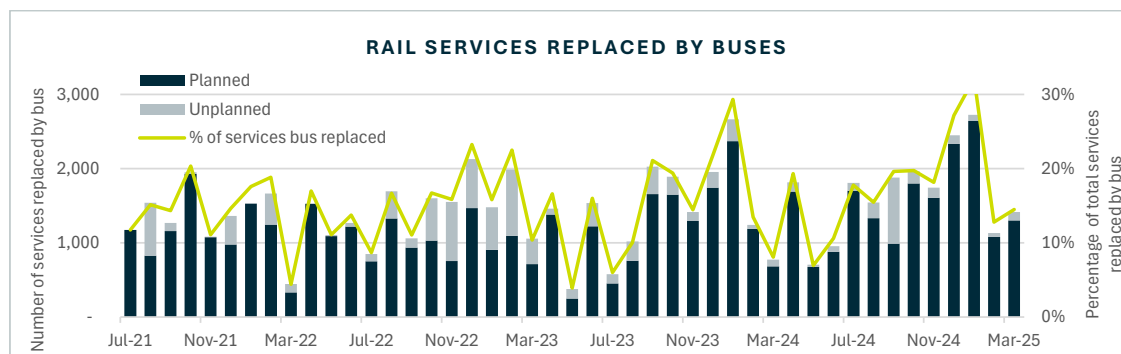
Reliability - current month

	Mar-25	Mar-24	Change
Hutt Valley	97.9%	98.8%	-0.9%
Johnsonville	97.7%	97.9%	-0.2%
Kapiti	97.1%	97.9%	-0.8%
Wairarapa	79.1%	94.4%	-15.3%
<b>Total</b>	<b>97.1%</b>	<b>98.2%</b>	<b>-1.1%</b>

Reliability - year to date (Jul - March)

	2024/25	2023/24	Change
Hutt Valley	96.6%	97.4%	-0.8%
Johnsonville	97.4%	96.0%	1.4%
Kapiti	95.2%	97.0%	-1.8%
Wairarapa	86.9%	92.9%	-6.0%
<b>Total</b>	<b>96.1%</b>	<b>96.8%</b>	<b>-0.7%</b>

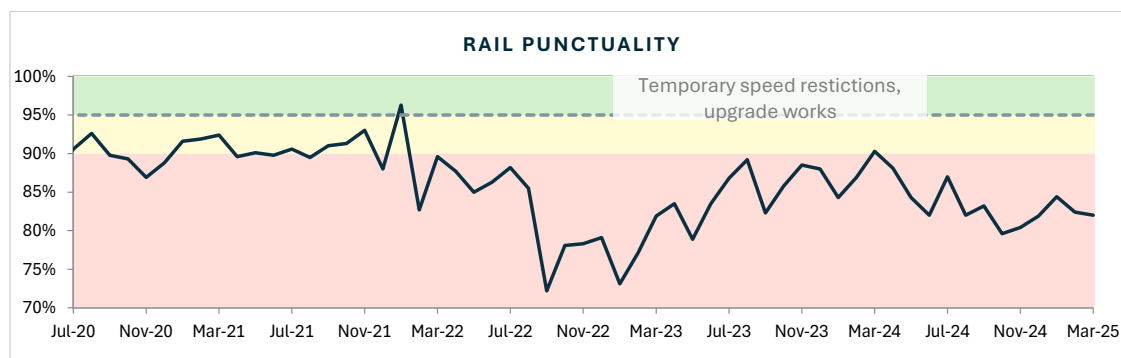
In March, 14.5% of rail services were replaced by buses, compared to 12.8% the previous month.



In March, there were 9781 rail trips run, carrying 987,877 passengers.

## Punctuality

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



### Punctuality - current month

	Mar-25	Mar-24	Change
Hutt Valley	79.2%	92.0%	-12.8%
Johnsonville	92.3%	98.2%	-5.9%
Kapiti	80.4%	88.2%	-7.8%
Wairarapa	38.4%	11.2%	27.2%
<b>Total</b>	<b>82.0%</b>	<b>90.3%</b>	<b>-8.3%</b>

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

	2024/25	2023/24	Change
Hutt Valley	77.5%	88.3%	-10.8%
Johnsonville	88.1%	95.9%	-7.8%
Kapiti	58.4%	85.6%	-27.2%
Wairarapa	40.7%	27.0%	13.7%
<b>Total</b>	<b>71.7%</b>	<b>87.8%</b>	<b>-16.1%</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.*

### March Commentary

March performance decreased slightly for Punctuality and increased minimally for Reliability on the previous month. The decrease in Punctuality was predominately due to TSRs on the Kapiti Line, Hutt Valley and Wairarapa Line being over KPI through the month.

