



If calling, please ask for Democratic Services

Transport Committee

Thursday 17 August 2023, 09.30am

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

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 needed¹, the Committee must refer the matter to Council for its decision.

¹ 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

Thursday 17 August 2023, 9.30am

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

Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport Committee meeting on Thursday 22 June 2023	23.294	6
5.	Update on Progress of Action Items from Previous Transport Committee Meetings – August 2023	23.304	10
6.	Delivery of Wellington Regional Public Transport Plan - Update	23.307	15
7.	Public Transport Advisory Group Meeting – 3 August 2023	23.311	24
8.	2024 Accessibility Action Plan: Overview	23.310	28
9.	Paper Ticketing Heritage Project	23.316	34
10.	Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 – update	23.359	39
11.	Frontline Public Transport Staff Workforce Issues - Update	23.314	55
12.	Public Transport Performance – June Update	23.313	59
13.	Public Transport Operator update – Uzabus	23.315	80



Please note these minutes remain unconfirmed until the Transport Committee meeting on Thursday, 17 August 2023.

Report 23.294

Public minutes of the Transport Committee meeting on Thursday 22 June 2023

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 9.36am

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lee
Councillor Ponter
Councillor Ropata
Councillor Saw
Councillor Staples
Andrew Lensen (remotely, via MS Teams, until 10.10am)

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Gaylor / Cr Staples

That the Committee accepts the apology for early departure from Andrew Lensen.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Peter Barlow spoke on Gold Card discounts on public transport at peak time.

Belinda Moss, Eastbourne Community Board, spoke on passengers standing on buses travelling at 90km/hr specifically the Eastbourne 81 bus route.

Wesley Gyles-Bedford, spoke on the launch of Community Connect.

The Chair provided priority to agenda item 7 – Public Transport Advisory Group meeting – 24 May 2023 – Report 23.228.

7 Public Transport Advisory Group Meeting – 24 May 2023 – Report 23.228 [For information]

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

4 Confirmation of the Public minutes of the Transport Committee meeting on 4 May 2023 - Report 23.173

Moved: Cr Kirk-Burnnand / Cr Ponter

That the Committee confirms the Public minutes of the Transport Committee meeting on 4 May 2023 - Report 23.173

The motion was **carried**.

Andrew Lensen left the meeting at 10.10am and did not return.

5 Update on Progress of Action Items from Previous Transport Committee Meetings – June 2023 – Report 23.227 [For information]

Fiona Abbott, Group Manager, Metlink (acting), spoke to the report.

6 Public Transport on-Demand Trial Review – Report 23.229

Fiona Abbott, Group Manager, Metlink (acting), introduced the report. Tim Shackleton, Senior Manager Commercial Strategy and Investment, and Craig Fairhall, Principal Advisor Strategy, spoke to the report.

Moved: Cr Lee / Cr Kirk-Burnnand

That the Committee:

- 1 Notes that the Tawa Public Transport On-Demand Trial produced a variety of both operational and strategic insights into a potential new form of public transport.
- 2 Notes that on-demand public transport is not currently entitled to be funded through the National Land Transport Fund.

- 3 Notes that the Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 proposes to amend the definition of public transport to include on-demand public transport, and that Greater Wellington will communicate to the community that Greater Wellington will look to include options into the 2024-34 Long Term Plan process.
- 4 Notes that officers consider that progressive extension of the Tawa Public Transport On-Demand Trial to surrounding suburbs will build on the learnings from the Trial.
- 5 Notes that officers' preferred option is to extend the Tawa Public Transport On-Demand Trial with a progressive extension to surrounding suburbs for a 12-month period with a total project budget cap of \$2.0 million.
- 6 Agrees to extend the Tawa Public Transport On-Demand Trial into Porirua CBD for a 12-month period \$1.5 million - \$1.9 million per annum, which is able to be met from within existing budgets (as part of the bus network growth funding) and to investigate expanding the trial to Aotea and Cannon's Creek.
- 7 Notes that Greater Wellington Long Term Planning process will define the long term permanency of the service as well as any future expansions.

The motion was **carried**.

Noted: The Committee requested a matrix be prepared with criteria for assessing future Public Transport On-Demand options, including: population density, demographics, topography, value of money.

The meeting adjourned at 11.10am and resumed at 11.30am. Councillor Kirk-Burnnand was not present when the meeting resumed.

The Committee Chair accorded priority to agenda item 11 – Public Transport Operator Update - East by West

11 Public Transport Operator update – East By West – Report 23.233 [For information]

Mat Jonsson, Managing Director, East by West, spoke to the report.

Councillor Kirk-Burnnand returned to the meeting at 11.35am, during the above item.

8 Transport Officers – Report 23.230 [For information]

Melissa Anderson, Senior Manager Operations and Partnerships, spoke to the report.

Noted: The Committee requested that it receive regular reports on fare leakage, including total number of fines issued, number of fines issued by individual transport officers, and by route.

The Committee Chair accorded priority to agenda item 10 – Public Transport Performance Update

10 Public Transport Performance – Update – Report 23.232 [For information]

Fiona Abbott, Group Manager Metlink (acting) introduced the report.

Ms Abbott advised the Committee of an incident at Pomare Station. Work is being done on the Pomare Station subway. There was fencing to keep contractors safe during this work, but this was not removed and the accessibility ramp was blocked as a result. A passenger who relies on the ramp was not able to exit the station because of the fencing. Ms Abbott assured the Committee that this will not happen again. Metlink has contacted the passenger and apologised.

Melissa Anderson, Senior Manager Operations and Partnerships, spoke to the report. Ms Anderson provided an update on Tranzurban's performance and advised of the steps Tranzurban is taking to improve performance and Metlink is taking to support Tranzurban in this. This includes:

- Bringing additional resources onto the network, with 12 additional drivers from outside of the Region
- Tranzurban bringing in expertise to review processes
- Continued focus on recruitment, including creating a robust recruitment plan, which Metlink is assisting with

9 Frontline Public Transport Staff Workforce Issues – Update – Report 23.231 [For information]

Melissa Anderson, Senior Manager Operations and Partnerships, spoke to the report.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.32pm.

Councillor T Nash

Chair

Date:

Transport Committee
17 August 2023
Report 23.304



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – AUGUST 2023

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 officers, are listed in the table of action items from previous Transport Committee meetings ([Attachment 1 – Action items from previous Transport Committee meetings – August 2023](#)). 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 from this report, but there may be implications arising from the actions listed.

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga
Attachment

Number	Title
1	Action items from previous Transport Committee meetings – August 2023

Ngā kaiwaitohu
Signatory

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

Attachment 1 to Report 23.304

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p>Transport Committee Update – Public Participation</p> <p>Noted:</p> <p>The Committee requested a report on East/West connectivity of public transport.</p>	<p>Status:</p> <p>Not started</p> <p>Comment:</p> <p>This work will be undertaken when network stability has been achieved</p>
4 May 2023	<p>Transport Committee Update – Report 23.139</p> <p>Noted:</p> <p>The Committee requested information on the number of drivers required to be able to use Metlink branded buses for bus replacing train services</p>	<p>Status:</p> <p>Under consideration</p> <p>Comment:</p> <p>This figure is difficult to determine due to the nature of BRT services (planned and unplanned)</p>
22 June 2023	<p>Public Transport On-Demand Review – Report 23.229</p> <p>Noted:</p> <p>The Committee requested that a matrix be prepared with criteria for assessing future Public Transport On-Demand options, including: population density, demographics, topography, value of money.</p>	<p>Status:</p> <p>Under consideration</p> <p>Comment:</p> <p>As part of the national operational policy development workstream to implement the Government’s Sustainable Public Transport Fund, Waka Kotahi is currently developing national guidance on criteria for assessing On-Demand PT opportunities. Draft guidance to date indicates a ‘business case light’ approach will be required from PTA and will require a range of criteria to be factored including those discussed at Committee.</p>

Attachment 1 to Report 23.304

Action items from previous Transport Committee meetings

<p>22 June 2023</p>	<p>Transport Officers – Report 23.230</p> <p>Noted:</p> <p>The Committee requested that it receives regular reports on fare leakage, including total number of fines issued, number of fines issued by individual transport officers, and by route.</p>	<p>Status:</p> <p>Under development</p> <p>Comment:</p> <p>Transport Officer Team is currently being recruited; training aimed to be completed with Network presence commencing Nov/Dec 2023.</p>
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Transport Committee
17 August 2023
Report 23.307



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 (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:
 - a Prioritising safety through continuous improvements to both infrastructure and operations.

Update on progress made in the delivery of the Wellington Regional Public Transport Plan

10. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 31 July 2023, 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

11. As part of Budget 2023, the Government agreed funding for the Lower North Island Rail Integrated Mobility (LNIRIM). LNIRIM is the primary inter-regional transport initiative being undertaken; it includes 18 four-car, tri-mode trains, and associated infrastructure, for the Wairarapa and Manawatū rail lines. It is expected that the new trains will quadruple peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line. Procurement planning and team establishment for this project is now underway.

Inquiry into the future of inter-regional passenger rail in New Zealand

12. The Transport and Infrastructure Select Committee released their report on the *Inquiry into the future of inter-regional passenger rail in New Zealand* on 4 July 2023. Greater Wellington made written and oral submissions to the Select Committee on the Inquiry in August and October 2022 respectively. Greater Wellington's business case for LNIRIM was used as a key reference for the Inquiry.
13. The report makes six recommendations relating to: leadership for inter-regional public transport; funding for future inter-regional services; and scoping studies to be progressed for inter-regional services.
14. Key points for Greater Wellington are the implicit call to establish a new agency to provide leadership for inter-regional rail and the recommendation to commence scoping work on a Napier-Wellington service and an extension of the Capital Connection to Fielding. The differing view from National Party members of the Select Committee was that inter-regional rail be managed by regional councils.

Land Transport Management (Regulation of Public Transport) Amendment Bill 2023

15. Under the current Land Transport Management Act 2003 (LTMA), inter-regional services are deemed 'exempt services' and therefore not fundable through standard National Land Transport Fund (NLTF) processes. The Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 currently progressing through Parliament has been amended following Select Committee consideration to remove this exemption. Report 23.359 *Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 – Update* which provides further briefing on this legislation is on the agenda for consideration at this meeting.

Other inter-regional transport initiatives

16. Officers are currently working with Horizons regional council to review the route 291 performance and current service levels. Route 291 Levin to Waikanae (Unit 19) is a service jointly funded by Greater Wellington, Horizons and Waka Kotahi under contract to Horizons. Uzabus is the operator. The review will consider opportunities to extend coverage of the service to better serve communities in Kāpiti and Horowhenua.
17. Officers are also conducting an investigation into the concept of 'community transport', one focus of which is on potential accessibility/health transport options we can explore with Horizons Regional Council for inter-regional travel between Kāpiti and Horowhenua. Community transport provision under the Sustainable Public Transport Framework (SPTF) is under active consideration by Waka Kotahi.

Fare strategies and methods

18. On 1 April 2023 Council's 'off-peak fares package' was implemented, which included:
 - a An increase to the current off-peak discount from 25% to 50% discount on the full adult fare; and
 - b The introduction of cumulative off-peak discounts for all concession holders.
19. As part of Budget 2023 the Government announced a new suite of age-based fare initiatives that it agreed to fund from 1 July 2023, called 'extended Community Connect'. The Snapper card does not currently capture age data. A means of capturing age data (portal) is currently being built and integrated into Snapper's concession application algorithms. As an interim measure Council agreed to fund the continuation of half price fares (at its cost) until the portal is operational. We are working to implement the Government's extended Community Connect initiatives from 1 September 2023.
20. Officers continue to work with Snapper on integrated fares initiatives which can be implemented prior to the roll-out of the National Ticketing Solution (NTS). Further Future Fares Direction initiatives including fare capping and distance based integrated fares will be implemented on NTS roll-out.
21. Metlink continues to work with Waka Kotahi NZ Transport Agency (Waka Kotahi) and Public Transport Authorities across New Zealand to work towards implementation of the NTS.
22. Design of the aspects of the ticketing system which need to have national consistency is underway; this is required for Environment Canterbury's NTS implementation which is expected in late 2024. Design for the national brand continues, with emphasis on Te Reo Māori.
23. Greater Wellington's NTS implementation date is still programmed for 2025. Metlink has commenced its transition planning.

Increased mode share to public transport and active modes

24. Metlink has undertaken significant planning for the FIFA Women's World Cup (as part of a wider, multi-stakeholder planning team) to ensure that the host city requirements around public transport are fulfilled with a focus on integrated ticketing. A total of nine matches are played in Wellington between 21 July 2023 and 11 August 2023.

25. FIFA match and accreditation integrated ticketing has proved successful with positive feedback from both FIFA as well as fans and volunteers using the initiative. This has given us a sound foundation to work with event organisers on future events with a proven success story on Metlink's ability to deliver integrated ticketing.
26. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. The Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
27. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits without unnecessary financial administration; it offers employees an attractive incentive to uptake public transport and active modes without being penalised through increased taxation.
28. Metlink is actively working on fare products to target businesses and employers, with the strategic outcome of encouraging mode-shift and achieving the Government's key emissions reduction targets. Providing a fringe benefit tax exemption for public transport supports this proposition and makes it more viable and attractive.
29. The three focuses of activity in active modes have been:
 - a Working with Let's Get Wellington Moving (LGWM) to develop a behaviour change programme to support the Transitional Programme (Golden Mile, Hutt Road/Thorndon Quay and City Streets). Additionally, officers have been working with LGWM to integrate behaviour change, which lies at the heart of LGWM, into the programme. Recent appointments in the programme mean that good progress is being made.
 - b Incorporation of the Vehicle Kilometres Travelled Reduction Programme into a broader Wellington Transport Emissions Reduction Pathway (WTERP). An outline pathway had been developed for further development with the region's transport planners, climate advisors and broader sector groups during July 2023. The Regional Transport Committee is scheduled to consider the WTERP as part of the Regional Land Transport Plan in December.
 - c Engagement with RiverLink to promote active modes and public transport has commenced; with the focus being on behaviour change to support a permanent shift to active modes and public transport.

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

30. On 15 June 2023, Council appointed additional members to the Public Transport Advisory Group (PTAG), including members representing LGBTQIA+, Mana whenua, Māori and Active Mode (with an emphasis on advocacy groups) perspectives. The first meeting of PTAG took place on 24 May 2023.
31. At the 24 May 2023 PTAG meeting, a session was held on exploring opportunities for providing more equitable access to public transport, especially providing better connections with recent or planned residential developments, commercial/retail developments, education, and community facilities and with the wider region.

32. Metlink is continuing its trial of bus on-board announcements with the blind/low vision community. On-board announcements are being rolled out from August 2023 and should be completed for the whole network within 12 months.
33. Metlink continues the roll out of the Government's Community Connect scheme which will provide a 50% discount on public transport for community service card holders. A key aspect of the roll out includes active engagement with community groups and transport disadvantaged users to ensure that they understand the availability of the discount as well as how to access it. As at 31 July 2023, 9,592 people have signed up to the Community Connect Concession.
34. See paragraphs 35 to 40 below for further work that has been undertaken in relation to accessibility on the network.

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

35. The Transport 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".
36. Officers have 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.
37. Report 23.310 *2024 Accessibility Action Plan; Overview* is on the agenda for consideration by the Committee at this meeting. Improvements identified include:
 - a Bus stop and station accessibility improvements
 - b Hidden disabilities high level strategy
 - c Accessible corridors
38. Further workshops on the AAP will be held with the Committee through 2023.
39. A strategic funding approach is being prepared to feed into Long Term Plan planning for the 2024-2034 Long Term Plan.

Timeline for review of current Wellington Regional Public Transport Plan

40. At its meeting on 16 February 2023, the Committee requested that it be provided with a high-level timeline of the review of the current Wellington Regional Public Transport Plan (RPTP).
41. The review of the current Wellington RPTP is currently in planning phase. Key milestones are:
 - a Key partner and stakeholder collaborative engagement: April 2023-April 2024
 - b Finalisation of consultation draft RPTP: June 2024
 - c Public statutory consultation: July 2024
 - d Adoption of new RPTP: September 2024.
42. Officers will be running a series of RPTP collaborative development workshops with territorial authorities through late 2023. The first workshop with territorial authority

and central government agency participation will be held in Upper Hutt on 15 August 2023.

43. The RPTP review is strongly influenced by the passage of the Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 through Parliament and the development of RPTP Development Guidelines by Waka Kotahi as part of the Sustainable Public Transport Fund implementation programme.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

44. 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.
45. Metlink officers are working closely with Te Hunga Whiriwhiri to review RPTP content and provisions relating to Te Tiriti o Waitangi principles and specific policy outcomes for Māori. The review approach was workshopped with Te Tiriti o Waitangi Komiti in May 2023 and will be followed up with a recommendations report at an upcoming Te Tiriti o Waitangi Komiti meeting.

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

46. 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.

47. 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.

48. 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

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

Transport Committee
17 August 2023
Report 23.311



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 3 AUGUST 2023

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 3 August 2023.

Te tāhū kōrero

Background

2. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Advisory Group's Terms of Reference provides that:
 - a The Council appoints the Chair of the Advisory Group
 - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
 - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
4. The Transport Committee's Terms of Reference provides that Chair of the Advisory Group will be a non-voting member of the Transport Committee.
5. At its meeting on 15 June 2023, Council appointed Andrew Lensen as Chair of the Advisory Group and Kris Parkin as Deputy Chair of the Advisory Group.
6. The Advisory Group's most recent meeting occurred on 3 August 2023, and its business is set out in the following paragraphs.

Meeting agenda and matters considered by the Advisory Group

Welcome

7. Metlink officers welcomed 22 members, including two new members, to the second Advisory Group meeting of the new triennium.

Introductions

8. Andrew Lensen and Kris Parkin were introduced as the new respective Chair and Deputy Chair of the Public Transport Advisory Group. Both had an opportunity to introduce themselves.

9. New members, Councillors and Metlink officers each had an opportunity to introduce themselves with a greeting or mihi, including their interest in the Advisory Group.

Question and answer session with Metlink's Senior Leaders

10. Prior to the meeting, the Advisory Group members were invited to submit questions for Metlink's Senior Leadership Team to answer during an hour-long session. The 'top' 15 questions were chosen by officers based on our ability to provide answers, their relevance and popularity of theme. Questions focused on assets and infrastructure, fares and ticketing, Let's Get Wellington Moving, accessibility requirements of new hybrid-electric passenger trains, and leaders' view on the Public Transport Operating Model.
11. During the meeting, Metlink's Senior Leadership Team formed a panel consisting of Samantha Gain, Bonnie Parfitt, Tim Shackleton and Fiona Abbott. Once the Chair read the questions to the panel, leaders were invited to share their knowledge on the subject. The advisory group members were invited to ask brief follow-up questions, creating an interactive session.

