



If calling, please ask for Democratic Services

Transport Committee

Thursday 19 October 2023, 09.30am

Taumata Kōrero, Council Chamber, 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 19 October 2023, 9.30am

Taumata Kōrero, Council Chamber, 100 Cuba St, 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 on 14 September 2023	23.476	6
5.	Update on Progress of Action Items from Previous Transport Committee Meetings – October 2023	23.530	10
6.	Public Transport Advisory Group Meeting – 5 October 2023	23.513	16
7.	Lyll Bay/Southern Depot opportunity	23.508	20
8.	Rail Replacement Services - update	23.512	25
9.	Community Connect implementation – assessment	23.514	32
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11.	Reinstatement of Bus suspended services – progress	23.511	64
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13.	Public Transport Operator update – Mana	23.510	90



Please note these minutes remain unconfirmed until the Transport Committee meeting on 19 October 2023.

Report 23.476

Public minutes of the Transport Committee meeting on Thursday 14 September 2023

Committee Room, Greater Wellington Regional Council
34 Chapel Street, Masterton at 10.02am.

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair)
Councillor Connelly
Councillor Duthie
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lee
Councillor Ropata
Councillor Saw
Councillor Staples
Andrew Lensen

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

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

The Committee Chair welcomed mana whenua to the meeting.

The Committee Chair acknowledged Te Wiki o Te Reo Māori and shared a whakatauki.

Public Business

1 Apologies

Moved: Cr Staples / Cr Saw

That the Committee accepts the apologies for absence from Councillors Bassett, Gaylor, Lee and Ponter.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Rod Badcock spoke to multimodality, buses replacing trains and the closure of the Melling Station and its impact.

Patrick Morgan, Cycling Action Network spoke to the deteriorating level of service for people travelling with bikes to Melling.

4 Confirmation of the Public minutes of the Transport Committee meeting on 17 August 2023 – Report 23.400

Moved: Cr Kirk-Burnnand / Cr Laban

That the Committee confirms the Public minutes of the Transport Committee meeting on 17 August 2023 – Report 23.400.

The motion was **carried**.

5 Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448 [For Information]

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

Noted: The Committee requested:

- a an update at a future Committee meeting on bike racks on buses replacing trains;
- b an update on the consideration of multi-modal options for the closure of the Melling Line;
- c Information regarding people standing on buses on the Wellington Urban Motorway, including for buses replacing trains.

6 Submission on the Draft Government Policy Statement – Report 23.419

Tim Shackleton, Senior Manager Commercial, Strategy and Investments and Scott Walker, Senior Policy Advisor, spoke to the report.

Moved: Cr Staples / Cr Laban

That the Committee:

- 1 Adopts its submission on the Draft Government Policy Statement (Attachment 1).
- 2 Authorises the Committee Chair to approve minor editorial changes for the purpose of finalising the submission.

The motion was **carried**.

7 Release of Report into KiwiRail’s handling of recent disruptions to passenger services – Report 23.463

Fiona Abbott, Senior Manager Assets and Infrastructure and David Mawson, Manager Rail Network Delivery, spoke to the report.

Moved: Cr Nash / Cr Connelly

That the Committee:

- 1 Endorses the findings and recommendations of the rapid review report into KiwiRail’s handling of recent disruptions to passenger services.
- 2 Agrees to participate in the governance arrangements as set out in the recommendations set out in Attachment 1 to this report.
- 3 Requests that the Council Chair advocates to Central Government that it prioritises funding and delivery of the backlog of KiwiRail renewals in order to maintain the rail network in a steady state.
- 4 Notes that the rapid review into KiwiRail’s handling of recent disruptions to passenger services identifies insufficient funding for the Wellington Rail Network and that KiwiRail have a significant backlog of renewals that are needed on the Wellington Metro Rail Network.
- 5 Requests that a report is brought to Council on Wellington Rail Network governance and funding arrangements, including an assessment of the risks relating to the backlog of maintenance and renewals and the steps required to address these risks.

The motion was **carried**.

8 Trial of Articulated Buses on Route 2 – Report 23.413 [For Information]

Bonnie Parfitt, Senior Manager Network and Customer and Fiona Abbott, Senior Manager Assets and Infrastructure, spoke to the report.

The meeting adjourned at 11.14am and resumed at 11.28am.

9 Rail Partnering Contract – extension of term – Report 23.422 [For Information]

Matthew Chote, Senior Manager Operations and Partnerships, spoke to the report.

10 2023 Metlink Customer Satisfaction Survey Results – Report 23.309 [For Information]

David Boyd, Manager Customer Experience, spoke to the report.

11 Reinstatement of Bus suspended services – progress – Report 23.416 [For Information]

Bonnie Parfitt, Senior Manager Network and Customer, spoke to the report.

The meeting adjourned at 11.54am and resumed at 12.14pm.

12 Public Transport Performance – July update – Report 23.417 [For Information]

Matthew Chote, Senior Manager Operations and Partnerships, spoke to the report.

13 Transport Operator update – Transdev – Report 23.418 [For Information]

Ian Ladd, Managing Director, Transdev, spoke to the report.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.59pm.

Councillor T Nash

Chair

Date:

Transport Committee
19 October 2023
Report 23.530



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – OCTOBER 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 – October 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 – October 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 23.530

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>Completed</p> <p>Comment:</p> <p>See Report 23.512 Rail Replacement Services – Update, which is on the agenda for today’s meeting</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 23.530

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 late-October.</p>
<p>17 August 2023</p>	<p>Update on Progress of Action Items from Previous Transport Committee Meetings – August 2023 – Report 23.304</p> <p>Noted: The Committee requested an update on Bus Replacing Trains being fitted with bike racks</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>See Report 23.512 Rail Replacement Services – Update, which is on the agenda for today’s meeting</p>
<p>17 August 2023</p>	<p>2024 Accessibility Action Plan: Overview – Report 23.310</p> <p>Noted: The Committee requested information on increasing the presence of staff at rail stations in order to provide users of public transport with network information and to discourage anti-social behaviour.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>A workshop on this matter has been scheduled for a November workshop.</p>
<p>17 August 2023</p>	<p>Public Transport Advisory Group Meeting – 3 August 2023 – Report 23.311</p> <p>Noted: The Committee requested a workshop to discuss policing versus educating approaches to prevent anti-social behaviour on public transport.</p>	<p>Status:</p> <p>See above</p> <p>Comment:</p> <p>A workshop on this matter has been scheduled for a November workshop.</p>

Attachment 1 to Report 23.530

Action items from previous Transport Committee meetings

<p>14 September 2023</p>	<p>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</p> <p>Noted: The Committee requested:</p>	
	<p>a. An update at a future Committee meeting on bike racks on buses replacing trains;</p>	<p>Status: Completed</p> <p>Comment: See Report 23.512 Rail Replacement Services – Update, which is on the agenda for today’s meeting</p>
	<p>b. An update on the consideration of multi-modal options for the closure of the Melling Line;</p>	<p>Status: In progress</p> <p>Comment: A Mitigation Plan for the Melling Line closure is in the process of being developed and will be shared with Councillors once completed.</p>
	<p>c. Information regarding people standing on buses on the Wellington Urban Motorway, including for buses replacing trains.</p>	<p>Status: Partially completed (for buses replacing trains)</p> <p>Comment: See Report 23.512 Rail Replacement Services – Update, which is on the agenda for today’s meeting</p>

Transport Committee
19 October 2023
Report 23.513



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 5 OCTOBER 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 5 October 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. The Advisory Group's most recent meeting occurred on 5 October 2023. In the Chair's absence, Kris Parkin (Deputy Chair) chaired the meeting.

Meeting agenda and matters considered by the Advisory Group

6. The group was split into three focus groups to provide input to the following topics. The topics explored and summary of the Advisory Group feedback is set out below.

Metlink's advertising services strategy: Exploring opportunities for revenue generation:

7. The groups were asked to provide a point of view on the current approach and role of advertising on the Metlink network and planned approaches for increasing advertising.
8. Over-all, there was a good level of understanding and support for advertising on the network with regards to revenue generation. Some moderate concerns were raised how advertising is executed, such as the impact of advertising over the windows and the need to avoid visual clutter in the environment.

9. The general level of comfort with advertising extended to the planned advertising approaches, including placing advertising on digital screens onboard trains, on vehicle floors, doors and ceilings, as long as they didn't undermine the user experience and safety of public transport.

Update on reviewing the 2021 Regional Land Transport Plan - have we got it right:

10. Groups were presented the proposed focus areas for the review of the 2021 Regional Land Transport Plan (RLTP) and asked to provide feedback on their relevance and prioritisation.
11. There was general agreement that the existing problem statements from RLTP 2021 remained relevant.
12. Resilience was a key issue that needed to be prioritised. We need to recognise resilience is for all transport modes – not just roading. While resilience is important, there is still a need to 'keep the foot on the pedal' on growing public transport capacity. If there is insufficient capacity it is the people who are most vulnerable, and least likely to be able to take other modes, who are most likely to be affected.

Preferences for communications about long-term disruptions:

13. The groups were asked to share their understanding of, and preferences for, communications about long-term projects that are likely to cause prolonged disruption for customers, to assist Metlink in developing a communications plan for managing customer expectations.
14. There was a good awareness across all groups of the large long-term public transport projects occurring across the region.
15. The key elements of successful communications should include:
 - a multi-layered approach communications that allow the public to engage at both a high-level, or to drill down into the detail if it suited their interests
 - b the ability to target the communications to the relevant groups, both in terms of those who are directly affected (without spamming those who are not) and in terms of providing a range of channels that did not exclude any people (for instance those who were not digitally enabled)
 - c relevant and timely customer focused updates throughout each project
 - d story-telling that brings the projects to life, such as behind the scenes videos.
16. Detailed insights will be reported to Metlink and Advisory Group members in the meeting minutes.

Next meeting

17. The next Advisory Group meeting is scheduled for 16 November 2023. The focus will be on the new trains and infrastructure for the Wairarapa and Manawatū rail lines. Our rail engineering team and consultants will be presenting the background, and an early draft of the train specification for discussion.

**Ngā kaiwaitohu
Signatories**

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

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council’s roles or with Committee’s terms of reference</i> 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.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> 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”.
<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.

Transport Committee
19 October 2023
Report 23.508



For Information

LYALL BAY/SOUTHERN DEPOT OPPORTUNITY

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee an update on the progress in developing the leased land at Lyall Bay.