On 4 March an Axle Counter fault occurred at Steyne Ave in Plimmerton. Seven services were partly cancelled (with services running between Wellington and Porirua) while the fault was rectified.

On 6 March a traction inspection found overhead wire droppers needed replacing north of MacKay's Crossing between Paekakariki and Paraparaumu. Traction lineman took an emergency isolation that afternoon to replace the droppers. 14 services were part bus replaced between Paekakariki and Waikanae. An investigation concluded that a build-up of contaminants caused the droppers to deteriorate.

Signal vandalism occurred on the Johnsonville Line on 8 March with cable being stolen at Wadestown. 16 services were bus replaced, and 4 delayed while our Signal Technician replaced the cable.

Two new TSRs were added on the NIMT following the NDT car run, one in Tunnel 2 and one between Paraparaumu and Waikanae, both lifted within a few days. Additional TSRs were lifted following a rerail between Kaiwharawhara and Takapu Road and rail wear repairs at North Junction.

On the Johnsonville Line a TSR was added following a cracked rail weld. It was removed a week later following repair by the track gang during interpeak access.

On the Wairarapa Line a TSR for rail wear on the Down Main was added, then lifted 10 days later. B11 points Turnout at Masterton was renewed and commissioned lifting the 25kph long term speed restriction that was in place since Mid-2023.

## KPI summary

### Network Availability

There were no unplanned line closures for the month of March

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

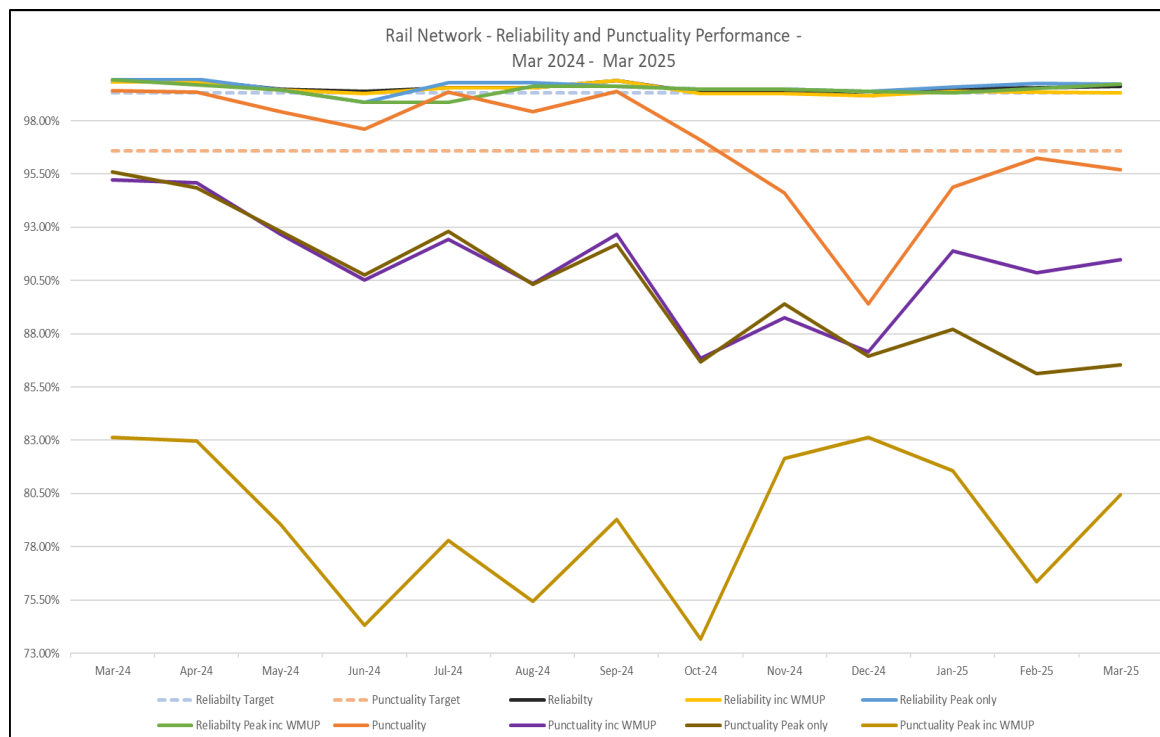
### Maintenance Backlog

Two Signals maintenance work orders remain open, awaiting materials.