Interactive workshop

12. Officers facilitated a workshop enabling members to explore opportunities for in-person support for Metlink customers. The workshop was a 'quick fire' exercise to gain views on our customer's expectations of the support required across the network in different scenarios.
13. Members divided into five groups to discuss expectations of customer support, 'must haves' versus 'nice to haves' and how this support could encourage more people to use public transport.
14. The following key themes emerged across the groups:
 - a Members highly valued in-person support across the network, especially to support customers when rail services are bus replaced and in the event of significant changes or disruptions.
 - b Members expected Metlink to provide in-person support for disabled people and those with accessibility needs (e.g. to deploy ramps, to help with way finding, to assist during emergencies and disruptions). Members emphasised the importance of ensuring staff are appropriately trained and reliably present (e.g. 'bookable').
 - c Members accepted that 'in-person' support could take a variety of forms. This ranged from the physical presence of people on the network to call centre staff that could be contacted via call points or telephones around the network.
 - d To be most effective, enforcement activity was best undertaken randomly and intermittently across bus and rail. A number of groups suggested that the passive presence of people on the network was sufficient to encourage good behaviour by customers (e.g. the mere presence of Metlink staff was enough to compel customers to pay their fare). 'Heavy handed' enforcement was seen as unnecessary.
 - e Members generally regarded the selling of paper tickets to be an archaic practice.
15. Detailed insights will be reported to Metlink and Advisory Group members in the meeting minutes.

Next meeting

16. Advisory Group members have been invited to a special focus group on 7 September 2023 on the transformational Te Wai Takamori o Te Awa Kairangi (RiverLink) project. This is an opportunity for members to contribute to the high-level outcomes of the planned transport outcomes, including a new Melling interchange, Melling Station and better active mode linkages.
17. The next formal Advisory Group meeting is scheduled on 5 October 2023.

Ngā kaiwaitohu

Signatories

Writer	Leigh-Ann Harris – Community Engagement Advisor, Metlink
Approvers	Bonnie Parfitt – Senior Manager, Network and Customer, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>The Committee’s Terms of Reference sets out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The Advisory Group is one tool that enables Metlink to achieve a key result area set out in the 2021-31 Long Term Plan - “Improving the customer experience across all areas of the public transport network”. In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, “Continue to improve customer experience across all aspects of the network”.</p>
<p><i>Internal consultation</i></p> <p>There was no internal consultation needed.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Transport Committee
17 August 2023
Report 23.310



For Information

2024 ACCESSIBILITY ACTION PLAN: OVERVIEW

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with an overview of the 2024 Accessibility Action Plan as part of Greater Wellington's commitment in the Metlink Accessibility Charter (including priorities in the 2024 Accessibility Action Plan and their funding requirements as part of the 2024 Long Term Plan and Regional Land Transport Plan).

Te tāhū kōrero

Background

2. On 9 September 2021, the Transport Committee adopted the Metlink Accessibility Charter 2021-24 (*Adoption of Metlink Accessibility Charter – Report 21.361*).
3. The Accessibility Charter commits Metlink to a range of actions under the headings:
 - a Develop an action plan
 - b Accessible network design
 - c Accessible infrastructure
 - d Accessible information
 - e Education and training.

Accessibility Action Plan

4. A key commitment in Metlink's Accessibility Charter is to develop an Accessibility Action Plan and review it annually for the first triennium.
5. The key outcomes from the Accessibility Action Plan as expressed in the Charter are to:
 - a Embed the concept of the accessible journey.
 - b Co-design and consult through public transport disability community networks and ensure that people with disabilities and disability service providers are consulted, either through these groups, or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues.
 - c Develop a comprehensive co-designed funding package for consideration by the Council in the development of the 2024 triennium's Long Term Plan and Regional Land Transport Plan.

6. The Accessibility Action Plan will also inform accessibility requirements in the next version of the Regional Public Transport Plan.
7. The Accessibility Action Plan will inform Greater Wellington's 2024 –2034 Long Term Plan development.
8. The Accessibility Action Plan's activities have been packaged under the theme of '*Accessibility Improvements*' within these strategic frameworks and their success will be measured by:
 - a Increased public transport use for people with disabilities.
 - b Service levels that will enable measurable progress of accessibility improvements to assets, infrastructure, and services.
 - c Improvements to the customer experience and satisfaction for all passengers by making public transport easier to access.
9. The summary version of the Accessibility Action Plan is shown in [Attachment 1](#).

Te tātaritanga Analysis

10. Prior to 2021 the limited and ad-hoc engagement across the disability sector led to a perception within the disability community that accessibility needs were not properly understood and prioritised as they should be regarding the provision of public transport.
11. Metlink worked with Public Transport Advisory Group disability representatives to discuss how to best engage the community to establish an approach that would set clear expectations improvements to accessibility. A comprehensive programme of engagement was undertaken through 2022 and early 2023 which included:
 - a Direct engagement through interviews and workshops with over 40 disabled individuals and disability service providers, and a Public Transport Advisory Group workshop, to identify pain-points and barriers along the 'accessible journey' and solutions for resolving these.
 - b A review of research into accessibility needs and similar initiatives, including the 2005 Human Rights Commission Inquiry.
 - c Disabled Persons Assembly (DPA) accessible journey submission to Greater Wellington (2019), Waka Kotahi 'Transport experiences of disabled people' (2022), Metlink review of Total Mobility Services in Porirua and Kapiti (2021), Metlink Annual Passenger Satisfaction Surveys, Metlink complaints and patronage data and the Auckland Transport Accessibility Action Plan.
 - d Workshops with Metlink staff to identify existing or planned solutions to disability needs with their work-plans.
 - e A focus group of disability sector representatives to test the activities and priorities of the Plan.

12. Work is underway in the 2023-24 Metlink Annual Business Plan to scope, test and further co-design requirements with the disability community for activities recommended for the 2024 – 2034 Long Term Plan.
13. Some of the activities in the Plan are already funded and underway as part of business-as-usual. The Accessibility Action Plan will enable a more coordinated focus for these activities by aligning them within Metlink’s strategic frameworks and success measures.

Ngā Take e hāngai ana te iwi Māori
Implications for Māori

14. The Metlink Accessibility Charter, which commits Metlink to develop an Accessibility Action Plan was prepared in accordance with te Tiriti o Waitangi.
15. Iwi across the region and Māori health and disability groups are key stakeholders in the activities set out in the Metlink Accessibility Charter and Accessibility Action Plan.

Ngā tūāoma e whai ake nei
Next steps

16. Paragraphs 12 and 13 above provide information on the next steps for implementing the Accessibility Action Plan.
17. The Accessibility Action Plan and supporting research will be published. Communications will be provided to promote the plan and progress against the to the disability sector ongoing.

Ngā āpitihanga
Attachment

Number	Title
1	Summary 2024 Metlink Accessibility Action Plan

Ngā kaiwaitohu
Signatories

Writer	David Boyd, Manager Customer Experience Metlink
Approvers	Bonnie Parfitt – Senior Manager Network and Customer, Metlink Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>The Metlink Accessibility Action Plan is an outcome of the Metlink Accessibility Charter adopted by the Committee under Terms of Reference 2.6 <i>Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan</i></p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The Accessibility Action Plan is an agreed activity from the Regional Public Transport Plan 2021-31 which was adopted by Council on 29 June 2021. The programme of work developed under the Accessibility Action Plan will lead to a consolidated funding bid for accessibility-related infrastructure and service enhancements to the 2024 Long Term Plan and Regional Land Transport Plan.</p>
<p><i>Internal consultation</i></p> <p>Metlink has consulted with relevant Greater Wellington personnel on the matters covered in this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks arising from this report.</p>

2024 Metlink Accessibility Action Plan (AAP)

NEW AAP ACTIVITIES	2023/2024 Business Plan focus	2024 (to 2028) Long-term Plan focus
Accessibility training programme for operator and Metlink staff	<ul style="list-style-type: none"> • Training programme developed • Link training outcomes to partnership and contractual agreements. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Implement ongoing across all operators and Metlink staff.
Station accessibility improvements	<ul style="list-style-type: none"> • Establish accessible service levels for Stations • Audit and identify accessible station locations • Provide online information about accessible station location. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Targeted accessibility improvements made to 1 to 2 stations in each territory (i.e. Porirua, Upper Hutt, Hutt City, Kāpiti, Wairarapa, Wellington) to establish a network of accessible stations to enable access to key regional locations.
Bus stop accessibility improvements	<ul style="list-style-type: none"> • Establish accessible service levels for bus stops • Audit stop accessibility • Provide online info about accessible stop location. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Targeted and prioritised accessibility improvements on bus stops based on need (factoring in volume of accessible of use and location).
Increased in-person support for disabled people at stations and/or through the contact centre	<ul style="list-style-type: none"> • Scoping and confirmation of requirement • Assessment of current workforce capability • Potential trials to test approaches. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Implementation of additional extra personnel where deemed feasible and valuable.
Community transport/On-demand to improve network accessibility by providing more convenient, community focused operating models and services	<ul style="list-style-type: none"> • Tawa on-demand trial used to test accessibility features • Investigation into extending on-demand services to other areas • Investigation in providing community transport services, including technology platforms to support this. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Extension of on-demand into new areas • Partnership and support of Community Transport providers.
Fully accessible PT corridors providing PT connections from within each TA to key regional destinations, including local CBDs and hospitals	<ul style="list-style-type: none"> • Scope and test concept as part of the Regional Public Transport Plan engagement • Scope feasibility of providing ‘core’ bus routes which guarantee full service • Scope links with Station and stop improvements and links with on-demand and community transport opportunities. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Pilot/implement fully accessible corridors on a territory-by-territory basis.
Technology/digital accessibility aids	<ul style="list-style-type: none"> • Test and validate new technologies and innovations to ensure they meet customer needs 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Pilot/implement viable solutions.

Vehicle accessibility improvements	<ul style="list-style-type: none"> • Scope Test and validate vehicle improvements to ensure they meet customer needs. 	<ul style="list-style-type: none"> • Secure LTP and National Land Transport Fund funding • Retrofit some feature into existing fleet if viable • Include accessible vehicle improvements as requirements for future fleet.
Accessibility improvements to ferry & wharfs	<ul style="list-style-type: none"> • Scope feasibility of improving wharf and ferry access. 	<ul style="list-style-type: none"> • To be confirmed.
LIVE AAP activities	2023/2024 Business Plan focus	2024 (to 2028) Long Term Plan focus
Bus Replacing Trains (BRT) Improvements	<ul style="list-style-type: none"> • Apply service levels and online info improvements as per station and bus stop accessibility improvements. • Provision of consistent accessibility and payment features on buses. 	<ul style="list-style-type: none"> • Development of RTI information for BRT services • Improvements to timetable consistency.
Metlink website & app improvements for disabled users	<ul style="list-style-type: none"> • Continual improvement to accessibility features ongoing. 	<ul style="list-style-type: none"> • Continual improvement ongoing.
On-bus announcement system	<ul style="list-style-type: none"> • Roll-out of system across the bus fleet from August 2023. 	<ul style="list-style-type: none"> • Continual improvement ongoing.
RTI 2.0 audible street signs	<ul style="list-style-type: none"> • Development of RTI 2.0 platform. 	<ul style="list-style-type: none"> • Implementation of new signage with audio capability from 2025.
Awareness of invisible disabilities Provide a safe and comfortable journey for people with invisible disabilities	<ul style="list-style-type: none"> • Campaign to promote the role and awareness of the priority seating. • Ongoing investigation into self-identification of invisible disability • Invisible disability awareness included in training. 	<ul style="list-style-type: none"> • Ongoing communications focus.

Transport Committee
17 August 2023
Report 23.316



For Information

PAPER TICKETING HERITAGE PROJECT

Te take mō te pūrongo

Purpose

1. The purpose of this report is to provide an update to the Transport Committee (the Committee) on the Paper Ticketing Heritage Project.

Te tāhū kōrero

Background

2. Following the full implementation of electronic ticketing system Snapper on the Wellington rail network in November 2022, paper ticket sales at train stations ceased on 31 December 2022.
3. The paper ticketing system had been in use on the Wellington regional rail network for 137 years, its 'antiquated' nature making it of considerable interest to rail historical societies in New Zealand and overseas.
4. During the transition to Snapper in 2022, Greater Wellington Chair Councillor Ponter, and (former) Chair of the Transport Committee, Councillor Blakely requested that Metlink investigate and pursue the preservation of any items which may have some heritage value to rail enthusiasts and historians.
5. At the time of implementation of Snapper on Rail, Greater Wellington's rail operator Transdev were in possession of items that became surplus to operational requirements. These items - such as the paper tickets themselves, clippers and onboard equipment, ticketing cabinetry and ticket storage equipment - each had potential to hold heritage value and, as such, were all classified for this project as 'Ticketing Heritage Items'.
6. Greater Wellington's interest to take guardianship of the Ticketing Heritage Items from Transdev was to:
 - a Preserve the heritage, legacy and significance of the Ticketing Heritage Items that have played key roles in the Wellington rail network for the last 137 years.
 - b Ensure that an appropriate process is established to dispose of, manage and protect the future use or value of tickets and other fare media for any remaining period that they have a value as legal tender.
 - c Display the agreed Ticketing Heritage Items as part of initiatives or projects established to showcase the history of the public transport network.

The Heritage Ticketing Project

7. The project was initiated through formalisation of a Memorandum of Understanding for the project with Transdev in November 2022. Between February – June 2023, officers worked closely with Transdev to complete the following:
 - a Identifying Heritage Ticketing Items no longer required on the rail network.
 - b Cataloguing and stocktaking items where appropriate.
 - c Devaluing items including tickets and fare media products so they cannot be used as legal tender.
 - d Establishing items that should remain with Transdev.
 - e Transferral of Ticketing Heritage Items to Greater Wellington guardianship.
 - f Relocation of those Ticketing Heritage Items to a secure storage facility.
8. In May and June 2023, Metlink worked closely with New Zealand Railway and Locomotive Society (NZRLS) to transfer identified Ticketing Heritage Items to NZRLS guardianship. It was agreed that NZRLS would be responsible for liaison with other New Zealand transport heritage groups throughout the project to coordinate the dispersal of the Ticketing Heritage Items to other groups for use in their exhibitions and archives.
9. In addition to this work, Greater Wellington has worked with Transdev to ensure archive ticketing items also be transferred to Archives New Zealand for their collection. This work has been completed.
10. **Attachment 1** to this report contains a letter from Bill Prebble, Director and Assistant Archivist of the NZRLS, which details much of how the project was undertaken and their appreciation to Greater Wellington for recognising the heritage value of the items. This is acknowledged as a great outcome for Greater Wellington and the appreciation of the NZRLS is a testament to the work we have jointly completed. As Mr Prebble highlights in his letter, “The pragmatic nature of working together for the greater good of preserving our past could be regarded as a text-book study of council and community working together and [NZRLS] look forward to continuing this positive relationship and preserving [future items]”.

Ngā tūāoma e whai ake nei

Next steps

11. NZRLS are currently writing an article on Wellington’s paper ticketing heritage for their journal The New Zealand Railway Observer. This article will be circulated to Councillors on publication.
12. Metlink will continue to monitor opportunities to preserve public transport memorabilia and heritage items for preservation.

**Ngā āpitihanga
Attachments**

Number	Title
1	Letter from NZRLS on Ticketing Heritage project

**Ngā kaiwaitohu
Signatories**

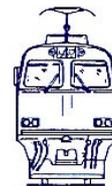
Writer	Bernard Nunns – Kaitohutohu Policy Advisor, Metlink
Approvers	Emmet McElhatton – Kaiwhakahaere Matua Manager Policy, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager, Metlink

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators. The Committee also has the responsibility to oversee Council's involvement in jointly-managed regional and national transport programmes and projects, including the National Ticketing Solution.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This project has been considered as part of the transition to electronic ticketing on the rail network programme. That programme contributes to the move towards the National Ticketing System which is provided for in the Long-Term Plan, Regional Land Transport Plan, and Regional Public Transport Plan.</p> <p>The project also contributes to Greater Wellington Long-Term Plan's Foundations for our Success, 'Building stronger partnerships and engagement'. Our partnership and engagement with both Transdev and New Zealand Railway Locomotive Societies (NZRLS) has led to the successful completion of the project with a great result for all parties.</p>
<p><i>Internal consultation</i></p> <p>No internal consultation was considered necessary in the drafting of this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts arising from this report.</p>



**THE NEW ZEALAND
RAILWAY & LOCOMOTIVE SOCIETY
INCORPORATED**

1A North Street, Petone, Lower Hutt 5012, New Zealand



WELLINGTON REGION EDMONDSON (CARD) RAILWAY TICKETING

Our Society would like to express its appreciation for the effort expended by members of Metlink and Greater Wellington in helping to ensure that heritage ticketing and equipment has been saved for preservation and our local transport history has been safely curated.

Edmondson railway tickets (named after Thomas Edmondson, the inventor) were invented in the 1840s and were adopted globally, with New Zealand also using them on its growing national passenger network. For Wellington, this occurred in April 1874 when the first Edmondson tickets would have been issued for opening of the Hutt line.

The recent journey to record our ticket history started in mid-2022 when Kim Smith kindly facilitated our photography of the ticket counters, ticket agents and the public interface, while it was still in operation. Some behind the scenes images were also captured of the storeroom stocked full of tickets. These images will be used in the near future in an article in our bi-monthly magazine *The New Zealand Railway Observer*, to record the historic passing of Wellington's tickets.

Preservation kicked up a gear when we were contacted by Greater Wellington late last year to solicit our interest in preserving some tickets and equipment. This led to a meeting with Emmet McElhatton at our Petone archive, to view our existing ticket collection and gain a greater understanding of our archive and Society objectives. We outlined our desire to save a quantity of the remaining tickets and to preserve some of the ticket cabinets and dispensers.

Subsequent to withdrawal of Edmondson tickets and launch of Snapper, Bernard Nunns made contact and we viewed the available tickets and ticketing equipment both at Wellington Station and at off-site storage.

We were very pleased at the actions taken in withdrawing all of the equipment back to central storage. While there was a significant quantity of material from the outlying stations, we agreed to take it all and with the help of Bernard we moved the equipment to our storage facility at Silverstream in mid-June.