Te tāhū kōrero

Background

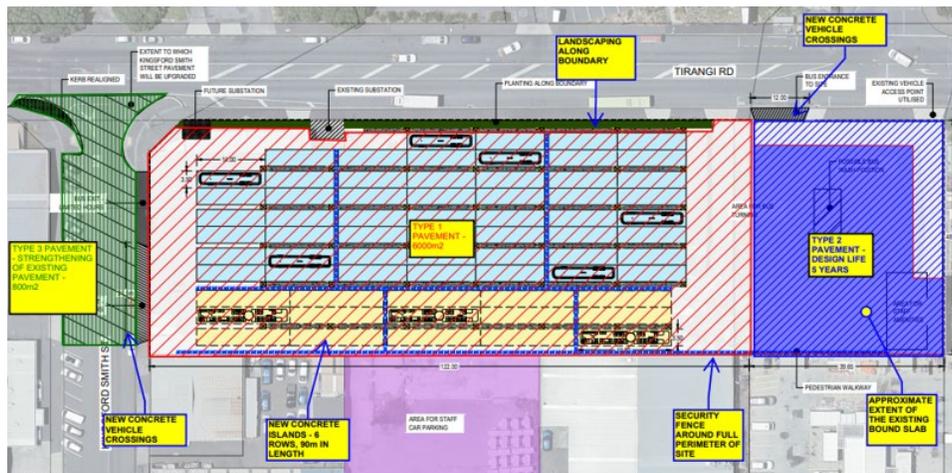
2. Following approval from Council in August 2022 (*Lease Opportunity – Report PE22.357*), Greater Wellington signed a 21-year lease with Wellington International Airport Limited for a circa 2-hectare site in Lyall Bay with the intent to investigate the development of a bus depot.
3. The decision to lease the land was as the result of uncertainty surrounding the long-term availability and viability of the Kilbirnie depot that was being used by NZ Bus. This raised concerns for Greater Wellington about the future availability and certainty of critical bus depoting in the area. This led Greater Wellington to explore alternative options for a bus depot that could better serve the region's needs and provide a reliable and efficient base for bus operations.
4. Additionally, as the Kilbirnie depot has reached its maximum power capacity, and Wellington Electricity is reluctant to upgrade the infrastructure for a short-term solution, this represents a significant risk to the network.
5. The lease for the Lyall Bay site, which commenced in January 2023, comes at a net holding cost of approximately \$1.6 million per year. Much of the site is sub-leased; however, around 45% of the site remains unutilised and there are several derelict earthquake-prone buildings requiring demolition.
6. The development of a Council controlled bus depot is consistent with the proposed public transport asset control strategy which was approved for consultation by Council at its meeting on 24 August 2023 (*Proposed Strategic Public Transport Asset Control Strategy – For consultation – Report 23.380*). The proposed strategy recommends that Greater Wellington takes greater control over key strategic assets such as bus depots. This proposed strategy, as well as the investment required for the long-term development of Lyall Bay land as a bus depot, will be consulted on as part of the upcoming Long-Term Plan (LTP).

Progress with developing the leased land

7. Planning and design work are well underway for both the short-term use of the land (Stage 1) as well as the potential long-term use of the site as a full bus depot (Stage 2) - noting that final approval will need to be subject to Council decision as part of the LTP, and appropriate business casing. It is important that key aspects of the design of both stages is done simultaneously to reduce the risk of long term non-optimal site usage or costly rework. Officers will be involving PTOM bus operators in any design work to ensure operational requirements are met.
8. The timing of the expected completion dates for these two stages has been planned around:
 - a Stage 1 - The short-term requirement for additional bus parking/charging due to current requirements for both growth buses and fleet replacement.
 - b Stage 2 - Alignment with the expiry of bus operator contracts which require stabling/parking/charging in the Lyall Bay area. Under the current contracts, our operators have contractual accountability to provide depot facilities. Under the new contracts, Council will be able to require operators to use any Council owned or controlled depot.

Stage 1

9. Subject to LTP approval, Stage 1 is expected to commence construction in September 2024 and be completed by June 2025. This will enable the use of the land as charging and parking for 68 EV buses under the current contract arrangements with our bus operators. The draft layout of Stage 1 is set out below:



10. The work required for Stage 1 includes the following activities:
 - a Demolition of vacant derelict buildings on Tirangi Rd scheduled to commence in November 2023. This is progressing early to ensure Council meets its health and safety obligations as the buildings have been assessed as earthquake-prone, many are unsafe to be occupied and could pose a risk to public or the environment if there was a significant earthquake. Removal of the buildings will also provide

aesthetic site improvements, decrease security risks, and prepare the site for future use. We have developed a robust public and stakeholder communication plan regarding the demolition activities.

- b New stormwater system to prevent any pollution entering Cook Strait.
- c Local electricity capacity upgrade.
- d Temporary staff amenities.

Stage 2

- 11. The planning for Stage 2 assumes the use of the land as a full depot with the ability to accommodate up to 281 buses at night. This full depot will include maintenance facilities and staff and driver amenities.
- 12. It is anticipated that Stage 2 will need to be partially completed by the time that the contracts that require the use of a southern depot expire (currently June 2027), the remainder will need to be completed by June 2030 when the remainder of the contracts expire.

Ngā hua ahumoni

Financial implications

- 13. The expected development cost of Stage 1 is approximately \$20 million, and Greater Wellington has allocated \$5 million in capital funding in the 2023/2024 financial year for demolition and design of the site. Funding of 51% of Stage 1 costs up to \$10.838 million has recently been secured from the Government's Climate Emission Reduction Fund (CERF) and the remaining \$5 million is likely to be debt funded as part of the next LTP.
- 14. Officers are cognisant of the need to ensure maximum use of the site to offset the current lease costs prior to Stage 2 being completed. We are actively investigating the ability to sub-lease unused land through to 2026 as well as the potential to work with adjacent landowners to co-develop southern side of site to share ground rent costs.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

- 15. We have engaged with Taranaki Whānui, as mana whenua, regarding the future development of the site and it has expressed an interest in being involved in:
 - a Assistance with tikanga
 - b Involvement in Cultural and Environmental impact reports, including supporting improved outcomes
 - c Input into design to ensure cultural elements are incorporated
 - d Procurement of contractors to ensure broader outcomes are achieved, including being a member of the tender evaluation panel
 - e Potential investment opportunities, such as owning some of the infrastructure and leasing to Greater Wellington.

16. It will be important to continue to work closely with Taranaki Whānui during the design phase of both Stages 1 and 2.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

17. The development of Stage 1 of the Lyall Bay land will assist in Council’s decarbonisation objectives enabling the replacement of diesel buses with electric vehicles as well as growth buses. There is currently insufficient charging capacity at the Kilbirnie depot and a key priority will be to alleviate this bottleneck to the Council decarbonisation programme.
18. Stage 1 will also reduce any polluted stormwater from the site entering the Cook Strait from mid-2025.

Te whakatūtakitaki

Engagement

19. We have developed a community engagement plan regarding any development or activities on the land. The key engagement approach is to foster key community organisation relationships, such as the Lyall Bay residents’ association, to assist in dissemination of information through their existing channels. We are planning for information regarding the demolition to be distributed in early November.
20. We are continuing to ensure key stakeholders, including Waka Kotahi, Wellington City Council and our bus operators, are provided with regular updates on the land.

Ngā tūāoma e whai ake nei

Next steps

21. As set out above, the next steps are to:
 - a Continue to progress the detailed planning and design work of Stage 1.
 - b Commence the demolition works for site remediation in November 2023.
 - c Confirm the asset control strategy and funding for the development of a bus depot under the upcoming Long-Term Plan.

Ngā kaiwaitohu

Signatories

Writer	Nicki Lau Young – Project Director Metlink Operating Model
Approvers	Tim Shackleton, Senior Manager Commercial, Strategy and Investments Fiona Abbott, Senior Manager Assets and Infrastructure Samantha Gain, General 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 the Committee with information regarding the development of a potential depot site; an important piece of infrastructure to ensure the provision of public transport. The Transport Committee <i>"oversees the development, implementation and review of Council's strategic direction and policies for transport and mode-shift."</i>
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The proposed development of a depot facility will be the subject of consultation as part of the development of the Long Term Plan.
<i>Internal consultation</i> In addition to the relevant departments within Metlink, Finance have been consulted in the development of matters within this report
<i>Risks and impacts - legal / health and safety etc.</i> Risks and impacts are addressed in the body of the report.

Transport Committee
19 October 2023
Report 23.512



For Information

RAIL REPLACEMENT SERVICES - UPDATE

Te take mō te pūrongo

Purpose

1. To provide an update of the Buses Replacing Train (BRT) service.

Te horopaki

Context

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

Current operating environment

3. KiwiRail is undertaking critical and necessary upgrades and improvements to create a more resilient and optimised rail network for the Wellington Region. As a result, an increased frequency of BOL means that customers are experiencing, and will continue to experience, more disruptions to their journey.
4. The Wellington Region is emerging from a bus driver shortage, which meant that our Metlink bus operators did not have enough drivers to supply all planned and unplanned BRT services.

Provision of services

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

Planned rail replacement services – agreement requirements

6. For planned rail replacement services, the BRT services are tendered by Transdev, under Transdev's sub-contractor agreements.
7. The bus replacement tender evaluation process used by Transdev is based on the lowest conforming bid; the following bus companies are entitled to bid for work:
 - a Kinetic
 - b Mana Coachlines
 - c New Zealand Coach Services (NCS)

d Tranzit Group (includes Tranzurban)

e Uzabus.

8. Transdev is required to procure alternative transport (BRT) that stops as close as possible to the rail stations and resembles the rail unit timetable with allowance for road travel time.
9. Each BRT vehicle must be operated in accordance with all applicable laws, by a Licensed Operator, within load limits and Transdev must use best endeavours to ensure that electronic ticketing (Snapper) is available on BRT.
10. Transdev requires bus operators to provide Snapper enabled buses for services. If Snapper enabled buses cannot be provided, Transdev must provide written agreement (to a bus operator) that vehicles can be used.

Unplanned rail replacement services – agreement requirements

11. For unplanned rail replacement services, the Rail Partnering Contract provides that the BRT services are procured by Transdev on a casual day of hire basis.
12. The bus replacement tender evaluation process used by Transdev is price based and does not require the use of Metlink operators.
13. Transdev is required to procure alternative transport (BRT) that stops as close as possible to the rail stations and resembles the rail unit timetable with allowance for road travel.
14. Each BRT vehicle must be operated in accordance with all applicable laws, by a Licensed Operator, within load limits and Transdev must use best endeavours to ensure that electronic ticketing (Snapper) is available on BRT.
15. Transdev requires bus operators to provide Snapper enabled buses for services. If Snapper enabled buses cannot be provided Transdev must provide written agreement that vehicles can be used.

Use of non-Metlink transport operator vehicles

16. BRT services provided by other transport operators do not have the same specifications and quality standards as Metlink buses (for example, Snapper, bike racks, RTI compatibility, branding, age, emissions rating, Requirements for Urban Buses (RUB) compliance, and accessibility).
17. Non-Metlink operator buses provide an unbranded vehicle with a non-uniformed driver. The vehicles do not have the same accessibility experience.
18. Where a non-Metlink operator bus is required, and because of its age is not accessible, Transdev will, when aware, arrange for a taxi to transport any customer with accessibility requirements. This requires the customer to approach a Transdev staff member in the first instance.

Te tātaritanga Analysis

Improving the BRT User Experience

BRT user experience

19. BRT has a different user experience when compared to a train; BRT:
 - a requires a longer journey
 - b bus stops are used in place of stations with facilities (and are at different locations)
 - c vehicles have less capacity, accessibility and bike storage
20. In addition, travel onboard a train is generally smoother than buses on windy roads.
21. The paragraphs below set out comments, consideration of options, and steps taken or planned to improve the BRT user experience (noting that the experience will never be as good as a train service).

BRT – Journey length

22. Route optimisation has been reviewed by the Metlink Service Design team; no changes were recommended as necessary.
23. The Operations team works closely with Transdev when road diversions need to be put in place for roadworks.

BRT – Infrastructure and provision of information

Infrastructure

24. Shelters have been installed at a number of BRT stops over time.
25. Some stops are located under existing station shelter or are a shared bus stop with shelter on an existing Metlink bus route.
26. Infrastructure upgrades at Park and Ride locations to allow better access and safety for bus replacements have been completed at Solway station and are underway at Masterton.