## HSE

30 Harm Free days in March.

Graph showing Network Punctuality and reliability performance trends



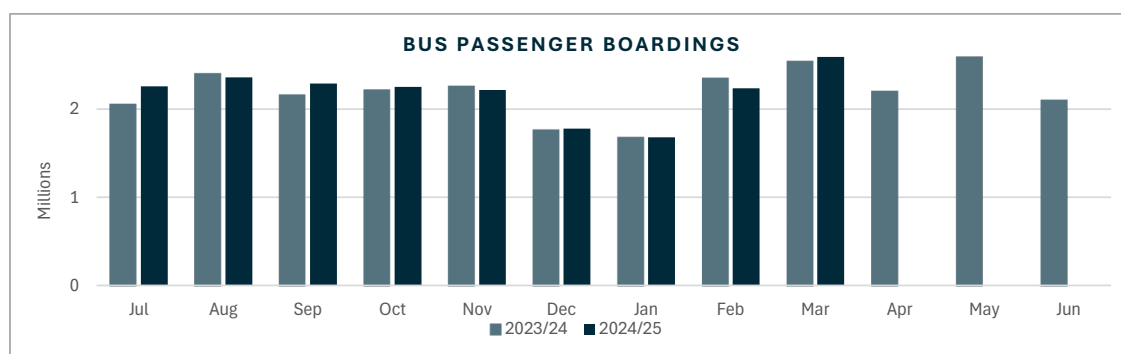
# Operational performance

## 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

March bus passenger boardings were 2.9% higher than the same month last year, and 1.5% higher for the year to date.



**Boardings by area - current month**

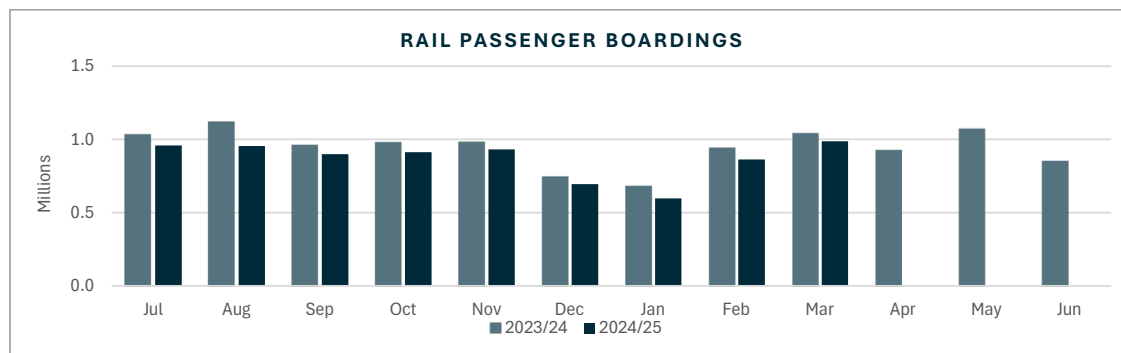
	Mar-25	Mar-24	% Change
Wellington	1,931,655	1,861,185	3.8%
Hutt Valley	472,989	470,679	0.5%
Porirua	104,065	99,322	4.8%
Kapiti	68,133	71,197	-4.3%
Wairarapa	15,917	16,765	-5.1%
<b>Total</b>	<b>2,592,759</b>	<b>2,519,148</b>	<b>2.9%</b>

**Boardings by area - year to date (Jul - March)**

	2024/25	2023/24	% Change
Wellington	14,541,144	14,312,895	1.6%
Hutt Valley	3,697,839	3,672,684	0.7%
Porirua	751,378	692,005	8.6%
Kapiti	488,371	495,838	-1.5%
Wairarapa	112,683	122,334	-7.9%
<b>Total</b>	<b>19,591,415</b>	<b>19,295,756</b>	<b>1.5%</b>

## Rail passenger boardings

March rail passenger boardings were 4.7% lower than the same month last year, and 7.9% lower for the year to date.



**Boardings by line - current month**

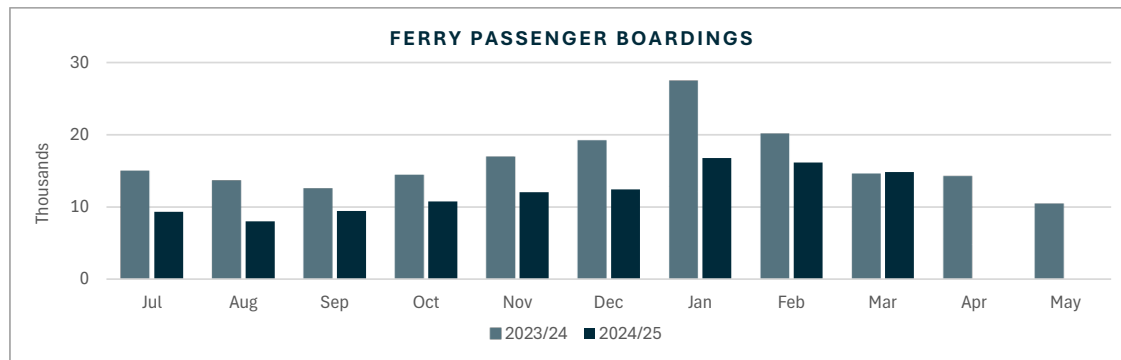
	Mar-25	Mar-24	% Change
Hutt Valley	435,802	449,903	-3.1%
Kapiti	398,918	421,673	-5.4%
Johnsonville	103,286	111,066	-7.0%
Wairarapa	49,872	53,979	-7.6%
<b>Total</b>	<b>987,878</b>	<b>1,036,621</b>	<b>-4.7%</b>