Since then, we have sorted through the material. Some material has been retained in long term storage at our Silverstream facility while other material has been brought back to our archive at Petone and is currently being sorted. One of our members is actively involved in the preservation of railway tickets and curates our collection. An existing collection of Wellington area tickets (some dating back as far as the 1870's) resides in our archive and we look forward to when GW can release the remaining tickets for preservation.

Additionally, we have provided one of the ticketing cabinets and set of 40 ticket dispensing tubes to the Wairarapa Railway Restoration Society at Carterton for display in Carterton railway station.

While the project is ongoing, with the residual tickets still to be passed over to The NZ Railway & Locomotive Society, we believe the project has been beneficial to both parties. The pragmatic nature of working together for the greater good of preserving our past could be regarded as a text-book study of council and community working together and we look forward to continuing this positive relationship and preserving the remaining tickets any other material that comes to light in future.

Bill Prebble

Director and Assistant Archivist
NZ Railway & Locomotive Society

E-mail: nzrls@actrix.co.nz Telephone: 04 568 4938 Fax: 04 586 5554 Website: www.railsoc.org.nz

New Zealand Railway and Locomotive Society Incorporated is registered in terms of the Charities Act 2005 as a charitable entity with the registration number CC22947.

Transport Committee
17 August 2023
Report 23.359



For Information

LAND TRANSPORT MANAGEMENT (REGULATION OF PUBLIC TRANSPORT) AMENDMENT BILL 2023 - UPDATE

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (Committee) on the progress of the Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 (the Bill).

Te tāhū kōrero

Background

2. The Ministry of Transport commenced a review of the Public Transport Operating Model (PTOM) in 2019 resulting in their 2021 public engagement focusing on:
 - a PTOM's objectives
 - b Decarbonisation of the public transport bus fleet
 - c Roles and relationships in the public transport sector
 - d The labour market in the public transport bus sector
 - e Services that operate outside of PTOM (exempt and excluded services)
 - f The provision in law to introduce On-Demand public transport services.
3. Greater Wellington's June 2021 submission to the Ministry broadly supported the review's direction of travel. A copy of the submission can be found on our website: <https://archive.gw.govt.nz/ptom/>.
4. In August 2022, the Government announced the establishment of the Sustainable Public Transport Framework (SPTF) to replace the PTOM which has been operating since 2013 and is the current policy and legislative framework for the planning, procurement, and delivery of bus and ferry public transport services.
5. The SPTF comprises four key objectives:
 - a Public transport services support mode shift from private motor vehicles, by being integrated, reliable, frequent, accessible, affordable, and safe
 - b Employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services

- c Well-used public transport services reduce the environmental and health impact of land transport, including by reducing reliance on single occupancy vehicles and by using zero emission technology, and
 - d Provision of services supports value-for-money and efficiency from public transport investment while achieving the first three objectives.
- 6. Enacting the SPTF requires legislative change through amendments to the Land Transport Management Act 2003 (LTMA), and the development of enabling and supporting operational policy and guidance to be delivered by Waka Kotahi.
- 7. The Land Transport Management (Regulation of Public Transport) Bill 2023 (the Bill) was introduced to Parliament on 16 March 2023, with its First Reading and referral to the Transport and Infrastructure Select Committee (the Select Committee) on 28 March 2023. The Bill introduced proposed changes to the LTMA, including to:
 - a Remove the existing PTOM focus on competition and market access, replacing this with a need to focus on 'value for money', efficiency and a need for transparency in procurement
 - b Introduce public transport workforce fair and sustainable employment conditions as a central value
 - c Introduce changes to unit definition and procurement rules to introduce more flexibility in planning and delivery
 - d Change the definition of public transport to legitimise On Demand as a fundable mode
 - e Remove the prohibition on local government operating public transport in-house
 - f Relax a council's ability to own or hold an interest in a service and associated infrastructure including removal of need for interests to be held in council-controlled trading organisations (CCTOs)
 - g Encourage more collaborative development between regional councils and territorial authorities in the development of regional public transport plans (RPTPs)
 - h Tidy-up existing provisions around the regulation of exempt services.
- 8. Greater Wellington made written and oral submissions to the Select Committee on the Bill in March 2023 and May 2023 respectively. A copy of the written submission is attached as [Attachment 1](#) to this report.
- 9. The Select Committee's report on the Bill was released on 28 July 2023. The Bill now requires a Second Reading, Committee of the Whole House, and Third Reading before gaining Royal Assent.

Te tātaritanga Analysis

- 10. With only 12 sitting days in the month of August 2023 before the House rises for the General Election, progress of the Bill will be tight unless urgency measures are

introduced by the Government. Opposition parties' stated opinions on the Bill are noted in paragraphs 23 and 24 of this report.

Report back from Select Committee

11. The majority report of Select Committee members recommends that the Bill be passed with additional amendments. These recommended amendments are to:
 - a Introduce improvements for clarity and workability around exempt services-related clauses in the Bill
 - b Introduce a definition of what 'subsidy' means in relation to public transport funding
 - c Remove the automatic exemption for inter-regional services and introduce requirements for regional council collaboration on the provision of such services
 - d Amend the 'mode shift' SPTF Principle to introduce 'equitable access' requirements
 - e Introduce a requirement that local authorities integrate public transport planning with land use planning
 - f Introduce clarifications to the Bill's planning, procurement and operational 'transparency' requirements to ensure commercial sensitive information can still be withheld under the Official Information Act 1982 and the Local Government Official Information and Meetings Act 1987
 - g Remove specific referencing to a need for councils to focus on 'competitive and efficient markets' for procurement procedures
 - h Introduce a requirement for regional councils to "take into account the views of the public transport workforce and their representative unions" when adopting a regional public transport plan (RPTP).

Equitable access

12. The original Bill codified five guiding Principles to underpin the SPTF objectives in the enabling Cabinet paper. The Select Committee has recommended that these Principles be amended to ensure the proposed legal prioritising by local government and agencies does not distract from a need to focus on "the access needs for those without alternatives or who cannot drive cars".
13. To this end, s.115(1)(b) of the Bill now requires that all persons exercising powers or performing functions under the Act be guided by the principle that "public transport services support...equitable access to places, facilities, services, and social and economic opportunities". This is in addition to s.115(1)(b)'s existing Principle that mode shift from private motor vehicle use can be affected if public transport services are "co-ordinated, integrated, reliable, frequent, accessible, affordable, and safe".
14. Officers consider that while this new clause further strengthens Council's existing focus on accessibility through the Accessibility Charter and Accessibility Action Plan, however to what extent partial or total accessibility may be required under the law remains uncertain.

Public transport planning

15. While the requirement for regional councils and operators to work collaboratively with Territorial Authorities on public transport services and infrastructure provision remain the same, the original Bill introduced new measures to strengthen Territorial Authority involvement in the RPTP development process.
16. The Select Committee has recommended that the Bill's measures to encourage regional councils, territorial authorities and public transport operators to work together on the provision of services and associated infrastructure be augmented by an additional requirement that public transport planning be integrated with land use planning.
17. Officers have not yet been able to determine the extent to which, if at all, this new measure will impact on local government business over-and-above the Resource Management Act (RMA) reform changes already in place or currently progressing through Parliament. Further analysis will be required on this point.

Inter-regional services

18. In its submission on the Bill to the Select Committee, Greater Wellington lobbied for a removal of the automatic exemption on inter-regional services contained in the current Act, and not amended in the original Bill.
19. Our position was motivated by a concern to remove any impediment to planning and funding of a future Palmerston North to Wellington rail service and any other inter-regional service Greater Wellington may wish to pursue with Horizons Regional Council. Our submission was reinforced through support from other regional councils through the Transport Special Interest Group's submission on the Bill.
20. A majority of Select Committee members supported Greater Wellington's argument leading to officers being given an opportunity to input to the Bill's amendment.
21. Officers are satisfied that the Bill, in its current post-Select Committee form, removes all obvious legislative impediments on Greater Wellington's future work with Horizons on inter-regional rail services and any legal risks to interim funding measures for the current Capital Connection.

Differing views

22. A standard feature of Select Committee reports is an account of 'differing views' on a piece of legislation from minority parties on a Select Committee where a difference exists.
23. Both National and ACT Parties' members have posited differing views on the Bill and stated their lack of support for the Bill progressing. This stated opposition to the Bill should be noted by the Committee as a number of Council public transport initiatives, including the introduction of further On Demand services across the region, are either wholly or partially dependent on the Bill passing in this parliamentary term.
24. National Party members' stated opposition relates to the Bill's enablement of in-house provision of public transport services by regional councils and their perception that the Bill weakens competitive and cost-efficient public transport operator procurement processes. This view is echoed by ACT Party members who, in addition, include concerns about the Bill creating workforce-related impacts on services and on negative impacts

on the provision of services to rural New Zealand from electric vehicle (EV) procurement mandates.

Ngā tūāoma e whai ake nei

Next steps

- 25. Officers will provide updates to the Committee on the Bill’s progress through to the House rising for the General Election on 31 August 2023.
- 26. Officers will continue to work with Waka Kotahi on the development of enabling and supporting operational policy and guidance to support implementation of the Bill, and on any revised programme of work to update operational policy within the bounds of the existing Land Transport Management Act (LTMA) should the Bill not progress into law in this term of Parliament.

Ngā āpitihanga

Attachment

Number	Title
1	Greater Wellington Submission on Land Transport Management (Regulation of Public Transport) Amendment Bill

Ngā kaiwaitohu

Signatories

Writer	Emmet McElhatton – Manager Policy Metlink
Approvers	Tim Shackleton – Senior Manager Commercial, Strategy & Investments, Metlink Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> This report provides information on the progress of a key piece of potential public transport legislation.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The proposed legislation has an impact on the design and development of Council's Regional Public Transport Plan.
<i>Internal consultation</i> There was no internal consultation needed.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks or impacts.

Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 – Greater Wellington Regional Council Submission to Transport and Infrastructure Select Committee

Opening Statement

Thank you for the opportunity to make this submission on the Land Transport Management (Regulation of Public Transport) Amendment Bill 2023 (the Bill). Greater Wellington Regional Council (Greater Wellington) broadly supports and welcomes the Bill and its establishment of the Sustainable Public Transport Framework (SPTF).

Greater Wellington has taken a strategic approach to our response which is reflected in the brevity of our comments below. In making this submission, Greater Wellington acknowledges the collaborative approach the Ministry of Transport has taken to the review of the Public Transport Operating Model (PTOM) and the ongoing collaborative approach Waka Kotahi is taking to the development of operational policy to support the implementation of the Bill once it comes into law.

We will address the key themes from the review under the four headings below and, in section 3 of this submission, *Exempt Services*, request that the Transport and Infrastructure Select Committee (the Committee) considers amending the Bill to give effect to the policy change we will outline in that section.

Greater Wellington welcomes the opportunity to speak to this submission to the Committee.

1. Principles

Greater Wellington supports the Principles underpinning the SPTF as introduced in clause 9/amended section 115(1). We note our support for:

- The Bill’s recognition of the central role public transport can play in reducing the environmental and health impacts of land transport - new section 115(1)(a)
- The Bill’s recognition that public transport services will support a mode shift from private motor vehicle use if they are co-ordinated, integrated, reliable, frequent, accessible, affordable, and safe -new section 115(1)(b)
- The Bill’s removal of the overarching ‘competitive access’ PTOM focus from the current section 115(1)(c)
- The Bill’s introduction of public transport workforce fair and sustainable employment conditions as a central value of the SPTF money - new section 115(1)(c)
- The Bill’s implicit acknowledgement that public transport requires public subsidy through removal of the current section 115(1)(d) which enshrined the need to provide incentives to reduce subsidisation
- The Bill’s recognition that public transport investment needs to be efficient and gives ratepayers and taxpayers value for money - new section 115(1)(e)(i) and (ii)

We also note that:

- While the need for transparency in the planning and procurement of public transport services has been removed from the Principles, the concepts of ‘openness’ and transparency are retained in the clause 10/new sections 116 and 116A
- While the requirement for regional councils and operators to work collaboratively with Territorial Authorities on public transport services and infrastructure provision remain the same, new measures to strengthen Territorial Authority involvement in the Regional Public

Transport Plan (RTP) development process have been introduced (clause 11/new section 117(a)).

2. Definition of PT

Like many Public Transport Authorities in New Zealand, Greater Wellington has been working with Waka Kotahi to trial On-Demand services. We see great potential for On Demand, facilitated by its underpinning technologies, to:

- Provide specialist and targeted services for groups including disabled persons, aged,
- Provide service coverage in locations that have current low passenger demands such as smaller townships, rural areas, peri-urban areas and emerging growth areas
- Provide feeder services for higher frequency fixed route services
- Provide coverage during time periods that have lower passenger demand such as evenings and weekends.

The current LTMA does not facilitate the introduction of new public transport modes like On Demand, therefore, Greater Wellington supports the expanded definition of public transport to include unscheduled (e.g. On Demand) public transport services, enabled through clause 4/amended section 4 (1) of the Bill.

3. Exempt Services

The Bill introduces a number of changes which aim to improve the regulation and administration of exempt services. Greater Wellington largely supports these amendments with one exception: the retention of the ‘inter-regional’ exemption in clause 8/section 114A of the Bill. Greater Wellington requests that the Committee considers amending the Bill to give effect to the policy change we will outline in this section.

In August 2022 the Committee commenced an inquiry into “the future of inter-regional passenger rail in New Zealand”. Greater Wellington submitted to this inquiry and spoke to our submission to the Committee 27 October 2022. Our submission on the inquiry is attached for supporting information (Attachment 1).

In our submission to the inquiry, we outlined the wide-ranging value inter-regional passenger rail brings to the economy, society and environment, regionally and nationally. We highlighted that a significant portion of regional growth in the Lower North Island is occurring across the inter-regional boundaries between the Wellington and Horizons regions i.e. in Kāpiti, Horowhenua and Manawatū.

We highlighted the current business case for the Lower North Island Regional Integrated Mobility (LNIRIM) project noting its economic, social and environmental returns to the region and the inter-dependency between the provision of this inter-regional service and the region’s ability to deliver affordable housing across the Lower North Island, while maintaining connectivity to employment, education, recreation, friends and whānau – which is essential to the continued growth and prosperity of our Lower North Island towns and cities.

In addition to the funding requirements for LNIRIM that we are working closely with the Crown and its Ministers to confirm, Greater Wellington is mindful of the opportunity the Bill presents to remove any potential policy impediment on the future funding and operation of inter-regional services between our region and Horizons’.

Greater Wellington would also request that the Committee notes that the removal of any potential policy impediment on the future funding and operation of inter-regional services would also remove potential obstacles on any future reorganisation of local government make-up and boundaries. Local government consideration of whether public transport services that are currently operated regionally become inter-regional, and the implications on this for local populations, would likely be a factor on decision-making in this regard under the Bill as it currently stands.

We therefore request that the Committee recommends amending the Bill as below to allow regional councils, through their Regional Public Transport Plans, to identify an inter-regional public transport service as integral to the public transport network in one or more local government region, and therefore not exempt under the Act. Greater Wellington considers that amending the Bill in this manner would give regional councils more flexibility in their ability to work collaboratively across regional boundaries to ensure public transport provision facilitates and delivers regional growth. We believe that amending the Bill in this manner is in the full spirit of the SPTF and its Principles as introduced in the Bill.

Recommended change to the Bill

Clause 8/114A Meaning of exempt service

- (1) In this Part, an exempt service is a public transport service that satisfies one of the following:
- (a) it operates inter-regionally *and has not been identified in a regional public transport plan as integral to the public transport network in one or more local government region.*

4. Additional comments on the Bill

As stated in our opening comments, Greater Wellington broadly supports and welcomes the Bill and its establishment of the Sustainable Public Transport Framework (SPTF) and note our support for other elements of the Bill. We note our support for:

- The Bill's changes to unit definition and procurement rules (clause 8/section 114B and clause 10/section 116)
- The Bill's removal of the prohibition on local govt operating public transport in-house, and the removal of the need for a local authority's interests in public transport services to be held in a council-controlled trading organisation (clause 7/section 27 and clause 10/section 116A).

Both of which will provide more flexibility in public transport planning and delivery.

In addition, we welcome the Bill's amendments in regard to the purpose, development and adoption of Regional Public Transport Plans (clauses 11-15), recognising and endorsing the Bill's strengthening of the collaborative relationship between regional councils and territorial authorities in public transport services and infrastructure planning.

Closing remarks

Greater Wellington believes that the amendments to the Land Transport Management Act 2003 the Bill introduces will have significant and positive impact on the character of the long term provision of public transport services across New Zealand. Greater Wellington appreciates the Committee's consideration of our request for the Bill's amendment as set out in section 3 of this submission.

Submission on Inquiry into the future of inter-regional passenger rail in New Zealand

Greater Wellington Regional Council (Greater Wellington) welcomes the opportunity to provide feedback on the Transport and Infrastructure Committee’s Inquiry into the Future of Inter-regional Passenger Rail in New Zealand (the Inquiry).

We support the Inquiry; it is important for New Zealand, given the Government’s commitment to reducing transport emissions as set out in the Emissions Reduction Plan, and for the Wellington Region in the context of our recently submitted business case for the Lower North Island Regional Integrated Mobility (LNIRIM) project. The project seeks to provide inter-regional passenger rail between the Wellington and Manawatū regions.

This inquiry is important to our Council as a key stakeholder in the provision of passenger rail in New Zealand.

We wish to speak to our submission.

Recommendations summary

We recommend the following:

- That the Transport and Infrastructure Committee endorses the LNIRIM as referenced in the Committee’s Terms of Reference.
- That the Transport and Infrastructure Committee notes the importance of regional council ownership and operation of intra and inter-regional rail to ensure service integration and efficiency across the public transport network.
- That the Transport and Infrastructure Committee notes Greater Wellington’s support for North Island Regional Passenger Rail Connector (NIRP) and supports the development of a Programme Business Case for the initiative.

Introduction

Rail provides more than \$1.7 billion annually to the New Zealand economy from reduced congestion by taking cars and trucks off our roads; reduced greenhouse gas emissions and air pollution; improved road safety, including fewer injuries and fatalities; lower road maintenance costs for taxpayers; and fuel savings¹.

Policy instruments like the National Policy Statement on Urban Development (NPS-UD) and Waka Kotahi’s One Network Framework link the provision of public transport, particularly where it is “frequent, quick, reliable and high-capacity”², with regional economic and urban growth, housing development and intensification, and the provision of sustainable social services like health and education.