Provision of Information

27. Planned bus replacement information can be found on the Metlink website: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>. This page provides general bus replacement information, bus replacement stop locations, calendar view of future bus replacements, and day specific PDF bus replacement timetables.
28. Service alerts are set up for each Rail Line and bus replacement type (evening, weekend, and interpeak). Service alerts and email alerts are sent out when the service alerts are created.
29. Unplanned bus replacement information is also communicated through Metlink service alerts. Alerts are set up service-by-service or for multiple trips depending on severity of disruption. If an unplanned disruption lasts multiple days a pdf timetable is also used.

30. During unplanned bus replacements, Transdev's Customer Experience Officers are being used to manage crowds and provide customer information at Wellington Station. Queuing bollards have also been purchased and are used for managing queues.
31. Metlink's systems do not currently allow the website rail timetables to be updated with bus replacement times. When services are planned to be bus replaced they are highlighted pink on the timetable. This acts as a visual indicator to check the buses replacing trains page or service update.
32. At Wellington station, BRT, both planned and unplanned, are communicated by:
 - a Customer information screens (Jumbotron and smaller TV screens)
 - b Automated audio announcements
 - c Manual announcements for unplanned BRT
 - d Staff – Kiosk and at Platform 10
 - e Planned only: BRT posters by timetables.
33. At outer stations BRT are communicated by:
 - a LED customer information signs are installed at the entrances to all outer stations. The LED signs display service alert information relating to bus replacements.
 - b RTI signs are set up to have a scrolling message to alert passengers to future bus replacements. If services are fully bus replaced for the station then a full sign message alerts passengers to bus replacements and the location of the bus replacement stops.
 - c If caught by CCTV monitoring, a passenger on the platform in error will be informed over the public announcement system that bus replacements are operating.
 - d Wayfinding information is being installed across all stations which includes directions to each bus replacement stop. Work is currently underway (20 completed), and work is expected to be completed by April 2024.
 - e Planned BRT only: two posters on the totems - a calendar view poster of upcoming BRT days and a poster for current or next bus replacement timetable for the applicable line.

Vehicles – type, capacity, accessibility and bike-storage

Requirements under the contract

34. As set out above, the current tender evaluation process used by Transdev is price based and does not require the use of Metlink operators.
35. A change to this process could be explored to ensure Metlink bus operators are chosen in the first instance, where available. However, this would cause an increase in cost to deliver bus replacements during planned maintenance and require additional driver resource for our Metlink bus operators.
36. Where possible, Snapper enabled BRT fleet vehicles should be used. During unplanned BRT this is not always possible due to the last-minute nature of organising vehicles.

Metlink bus operator BRT services

37. In a normal operating environment (full complement of bus drivers), Metlink would expect that the Metlink bus operators would be able to provide planned BRT in the Metlink service off-peak period.
38. Provision of Metlink bus operator BRT services in the peak will always be an issue due to the number of resources required.
39. For unplanned bus replacements Metlink bus operators often have little capacity to provide vehicles and drivers. Dependant on time of day each operator has to make considerations around driving hours and roster availability. With Metlink operators running peak and school services on the Metlink network already, their availability to run unplanned bus replacements during these times is severely limited. Often with large disruptions there are not enough bus replacement capacity in the Region.

Drivers required to be able to use Metlink branded buses

40. The Committee has previously requested information on the number of drivers required to be able to use Metlink branded buses for bus replacing train services.
41. Metlink is only able to determine the number for planned cancellations as unplanned cancellations have too many restrictions to availability.
42. Officers estimate that for a full network planned bus replacement on a Saturday, 60 drivers (assuming driver hours available) would be required to deliver our current BRT services (i.e. not increasing capacity); by Line this would amount to approximately 18 Hutt Valley Line, 16 Johnsonville Line, 23 Kāpiti Line, and 3 Wairarapa Line.

Non-Metlink transport operator BRT services

43. The majority of non-Metlink transport operator vehicles used for BRT are provided by New Zealand Coach Services (NCS).
44. Eighteen NCS vehicles are fitted with Snapper devices; these are used on BRT services as a priority.
45. NCS are currently in the process of installing newly purchased bike racks onto their fleet. Each bike rack will have capacity to carry two bikes. This will improve the experience and consistency for passengers travelling on bus replacements with bikes.
46. NCS are procuring two brand new, accessible, high-capacity low floor buses that will have both bike racks and Snapper devices already installed. These are being built in Christchurch and are due in November 2023. This will further improve experience onboard NCS operated bus replacements.

Snapper enabled buses

47. When buses replace part of a train service, users are required to tag on and tag off on the platform for the train portion of their journey, and also tag on and tag off on the bus replacing the train (e.g. tag on at Upper Hutt platform to travel by train to Petone, tagging off on the Petone platform. Walk to the BRT bus stop, and tag onto the BRT bus as you board at Petone, tag off at Wellington as you exit the bus).
48. We are aware that a number of customers have provided feedback regarding inconsistent payment instruction for part replaced trips.

49. Officers are working closely with Transdev, Snapper and Bus Operators to investigate inconsistency in tag on process and payment instruction given to passengers on BRT. Information on the Metlink website has recently been updated for clarity, in response to customer feedback.

Capacity of BRT services: impact on passengers standing on open road on BRT services

50. Open road travel for BRT routes occurs on SH1, SH2, SH59 and Transmission Gully rather than country roads. Some sections of local roads have speed limits of 60-80kmph.
51. The requirements for urban busses in New Zealand (RUB) issued by Waka Kotahi does not specify requirements for passenger seat belts, nor does it specify limits on speed if passengers are standing.
52. Waka Kotahi determines the loading limit for every passenger service vehicle, including the number of standing passengers.
53. The combined standing and seated capacity on buses is used when planning the number of busses needed for BRT.
54. Passengers on scheduled Metlink bus routes also face similar circumstances on some routes. Where there is not enough capacity for passengers onboard, Transdev will activate standby buses when available. This is dependent on standby location, replacement service frequency and overall bus availability.
55. The number of busses needed to meet capacity for BRT services would effectively double if standing was not allowed on open road/motorway. A single train unit has a combined capacity of 246 seated and standing. A standard Tranzurban Metlink LV (large vehicle) has a seated capacity of 39 and standing capacity of 37. This style of bus is used for the majority of BRT.

Next steps to improve the provision of BRT services

56. Improvements to reporting capability to help review bus replacement provision are being made.
57. Standardised reports to better understand utilisation and revenue are being created.
58. Post delivery reports listing the buses used for each service, Snapper capability, accessibility and presence of bike racks are also being produced.
59. Metlink will continue to review the provision of BRT and make improvements as required.

Ngā kaiwaitohu

Signatories

Writers	Andrew Keane – Principal Account Manager, Rail and Ferry, Metlink (Acting)
Approvers	Matthew Chote – Senior Manager, Operations & Partnerships, Metlink Samantha Gain – Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>This report provides the Committee with an overview of BRT services which are an important aspect on the delivery of public transport services. “Reviewing performance trends related to public transport activities” is a specific responsibility set out in the Committee’s Terms of Reference.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>BRT services have a direct impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.</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 identified risks arising from this report.</p>

Transport Committee
19 October 2023
Report 23.514



For Information

COMMUNITY CONNECT IMPLEMENTATION – ASSESSMENT

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an assessment of Greater Wellington’s implementation of the recent Government Community Connect fare initiatives.

Te tāhū kōrero

Background

Government fare initiatives

2. On 14 March 2022, the Government announced an initiative to provide funding to allow for all public transport fares to be halved for three months commencing on 1 April 2022. Following a number of extensions, this was in place through to 30 June 2023.
3. On 19 May 2022, the Government announced funding for a Community Connect Initiative to provide for half price public transport fares for Community Services Cardholders (Community Connect Initiative). Following extensions, this was to commence on 1 July 2023.
4. On 18 May 2023, the Government announced funding for an initiative to extend the Community Connect Initiative (Community Connect Initiative - Extended) from 1 July 2023 for public transport fares to be:
 - a Free for under 13-year-olds
 - b Half price for under 25-year-olds
 - c 75% off adult fares for 13-18 year olds.

Implementation dates

5. At its meeting on 22 June 2023, the Council agreed, as an interim measure, to extend half price fares on Metlink Public Transport until Greater Wellington was in a position to implement the Community Connect Initiative – Extended (*Implementation of the Government’s Recent Public Transport Fare Initiatives – Report 23.280 and the Public Minutes of the Extraordinary Council Meeting on Thursday 22 June 2023 – Report 23.295*).
6. The Community Connect Initiative and the Community Connect Initiative – Extended was implemented by Council on 1 September 2023.

Complexities associated with implementation

7. The implementation of the Community Connect Initiative and the Community Connect Initiative – Extended was challenging for several reasons:

Eligibility for multiple fare concessions

8. Greater Wellington has three current concessions:
 - a Child
 - b Tertiary
 - c Accessible.
9. The addition of the new Government funded Community Connect concessions led to many people being eligible for multiple types of concessions. This had the potential to create significant confusion as to the best concession to use as one person could be eligible for up to five-different concession types, such as:
 - a Free for under 13-year-olds
 - b 75% off adult fares for 13-18 year olds
 - c Half price for under 25-year-olds
 - d Half price fares for CSC holders.

The technology solution through the Snapper system

10. Due to the limited time between announcement of the Community Connect Concessions (18 May 2023) and date the funding became available (1 July 2023), and the nature of the current Snapper system set up, there were a number of system work-arounds put in place to offer the new concessions.
11. This meant that the way in which customers are able to access the new concessions is not as streamlined as preferred from a customer experience perspective. For example, there are different requirements for accessing the concessions for each child age bracket.

End of Universal Half Price Fares

12. The end of universal half price fares at the same time as the concessions commenced meant that fares doubled on 1 September 2023 for the majority of our public transport customers. Given that many households are currently struggling with cost-of-living issues, the removal of these half price fares for all was a significant change.
13. The extension of half price fares by two months to avoid two fares changes for many customers within the same period did however assist in the transition process.

Te tātaritanga Analysis

Assessment of the implementation of fare changes

14. We are very pleased with how the implementation of the Community Connect Initiative and the Community Connect Initiative – Extended has progressed. By the end of the first month (30 September 2023):
 - a approximately 16,000 Community Service Card holders had loaded a concession on their Snapper card
 - b approximately 15,000 young people (those entitled to free fares or aged between 19 and 25 years old) had loaded a concession on their Snapper card.

Customer feedback

15. The majority of feedback received to date has been that the changes were well communicated and the process to apply for the concessions was very simple.
16. Minimal negative customer feedback regarding the fare changes has been received; including regarding the return to full price fares for those not entitled to a concession.
17. There were a few concerns regarding the two-step process to load the under 13-year-old free fares pass onto the Snapper card however this requirement was required to align with the current pass application software design.
18. We have also received feedback that people in a small number of demographics need to now carry multiple cards if they wish to receive benefits from different concession types. For example:
 - a SuperGold card holders (which provides free off-peak travel) who are also entitled to Community Connect Initiative (which provides half price travel – including peak times), and
 - b Total Mobility card holders (which provides discounted taxi travel) who are also entitled to under 13-year-old free fares (which free fares for Public Transport for under 13s with registered Snapper cards)now need to travel with two cards (i.e. Snapper Card and SuperGold, or Snapper Card and Total Mobility Card) to receive the benefits.
19. Longer term solutions for the requirement that people in certain demographics carry two cards to access full benefits will be considered as part of the National Ticketing Solution rollout, which can manage multiple concessions.