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

	2024/25	2023/24	% Change
Hutt Valley	3,424,792	3,609,397	-5.1%
Kapiti	3,162,335	3,448,758	-8.3%
Johnsonville	815,018	949,676	-14.2%
Wairarapa	391,608	452,462	-13.4%
<b>Total</b>	<b>7,793,753</b>	<b>8,460,293</b>	<b>-7.9%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 1.6% on the same month last year, and a decrease of 28.8% for the year to date. Boardings are often affected by weather.



Boardings - current month

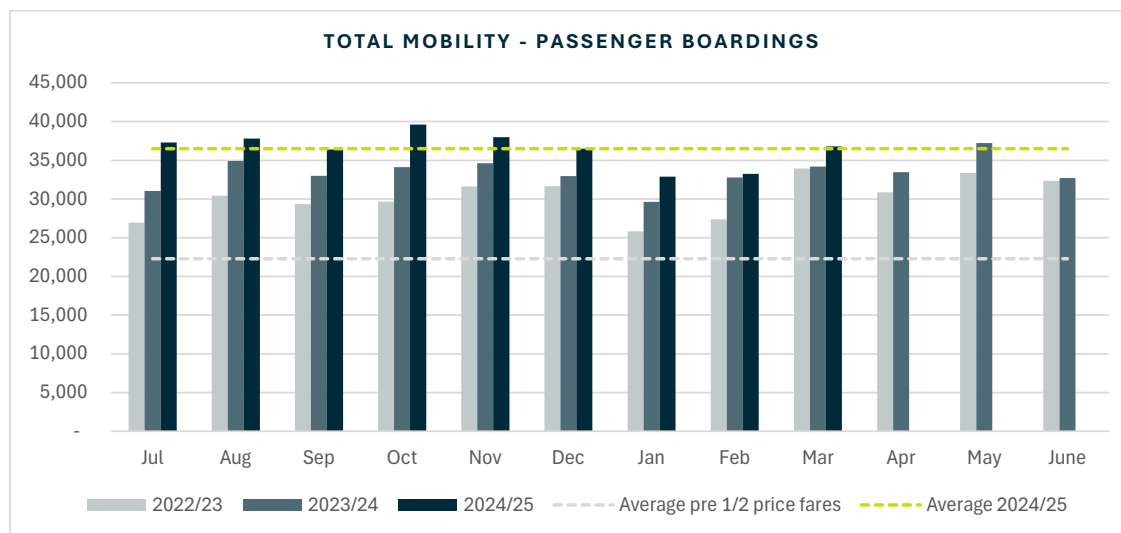
	Mar-25	Mar-24	% Change
<b>Total</b>	<b>14,852</b>	<b>14,622</b>	<b>1.6%</b>

Boardings - year to date (Jul - March)

	2024/25	2023/24	% Change
<b>Total</b>	<b>109,762</b>	<b>154,170</b>	<b>-28.8%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In March there were 36,776 Te Hunga Whaikaha Total Mobility trips, an increase of 7.62% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.