The Wellington region, and neighbouring Horowhenua and Manawatū, is growing faster than it has done for many decades. These regions are facing immediate and longer-term housing supply and affordability, urban development and infrastructure challenges. We have an immediate issue

¹ EY Value of Rail Report

² NPS-UD definition of a rapid transit service.

relating to a lack of housing supply, a limited range of housing options and declining housing affordability, particularly for first home buyers.

Increasing numbers of vehicles on our roads, capacity and reliability issues associated with buses and trains and network resilience issues are straining the regional transport system and may not result in the necessary transport system shifts that we are seeking such as improving safety and access, reducing emissions and reducing reliance on private vehicle travel.

The Wellington region is experiencing a growing inability of the existing rail service to deliver services necessary to meet expected population growth and network demand forecasts, in particular for the Wairarapa and Manawatū lines.

Central government support to build up the existing regional passenger rail service network from the Wairarapa and Manawatū will deliver a range of benefits; including: facilitating the delivery of new regional housing; contributing significantly to climate change mitigations; delivery of improved and more attractive public transport services; and enable value for money with reduced operating risk and increased operating efficiency.

Lower North Island Rail Integrated Mobility – a proposal to increase inter-regional rail

Currently in the Wellington region, we are experiencing a growing inability of the existing rail service to deliver critical regional passenger commuter transport services necessary to enable the validated growth in population and network demand forecast for the Wairarapa and Manawatū lines.

There are four manifest issues we need to address: the current fleets have reached the end of useful life and do not align with modern standards; the existing regional rail services are unattractive to commuters; the current regional passenger services do not maximise the opportunity to meet the government’s objectives on decarbonisation; and the existing regional train operations are inflexible and inefficient.

We have recently prepared the LNIRIM business case which aims to increase the frequency and capacity of service to communities between Wellington and Masterton (intra-region) and Wellington and Palmerston North (inter-region). This business case is acknowledged in the Committee’s Terms of Reference.

To address the problems we are facing, we have a focus on five primary investment objectives:

- Improve connectivity and access to opportunities through safe and reliable transport options on the Manawatū and Wairarapa corridors.
- Improve corridor capacity by providing for forecast demand for longer distance travel within the growth areas of the Manawatū and Wairarapa corridors.
- Improve attractiveness of land public transport within the corridors.
- Reduce carbon emissions related to commuter travel within the corridors.
- Enhance value for money through increased network productivity and efficiency of operation of transport services.

The proposal seeks to significantly improve regional passenger rail service through the investment in a new fleet of 22 four-car tri-mode units and associated infrastructure.

Historically, passenger rail services have been instrumental in the development and success of the greater Wellington region and, consequently, Wellington has the highest proportion of rail users in New Zealand. This proposed investment seeks to enable the Lower North Island to further enhance this development and success.

The proposed investment will bring significant benefits to the greater Wellington and Horizons regions including:

- Providing a critical community link, the only commuter alternative to road, to enable inclusive access to economic, social and health opportunities.
- Promoting mode shift by enhancing the attractiveness of public transport. (it will divert 23.8 million trips from the roads, resulting in 0.6 to 1.6 million tonnes of avoided carbon emissions).
- Improving the overall transport corridor resilience and capacity with improved frequency, less crowding and better reliability.
- Reducing greenhouse gas emissions with a potential for full decarbonisation as battery technology improves (a new tri-mode train will emit 8x less carbon than current diesel locomotives hauled trains).
- Improve public transport attractiveness and mode choice with new amenities (it will provide more comfortable, clean and modern trains with good ventilation).
- Improve safety by reducing road congestion with safe and accessible rolling stock (it will prevent over 100 crashes resulting in serious injuries or death).
- Enable value for money with reduced operating risk and increased operating efficiency (new services will cost almost 50% less per service, compared to the do-minimum case).
- Support economic growth by enabling regional land use plans with transport infrastructure.
- Provide benefits that outweigh costs with a benefit cost ratio of 1.83. It will deliver \$481 million in benefits, including:
 - \$186m – rail user benefits
 - \$146m – road user benefits
 - \$68m – environmental benefits
 - \$81m – community benefits

The region will also benefit from rolling stock safety, accessibility, active transport benefits, resilience benefits and wider economic benefits from improved connectivity. The initiative is key to achieving our collective central and local government mode shift and decarbonisation targets³.

³ The Government Policy Statement on Land Transport 2021-31 prioritises the development of “a low carbon transport system that supports emissions reductions while improving safety and inclusive access”. The Ministry for the Environment’s Emissions Reduction Plan, which sets out a 2050 vision for a “productive, sustainable and inclusive economy” where “transport systems are accessible, affordable and sustainable”.

We see this transport infrastructure investment as the key enabler to unlock access to affordable housing across the Lower North Island, while maintaining connectivity to employment, education, recreation, friends and whānau – which is essential to the continued growth and prosperity of our Lower North Island towns and cities.

It is proposed that the LNIRIM regional trains are procured and designed to enable them to be utilised in other parts of New Zealand (with minimal changes), which, if implemented, would have a benefit of reducing per unit cost, as the upfront design and set up costs could be shared across more vehicles. Now is the right time to increase New Zealand’s regional rail services, and hence enable improved economic benefits to be achieved.

Greater Wellington and its partners have continuously represented this business case to the Crown and its Ministers and are optimistically awaiting funding confirmation.

Recommendation

Greater Wellington respectfully asks Transport and Infrastructure Committee’s endorsement of the LNIRIM as referenced in the Committee’s Terms of Reference.

Lower North Island Rail Integrated Mobility – Operating regional rail in the Lower North Island

The Capital Connection service has been historically a commercially centred commuter service that runs a single return peak service between Palmerston North and Wellington on weekdays.

It is currently operated and maintained by KiwiRail. Due to its poor service frequency, and increasing asset costs, the service is no longer commercially viable. As a result, Greater Wellington and Horizons Regional Council (Horizons) each contribute \$100,000 per annum each to the cost of operation, and Waka Kotahi contributes approximately 75% of the cost to operate the service, on a similar basis to the Te Huia service. To enable this funding pathway, Greater Wellington and Horizons contract KiwiRail to deliver the operation and maintenance of the Capital Connection Service.

Greater Wellington is aware that:

- The current KiwiRail carriages that are towed by KiwiRail diesel locomotives are at ‘end of life’ and will need to be retired from the service by 2027/28.
- The Crown through the New Zealand Upgrade Programme is investing \$26m to refurbish more 1970s British Rail Mark II carriages to maintain service continuity through to 2027/28, as the existing rolling stock is corroded.
- On-going operation of the Capital Connection will require procurement of new trains (as proposed in the LNIRIM business case).
- A decision about whether KiwiRail will continue to operate and maintain the Capital Connection service (and, if so, for how long) or whether the procurement of operation and maintenance of the service should be transferred to Greater Wellington needs to be made.
- If Greater Wellington were to take over as operator and maintainer of the Capital Connection earlier, Waka Kotahi would need to approve Greater Wellington’s negotiation of an amendment to the current Partnering Contract with Transdev to enable Transdev to take over operation and maintenance.

Greater Wellington and Horizons' recommendation within the LNIRIM Detailed Business Case is for the trains to be procured via a design, build and maintain contract. Therefore, the trains on the Manawatū service would be maintained by the same entity as the trains that operate on the Wairarapa service. This would enable a single maintainer to operate from dedicated maintenance facilities.

The Wairarapa service is contracted as part of the existing Transdev Operating and Maintenance contract likely until 2031. To obtain operational efficiencies and effectiveness, it is believed strongly desirable for both the Manawatū and Wairarapa services to be operated by the same operator. Therefore, it is likely that Transdev would be directly appointed as the operator of both the Wairarapa and Manawatū Services, until at least 2031.

The LNIRIM business case proposes that Horizons will contract and fund Greater Wellington to procure and manage provision of the Capital Connection between the Wellington region boundary and Palmerston North.

To maximise the benefits of inter-regional rail service we consider that the services should be owned and managed by regional councils, so that they can be integrated into existing Public Transport networks. This maximises the networks reach and access and optimises the customer experience through common customer interfaces.

Managing commuter passenger rail services requires a blend of rail knowledge, asset management expertise, customer experience, contract management, operator management and ticketing systems.

KiwiRail's core function is Rail Network Infrastructure and Freight Operation – as a result, Inter-Regional Rail Services are unlikely to get the focus and attention that an inter-regional passenger rail service would require.

Greater Wellington wish to emphasise the value and importance of Regional Council ownership and operation of intra and inter-regional rail in partnership with KiwiRail as network provider to ensure service integration and efficiency across the public transport network.

Recommendation

Greater Wellington respectfully asks that the Transport and Infrastructure Committee notes the importance of regional council ownership and operation of intra and inter-regional rail to ensure service integration and efficiency across the public transport network.

Support for other inter-regional initiatives including Regional Passenger Rail Services between Auckland and Wellington

The recent development of Passenger Rail Services beyond urban boundaries, between Auckland and Hamilton (Te Huia) and between Palmerston North and Wellington (LNIRIM), presents central government with a new opportunity to investigate a North Island Regional Passenger Rail Service (NIRP). A high-level feasibility study, building on the analysis done for the LNIRIM Detailed business case, confirms that:

- There is a realistic opportunity to successfully deliver a regional passenger rail service that will transform the communities located along the North Island Main Trunk Line, from Auckland to Wellington, to deliver the benefits sought.

- The window of opportunity to maximise benefits and minimise costs is tied to the LNIRIM Investment currently being sought by Greater Wellington and Horizons Regional Council.
- Further analysis of the NIRP opportunity outlined in this high-level study, including its scale and scope, must start in 2022 and follow the Waka Kotahi business case approach to complete the assessment of the opportunity in time to participate into the LNIRIM procurement process.

NIRP is strongly aligned with the current strategic context driving government budgets. It would contribute to the balanced development of New Zealand by defusing the current demographic pressures contrasted across the urban – rural divide. This would happen by making land and communities along the NIMT more attractive as an alternative to urban sprawl.

NIRP aligns with all government strategic priorities and policies, including the Government Policy Statement on land transport 2021-2031, Rautaki Hanganga o Aotearoa, the New Zealand Infrastructure Strategy, and Te hau mārohi ki anamata, the Emission Reduction Plan.

The overall problem that an investment in NIRP is aiming to solve is a growing inability of the existing connectivity solutions to support an equitable development of rural communities and small townships necessary to balance constrained urbanisation.

Current connectivity systems are not sufficient. Professions, employment and leisure activities are all transforming to include a significant digital component, changing communities. While much of this change compounds the need for growth in urban centres, it also allows new opportunities for the revival of rural communities.

Facing the inevitable costs of transforming transport systems, New Zealand can maximise the value it creates and captures outside urban areas by exploiting the capacity of its existing North Island railway network for Passenger Transport.

The scale of change required to allow New Zealand to become the equitable, sustainable, and successful land it aspires to be justifies an equally bold approach to the investigation of passenger rail options. This must include the potential for extended networks and technologically advanced rolling stock technology.

Current investigations into Intercity Services, coupled with life expiry of 1970s rolling stock used on Capital Connection and Te Huia focuses the long-term purpose of an NIRP fleet on regional services as opposed to long distance connections. However, the NIRP initiative serves three purposes:

- To be a ‘connector’ between Hamilton and Palmerston North, between Te Huia and LNIRIM. With a timely investment, there is a unique opportunity to enable a more equitable development of rural areas along the North Island Main Trunk line.
- To be an ‘integrator’ of services between Auckland and Wellington.
- To be an early activator of patronage enabling demand growth for an intercity service.

A minimum of 3 daily Auckland -Wellington return services is proposed by integrating 3 daily Auckland - Palmerston North return services delivered by a new fleet to the proposed LNIRIM fleet to promote patronage growth and mode shift from 2048. A fleet of 14 x 4 cars Tri-Mode Multiple Unit should be considered initially with tri-mode fitting to avoid reliance on line electrification. A Maintenance Depot and Infrastructure upgrades (passing loops) will be required by a further analysis. Economic, financial and delivery considerations

A thorough investigation of benefits that can be secured from NIRP will have to include a clear definition of benefits beyond those gained by commuters and road users to include long term community benefits not typically quantified.

The economic profile of the NIRP investment improves when it is considered as part of a programme of investments, suggesting an opportunity for the government to consider a Programme Business Case approach for further investigation into the NIRP initiative.

Timing of the NIRP initiative is essential to meet the opportunity offered by the LNIRIM investment, suggesting that a fast-tracked Business Case for investment in the 'connector' and Te Huia services rolling stock may be appropriate.

Greater Wellington supports the North Island Regional Passenger Rail Connector (NIRP).

Recommendation

Greater Wellington respectfully asks that the Transport and Infrastructure Committee notes our support for NIRP and supports the development of a Programme Business Case for the initiative.

Transport Committee
17 August 2023
Report 23.314



For Information

FRONTLINE PUBLIC TRANSPORT STAFF WORKFORCE ISSUES - UPDATE

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on the current status of frontline staff workforce issues impacting the Metlink public transport network.

Te tāhū kōrero

Background

2. Metlink public transport services are provided under partnering contracts with operators.
3. Under the partnering contracts, it is the responsibility of the operators to recruit and train its frontline public transport staff.

Rail

4. To operate the Metlink rail network timetable, Transdev require approximately 310 frontline staff made up of Locomotive Engineers (train drivers), Train Managers and Passenger Operators.
5. Transdev now has sufficient frontline staff to operate the Metlink rail network timetable.
6. In response to the new post COVID working environment (impact on staff sick leave), Transdev continues to review its new frontline staff requirement levels and is continuing to recruit to increase cover staff for each shift.

Bus

7. To operate the full Metlink bus network timetable, approximately 675 bus drivers are required.
8. As at 1 August 2023, we are approximately 79 bus drivers short of the full establishment required to reinstate the full 2020 bus network service levels. Note that there are currently 53 drivers in training; subject to training being successfully completed the shortfall will reduce to 26. Drivers are expected to complete their training progressively over August and September 2023.
9. The table below outlines current driver numbers and expected driver recruitment numbers as provided by our operators:

Operator	Approx Required Drivers (2020 Service levels)	Shortfall of Drivers (Drivers in Training) (as at 1 Aug 2023)	Expected Additional Drivers (by end Sept 2023)
NZ Bus	262	25 (25*)	25
Tranzurban	328	54 (28*)	28
Mana	58	0	0
Uzabus	27	0	0
TOTAL	675	79 (53*)	(Allows for attrition)

* Drivers who are in training are included in brackets

10. The paragraphs below outline the efforts undertaken by our operators to recruit frontline staff.

Operator recruitment activity

NZ Bus

NZ Bus has now recruited enough drivers; some drivers are still in driver training and once they graduate, they will be on the road delivering services.

Tranzurban

Tranzurban is continuing its recruitment campaign to improve driver numbers.

Return to full timetabled services

11. Planning for a return to full timetabled service levels is underway. The planning process is set out below:
 - a In order to return the network to full timetabled service levels for each operator, Metlink will primarily require evidence of each operator achieving KPI performance for reliability for two months in a row.
 - b Once Metlink has confirmed, with the Operator, a return to the full timetable; it is estimated that this will take six weeks to implement from the time that the operator publishes its driver rosters.
12. NZ Bus have met the requirements for Metlink to begin planning to reinstate services. Of the 67 NZ Bus trips temporarily suspended from October 2022: two services on the route 21 have recently been reinstated and planning is underway to reinstate the remaining services from Term 4 2023.
13. Tranzurban have not yet met the requirements for Metlink to begin planning to reinstate services.

Ngā tūāoma e whai ake nei

Next steps

14. Officers will continue to work closely with our partner operators to monitor recruitment numbers, cancellation levels and other contributing factors that could impact delivery

of the Network (such as drivers with high leave balances that need to be taken, current levels of sickness).

15. Officers will provide the Committee with updates as required.

Ngā kaiwaitohu

Signatories

Writer	Matthew Lear – Manager, Network Operations, Metlink
Approvers	Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager, Metlink

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

Transport Committee
17 August 2023
Report 23.313



For Information

PUBLIC TRANSPORT PERFORMANCE – JUNE UPDATE

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 transport committees 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 met with relevant Committee members to better understand the performance outcome reporting Councillors would like to see and what performance data Metlink has to facilitate that requirement. It was agreed to include reporting on:
 - 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 report for June 2023 incorporates 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 explanation of what is included under 'Other' in the complaints section.
- 9. Metlink expects to be able to provide the Committee with further changes over the next few months as data required for the additional sections is sourced and collated.
- 10. Monthly performance reports are published on the Metlink website at: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/#DataAndReports>
- 11. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for June 2023.
- 12. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Current network status – suspended services

Ferry

- 13. There are currently no suspended services on the Harbour Ferry Services.

Rail

- 14. There are currently no suspended services on the Metlink rail network.

Bus

- 15. As a result of the driver resource shortages and in an effort to provide more certainty for customers, Metlink has, in partnership with bus operators, made a number of temporary service suspensions on the network.
- 16. In September 2021, Metlink made a number of changes to NZ Bus trips including a mix of temporarily suspended trips and consolidation and/or permanent removal of others (mainly school bus services); these services were predominantly in Wellington City and Eastbourne (at the same time, Metlink increased the number of interpeak trips, to enable more full-time driver shifts).
- 17. In October 2022, a further 67 NZ Bus trips have been temporarily suspended; these services were also predominantly Wellington City bus services. Two services on the route 21 have recently been reinstated. We are planning to reinstate the remaining services from Term 4 2023.
- 18. Since November 2022, a further 114 Tranzurban trips have been temporarily suspended; these services were in Wellington City and Porirua.
- 19. The Frontline Public Transport Staff Workforce Issues report (Report 23.314), which is on the agenda for consideration at this meeting, sets out our approach to returning to a full timetable.