Key learnings

20. Metlink considers that the success of the implementation largely came down to having an excellent internal team focused on the roll out, and a close working relationship with Snapper who delivered a simple to use application portal.
21. Of note are some key themes regarding both Metlink and Snapper’s approach to the implementation which assisted with its success; these are set out below:

Customer-focused

22. Both Snapper and Metlink worked closely together to understand how best to communicate the various fare scenarios and different application requirements to our customers. Metlink created a fare selector tool on the Metlink website which allowed customers to assess for themselves the best concession to apply to an individual's circumstance. This ensured that the customer journey between Metlink and Snapper's website was as seamless as possible and meant that the Snapper application was simple and easy to use.
23. Metlink's project team also focused on ensuring that everyone in Metlink and our operators who had touch points with customers had the required training on the fare changes or information to give customers. For example, we provided a simple wallet-size card for bus drivers to give customers to refer them to our call centre or website to avoid lengthy fare discussions if customers were uncertain about the new fares when customers got on the bus.

Extensive Information/communication campaign

24. A significant media and awareness campaign was undertaken for both the Community Connect Initiative and the Community Connect Initiative - Extension. The latter campaign was focused on notifying customers that there were fare changes and pointing people to our fare selector tool. The imagery used was bright and fresh to differentiate it from other campaigns and to attract young people in relation to the new concessions.
25. A variety of different media channels were used to ensure different demographics and communities were reached. For example, social media was used extensively to ensure the message about new concessions reached young people and community newsletters were used to distribute information regarding the new concessions for Community Service Card holders.
26. Both the Community Connect Initiative and the Community Connect Initiative - Extension communication campaigns were extensive to ensure we reached those affected by the changes. The cost of the campaign, being approximately \$400,000 across the two campaigns, was fully funded by the Government as part of the fares initiative and was a worthwhile investment to ensure successful communication of the changes.

Presence in our communities and assistance through our Contact Centre

27. Ensuring our customers can access in person support regarding the changes is also a key learning for a smooth transition. We had 12 Metlink Ambassadors in our communities promoting and assisting customers with the new concessions, over 2 weeks leading up to the implementation date and 4 weeks post implementation.
28. For both the Community Connect Initiative and the Community Connect Initiative Extension, over 750 community organisations were visited in person by the Metlink Ambassadors across the Wellington region. The list of the organisations visited by our staff is attached as [Attachment 1](#) to this report.
29. Feedback from many of the organisations visited, particularly those in low deprivation areas and supporting migrant communities, is that they appreciated the opportunity to

- have a face-to-face discussion about how they could help their communities access discounted fares.
30. The Metlink Ambassadors supplemented the 15 Transdev customer experience officers who also promoted the changes across the rail network.
 31. In person customer support for the implementation of these fare changes as well as for the implementation of Snapper on Rail has proved invaluable in assisting those customers who are less able to navigate technology or have language or other barriers to understanding any changes. This is a key learning for future changes.
 32. Significant effort was required to recruit and then train a group of Metlink Ambassadors for a short period which resulted in resource being diverted from other planned Metlink initiatives. However, the benefit of in-person customer support cannot be understated, particularly for our more vulnerable communities. A key learning is that this support needs to be factored into future fare changes. The cost of Metlink Ambassadors was approximately \$100,000 for each campaign – again, in this instance, funded by Government.
 33. We also promoted the Snapper and Metlink call centres as being available to assist customers in applying for concessions and answering questions about the fare changes. This approach also worked well. Snapper reporting under 3000 calls for the month of implementation and Metlink reporting under 2000 calls. Most queries were focused on details about concessions and how to apply.
 34. The Metlink website was also used to guide customers through the process of finding the best fare and how to apply. From 17 August 2023, the find your fare page has had over 116,000 views.
 35. As part of the Community Connect Initiative, Community Services Card holders are able to request a free Snapper card through Metlink’s Contact Centre and website. To date, 1,675 cards have been mailed out to customers to support their Community Connect applications. Feedback from our Ambassadors suggested that the provision of free Snapper cards was a significant enabler for sign-ups.

Ngā hua ahumoni

Financial implications

36. As set out above, the cost to promote the implementation of Community Connect initiatives was funded by the Government.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

37. Information brochures about the Community Connect Initiative and Extension were made available in te reo Māori.
38. As part of our community engagement, Ambassadors visited marae and organisations supporting Māori communities.
39. For the Community Connect Initiative – Extension, Ambassadors visited te kohanga reo (early childcare centres), kura (schools) and wānanga (tertiary institutions).

Ngā tūāoma e whai ake nei

Next steps

40. The successful implementation of the two fare initiatives will help inform how we engage on future substantial fare changes.

Ngā āpitihanga

Attachment

Number	Title
1	Locations visited by Ambassadors in lead up to fare changes

Ngā kaiwaitohu

Signatories

Writer	Nicki Lau Young – Programme Director Metlink Operating Model
Approvers	Bonnie Parfitt – Senior Manager Network & Customer Tim Shackleton – Senior Manager Commercial, Strategy & Investments Samantha Gain – Group Manager Metlink

<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 responsibility to review the performance and effectiveness of fare strategies and methods.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Provision of fare initiatives contribute to the delivery of public transport aspects of the 2021-31 Long Term Plan.</p>
<p><i>Internal consultation</i></p> <p>No internal consultation outside of Metlink has been undertaken in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks and impacts resulting from this report.</p>

Attachment 1 to Report 23.514

Community Connect Initiative: locations visited by Metlink Ambassadors by territorial authority

To support the Community Connect Initiative, Ambassadors were primarily based in libraries and community hubs across the Wellington region to promote the new concession, and support Community Services Card holders with their application.

Ambassadors were also rostered to visit community organisations to promote the concession and ‘drive’ people to seek support at libraries/community hubs. Their focus was on visiting organisations supporting low-income earners.

In total, Ambassadors visited the following 142 organisations during July 2023 as listed by territorial authority:

Kapiti Coast

- | | |
|---|---|
| 1. Age Concern | 9. Otaki Library |
| 2. Citizens Advice Bureau | 10. Paekakareki Library |
| 3. Coastlands Information Desk | 11. Paraparaumu Library |
| 4. Grey Power | 12. Waikanae Library |
| 5. Kapiti Community Connector | 13. Work and Income Service Centre, Otaki |
| 6. Kapiti Family Budgeting Services | 14. Work and Income Service Centre |
| 7. Kapiti Impact Hub | |
| 8. Otaki Four Square (Snapper retailer) | |

Lower Hutt

- | | |
|--|--|
| 15. CoCo Pop Up | 33. Pact |
| 16. Eastbourne Library | 34. Petone Library |
| 17. Emerge Aotearoa | 35. Salvation Army |
| 18. English Language Partners | 36. Salvation Army Foodbank |
| 19. Gurudwara Sahib | 37. Stokes Valley Hub |
| 20. Hope Centre | 38. SuperGrans Aotearoa |
| 21. Hutt City Budget and Advocacy Services | 39. Team Naenae Trust |
| 22. Kapiti Age Concern | 40. Te Paepae Arahi Trust |
| 23. Kopata Medical Centre | 41. Wainuiomata Community Hub |
| 24. Lower Hutt Food Bank | 42. Wainuiomata Library |
| 25. Lower Hutt War Memorial Library | 43. Waiwhetu Fruit and Vege Co-op |
| 26. Lower Hutt Womens’ Centre | 44. Waiwhetu Superette |
| 27. Moera Library | 45. Walter Nash Centre |
| 28. Naenae Dental Clinic | 46. Worburn Pharmacy |
| 29. Naenae Library | 47. Work and Income Service Centre, Lower Hutt |
| 30. Naenae Medical Centre | 48. Work and Income Service Centre, Naenae |
| 31. Naenae RSA | |
| 32. Oasis Network | |

Attachment 1 to Report 23.514

Porirua

- | | |
|---|-------------------------------------|
| 49. Boxing Academy Cannons Creek | 63. Porirua City Council |
| 50. Cannons Creek Library | 64. Porirua City Centre Library |
| 51. Cannons Creek Pool | 65. Porirua/Kapiti Community Law |
| 52. Cannons Creek community Centre | 66. Presbyterian Support |
| 53. Cannons Creek Library | 67. Pukerua Bay Library |
| 54. Cannon’s Creek Community Pantry | 68. Taeaomanio Trust |
| 55. Citizens Advice Bureau, Porirua | 69. Te Roopu Awhina Social Services |
| 56. English Language Partners | 70. Titahi Bay Library |
| 57. Le Fale Job and Skills Hub | 71. Vaka Tautua |
| 58. Maninoa Community Care Trust | 72. Waitangirua Mall |
| 59. Maraeroa Marae Health Centre | 73. Wesley Community Action |
| 60. North City Information Desk | 74. Whanau Centre |
| 61. Oasis Community Café | 75. Whitby Library |
| 62. Pasifika Child and Adolescent
Mental Health Unit | 76. Women’s Refuge |

Upper Hutt

- | | |
|--|---|
| 77. Citizens Advice Bureau, Upper Hutt | 79. Upper Hutt Central Library |
| 78. Upper Hutt isite Visitor Information
Centre | 80. Work and Income Service Centre,
Upper Hutt |

Wairarapa territorial authorities, including Masterton, Carterton, South Wairarapa

- | | |
|-------------------------------------|---|
| 81. Carterton Library | 92. Martinborough Library |
| 82. Carterton Neighbourhood Support | 93. Martinborough isite Visitor
Information Centre |
| 83. Carterton Salvation Army | 94. Menz Shed Featherston |
| 84. Featherston Community Centre | 95. Salvation Army Food Bank,
Carterton |
| 85. Featherston Library | 96. South Wairarapa Working Mens
Club |
| 86. Featherston Medical Centre | 97. Wairarapa Safer Communities Trust |
| 87. Featherston Foodbank | 98. Work and Income Service Centre,
Masterton |
| 88. Greytown Community Gym | |
| 89. Greytown Library | |
| 90. Greytown Lions Club | |
| 91. Masterton District Library | |

Wellington

- | | |
|--|---|
| 99. Arapaki Manners Library | 106. Citizens Advice Bureau, Wellington |
| 100. Cancer Society Wellington | 107. Cummings Park Ngaio Library |
| 101. CareNZ – Wellington Community
Services | 108. DCM Wellington |
| 102. Citizens Advice Bureau, Johnsonville | 109. English Teaching College, Wellington
City |
| 103. Citizens Advice Bureau, Karori | 110. Island Bay Library |
| 104. Citizens Advice Bureau, Kilbirnie | 111. Johnsonville Library |
| 105. Citizens Advice Bureau, Newtown | 112. Kilbirnie Community Centre |

Attachment 1 to Report 23.514

- | | |
|--|--|
| 113. Kilbirnie Regional Aquatic Centre | 131. Te Awe Library |
| 114. Karori Library | 132. Te Wahi Awhina Community Support |
| 115. Kaibosh, Te Tūhanga Rau and Raukawa and Community Centres | 133. The Free Store |
| 116. Keith Spry Pool | 134. Victoria University of Wellington (Kelburn, Pipitea and Te Aro) |
| 117. Kia Ora House, Newtown | 135. Wadestown Library |
| 118. Kiwi Class | 136. Wellington Community Centre |
| 119. Linden Community Centre | 137. Wellington isite Visitor Information Centre |
| 120. Miramar Library | 138. Wellington Regional Hospital |
| 121. Newtown Community Centre | 139. Work and Income Service Centre, Johnsonville |
| 122. Newtown Library | 140. Work and Income Service Centre, Newtown |
| 123. Raukawa Community Centre | 141. Work and Income Service Centre, Wellington City |
| 124. Ruth Gotlieb (Kilbirnie) Library | 142. Zeal NZ |
| 125. Salvation Army, Cuba Street | |
| 126. Salvation Army, Newtown | |
| 127. Strathmore Park Community Centre | |
| 128. Tawa Library | |
| 129. Tawa Community Centre | |
| 130. Te Auaha | |

Attachment 1 to Report 23.514

Community Connect Initiative – Extension: locations visited by Metlink Ambassadors by territorial authority

To support the Community Connect Initiative – Extension, Ambassadors were available to provide support at Wellington Station six days a week, nearly 12 hours a day between 28 August – 23 September 2023. During this time, they also visited community organisations to promote the new concessions for children and youth, especially to early childcare centers/ te kohanga reo, schools/kura and tertiary institutions/wānanga.