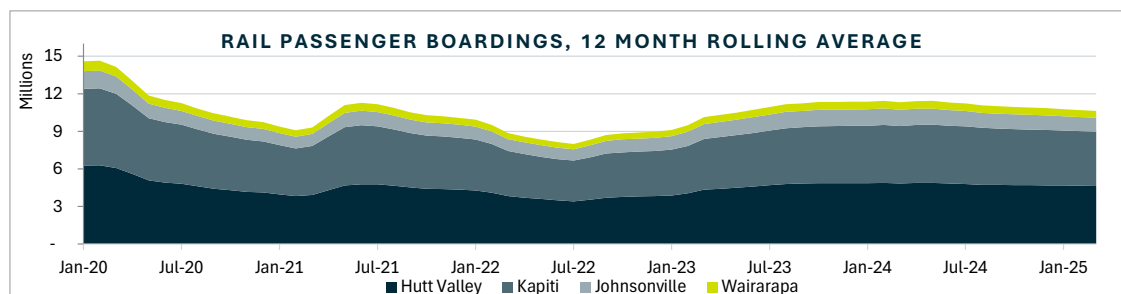
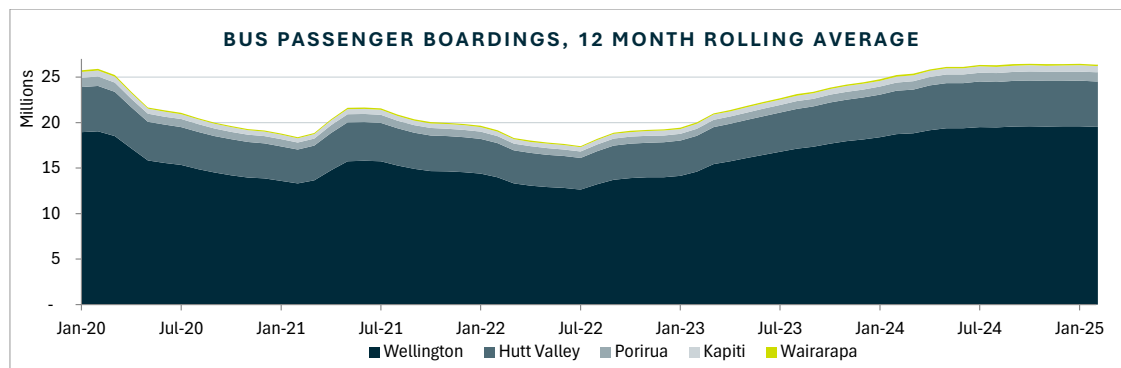
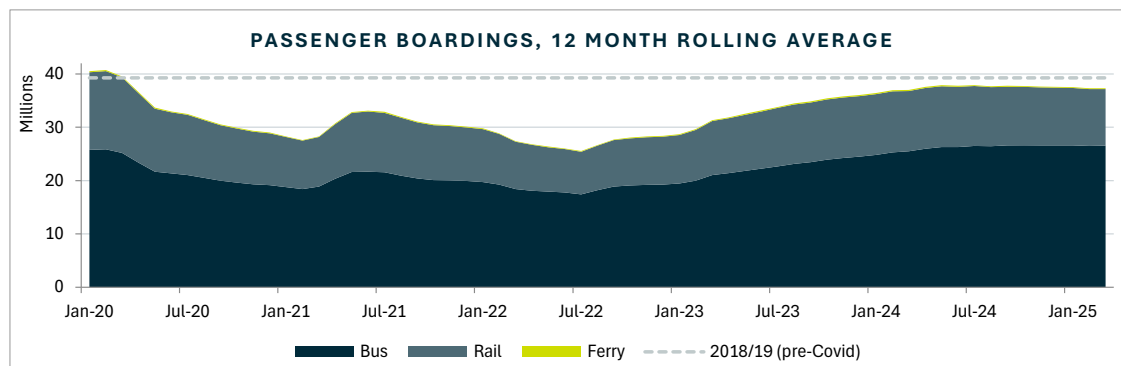


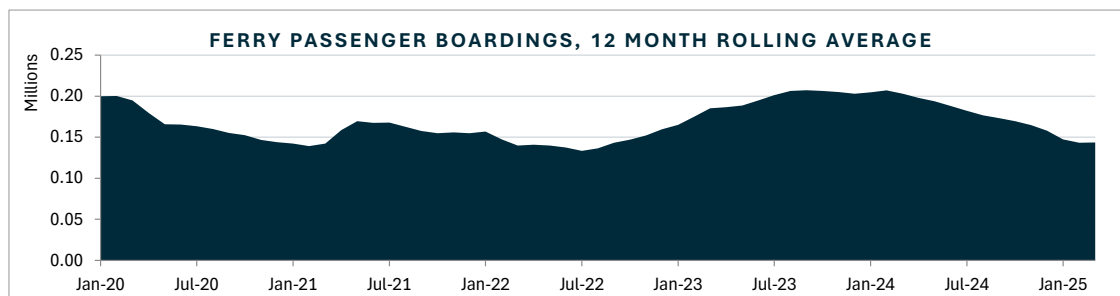
## Passenger boardings trend – 12 month rolling totals