Te tātaritanga Analysis

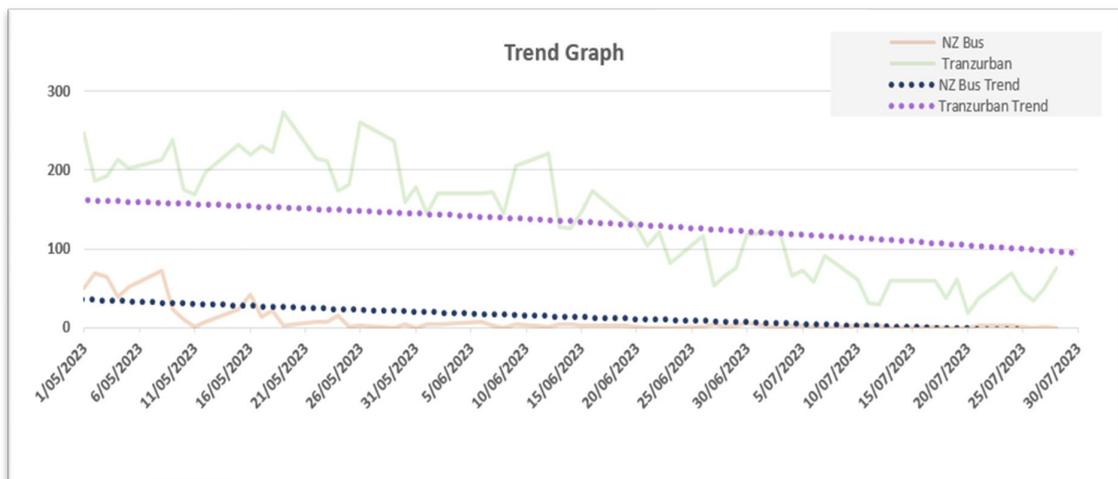
Bus performance – June 2023

Patronage

20. Bus passenger boardings for June 2023 were 2.08 million, this compares to boardings of 2.10 million in June 2019 (pre-COVID-19). Patronage for the year to date is at 90.0% of pre-COVID-19 levels, which shows good recovery despite significantly reduced service levels due to driver shortages.

Reliability

21. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%. Reliability for June 2023 was 95.6% and 92.4% for the year to date (full financial year). Reliability this month (and year to date) reflects the underlying shortage of bus drivers, although we are now seeing a trending reduction in the number of cancellations as driver recruitment continues.
22. The graph below provides information on cancellation trends by the two largest operators. Note, this reports against timetabled services and does not therefore include suspended services.



Punctuality

23. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Bus service punctuality was 92.4% in June, and 96.6% for the year to date. Punctuality this month reflects traffic congestion and disruptions, and the continued effect of cancellations on the network.

Rail performance – June 2023

Patronage

24. Rail passenger boardings for June 2023 were 0.97 million, this compares to boardings of 1.14 million in June 2019 (pre-COVID-19). Patronage for the year to date is at 74.8% of pre-COVID-19 levels, which shows good recovery and may indicate changed travel behaviour.

Reliability

25. 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.
26. Rail service reliability was 95.9% in June, and 91.1% for the year to date.
27. Illness and absence issues have continued to impact services, but at much lower levels than in previous months - in June 1% of services were affected by staff shortages.

Punctuality

28. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
29. Punctuality for June was 83.5%, and 80.1% for the year to date.

Bus replacements

30. In June 2023, 16.0% of rail services were replaced by buses (planned and unplanned):
- a 3.3% of the rail services that were replaced by buses were unplanned.
 - b 12.7% of the rail services that were replaced by buses were planned.
31. Unplanned rail replacement services have reduced significantly in comparison to February 2023. Services were affected by ice on a couple of mornings.
32. Planned bus replacements are used to allow upgrade works across the network to continue on a regular basis. During King's Birthday weekend all lines had bus replacements over the three days for planned KiwiRail Maintenance and upgrade work

Ferry performance – June 2023

33. Ferry services have operated as per their usual timetable.
34. Boardings were 111.2% of June 2019 numbers (pre COVID-19).

Fare revenue

35. In June 2023, there was a budget shortfall of \$5.3 million for the month across bus and rail services.
36. For the year to date (full financial year – 1 July 2022 to 30 June 2023), the budget shortfall is \$26.0 million due to lower patronage post COVID-19.
37. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services. However, given the nature of net contracts, any significant fluctuation in ferry fare revenue may impact the

amount of subsidy required to recover the operating costs. Year to date, there has been no major change to operator payments.

**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – June 2023

**Ngā kaiwaitohu
Signatories**

Writers	Matthew Lear – Manager Network Operations, Metlink Andrew Myers – Manager Customer Insights & Assets, Metlink
Approvers	Fiona Abbott – Senior Manager Assets and Infrastructure, Metlink Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

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



Performance report

June 2023



Contents

Partner Performance.....	3
Bus operators	3
Ferry operator	5
Te Hunga Whaikaha Total Mobility	6
Rail operator	7
Rail network owner	9
Operational Performance.....	10
Patronage	10
Customer Contact	13
Complaints	13
Financial Performance.....	15
Fare revenue	15

Partner Performance

Attachment 1 to Report 23.313

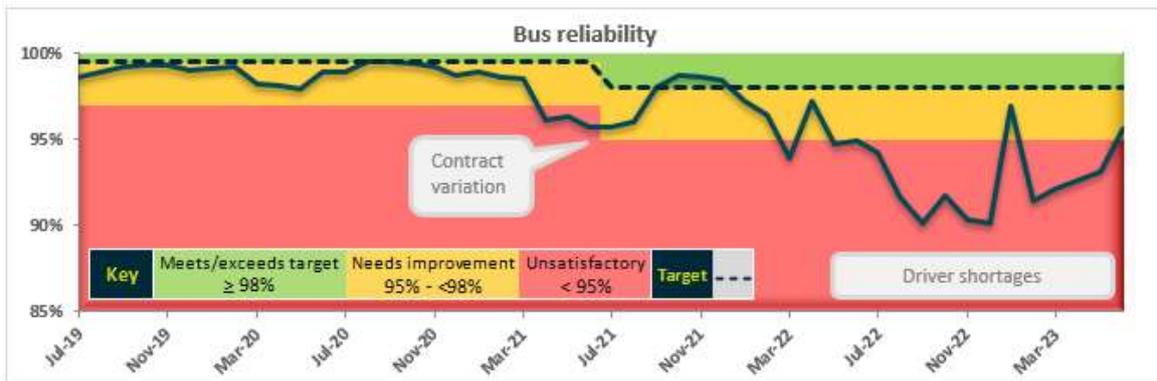


Bus operators

Reliability

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

In June, 95.6% of bus services were delivered, and 92.4% for the year to date (full year). Reliability this month continues to reflect a shortage of drivers, however as recruitment continues we are now starting to see a trending reduction in the number of services cancelled.



Reliability - current month

	Jun-23	Jun-22	% Change
Wellington City			
Newlands & Tawa	98.8%	99.2%	-0.4%
East, West & City	99.6%	92.6%	7.1%
North, South, Khandallah & Brooklyn	86.5%	93.2%	-6.7%
Hutt Valley	97.4%	97.2%	0.2%
Porirua	93.0%	95.1%	-2.0%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	98.5%	99.4%	-0.9%
Total	95.6%	94.9%	0.7%

Reliability - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.6%	99.4%	-0.8%
East, West & City	91.6%	95.9%	-4.3%
North, South, Khandallah & Brooklyn	86.6%	95.1%	-8.5%
Hutt Valley	95.6%	97.3%	-1.7%
Porirua	90.1%	96.8%	-6.7%
Kapiti	99.6%	99.7%	-0.1%
Wairarapa	98.8%	99.0%	-0.2%
Total	92.4%	96.6%	-4.2%



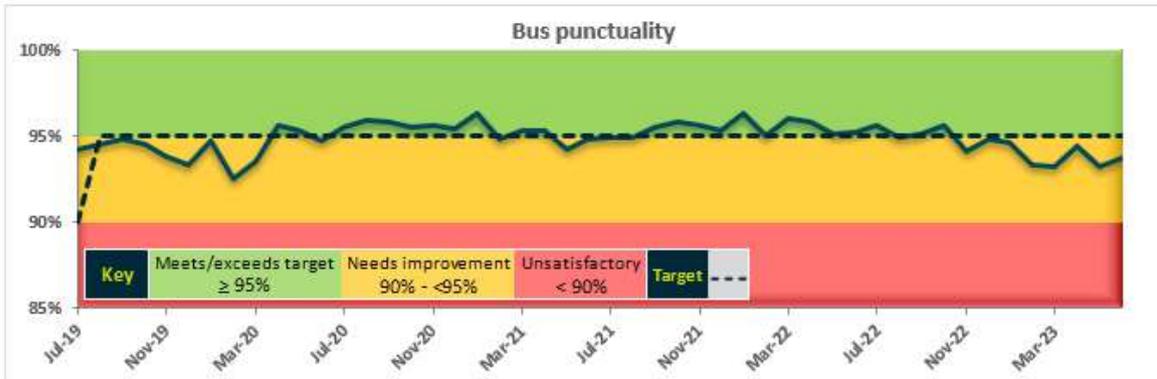
In June, there were 86,659 bus trips run, carrying 2.1 million passengers.

Punctuality

Attachment 1 to Report 23.313

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

Bus service punctuality was 93.7% in June, and 94.4% for the year to date (full year). Punctuality this month reflects traffic congestion and disruption in the usual places, particularly Wellington City and currently Masterton due to State Highway works, but also the continued effect of cancellations on the network.



Punctuality - current month

	Jun-23	Jun-22	% Change
Wellington City			
Newlands & Tawa	94.8%	97.1%	-2.4%
East, West & City	96.6%	96.5%	0.1%
North, South, Khandallah & Brooklyn	87.4%	91.4%	-4.0%
Hutt Valley	94.5%	95.5%	-1.0%
Porirua	94.8%	95.7%	-0.9%
Kapiti	94.1%	97.9%	-3.8%
Wairarapa	87.6%	93.8%	-6.2%
Total	93.7%	95.2%	-1.5%

Punctuality - year to date (Jul - Jun)

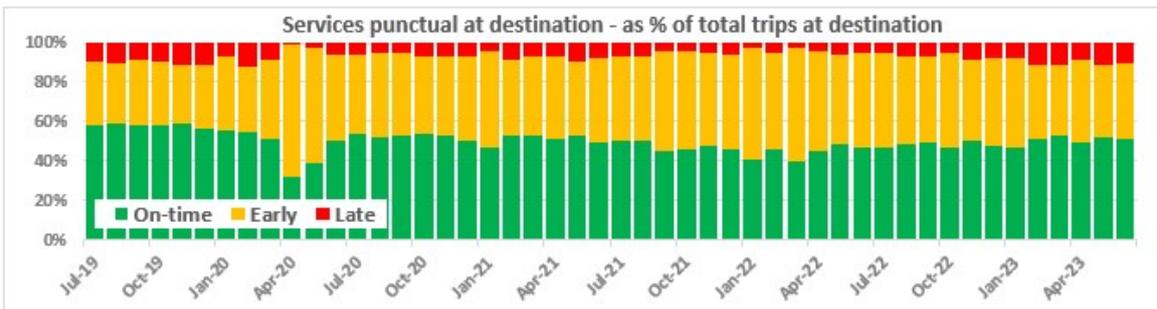
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	95.3%	95.4%	-0.1%
East, West & City	96.2%	96.7%	-0.5%
North, South, Khandallah & Brooklyn	89.6%	92.0%	-2.4%
Hutt Valley	95.0%	96.0%	-1.0%
Porirua	95.6%	95.5%	0.1%
Kapiti	95.3%	98.1%	-2.8%
Wairarapa	91.7%	92.5%	-0.8%
Total	94.4%	95.5%	-1.1%

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 origin, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In June, 51.1% of bus services recorded at destination arrived on time, with a further 38.3% arriving more than one minute early, while 10.6% of services arrived more than five minutes late.



Punctuality at destination - current month

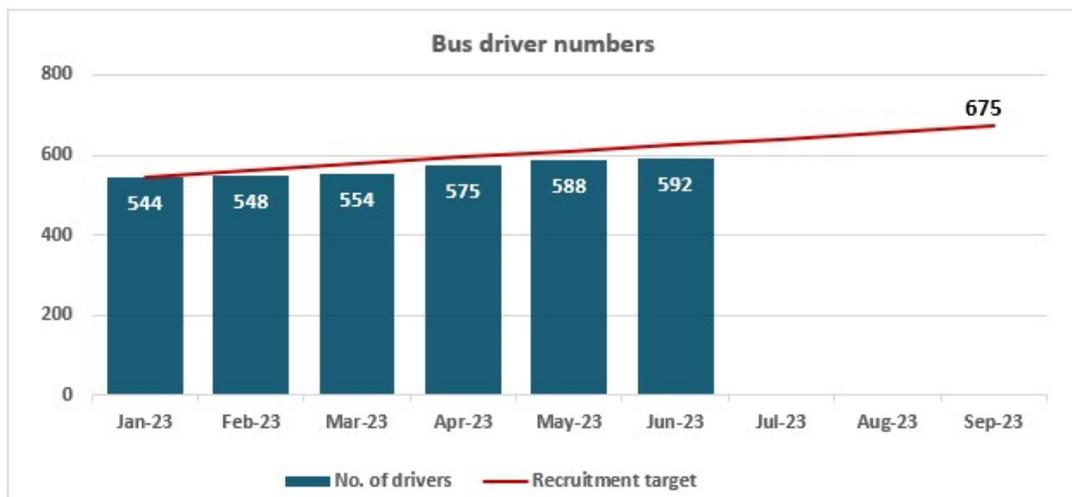
	Jun-23	Jun-22	% Change
On-time	51.1%	47.1%	3.9%
Early	38.3%	47.4%	-9.1%
Late	10.6%	5.4%	5.2%

Punctuality at destination - year to date (Jul - Jun)

	2022/23	2021/22	% Change
On-time	49.4%	46.0%	3.4%
Early	42.1%	49.0%	-6.9%
Late	8.4%	5.0%	3.5%

Bus driver shortages

There is currently a shortage of bus drivers in the Greater Wellington Region – this impacts the ability to be able to run all timetabled services. The graph below shows the total number of bus drivers each month, against the recruitment target of having 675 drivers by September 2023.



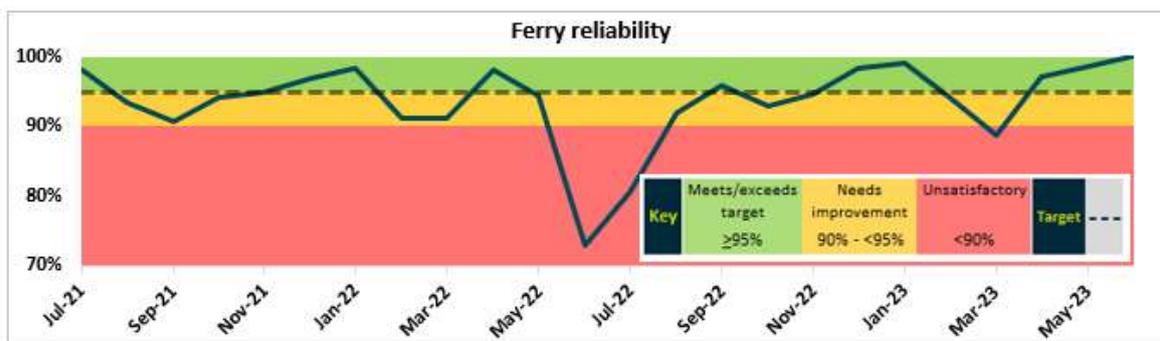
Ferry operator

Reliability

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

Reliability for June was 100%, compared to 72.9% for the same month last year.

The greatest impact on reliability is weather conditions - June was an unusually calm month allowing all scheduled services to cross the Wellington Harbour.



Reliability - current month

	Jun-23	Jun-22	% Change
Total	100.0%	72.9%	27.1%

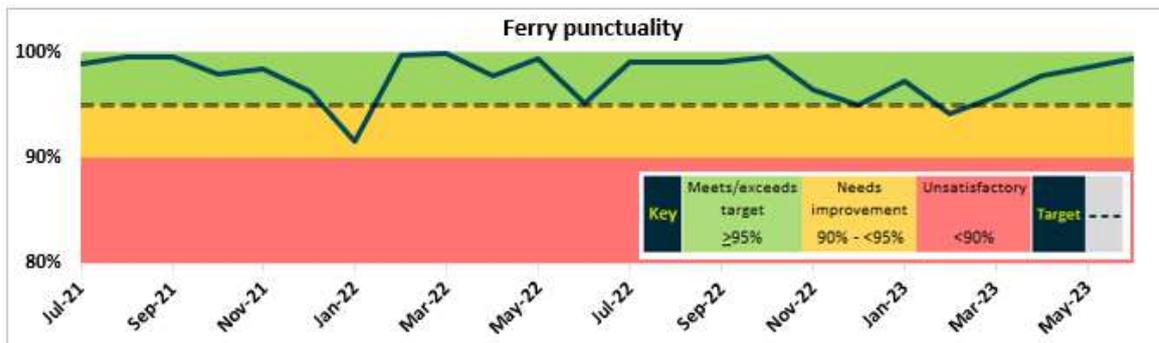
Punctuality

Attachment 1 to Report 23.313

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

Punctuality for June was 99.3%, compared to 95.1% for the same month last year.

A total of four trips, or 0.7%, were deemed to have run late - mostly due to passenger loadings.



Punctuality - current month

	Jun-23	Jun-22	% Change
Total	99.3%	95.1%	4.2%



Te Hunga Whaikaha Total Mobility

Te Hunga Whaikaha Total Mobility

In June 2023 there were 32,000 Te Hunga Whaikaha Total Mobility trips, an increase of 22.7% compared to the same month in the previous year. This shows a marked and continuing increase in the use of Te Hunga Whaikaha Total Mobility, reflective of the now permanent half price fares initiative.





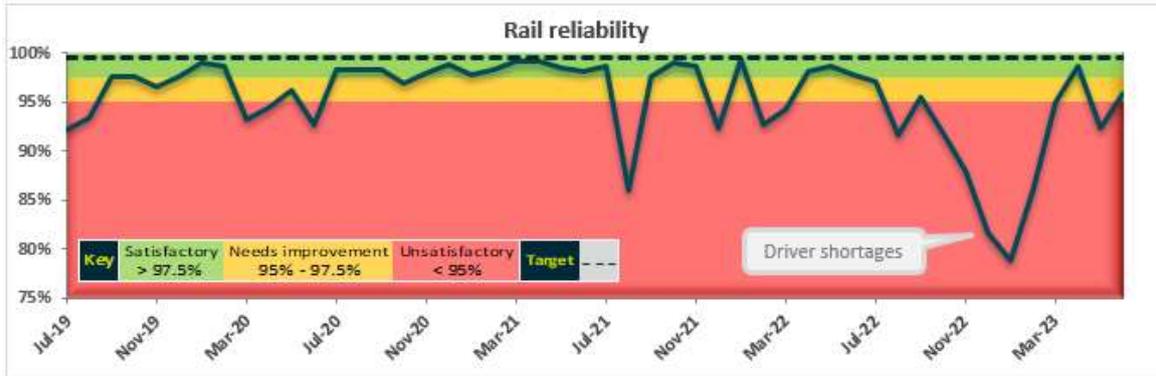
Rail operator

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 95.9% in June, and 91.1% for the year to date (full year).