In total, Ambassadors visited the following 613 organisations as listed by territorial authority:

Kapiti Coast

- | | |
|---|--|
| 1. Age Concern | 30. Our Lady of Kapiti School |
| 2. Best Start Kapiti Road | 31. Paekakariki Library |
| 3. Best Start Paraparaumu | 32. Paekakariki Playcentre |
| 4. Best Start Raumati | 33. Paekakariki School |
| 5. Best Start Waikanae | 34. Paraparaumu Beach School |
| 6. Citizens Advice Bureau, Otaki | 35. Paraparaumu College |
| 7. Citizens Advice Bureau, Paraparaumu | 36. Paraparaumu Kindergarten |
| 8. Coastlands Information Desk | 37. Paraparaumu Library |
| 9. Family Support Services | 38. Paraparaumu School |
| 10. Otaki Four Square (Snapper retailer) | 39. Raumati Beach Kindergarten |
| 11. Grafton Private Kindergarten | 40. Raumati Beach School |
| 12. Grey Power | 41. Raumati South School |
| 13. He ITI Na Motai | 42. St Peter Chanel Catholic School |
| 14. Kapiti Children's Centre | 43. Stand Children's Services - Central Office |
| 15. Kapiti Coast District Council | 44. Te Hui Amorangi Ki Te Upoko O Te Lka School |
| 16. Kapiti College | 45. Te Kura Kaupapa Maori o Te Rito |
| 17. Kapiti Family Budgeting | 46. Te Rā Waldorf School & Te Rāwhiti Kindergarten |
| 18. Kapiti Impact Hub | 47. Te Wananga O Raukawa, Otaki Campus |
| 19. Kapiti Primary School | 48. Tu Roa TKR |
| 20. Kapiti Youth Support (Paraparaumu and Otaki) | 49. Waikanae Kindergarten |
| 21. Kenakena School | 50. Waikanae Library |
| 22. Kenakena School Before & After School Care - Fun Zone | 51. Waikanae Montessori Preschool |
| 23. KYStore | 52. Waikanae Playcentre |
| 24. Little Earth Montessori Kapiti | 53. Waikanae Primary School |
| 25. Montessori Pre-School | 54. Work and Income Service Centre, Otaki |
| 26. Otaki College | 55. Work and Income Service Centre, Paraparaumu |
| 27. Otaki Early Learning Centre | 56. ZEAL Kapiti |
| 28. Otaki Playgroup | |
| 29. Otaki School | |

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Lower Hutt

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| 57. Avalon Kindergarten | 96. Moera Library |
| 58. Barnardos Early Learning centre | 97. Morera Kindergarten |
| 59. BestStart Stokes Valley | 98. Muritai School |
| 60. Chilton Saint James School | 99. Muturangi Te Kohanga Reo |
| 61. Citizens Advice Bureau | 100. Naenae College |
| 62. Conductive Education Wellington Trust | 101. Naenae Dental clinic |
| 63. Dyer St Kindergarten | 102. Naenae Intermediate School |
| 64. Dyer St School | 103. Naenae Kindergarten |
| 65. Dyer Street Before and After school Care | 104. Naenae Library/Neighbourhood Hub |
| 66. East Harbour Kindergarten | 105. Naenae Medical Centre |
| 67. Eastbourne Library | 106. Naenae Primary School |
| 68. Eastern Hutt School and Community | 107. Naenae RSA |
| 69. Emerge Aotearoa | 108. Nga Puawai Te Kohanga Reo |
| 70. English Language Partners | 109. Open Polytechnic |
| 71. English Teaching College | 110. Pact |
| 72. Epuni Kindergarten | 111. Paparakau Tuarua Te Kohanga Reo |
| 73. Epuni Primary School & Community Emergency Hub | 112. Parkway Kindergarten |
| 74. Fernlea School | 113. Parkway School |
| 75. Holborn Kindergarten | 114. Pasifika Early Learning |
| 76. Hope Centre | 115. Pomare School Dental Clinic |
| 77. Hutt City Budget and Advocacy Service | 116. Pomare School & Community Emergency Hub |
| 78. Hutt City Council | 117. Pukeatua Childcare Centre |
| 79. Hutt City Kindergarten | 118. Randwick School & Community Emergency Hub |
| 80. Hutt Hospital | 119. Rata St School |
| 81. Hutt Intermediate School | 120. Sacred Heart College |
| 82. Hutt Valley High School | 121. Shine Montessori Educare |
| 83. Junglerama | 122. St Bernadette’s School |
| 84. Kidz Planet | 123. St Bernard's College |
| 85. Kimi Ora School | 124. St Claudine Thevenet School |
| 86. KiwiClass | 125. St Michael’s School |
| 87. Konini Primary School | 126. St Orans College |
| 88. Konini Primary school Dental Clinic | 127. Stokes Valley Foodbank |
| 89. Koraunui Stokes Valley Community hub | 128. Stokes Valley Kindergarten |
| 90. Koraunui Kindergarten | 129. Stokes Valley Medical Centre |
| 91. Koraunui School & Community Emergency Hub | 130. Stokes Valley Public Library & Service Centre |
| 92. Life-Start Preschool | 131. Sun Valley Kindergarten |
| 93. Lower Hutt Playcentre | 132. Sun Valley School |
| 94. Lower Hutt Woman’s Centre | 133. SuperGrans |
| 95. Millie’s House Early Learning Centre | 134. Taita Central School |
| | 135. Taita College |
| | 136. Taita Kindergarten |
| | 137. Te Aroha Kai and Clothing |
| | 138. Te Kakano O Te Aroha Marae |

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| 139. Te Whanau O Te Maungarongo | 154. War Memorial Library |
| 140. Team Naenae Trust | 155. Waterloo Kindergarten |
| 141. The Learning Connexion | 156. Waterloo Playcentre/ Preschool Education |
| 142. Tui Glen School & Community Emergency Hub | 157. Waterloo School & Community Emergency Hub |
| 143. Vibe | 158. Wellesley College |
| 144. Wā Ora Montessori School | 159. Wellington Top 10 Holiday Park |
| 145. Wainuiomata Community Centre | 160. Wonder Kids Lower Hutt |
| 146. Wainuiomata Community House | 161. Work and Income Service Centre, Lower Hutt |
| 147. Wainuiomata High School | 162. Work and Income Service Centre, Naenae |
| 148. Wainuiomata Hub | 163. Work and Income, Wainuiomata |
| 149. Wainuiomata Intermediate School | 164. Youth Inspire |
| 150. Wainuiomata Library | |
| 151. Wainuiomata Marae trust | |
| 152. Wainuiomata Playcentre | |
| 153. Walter Nash Centre | |
| Porirua | |
| 165. Active Explorers Mana | 193. Kelly Club Plimmerton |
| 166. Adventure Kindergarten | 194. Ko Aroha Tuatahi Child Care Centre |
| 167. Adventure School | 195. Le Fale Community Hub |
| 168. Aotea College | 196. Li'I Champs Early Learning Centre |
| 169. Ascot Park Kindergarten | 197. Mahinawa Specialist School |
| 170. A'oga Amata (Porirua) E F K S | 198. Mana College |
| 171. Barnardos Early Learning Centre Cannons Creek | 199. Mana Montessori Pre-School |
| 172. Bishop Viard College | 200. Mana Parents Centre |
| 173. Boxing Academy Cannons Creek | 201. Manawanui Kohanga Reo |
| 174. Brandon Intermediate | 202. Maraeroa Kindergarten |
| 175. Bright Start Early Learning Centre | 203. Maraeroa Marae |
| 176. Busy Bees Whitby | 204. Maraeroa School |
| 177. Cannons Creek Branch Library | 205. Moira Gallagher Kindergarten |
| 178. Cannons Creek Community Pantry | 206. Natone Park School |
| 179. Cannons Creek Pool | 207. Nga Kawai Kohanga Reo |
| 180. Cannons Creek School | 208. Ngati Toa School |
| 181. Citizens Advice Bureau | 209. North City Shopping Centre Information Desk |
| 182. Corinna School | 210. Nuanua Kindergarten |
| 183. Discovery Kindergarten | 211. Oasis Community Cafe |
| 184. Discovery School | 212. Papakowhai Kindergarten |
| 185. ECC Language School | 213. Papakowhai School |
| 186. Educare Adventure | 214. Paremata Creche |
| 187. English Language Partners | 215. Paremata Kindergarten |
| 188. Happy Kids Early Learning Centre | 216. Paremata Playcentre |
| 189. Happy Kids Preschool & Daycare | 217. Paremata School |
| 190. Holy Family School | 218. Paremata/ Whitby Plunket Clinic |
| 191. Horouta Marae | 219. Partners Porirua |
| 192. Katoa Kindergarten | 220. Plimmerton Kindergarten |

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| 221. Plimmerton School | 247. Te Roopu Awhina Ki Porirua Trust |
| 222. Porirua Alternative School | 248. Te Toka Ahuru Kohanga Reo |
| 223. Porirua Bus Hub | 249. Te Whare Tiaki Wāhine Refuge -
Porirua |
| 224. Porirua City Council | 250. Titahi Bay Intermediate |
| 225. Porirua City Library | 251. Titahi Bay Kindergarten |
| 226. Porirua College | 252. Titahi Bay Kohanga Reo |
| 227. Porirua East School & Community
Emergency Hub | 253. Titahi Bay Library |
| 228. Porirua Kāpiti Community Law
Centre | 254. Titahi Bay North School |
| 229. Porirua Montessori Primary school | 255. Titahi Bay Playcentre |
| 230. Porirua School | 256. Titahi Bay School & Community
Emergency Hub |
| 231. Porirua Whanau Centre Trust | 257. Toru Fetu Tama Iki |
| 232. Postgate School | 258. Vaka Tautua |
| 233. Presbyterian Support Central | 259. Volunteer Porirua Tautokotia |
| 234. Pukerua Bay Kindergarten | 260. Waitangirua Kindergarten |
| 235. Pukerua Bay Library | 261. Waitangirua Mall |
| 236. Pukerua Bay School | 262. Wesley Community Action |
| 237. Rangikura School | 263. Whare Manaaki Inc/Porirua
Women's Refuge |
| 238. Rangikura Dental Clinic | 264. Whitby Collegiate |
| 239. Russell School | 265. Whitby Doctors |
| 240. Salvation Army | 266. Whitby Library |
| 241. St Pius X School | 267. Whitford Brown Community Centre
Trust |
| 242. Study Link | 268. Whitireia-Weltec Campus |
| 243. Taeaomanino Trust | 269. Windley School |
| 244. Tairangi Kindergarten | 270. Work and Income Service Centre,
Porirua |
| 245. Tairangi School & Community
Emergency Hub | |
| 246. Te Kohanga Reo o Horouta | |