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

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

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

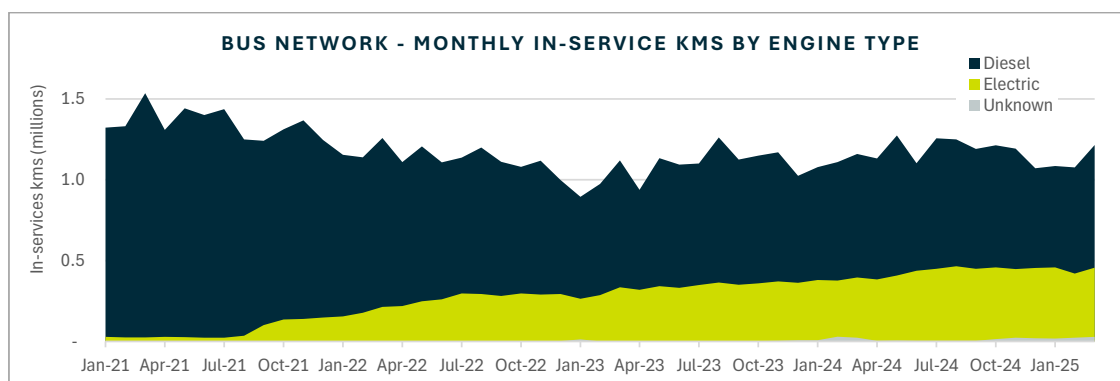




## Bus emissions

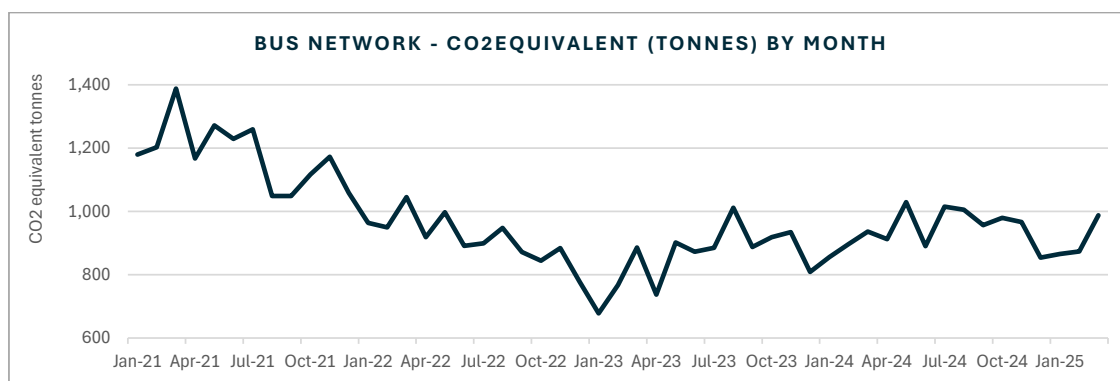
### In-service kilometres by engine type

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



### CO2 equivalent tonnes

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



## Bus vehicles by engine type

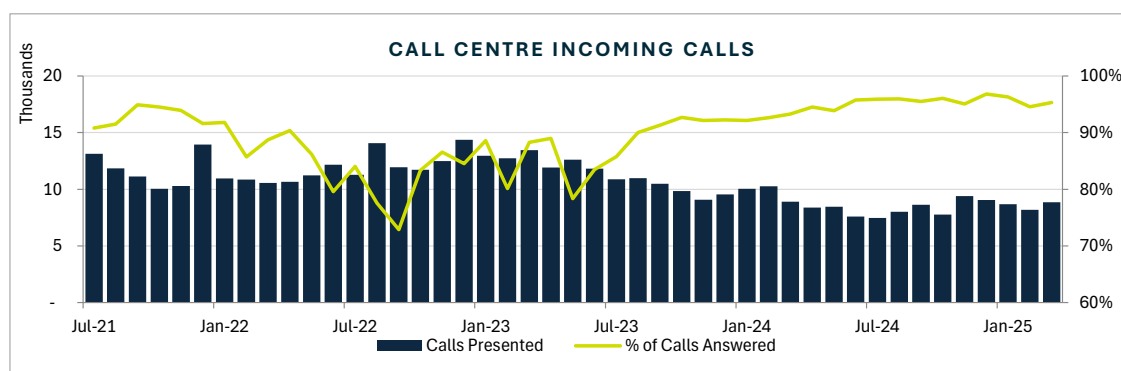
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in December 2024.

Engine type	Count
Electric	99
EURO3	46
EURO4	18
EURO5	70
EURO6	211
Unknown	16
<b>Total</b>	<b>460</b>