The major impacts on reliability this month were an icy morning on 16th June and a wave of Covid and seasonal sickness that affected services, but still at lower rates than we were seeing at the beginning of the year.

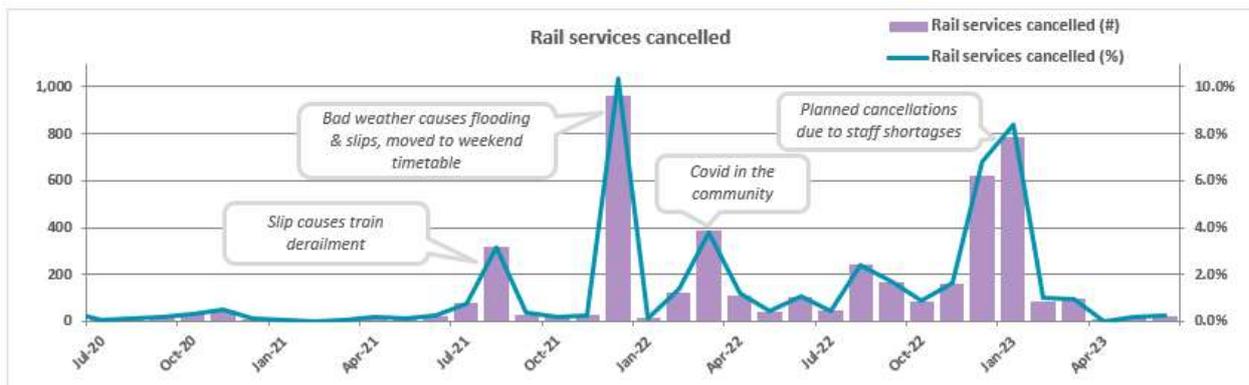


Reliability - current month

	Jun-23	Jun-22	% Change
Hutt Valley	95.8%	97.4%	-1.6%
Johnsonville	94.0%	98.0%	-4.0%
Kapiti	97.7%	97.9%	-0.2%
Wairarapa	91.8%	98.8%	-7.0%
Total	95.9%	97.7%	-1.8%

Reliability - year to date (Jul - Jun)

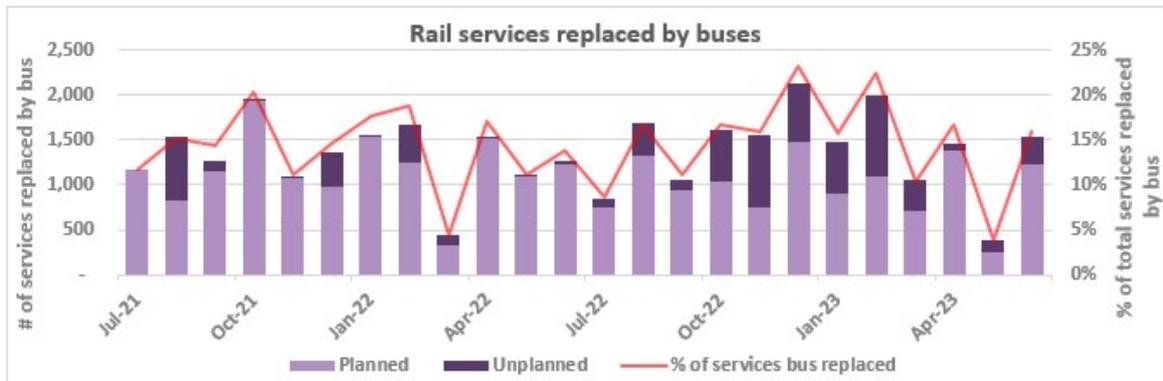
	2022/23	2021/22	% Change
Hutt Valley	93.0%	97.3%	-4.3%
Johnsonville	88.5%	95.7%	-7.2%
Kapiti	90.3%	95.5%	-5.2%
Wairarapa	95.6%	93.8%	1.8%
Total	91.1%	96.2%	-5.1%



In June, there were 9,573 rail trips run, carrying 973,000 passengers.

In June, 16.0% of rail services were replaced by buses, compared to 3.9% the month before.

Attachment 1 to Report 23.313

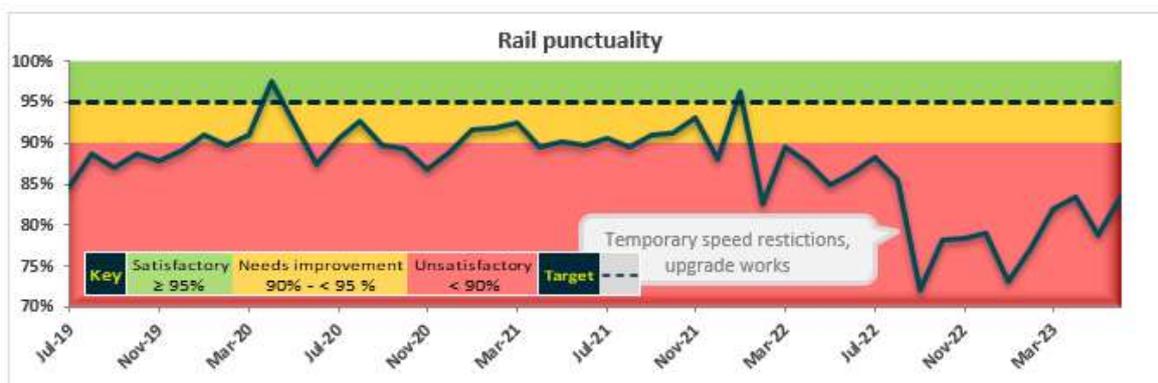


Punctuality

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

Punctuality for June was 83.5%, and 80.1% for the year to date (full year).

Punctuality is steadily improving across the network. A number of minor network and mechanical faults affected performance, but the Wairarapa line continued to be increasingly affected by worksite and speed restriction delays due to KiwiRail upgrade work on level crossings across the region - in order to maximise the amount of work done the track is being handed back without the required tonnage crossing the section, this results in significant speed restrictions with about 25 minutes of speed restrictions affecting every service.



Punctuality - current month

	Jun-23	Jun-22	% Change
Hutt Valley	86.9%	85.3%	1.6%
Johnsonville	83.4%	86.7%	-3.3%
Kapiti	84.8%	88.7%	-3.9%
Wairarapa	17.7%	69.1%	-51.4%
Total	83.5%	86.3%	-2.8%

Punctuality - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Hutt Valley	88.1%	91.3%	-3.2%
Johnsonville	91.9%	92.9%	-1.0%
Kapiti	62.9%	86.1%	-23.2%
Wairarapa	49.2%	61.1%	-11.9%
Total	80.1%	89.3%	-9.2%

Rail network owner

Attachment 1 to Report 23.313

June Commentary

June performance rebounded from the previous month’s downturn. This was due to reliability recovering back up with a single service part cancelled and one unplanned bus replacement attributed to KiwiRail over the month. Overall punctuality dipped due to a slip alarm monitoring system failure on the Johnsonville line. The resulting ‘temporary speed restriction’ impacted on-time performance of that line significantly although the line remained under the temporary speed restriction KPI target. Wellington Metro Upgrade Programme (WMUP) re-rail sites on the Wairarapa line also contributed to the change.

A successful King’s Birthday block of line was delivered early in June with all planned works completed by the Wellington Metro Infrastructure and WMUP teams. Unfortunately, due to poor weather the Linden platform renewal was unable to go ahead. This has been rescheduled for Labour Weekend.

Key Performance Indicators							
Punctuality	Reliability	Network Availability	Asset Condition Mapping	Maintenance Compliance	Maintenance Backlog	HSE Score	Planned Works Delivery
96.60%	99.30%	Unplanned: 98.80%		100%	Reducing Trend	Zero Harm	
97.30%	99.95%	Planned: 87.75%	Track: 94.68%	Track: 100%	119	LTI 22 June 2023	100.00%
		Unplanned: 100.00%	Structures: 100.00%	STTE: 100%			
			Civil: 51.63%				
			Traction: 100%				

(Yellow row is KPI target)

KPI Summary

Network Availability

There were no unplanned network shutdowns attributed to KiwiRail infrastructure throughout the month. Planned access was up on May’s figures, primarily due to King’s Birthday long weekend and WMUP 6A evening access.

Asset Condition Mapping

Condition mapping for Structures and Traction is 100% complete. Track is currently at 99.7% with the outstanding portion in the yards. Civils are at 52%, most of the gap is with culverts on all lines, and slopes on the Wairarapa.

Maintenance Compliance

Maintenance compliance across both Track and STTE is 100%.

Operational Performance

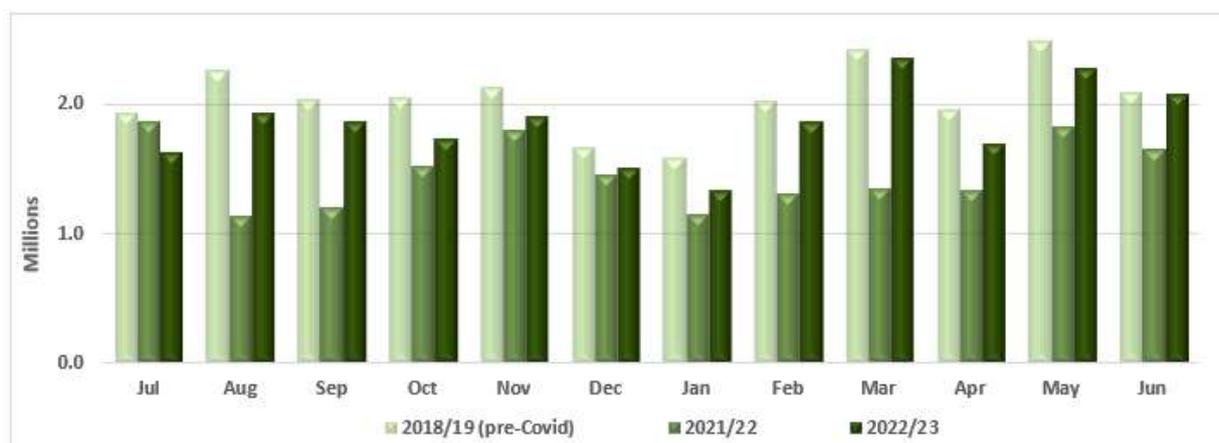
Patronage

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.

In June 2023, we saw increased passenger boardings when compared to the same month last year – in June 2022 NZ was under Orange of the Covid-19 Protection Framework.

Bus passenger boardings

June bus passenger boardings were 25.6% higher than the same month last year, and 26.2% higher for the year to date (full year) - in June 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings this month were 99.9% of June 2019 numbers (pre-Covid).



Boardings by area - current month

	Jun-23	Jun-22	% Change
Wellington	1,528,220	1,203,266	27.0%
Hutt Valley	403,732	328,946	22.7%
Porirua	78,816	67,262	17.2%
Kapiti	57,359	46,808	22.5%
Wairarapa	15,516	12,799	21.2%
Total	2,083,643	1,659,081	25.6%

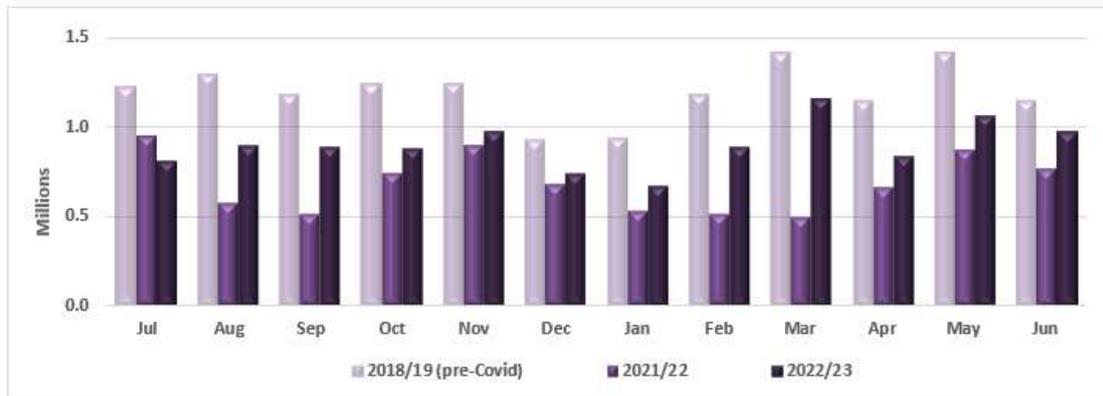
Boardings by area - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Wellington	16,455,522	12,808,529	28.5%
Hutt Valley	4,257,336	3,522,998	20.8%
Porirua	812,023	723,353	12.3%
Kapiti	590,930	471,459	25.3%
Wairarapa	157,022	128,167	22.5%
Total	22,272,833	17,654,506	26.2%

Rail passenger boardings

Attachment 1 to Report 23.313

June rail passenger boardings were 27.3% higher than the same month last year, and 31.7% higher for the year to date (full year) - in June 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings this month were 85.0% of June 2019 numbers (pre-Covid).



Boardings by line - current month

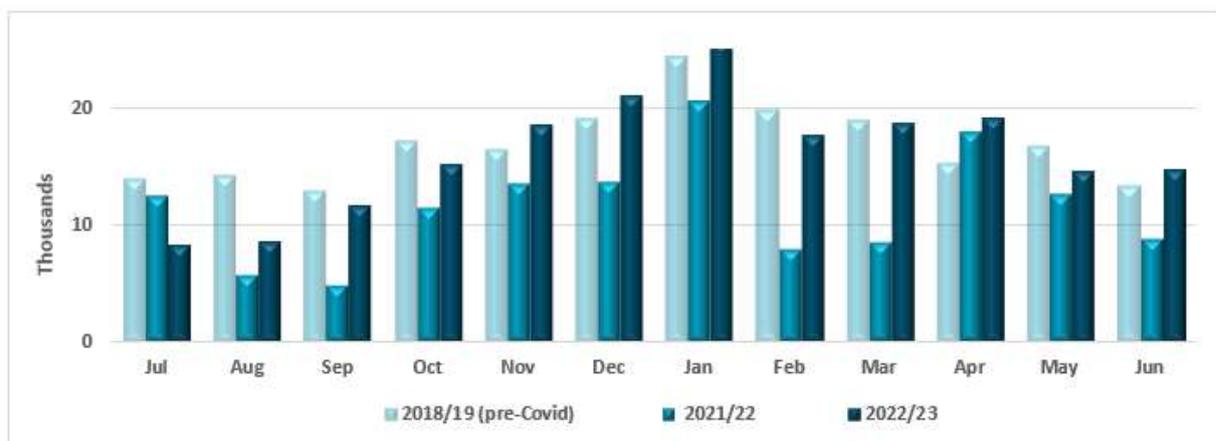
	Jun-23	Jun-22	% Change
Hutt Valley	413,014	320,148	29.0%
Kapiti	392,282	311,335	26.0%
Johnsonville	115,532	90,544	27.6%
Wairarapa	52,340	42,388	23.5%
Total	973,168	764,415	27.3%

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

	2022/23	2021/22	% Change
Hutt Valley	4,592,480	3,501,056	31.2%
Kapiti	4,277,522	3,276,043	30.6%
Johnsonville	1,257,876	914,970	37.5%
Wairarapa	583,807	441,932	32.1%
Total	10,711,685	8,134,001	31.7%

Ferry passenger boardings

Ferry boardings show an increase of 68.7% on the same month last year, and a 41.6% increase for the year to date (full year) - in June 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings for the month were 111.2% of June 2019 numbers (pre-Covid).



Boardings - current month

	Jun-23	Jun-22	% Change
Total	14,869	8,812	68.7%

Boardings - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Total	194,661	137,424	41.6%

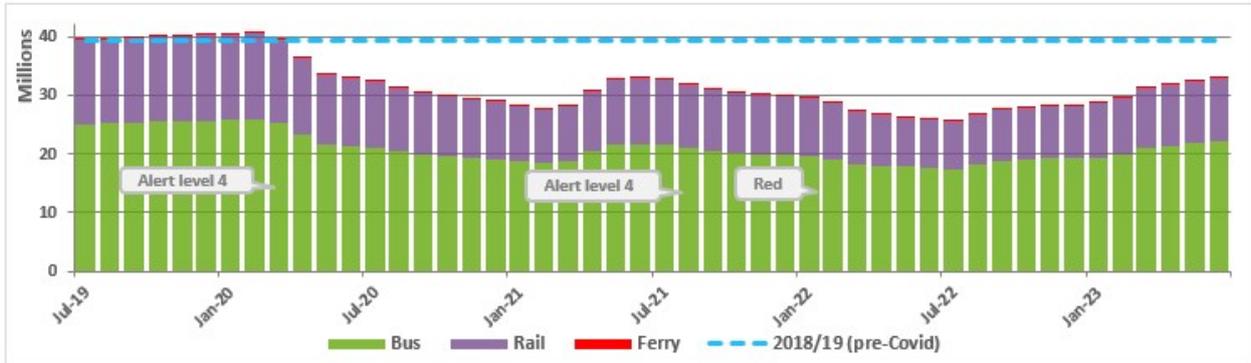
Passenger boardings trend

Attachment 1 to Report 23.313

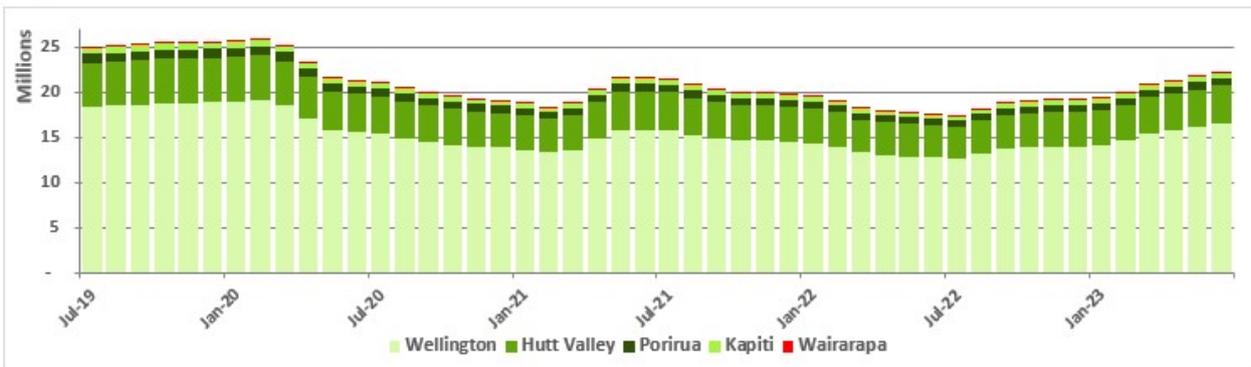
The following graphs show the number of passenger boardings using a 12-month rolling total.