Upper Hutt

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| 271. Active Explorers Upper Hutt | 284. Heretaunga Park Early Learning
Centre |
| 272. BestStart Totara Park | 285. Hutt International Boys' School |
| 273. Busy Beez Childcare centre | 286. Kickstart Youth Centre |
| 274. Children's First Early Childhood
Centre | 287. Kiddywinks Childcare |
| 275. Citizens Advice Bureau, Upper Hutt | 288. Maidstone Intermediate School |
| 276. Doris Nicholson Kindergarten | 289. Manawa Children's Village |
| 277. Family Finances Service Trust | 290. Marlborough Street Childcare
Centre |
| 278. Family Works | 291. Oxford Crescent School &
Community Emergency Hub |
| 279. Fergusson Intermediate School | 292. Premium Preschool |
| 280. Fraser Crescent School &
Community Emergency Hub | 293. Saint Patrick's College Silverstream |
| 281. Happy Days Child Care Centre | 294. Silverstream Christian School |
| 282. Heretaunga College | |
| 283. Heretaunga Kindergarten | |

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| 295. Silverstream Early Learning Centre by Busy Bees | 308. Upper Hutt Central Library |
| 296. Silverstream Kindergarten | 309. Upper Hutt College |
| 297. Silverstream School | 310. Upper Hutt isite Visitor Information Centre |
| 298. St Brendan's School & Community Emergency Hub | 311. Upper Hutt Kindergarten |
| 299. St Joseph's Catholic Primary School | 312. Upper Hutt School & Community Emergency Hub |
| 300. Stepping Stones Community Childcare Centre | 313. Upper Hutt Station – bus stop |
| 301. Te Wananga o Aotearoa | 314. Upper Hutt Youth Hub |
| 302. Titiro Whakamua | 315. Vibe |
| 303. Totara Park Kindergarten | 316. Wallaceville Playcentre/ Preschool Education |
| 304. Tōtara Park Playcentre | 317. Work and Income Service Centre, Upper Hutt |
| 305. Totara Park School & Community | 318. YMCA Gym |
| 306. Trentham Military Camp | 319. Youthtown Totara Park |
| 307. Trentham School & Community Emergency Hub | |

Wairarapa territorial authorities, including Masterton, Carterton, South Wairarapa

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| 320. Active explorers Masterton | 346. Inchlake School |
| 321. Bell St Early Learning Centre Ltd | 347. Kahutara School |
| 322. Busy Bees Martinborough | 348. Kuranui College |
| 323. Carterton District Library | 349. Kuripuni Medical Centre |
| 324. Carterton Littlies | 350. Lakeview School |
| 325. Carterton Medical Centre | 351. Lansdowne Kindergarten |
| 326. Carterton Neighbourhood Support | 352. Lansdowne Private Childcare & Pre School |
| 327. Carterton Preschool | 353. Literacy Aotearoa |
| 328. Carterton Preschool Littlies | 354. Martinborough Foodbank |
| 329. Carterton Youth Village | 355. Martinborough Library |
| 330. Change Ability | 356. Martinborough Library |
| 331. Community Budgeting Trust Wairarapa | 357. Martinborough Medical Centre |
| 332. Community Connector | 358. Martinborough School |
| 333. Douglas Park School | 359. Martinborough Town Hall |
| 334. Family Works | 360. Martinborough Toy Library |
| 335. Featherston Community Centre | 361. Masterton Community Church Community Kai |
| 336. Featherston Community Centre | 362. Masterton District Council |
| 337. Featherston Library | 363. Masterton District Library |
| 338. Featherston Memorial RSA | 364. Masterton Foodbank |
| 339. Featherston Plunket Clinic | 365. Masterton Intermediate School |
| 340. First Health and Wellness Centre | 366. Masterton isite Visitor Information Centre |
| 341. Good Beginnings Educare Centre | 367. Masterton West Kindergarten |
| 342. Greytown Library | 368. Menz Shed Featherston |
| 343. Haumanu House Social Service Hub | 369. Menzshed Carterton |
| 344. He Kāhui Wairarapa | 370. Motuoro Development Services |
| 345. Homeleigh Christian school | |

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| 371. Photo College House | 381. UCOL Te Pukenga Wairarapa |
| 372. REAP House | 382. Una Williams Kindergarten |
| 373. Salvation Army Food Bank Carterton | 383. Wairarapa College |
| 374. St John’s Anglican Church | 384. Wairarapa Montessori Preschool |
| 375. St Matthew’s Collegiate School | 385. Wairarapa Women’s Refuge |
| 376. Supporting Families Wairarapa | 386. Westside Playcentre |
| 377. Te Hauora Rūnanga O Wairarapa -
Mental Health & Addictions | 387. Whaiora Health |
| 378. Te Ranimarie Marae Medical Centre | 388. Work and Income Service Centre,
Masterton |
| 379. Totara School | 389. YMCA Masterton |
| 380. Trinity Schools Trust board | 390. York St Kindergarten |

Wellington

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| 391. Absolute Baby and Childcare Centre | 417. Childspace Northland Early Learning
Centre |
| 392. Akau Tangi Sports Centre | 418. Childspace Wilton Early Learning
Centre |
| 393. A’Oga Amata Newtown | 419. Chipmunks Playland and Cafe Tawa |
| 394. Arapaki Manners Library | 420. Citizens Advice Bureau, Wellington
Central |
| 395. Bellevue Kindergarten | 421. Citizens Advice Bureau, Johnsonville |
| 396. Bellevue School | 422. Clifton Terrace Model School &
Community Emergency Hub |
| 397. Berhampore Centennial Community
Centre | 423. Clyde Quay School & Community
Emergency Hub |
| 398. Berhampore Kindergarten | 424. Collective Community Hub |
| 399. Berhampore Primary school | 425. Crofton Downs Primary school |
| 400. BestStart Montessori, Kilbirnie | 426. Cummings Park (Ngaio) Library |
| 401. BestStart Rongotai | 427. Donald Street Pre-school |
| 402. BestStart Tawa | 428. English Language Partners
Wellington |
| 403. Blennz School | 429. ETCO - Wellington Training Centre |
| 404. Bowen Early Childhood Education
Centre | 430. Evans Bay Intermediate School |
| 405. Bowen Hospital | 431. Evolve Wellington Youth Service |
| 406. Brian Webb Kindergarten | 432. Family Works Central |
| 407. Campbell Kindergarten | 433. Gorgeous Goose Cakes (timetable
stockist) |
| 408. Capital City Preschool | 434. Grace Kindergarten |
| 409. Capital Kids Cooperative | 435. Hampton Hill School |
| 410. Cardinal McKeefry Catholic Primary
School | 436. Hataitai Kindergarten |
| 411. Carrigane Child Care Centre | 437. Hataitai School & Community
Emergency Hub |
| 412. Cashmere Avenue School | 438. High Five Care and Learning |
| 413. Challenge 2000 | 439. Hill St Early Childhood Centre |
| 414. Child Cancer Foundation – The
Family Place Wellington | 440. Island Bay Branch Library |
| 415. Childspace Early Learning | 441. Island bay Community Centre |
| 416. Childspace Ngaio Early Learning
Centre | |

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| 442. Island Bay School | 484. Mervyn Kemp (Tawa) Library |
| 443. Johnsonville Childcare Centre | 485. Miramar Christian School |
| 444. Johnsonville Community Centre | 486. Miramar Central School |
| 445. Johnsonville Library at Waitohi Hub | 487. Miramar Medical Centre |
| 446. Johnsonville School & Community
Emergency Hub | 488. Miramar North School |
| 447. Johnsonville Station and Bus Stop B | 489. Montessori at Otari Preschool |
| 448. Johnsonville West Kindergarten | 490. Montessori Children's House |
| 449. Kahurangi School | 491. Mt Cook Preschool |
| 450. Karori Childcare Centre | 492. New Zealand School of Tourism |
| 451. Karori Community Centre | 493. Newlands Childcare |
| 452. Karori Community Garden | 494. Newlands College |
| 453. Karori Kids Daycare | 495. Newlands Community Centre |
| 454. Karori Kindergarten | 496. Newlands Intermediate School |
| 455. Karori Library | 497. Newlands Primary School &
Community Emergency Hub |
| 456. Karori Normal school | 498. Newlands-Tamariki Playcentre |
| 457. Karori Playcentre | 499. Newtown Community and Cultural
Centre |
| 458. Karori West Normal School | 500. Newtown Community Centre |
| 459. Kelburn Normal School | 501. Newtown Community Hall |
| 460. Kelburn Pre-School | 502. Newtown early Learning Centre |
| 461. Kenepuru Community Hospital | 503. Newtown Kindergarten |
| 462. Khandallah Kindergarten | 504. Newtown Library |
| 463. Khandallah School | 505. Newtown Playcentre |
| 464. Khandallah Town Hall &
Cornerstone Community Centre | 506. Newtown School |
| 465. KinderCare Learning Centres Karori | 507. Ngā hauranga Te Kōhanga Reo |
| 466. Kilbirnie Bus Hub | 508. Ngaio Childcare Centre |
| 467. Kilbirnie Plunket | 509. Ngaio Kindergarten |
| 468. Kilbirnie School & Community
Emergency Hub | 510. Ngaio Playcentre/ Preschool
Education |
| 469. Kilbirnie/Lyall bay Community
Centre | 511. Ngaio School |
| 470. Kimi Ora School | 512. Ngaio Te Kohanga Reo |
| 471. KinderCare Learning Centres | 513. Northland Community Pre School |
| 472. Kiwi Kids Childcare Centre | 514. Northland Kidz Club |
| 473. Kumon Kilbirnie Learning Centre | 515. Northland Memorial Community
Centre |
| 474. LA Dance School Wellington | 516. Northland School |
| 475. Linden School & Community
Emergency Hub | 517. Number Works 'n' Words |
| 476. Linden Social Centre | 518. Onslow College |
| 477. Little Acorns Preschool | 519. Onslow Kindergarten |
| 478. Little Wonders Childcare | 520. Otari School |
| 479. Lyall Bay Kindergarten | 521. Paparangi School |
| 480. Makara Model School | 522. Paparāangi Kindergarten |
| 481. MakeRoom Wellington | 523. Peninsula Early Learning |
| 482. Massey University | 524. Play School, Johnsonville |
| 483. Matairangi Kahuri Kindergarten | 525. Plunket |
| | 526. Queen Margaret College |