## Customer contact

### Call centre incoming calls

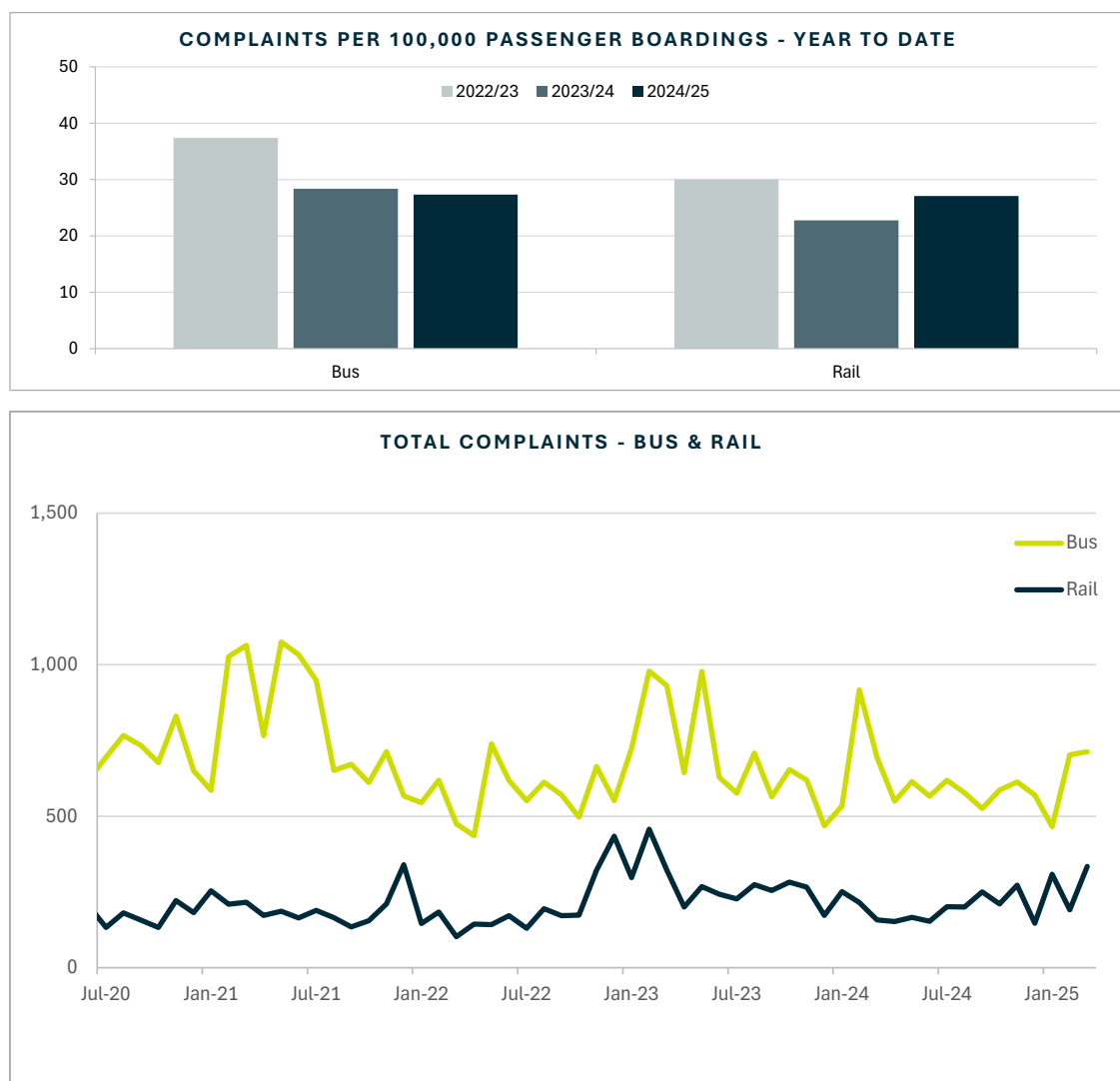
Metlink answered 95.3% of the 8858 calls received in December.



## Complaints

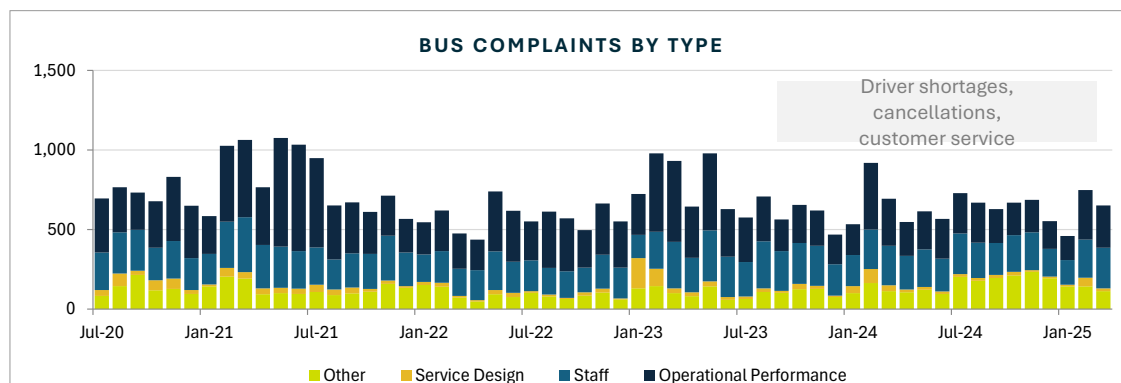
### Complaints volume

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



## Bus complaints

Bus complaints for the month were 2.7% higher than March last year, and 6.3% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