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 blue dotted line in the graph below.

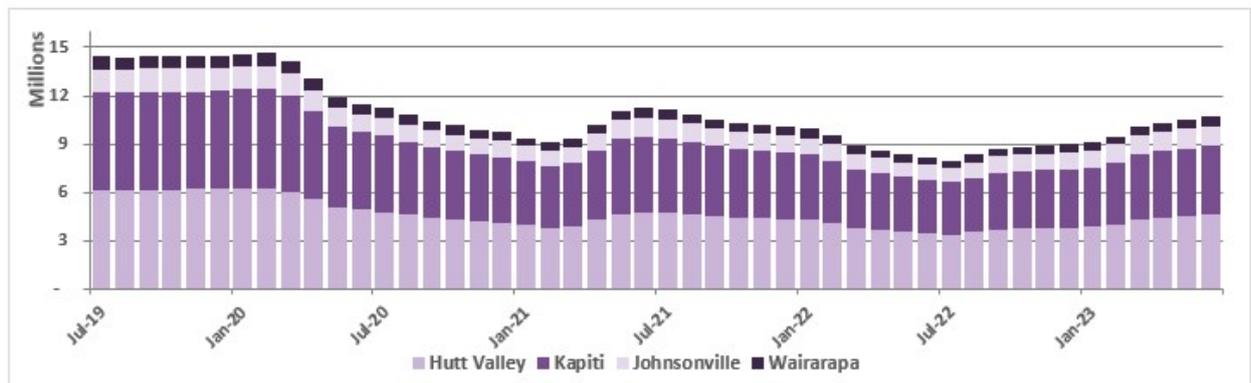
All modes



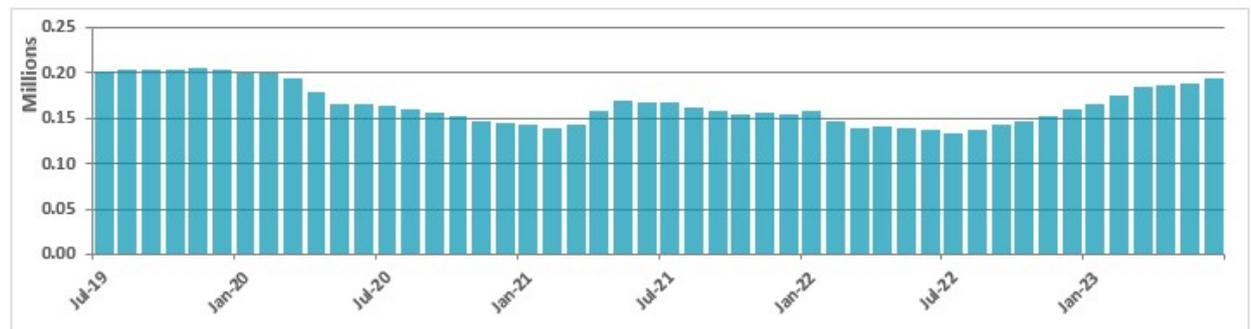
Bus



Rail



Ferry



Customer Contact

Attachment 1 to Report 23.313

Call centre incoming calls

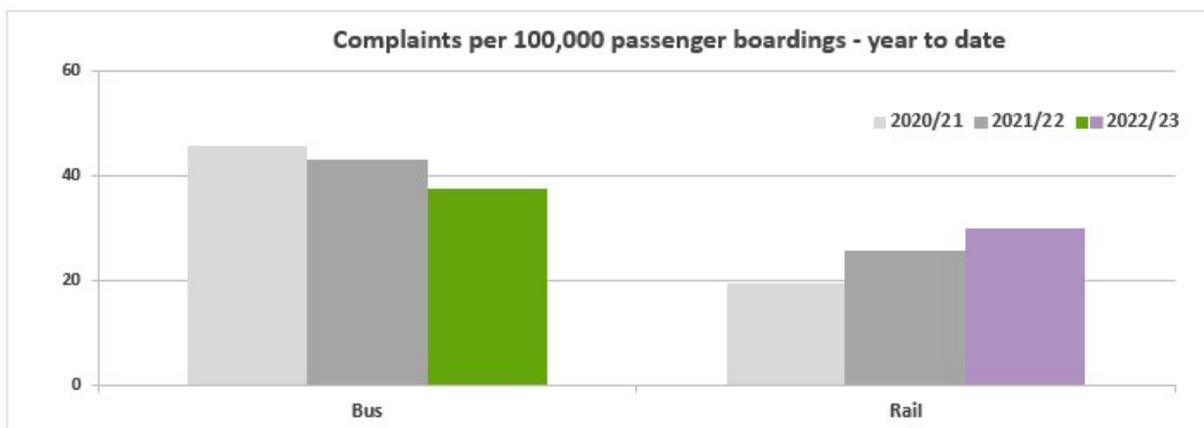
Metlink answered 83.5% of the 12,000 calls received in June, and 83.1% of the 151,000 calls for the year.



Complaints

Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than rail. Complaints have increased in recent months during driver shortages & illness.

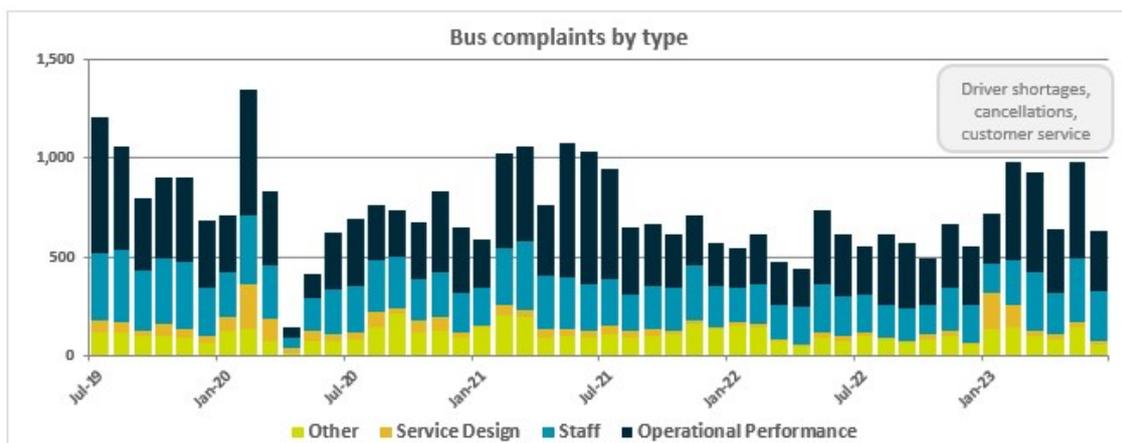


Bus complaints

Attachment 1 to Report 23.313

Bus complaints for the month were 1.8% higher than in June last year, and 9.7% higher for the year to date (full year) - in June 2022 NZ was under Orange of the Covid-19 Protection Framework and there were less people travelling.

Complaints for the month related mainly to service cancellations and customer service.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Bus complaints - current month

	Jun-23	Jun-22	% Change
Wellington			
Newlands, Tawa	30	17	76.5%
East-West, City	145	197	-26.4%
North-south, Khandallah, Brooklyn	252	192	31.3%
Hutt Valley	140	159	-11.9%
Porirua	40	37	8.1%
Kapiti	16	13	23.1%
Wairarapa	6	3	100.0%
Total	629	618	1.8%

Bus complaints - year to date (Jul - Jun)

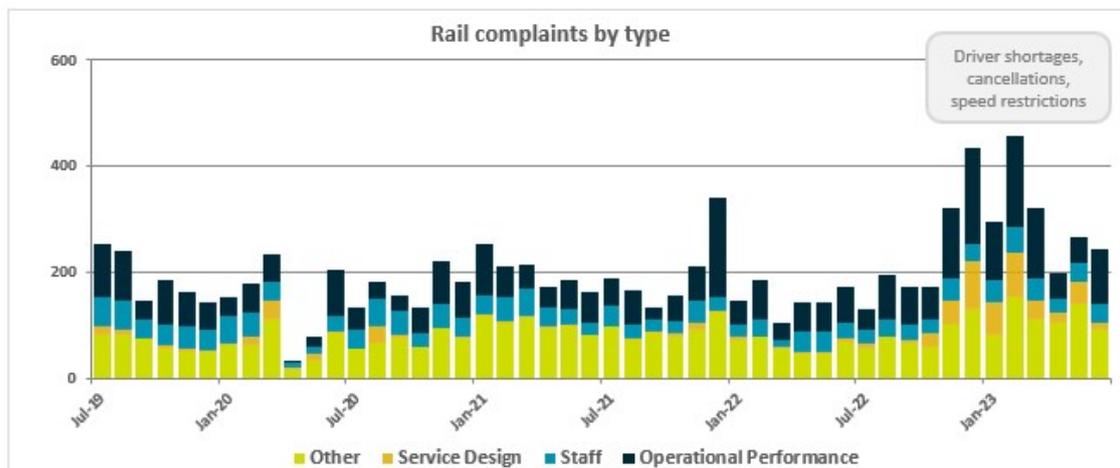
	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	265	264	0.4%
East-West, City	2,398	2,467	-2.8%
North-south, Khandallah, Brooklyn	3,109	2,373	31.0%
Hutt Valley	1,756	2,000	-12.2%
Porirua	525	340	54.4%
Kapiti	232	122	90.2%
Wairarapa	46	27	70.4%
Total	8,331	7,593	9.7%

Rail complaints

Attachment 1 to Report 23.313

Rail complaints for June were 41.3% higher than the same month last year, and 54.1% higher for the year to date (full year) - in June 2022 NZ was under Orange of the Covid-19 Protection Framework and there were less people travelling.

Customer feedback remains high - this month we saw an increase due to the icy conditions on the Hutt line and the continuing poor performance of the Wairarapa line.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Rail complaints - current month

	Jun-23	Jun-22	% Change
Hutt Valley	78	47	66.0%
Kapiti	55	62	-11.3%
Johnsonville	21	7	200.0%
Wairarapa	42	15	180.0%
General	47	41	14.6%
Total	243	172	41.3%

Rail complaints - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Hutt Valley	933	598	56.0%
Kapiti	1,047	722	45.0%
Johnsonville	292	171	70.8%
Wairarapa	244	213	14.6%
General	698	382	82.7%
Total	3,214	2,086	54.1%

Financial Performance

Fare revenue

Bus and rail fare revenue

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

In April 2022 the Government introduced half-price fares – numbers reported here are for actual fare revenue, without adjustment for any additional Waka Kotahi funding during the half-price fares period. Funding for half price fares is claimed through Waka Kotahi within grants and subsidies.

In June there was a budget shortfall of \$5.3m - \$3.2 million is attributable to the half price fares scheme and \$2.1 million is attributable to lower patronage post Covid-19.

For the year to date (full year) there is a shortfall of \$63.7m - \$37.7m is attributable to the half-price fares scheme and \$26.0m to lower patronage post Covid-19.

Fare revenue - current month

	Jun-23	Budget	Excess/Shortfall
Bus	1,639,124	4,095,194	- 2,456,069
Rail	1,559,817	4,357,420	- 2,797,603
Total	\$ 3,198,941	\$ 8,452,614	-\$ 5,253,673

Fare revenue - year to date (Jul - Jun)

	2022/23	Budget	Excess/Shortfall
Bus	19,307,181	49,142,323	- 29,835,142
Rail	18,408,463	52,289,044	- 33,880,582
Total	\$37,715,643	\$ 101,431,367	-\$ 63,715,724

Transport Committee
17 August 2023
Report 23.315



For Information

PUBLIC TRANSPORT OPERATOR UPDATE – UZABUS

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with a brief overview of public transport bus operator Uzabus' business.

Te tāhū kōrero

Background

2. Both the Council Chair and Chair of the Transport Committee have expressed a desire for there to be ongoing opportunities for interaction between Councillors and public transport operators.
3. Each of our six public transport operators are scheduled to attend a Transport Committee meeting in 2023 to provide a brief overview of their business.

Ngā tūāoma e whai ake nei

Next steps

4. A senior manager from Uzabus will speak to [Attachment 1](#) at the Committee's meeting on 17 August 2023.

Ngā āpitihanga

Attachment

Number	Title
1	Uzabus presentation (to come)

Ngā kaiwaitohu

Signatories

Writer	Margaret Meek – Principal Advisor Public Transport Governance, Metlink
Approvers	Melissa Anderson – Senior Manager Operations and Partnerships, Metlink Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> It is appropriate for the Committee to receive an overview of its public transport operators' businesses.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> This overview provides information that will help inform delivery of public transport.
<i>Internal consultation</i> There was no internal consultation.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks and impacts.

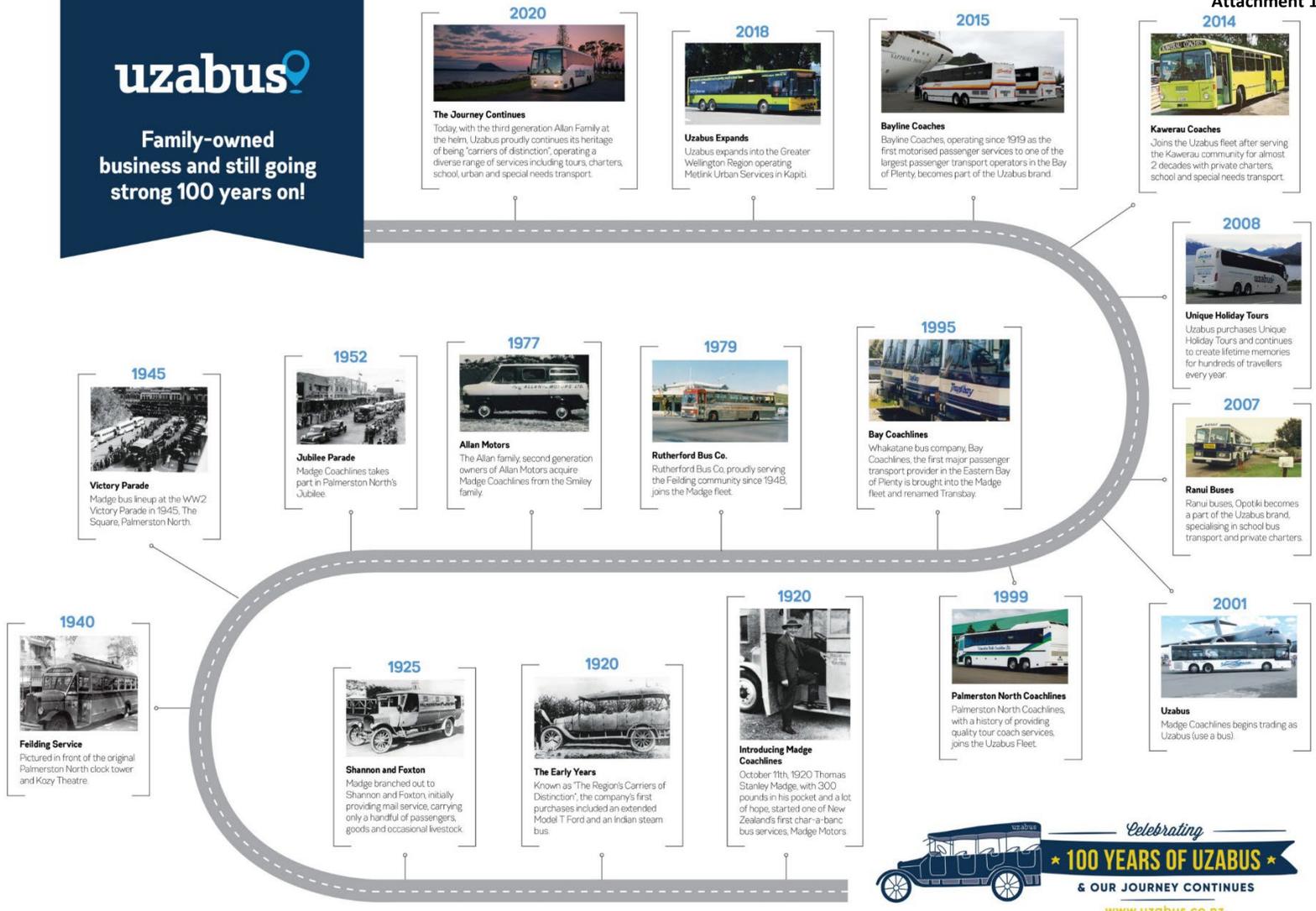


uzabus



Uzabus heritage comes from the amalgamation of seven-passenger transport companies combining over two centuries of quality community service in the Manawatu, Horowhenua, Bay of Plenty and Kapiti areas and over 30 years touring the South Island.

Today, UZABUS has over 350 staff and a fleet of around 300 vehicles servicing Manawatu, Horowhenua, Rangitikei, Bay of Plenty and the greater Wellington area daily.



1940

Felcing Service
Pictured in front of the original Palmerston North clock tower and Kozy Theatre.

1945

Victory Parade
Madge bus lineup at the WW2 Victory Parade in 1945, The Square, Palmerston North.

1952

Jubilee Parade
Madge Coachlines takes part in Palmerston North's Jubilee.

1925

Shannon and Foxton
Madge branched out to Shannon and Foxton, initially providing mail service, carrying only a handful of passengers, goods and occasional livestock.

1920

The Early Years
Known as 'The Region's Carriers of Distinction', the company's first purchases included an extended Model T Ford and an Indian steam bus.

1920

Introducing Madge Coachlines
October 11th, 1920 Thomas Stanley Madge, with 300 pounds in his pocket and a lot of hope, started one of New Zealand's first char-a-banc bus services, Madge Motors.

1977

Allan Motors
The Allan family, second generation owners of Allan Motors acquire Madge Coachlines from the Smiley family.

1979

Rutherford Bus Co.
Rutherford Bus Co. proudly serving the Felcing community since 1948, joins the Madge fleet.

1995

Bay Coachlines
Whakatane bus company, Bay Coachlines, the first major passenger transport provider in the Eastern Bay of Plenty is brought into the Madge fleet and renamed Transbay.

1999

Palmerston North Coachlines
Palmerston North Coachlines, with a history of providing quality tour coach services, joins the Uzabus Fleet.

2001

Uzabus
Madge Coachlines begins trading as Uzabus (use a bus).