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| 527. Queen Margaret Pre-School | 568. Te Auaha |
| 528. Raroa Normal Intermediate School | 569. Te Awe Library |
| 529. Raukawa Community Centre | 570. Te Kaahui Kohanga |
| 530. Redwood School & Community
Emergency Hub | 571. Te Rito Maioha Early Childhood New
Zealand |
| 531. Rewa Rewa School | 572. Te Tuhunga Rau (community center) |
| 532. Rintoul Flats (Spring Fling event) | 573. Te Wahi Awhina Community
Support |
| 533. Rongotai College | 574. Te Whaea - National Dance & Drama
Centre |
| 534. Roseneath School | 575. Te Whare Kohungahunga O
Ahumairangi |
| 535. Ruth Gotlieb (Kilbirnie) Library | 576. The Campbell Institute - Wellington
Campus |
| 536. Sacred Heart Cathedral School | 577. The Family Space |
| 537. Samuel Marsden Collegiate School | 578. Thorndon School & Community
Emergency Hub |
| 538. Salvation Army Early Childhood
Education Centre Wellington | 579. Toitu Poneke Community & Sports
Centre |
| 539. Salvation Army Miramar Toy Library | 580. tuatarakids.co.nz |
| 540. School for Teenage Parents | 581. Tui Park Kindergarten |
| 541. Scots College | 582. UP International College |
| 542. South Wellington Intermediate
School | 583. Victoria University, Pipitea Campus |
| 543. South Wellington Montessori
Preschool | 584. Wadestown Community Centre |
| 544. Southern Cross Specialist centre | 585. Wadestown Kindergarten |
| 545. St Anne's School | 586. Wadestown Public library |
| 546. St Benedict's school | 587. Wadestown School |
| 547. St Brigid's School | 588. Wadestown Toy Library |
| 548. St Catherine's College | 589. Waitohi Kindergarten |
| 549. St Francis de Sales School | 590. Wellington Boys & Girls Institute Inc
(BGI) |
| 550. St Francis Xavier School | 591. Wellington Children's Hospital |
| 551. St Marks School and Preschool | 592. Wellington City Mission |
| 552. St Mary's College | 593. Wellington City Rudolf Steiner
Kindergarten |
| 553. St Mary's Early Childhood Education
Centre | 594. Wellington College |
| 554. St Patrick's College | 595. Wellington DCM |
| 555. St Teresa's School | 596. Wellington East Girls' College |
| 556. St Vinnies Foodbank | 597. Wellington Girls' College |
| 557. Strathmore Park Kindergarten | 598. Wellington High School |
| 558. St. Patrick's Primary School | 599. Wellington Indian Association |
| 559. Sunshine Kindergarten | 600. Wellington isite Visitor Information
Centre |
| 560. Tawa Central Kindergarten | 601. Wellington Regional Aquatic Centre |
| 561. Tawa College | 602. Wellington Regional Hospital |
| 562. Tawa Community Centre | 603. Wellington RSA |
| 563. Tawa Intermediate School | 604. Wesley Community Action |
| 564. Tawa Montessori Preschool | |
| 565. Tawa Plunket Clinic | |
| 566. Tawa School & Community
Emergency Hub | |
| 567. Te Aro School | |

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| 605. West Park School & Community
Emergency Hub | 609. Work and Income Service Centre,
Newtown |
| 606. Wilton Playcentre/ Early Childhood
Education | 610. Work and Income Service Centre,
Wellington City |
| 607. Work and Income Service Centre,
Johnsonville | 611. Worsler Bay School |
| 608. Work and Income Service Centre,
Kilbirnie | 612. Yoobee College of Creative
Innovation |
| | 613. Zeal NZ |

Transport Committee
19 October 2023
Report 23.516



For Information

FAIR PAY AGREEMENTS FOR BUS DRIVERS

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an overview of the Fair Pay Agreements system and the current status of the bargaining process for the Fair Pay Agreement for all bus drivers nationally.

Te tāhū kōrero

Background

2. The Fair Pay Agreements Bill was introduced into Parliament on 29 March 2022 and received Royal Assent on 1 November 2022.
3. Greater Wellington submitted on the Fair Pay Agreements Bill setting out its support for the legislation and requesting that as funders, local authorities be consulted as part of the bargaining process (a copy of the submission is attached as [Attachment 1](#) to this report).
4. The Fair Pay Agreements Act 2022 (the Act) provides a framework for collective bargaining for fair pay agreements across entire industries or occupations, rather than just between unions and particular employers. Employer associations will participate in the bargaining process with unions on behalf of employers.

Overview of Fair Pay Agreement System

5. Paragraphs 6 to 12 contains information taken from the Employment New Zealand website:
<https://www.employment.govt.nz/starting-employment/unions-and-bargaining/fair-pay-agreements/overview-of-fair-pay-agreements/>

Representation

6. Fair Pay Agreement bargaining is between an employee bargaining side and an employer bargaining side.
7. Eligible unions that are approved to be an employee bargaining party, bargain on the employee bargaining side for employees. The employee bargaining side must bargain for all employees, including those that are not members of any of the unions involved. If you are covered by the proposed Fair Pay Agreement, the employee bargaining side must bargain on your behalf.

8. Eligible employer associations approved to be an employer bargaining party bargain on the employer bargaining side. These organisations must also bargain on behalf of employers that are not their members.

Representation of Māori

9. Bargaining sides must use their best efforts to make sure Māori employees or employers are represented in the process. This includes by:
 - a getting and considering feedback from representatives of Māori employees or employers
 - b considering whether the bargaining side should include a person that represents the interests of Māori employees or employers.

Parties must act in good faith towards each other

10. There is a duty of good faith that exists between specific parties involved in the Fair Pay Agreements system. This means that those parties must create and maintain positive and productive relationships. Those parties also need to do other things, such as communicate and respond to each other. They must also not do anything to mislead or deceive each other, either directly or indirectly.

Terms the Fair Pay Agreement must cover

11. A Fair Pay Agreement sets the minimum employment terms and must cover certain terms including what work is covered by the Fair Pay Agreement, standard hours, minimum pay rates (including overtime rates and penalty rates), training and development, how much leave an employee can have and how long (minimum 3 and maximum 5 years) the Fair Pay Agreement applies for.

The process to get a Fair Pay Agreement

12. The general process to get a Fair Pay Agreement involves several steps:
 - a Initiation – the start of the process
 - b Bargaining sides form
 - c Bargaining process
 - d When an agreement is reached it must:
 - i Be assessed and approved by the Authority (Ministry of Business, Innovation and Employment)
 - ii Voted on by employers and employees (ratification)
 - iii Assessed so the process of voting and results can be verified by MBIE
 - iv Made into law.

Te tātaritanga Analysis

Greater Wellington's role in the Fair Pay Agreement process

13. Fair Pay Agreements are between employer and employee.
14. Under current Public Transport Operating Model (PTOM) contracts Greater Wellington is not an employer.
15. The Act requires employers that regularly receive local government funding to deliver local government services to provide regular updates about bargaining to the relevant local government authority.
16. Greater Wellington has to date received one update (see below paragraphs 22-23).

Current Fair Pay Agreement Bargaining – Bus Transport Industry

Initiation

17. On 27 March 2023, the Chief Executive of the Ministry of Business, Innovation and Employment (MBIE) approved an application from First Union Incorporated to initiate bargaining for a proposed Fair Pay Agreement (a copy of the Public Notice is attached as [Attachment 2](#) to this report).
18. The Application covers bus and coach drivers, and cleaners working in the interurban, rural and urban bus transport industry.

Bargaining sides

Employee Bargaining Party

19. As an approved applicant, First Union Incorporated is part of the employee bargaining party.
20. Two additional unions have applied to be additional employee bargaining parties:
 - a New Zealand Tramways and Public Passenger Transport Employees Union Incorporated
 - b Amalgamated Workers Union New Zealand Incorporated
21. Both of the additional employee bargaining party applications have been approved.

Employer Bargaining Party

22. Bus and Coach Association (New Zealand) Incorporated (BCA) was appointed by bus operators to be the employer bargaining party; their application has been approved by the Authority.

Bargaining process update

23. On 20 September 2023, the two bargaining sides attended their first bargaining session.
24. The following update was provided from Delaney Myers, Chief Executive, BCA on 5 October 2023:

An MBIE representative was present and acted as a facilitator, to assist the parties. Prior to the day commencing, the Employee Bargaining Side provided its claims to the Employer Bargaining Side. The first matter to be

discussed during bargaining was Health and Safety. The discussion was constructive with both sides being in agreement that this is an important issue for the industry and that a unified approach would achieve better health and safety outcomes for workers and operators. Negotiations are continuing.

Impact on Greater Wellington

In the event that the current bargaining leads to an Approved Fair Pay Agreement

- 25. In the event that the current bargaining results in an Approved Fair Pay Agreement Greater Wellington may need to undertake Deeds of Variation for its existing PTOM bus contracts depending on the effective commencement date.
- 26. The changes required and timing for implementation will not be known until an Agreement is reached, approved and ratified.

In the event that the current bargaining does not lead to an Approved Fair Pay Agreement

- 27. In the event that the current bargaining does not result in an Approved Fair Pay Agreement, current PTOM bus contracts and recently increased driver wages would continue.
- 28. Greater Wellington would be entitled to include any reasonable worker terms and conditions in their future bus contracts that they choose to; this ability is not impacted by any Fair Payment Agreement legislation (or lack thereof).
- 29. As part of the development of future bus contracts, officers would bring any such proposed terms and conditions to Council for consideration.

Ngā tūāoma e whai ake nei

Next steps

- 30. The Committee will be updated as required with the progress of the current Fair Pay Agreement bargaining.

Ngā āpitihanga

Attachments

Number	Title
1	Submission of the Fair Pay Agreements Bill
2	Public Notice of Approval of Application to Initiate Bargaining for a Proposed Fair Pay Agreement

Ngā kaiwaitohu

Signatories

Writer	Matthew Chote – Senior Manager Operations & Partnerships, Metlink
Approver	Samantha Gain – Group Manager Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council or Committee's Terms of Reference</i> This report provides the Committee with an update on a current Fair Pay Agreement bargaining process that may impact public transport services. The Committee has the specific responsibility to <i>“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.”</i>
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The information in this report contribute to the delivery of Public Transport aspects of the 2021-31 Long Term Plan.
<i>Internal consultation</i> There has been no internal consultation beyond Metlink in preparing this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no identified legal or health and safety risks arising from the matters in this report.

Greater Wellington Regional Council: Submission

To: Education and Workforce Committee
Submission on: Fair Pay Agreements Bill

Opening Statement

Greater Wellington Regional Council (Greater Wellington) welcomes the opportunity to provide comments on the Fair Pay Agreements Bill (Bill) currently before Parliament.

Greater Wellington has taken a strategic approach to our response which is reflected in the brevity of our comments in this submission and are restricted to a focus on the Public Transport workforce in the Wellington region, particularly bus drivers.

We welcome further engagement with the Ministry of Business, Innovation, and Employment on this Bill. Furthermore, we acknowledge and value the related work we have done to date with Waka Kotahi and the Ministry of Transport on driver workforce issues and our continued collective work to increase the attractiveness of driving as a career. We acknowledge that Public Transport labour market conditions are also being addressed through the development and implementation of the new Sustainable Public Transport Framework.

Background

Greater Wellington operates the Public Transport network in the Wellington region. The Wellington Public Transport network is delivered through partnership contracts with operators. Greater Wellington fund operator's workforce wages and operators employ relevant staff. Greater Wellington appreciates the significance of operator workforce wages, and in particular, bus driver wages, for us to be able to deliver efficient and effective Public Transport services.

Increasing Public Transport usage and coverage is critical to our collective goals as a country to address climate change. Achieving our goals requires a stable and sustainable Public Transport workforce, capable of meeting our network and service growth objectives.