**Bus complaints - current month**

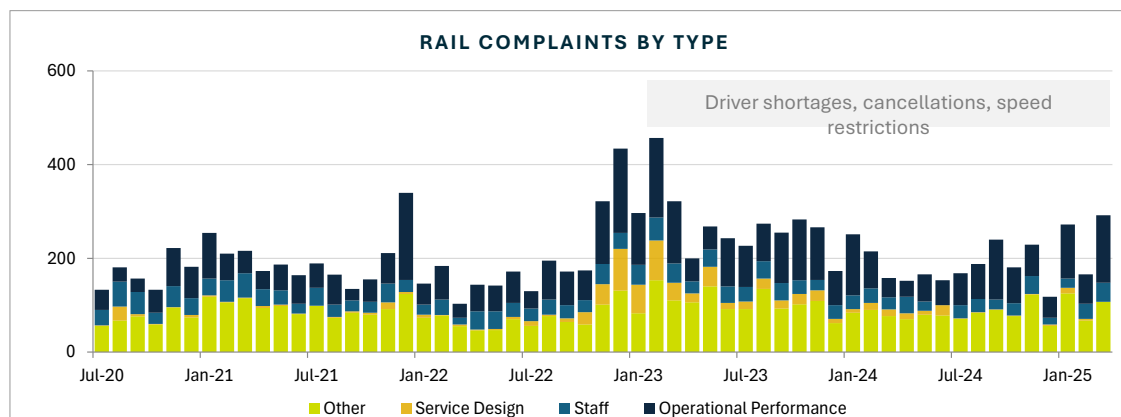
	Mar-25	Mar-24	Change
Wellington			
Newlands, Tawa	40	34	17.6%
East-West, City	234	209	12.0%
North-south, Khandallah, Brooklyn	221	228	-3.1%
Hutt Valley	169	166	1.8%
Porirua	27	34	-20.6%
Kapiti	15	18	-16.7%
Wairarapa	7	5	40.0%
<b>Total</b>	<b>713</b>	<b>694</b>	<b>2.7%</b>

**Bus complaints - year to date (Jul - March)**

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	411	336	22.3%
East-West, City	1,824	1,710	6.7%
North-south, Khandallah, Brooklyn	1,566	1,745	-10.3%
Hutt Valley	1,149	1,398	-17.8%
Porirua	218	300	-27.3%
Kapiti	152	183	-16.9%
Wairarapa	51	63	-19.0%
<b>Total</b>	<b>5,371</b>	<b>5,735</b>	<b>-6.3%</b>

## Rail complaints

Rail complaints increased in March. The received complaints can mainly be attributed to the Staff shortages on the Wairarapa Line and the significant disruption caused by the signal fault at wellington station.



### Rail complaints - current month

	Mar-25	Mar-24	Change
Hutt Valley	108	45	140.0%
Kapiti	90	53	69.8%
Johnsonville	15	11	36.4%
Wairarapa	77	24	220.8%
General	44	25	76.0%
<b>Total</b>	<b>334</b>	<b>158</b>	<b>111.4%</b>

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

	2024/25	2023/24	Change
Hutt Valley	739	720	2.6%
Kapiti	654	664	-1.5%
Johnsonville	107	114	-6.1%
Wairarapa	248	293	-15.4%
General	366	311	17.7%
<b>Total</b>	<b>2,114</b>	<b>2,102</b>	<b>0.6%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In March 2025, there was a budget shortfall of \$586,231 for the month across bus and rail services. The year-to-date budget shortfall is \$13.08 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 fares revenue collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services currently 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**

	Mar-25	Budget	Excess/Shortfall
Bus	4,368,238	3,861,872	506,367
Rail	3,093,574	4,186,172	- 1,092,598
<b>Total</b>	<b>\$ 7,461,813</b>	<b>\$ 8,048,044</b>	<b>-\$ 586,231</b>

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

	2024/25	Budget	Excess/Shortfall
Bus	32,064,314	34,756,844	- 2,692,530
Rail	27,289,448	37,675,551	- 10,386,103
<b>Total</b>	<b>\$ 59,353,762</b>	<b>\$ 72,432,395</b>	<b>-\$ 13,078,633</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

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

### Melling Line

● All day  
○ Part of the day

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

### Kāpiti Line

● All day  
○ Part of the day

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



## Attachment 2 to Report 25.161

## Johnsonville Line

● All day  
○ Part of the day

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

## Wairarapa Line

● All day  
○ Part of the day

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

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