2020

The Journey Continues
Today, with the third generation Allan Family at the helm, Uzabus proudly continues its heritage of being 'carriers of distinction', operating a diverse range of services including tours, charters, school, urban and special needs transport.

2018

Uzabus Expands
Uzabus expands into the Greater Wellington Region operating Metlink Urban Services in Kapiti.

2015

Bayline Coaches
Bayline Coaches, operating since 1919 as the first motorised passenger services to one of the largest passenger transport operators in the Bay of Plenty, becomes part of the Uzabus brand.

2014

Kawerau Coaches
Joins the Uzabus fleet after serving the Kawerau community for almost 2 decades with private charters, school and special needs transport.

2008

Unique Holiday Tours
Uzabus purchases Unique Holiday Tours and continues to create lifetime memories for hundreds of travellers every year.

2007

Ranui Buses
Ranui buses, Opatiki becomes a part of the Uzabus brand, specialising in school bus transport and private charters.





Uzabus were successfully awarded the Metlink Kapiti Unit 14 contract that commenced on July 2018 operating a total of 21 vehicles.

14 x medium size Euro VI Micro-Hybrid
Wrightbus Streetlite buses



7 x large size Euro V Youngman-Neoplan buses





Our Culture

- As family business we understand the importance of individuals family needs.
- We create an atmosphere in which we get to know and take an interest in our staff.
- We want employees to feel a connection to the team and to feel a sense of involvement and engagement.
- Social interaction is encouraged and supported

Our Mission:

We bring people together, with a passion for always delivering an exceptional service every time.

Our Vision:

To be a recognised preferred provider of private charters, tour coach groups in the North and South Island, urban bus routes and school bus runs in the regions in which we operate.



Corporate Culture Statement

Our Services: Delivering outstanding customer satisfaction through a high level of service, vehicle quality and safety that is value for money

Our People: Providing a work environment which fosters personal development through training, fair rewards, and fellowship

Our Customers: Preserve trust and integrity with our clients through fair dealings, information sharing, respect and accountability

Our Communities: Supporting social and local communities by encouraging positive involvement of Uzabus, and stakeholders

Our Business: Growing a sustainable business built on sound business process, innovation and delivering on what we say



Our Kapiti Staff

Our staff consists of;

- Branch Manager
- Operations Manager
- Administrations Manager
- Workshop – workshop manager and fleet maintenance
- 45+ drivers holding full time, permanent part time and casual positions

Our main Uzabus offices in Palmerston North and Tauranga provide accounts and other supporting functions.

Our Staff





Our Fleet

2018 Wrightbus Streetlite - Euro VI Micro-Hybrid

Medium size vehicle (MV)

- 9.5 meters in length
- Seats 29
- Wheel forward
- Easy access of disability, large frontal area for wheelchair maneuvering
- Low ground clearance for ramp deployment

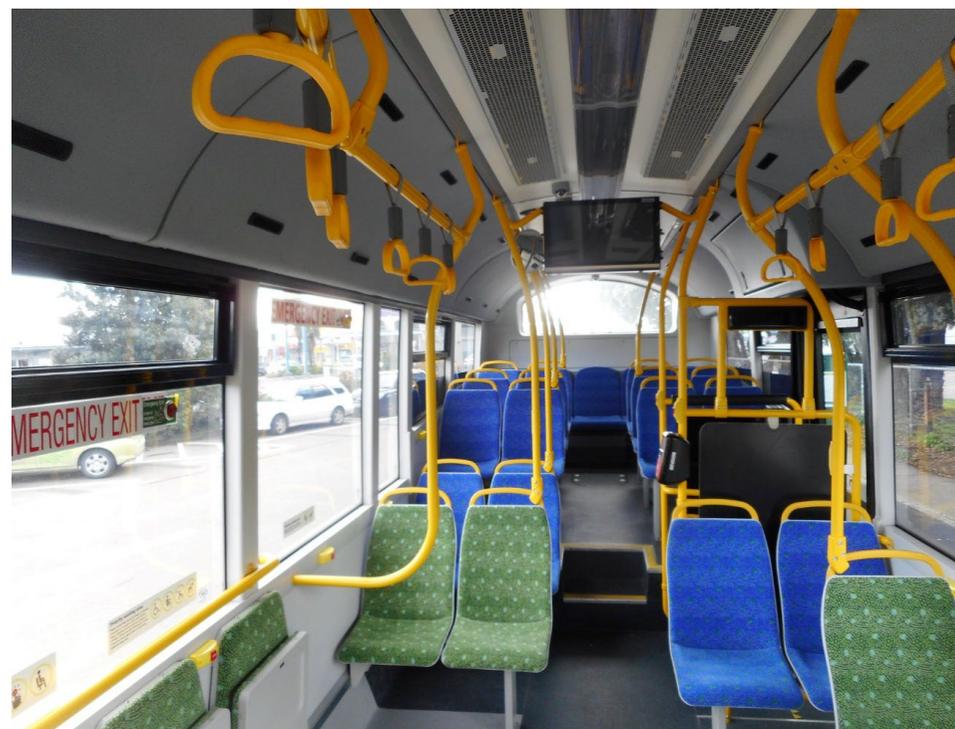
Low running costs

- Lightweight body
- Micro hybrid
- Low RUC
- Reduced fuel cost
- Small footprint, reduced accidents





2018 Wrightbus Streetlite - Euro VI Micro-Hybrid



2018 Youngman-Neoplan Euro V



Large size vehicle (LV)

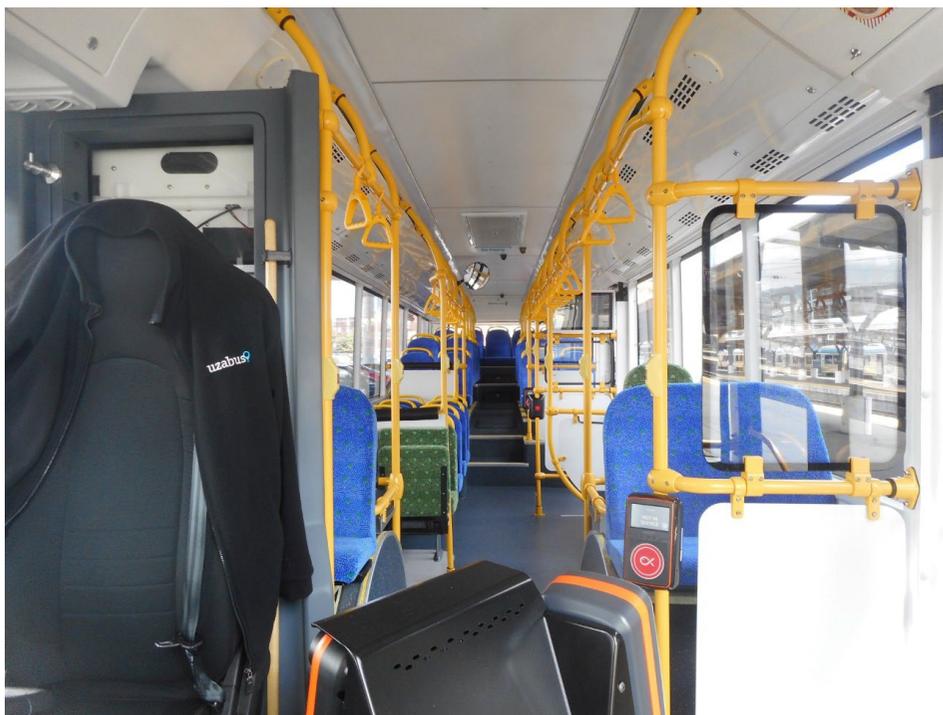
- 12.5 meters in length
- Seats 40
- Door forward

Reduced running costs

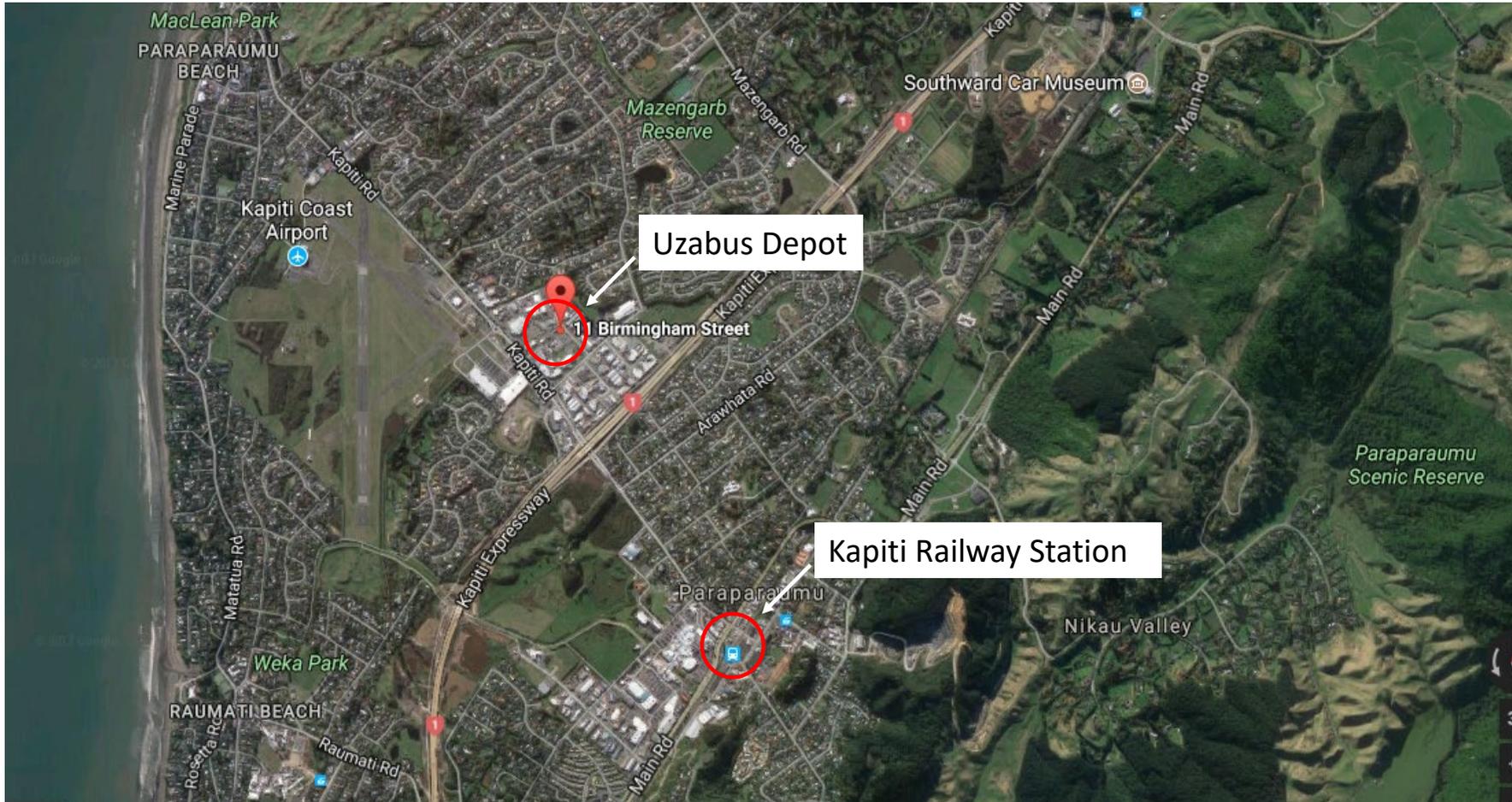
- Lightweight body 18 ton GVM
- Euro V engine
- Low RUC
- Reduced fuel cost



2018 Youngman-Neoplan Euro V



Our Depot – 11 Birmingham Street, Paraparaumu



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Depot Facilities

Front building

- Reception & offices
- Training room
- Drivers room

Rear building

- Drivers lunch room facilities
- 3 bay workshop & office

Yard

- Wash pad & rain water storage
- Onsite diesel fueling
- Single EV charging station



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Our Depot Facilities – 11 Birmingham Street, Paraparaumu



Our Performance



Uzabus continues to provide strong performance for the Metlink network

Reliability - current month

	Jun-23	Jun-22	% Change
Wellington City			
Newlands & Tawa	98.8%	99.2%	-0.4%
East, West & City	99.6%	92.6%	7.1%
North, South, Khandallah & Brooklyn	86.5%	93.2%	-6.7%
Hutt Valley	97.4%	97.2%	0.2%
Porirua	98.0%	95.1%	-2.0%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	98.5%	99.4%	-0.9%
Total	95.6%	94.9%	0.7%

Reliability - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.6%	99.4%	-0.8%
East, West & City	91.6%	95.9%	-4.3%
North, South, Khandallah & Brooklyn	86.6%	95.1%	-8.5%
Hutt Valley	95.6%	97.3%	-1.7%
Porirua	98.1%	95.8%	-6.7%
Kapiti	99.6%	99.7%	-0.1%
Wairarapa	98.8%	99.0%	-0.2%
Total	92.4%	96.6%	-4.2%

Our Performance

Punctuality - current month

	Jun-23	Jun-22	% Change
Wellington City			
Newlands & Tawa	94.8%	97.1%	-2.4%
East, West & City	96.6%	96.5%	0.1%
North, South, Khandallah & Brooklyn	87.4%	91.4%	-4.0%
Hutt Valley	94.5%	95.5%	-1.0%
Porirua	94.8%	95.7%	-0.9%
Kapiti	94.1%	97.9%	-3.8%
Wairarapa	87.6%	93.8%	-6.2%
Total	93.7%	95.2%	-1.5%

Punctuality - year to date (Jul - Jun)

	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	95.3%	95.4%	-0.1%
East, West & City	96.2%	96.7%	-0.5%
North, South, Khandallah & Brooklyn	89.6%	92.0%	-2.4%
Hutt Valley	95.0%	96.0%	-1.0%
Porirua	95.6%	95.5%	0.1%
Kapiti	95.3%	98.1%	-2.8%
Wairarapa	91.7%	92.5%	-0.8%
Total	94.4%	95.5%	-1.1%

Current Operating Environment



Paraparaumu Station upgrade

Construction is currently underway, with temporary bus stops operating on the Eastern side of the railway line. The new design will improve the community's public transport experience and connection with the nearby retail area. Expected completion is October 2023.





Future developments

Introduction of EV to Fleet

We are currently in the final planning and implementation stages with GWRC toward introducing two MV (medium vehicle) Electric Buses to our Kapiti fleet for 2024.

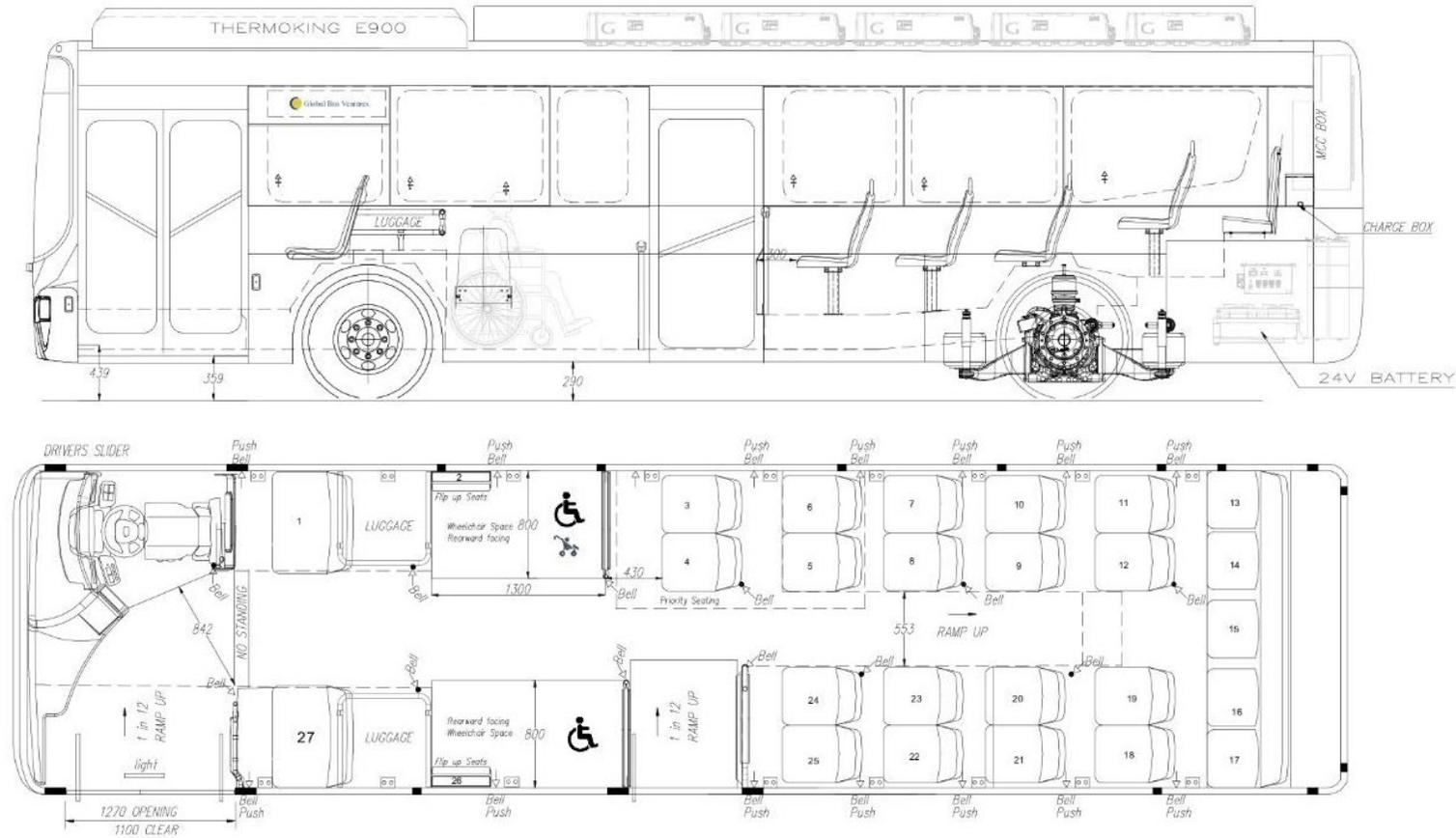
The proposed buses are built locally by Christchurch manufacturer Global Bus Builders (GBV). The bus design is a small-footprint, lightweight bus built for New Zealand conditions, lower overall height, enhancing stability, improving battery range, and ZF Hub drive system providing a single level floor for the entire isle length.



Future developments



Introduction of EV to Fleet



Attachment 1 to Report 23.315



Questions & Answers