The COVID-19 pandemic has highlighted the critical role of public transport and its front-line workers, such as bus drivers. The current system creates inequalities as bus drivers work under a myriad of terms and conditions across different transport operators in New Zealand. The playing field is simply not level and we have unfortunately seen how this plays out when an operator and its drivers cannot agree on terms and conditions of employment, with the strike action and lockout that have hit parts of our bus network in recent times.

Greater Wellington and a number of other Public Transport Authorities are taking individual steps to address driver terms and conditions of employment (including wage rates). However, as Public Transport Authorities we are limited in how far we can seek to better address and strengthen the terms and conditions for the drivers and the staff who work on our networks. We are also constrained by the amount of funding available to fund any increase in bus operator costs that arises as a consequence of strengthening driver terms and conditions.

Comment on the Bill

As set out above, Greater Wellington funds (via its contracts with operators) operator workforce wages in the Wellington Region. We note that the Bills focus is between the employee – employer relationship. However, as the Bill is currently drafted, there seems to be little provision for inclusion of funders of Public Transport services in the Fair Pay Agreement process.

Specifically, we note that clause 46, which relates to public sector funders having involvement in the Fair Pay Agreement process, does not apply to Public Transport Authority funders.

We request that the Bill include provision for Public Transport Authority funders with the option to be involved in Fair Pay Agreement discussions.

Addressing the Gap

Greater Wellington are active participants in the sustainable labour market and are working towards better conditions for our front-line staff, including bus drivers.

In advance of legislative changes, in 2021 Greater Wellington negotiated with transport operators to improve driver wages to achieve greater retention and enhance recruitment opportunities. Greater Wellington initially funded an increase of base rates to the Living Wage of \$22.75 and subsequently to \$27 per hour for those offering flat rates of pay, at an annual cost of \$4.8m. However, in our view even this move above the Living Wage is insufficient to maintain enough drivers to operate our network.

Whilst the introduction of \$27 per hour was well received by drivers and supported operators with retaining existing staff, we are still, at the time of writing, 80 drivers short across our network and are often competing with other sectors of the transport industry to attract staff.

To create a sustainable and resilient model we consider that there needs to be equivalence of rates, terms, and conditions across all operators at higher levels than exist today. This will need to include the introduction of some form of penal rates for overtime in excess of 40 hours across all operators and an increase in base rates to \$30 per hour. Indicative estimates place the cost of this move to be in the range of \$6.8m to \$10.4m per year (not including provision for penal rates).

Matters impacting driver workforce

There are a number of matters influencing driver workforce (Metlink) shortages in the Wellington Region. These include: driver pay; split shifts; the high cost of living in Wellington; and competing industries recruiting Class 2 and 4 drivers.

In order to address these challenges, Greater Wellington has undertaken the following actions:

- In March 2021, Greater Wellington and Waka Kotahi agreed to provide additional funding to bus operators to address the Living Wage gap. This was an important first step towards a wider conversation on terms and conditions for the whole of the Metlink workforce and as noted above we increased base rates further to \$27.
- Recent timetable changes, where we are providing more services in the off peak, have also addressed making shifts more attractive to drivers with less broken and more full-time shifts.
- We are working on determining additional measures that can be taken to improve driver terms and conditions (including improving toilet facilities and rolling out the provision of free sanitary and incontinence products for drivers at key locations across the network).
- We are making great progress in engaging with Metlink drivers and unions.

Attachment 1 to Report 23.516

Without significant intervention the driver shortage issue will continue to impact the provision of essential bus services in the Wellington region. Based on patronage projections and taking into account current driver resource gaps, we will need to attract in excess of 300 drivers in the next 10 years. Note that the 300 driver deficit figure does not include general driver attrition rates, which are approximately 25 percent each year nor does it take into account the aspirational mode shift target of a 40 percent increase in regional mode share and public transport by 2030. Resolving the issue of driver shortages is key to the provision of, and ultimately growth of, an essential public transport service that meets the aims of Local and Central Government.

Closing statement

Greater Wellington plays an integral role in the funding of driver wages via rates and Waka Kotahi subsidies. Our input into the development of Fair Pay Agreements needs to be strengthened in the Bill.

Greater Wellington has undertaken a number of steps to address driver workforce issues but we cannot do this alone; we need significant assistance from Central Government to alleviate driver workforce issues. Consideration on a national basis should be given by the Government as to what an appropriate base pay rate is for these critical workers.

We welcome the opportunity to work with you, Waka Kotahi, unions, Public Transport operators, and other Public Transport Authorities on the development of a Fair Pay Agreement for bus drivers.

Myself and my Councillor colleagues would like to speak to this submission.

Daran Ponter
Greater Wellington Regional Council Chair
GREATER WELLINGTON REGIONAL COUNCIL

Public Notice of Approval of Application to Initiate Bargaining for a Proposed Fair Pay Agreement

Section 37 of the Fair Pay Agreements Act 2022

Proposed Fair Pay Agreement: Bus Transport Industry
Initiating Union: First Union Incorporated
Application Number: FPA01-003-2022
Decision: APPROVED

I, the Chief Executive of the Ministry of Business, Innovation and Employment (MBIE), give notice that I have approved an application from the Initiating Union to initiate bargaining for a proposed fair pay agreement (FPA) under section 33 of the Fair Pay Agreements Act 2022 (the Act), for the Bus Transport Industry, as described below in Part 2 of this Public Notice.

Part 1: Initiation test relied on

The Initiating Union's application relied on the 1,000 employees representation test for initiating bargaining under section 28(1)(a) of the Act. This test is met if at least 1,000 employees who would be within the coverage of the proposed FPA support the application to initiate bargaining.

The Initiating Union claimed support from 1,132 employees and provided contact information of those employees as required to support the application under section 31 of the Act. Using this information, MBIE selected a random sample for the purpose of verifying the information provided by the Initiating Union.

Based on that sample verification, I was satisfied that the representation test under section 28(1)(a) of the Act had been met in that at least 1,000 employees within the proposed coverage support the application to initiate bargaining for a proposed FPA.

Part 2: Coverage of the proposed FPA for the Bus Transport Industry

The proposed FPA is an industry-based agreement and covers only the occupations within the industry as described below.

Industry description

The industry covered by the proposed FPA is the Bus Transport Industry. It is mainly carrying passengers on public roads by means of a passenger service vehicle across interurban, rural, and urban regular routes and regular schedules, including to and from schools.

Interurban and rural regular routes and regular schedules are provided mainly outside metropolitan areas or over long distances, such as:

- Long distance bus and passenger transport
- Bus and passenger transport charter and long distance
- Inter urban bus and passenger transport operation
- Inter urban rail bus transport operation
- Rural school bus and passenger transport service
- Rural bus and passenger transport service

Urban regular routes and regular schedules are provided mainly in metropolitan areas, such as:

- Urban bus and passenger transport operations
- School bus and passenger transport services
- Airport bus and passenger transport operations
- Chartered bus and passenger transport operation short distance
- Suburban bus and passenger transport operation
- Trolley bus transport operation

Relevant ANZSIC codes: Interurban and Rural Bus Transport (ANZSIC code I462100), Urban Bus Transport (ANZSIC code I462200).

Industry exclusions

- Scenic and Sightseeing Transport (ANZSIC code/class I501000): This industry class consists of units mainly engaged in operating transportation equipment for scenic and sightseeing activities. This form of transport is distinguished from transit passenger services, as the emphasis is not on the efficiency or speed of the transport service but rather on providing recreation and entertainment. The service provided is usually local in nature and generally includes tour commentary, highlighting features of the scenery and/or the vehicle. Specifically excluded from this industry are units that provide recreational services that involve direct participation by the customer such as white-water rafting.
- Other Transport Support Services n.e.c. (ANZSIC code/class I529900): this class consists of units mainly engaged in providing transport support services not elsewhere classified.
- Urban light rail network transportation (tramway).

Occupation descriptions

Description of work or type of work (main tasks or activities)	Label of occupation (from ANZSCO register)	ANZSCO code (or closest ANZSCO code if no code available and how it differs from closest code)
<p>An employee who drives a bus or a minibus (a vehicle that is designed or adapted to carry more than 12 passengers) on scheduled intra-city services over established routes.</p> <p>May perform associated duties including:</p> <ul style="list-style-type: none"> - stopping at set locations to pick up and set down passengers; - opening and closing doors before and after passengers board or alight; - controlling lighting, heating and ventilation on buses; - collecting fares and giving change and tickets, and monitoring electronic entry; - advising passengers on destinations; - maintaining conduct of passengers; - providing information and commentaries for passengers; - assisting passengers with baggage; - maintaining, servicing and cleaning buses. <p>Requirement: Registration or licensing.</p>	Bus Driver/Bus Operator	731211
<p>Any employee (regardless of vehicle passenger capacity) employed to drive passenger transport vehicles for schools and other educational services including providing Specialised School Transport Assistance.</p> <p>May perform associated duties including:</p> <ul style="list-style-type: none"> - stopping at set locations to pick up and set down passengers; - opening and closing doors before and after passengers board or alight; - controlling lighting, heating and ventilation on buses; - collecting fares and giving change and tickets, and monitoring electronic entry; - advising passengers on destinations; - maintaining conduct of passengers; - assisting passengers (including providing Specialised School Transport Assistance, as approved by the Ministry of Education) - assisting passengers with baggage; - maintaining, servicing and cleaning coaches. <p>Requirement: Registration or licensing.</p>	School Bus Driver	Specialisation under 731211

Attachment 2 to Report 23.516

Description of work or type of work (main tasks or activities)	Label of occupation (from ANZSCO register)	ANZSCO code (or closest ANZSCO code if no code available and how it differs from closest code)
<p>An employee who drives a charter coach or charter bus transporting passengers.</p> <p>May perform associated duties including:</p> <ul style="list-style-type: none"> - Stopping at set locations to pick up and set down passengers; - opening and closing doors before and after passengers board or alight; - controlling lighting, heating and ventilation on buses; - checking passenger list and confirmation of booking; - maintaining conduct of passengers; - providing information and commentaries for passengers; - may assist passengers with baggage; - collecting fares and give change and tickets, and monitor electronic entry; - maintain, service and clean coaches. <p>Requirement: Registration or licensing.</p> <p>Exclusion: this occupation excludes tour coach, or charter bus drivers who exclusively work in the Scenic and sightseeing transport industry (ANZSIC 1501000).</p>	Charter Bus Driver	731212 (as amended) See exclusion listed in the description of work.
<p>An employee who drives a coach to transport long distances on scheduled intercity services over established routes.</p> <p>May perform associated duties including:</p> <ul style="list-style-type: none"> - stopping at set locations to pick up and set down passengers; - opening and closing doors before and after passengers board or alight; - controlling lighting, heating and ventilation on buses; - collecting fares and giving change and tickets, and monitoring electronic entry; - advising passengers on destinations; - maintaining conduct of passengers; - may provide information and commentaries for passengers; - may assist coach passengers with baggage; - may maintain, service and clean coaches. <p>Requirement: Registration or licensing.</p>	Passenger Coach Driver	731213

Attachment 2 to Report 23.516

Description of work or type of work (main tasks or activities)	Label of occupation (from ANZSCO register)	ANZSCO code (or closest ANZSCO code if no code available and how it differs from closest code)
<p>An employee who cleans and/or performs service work on buses and other passenger transport vehicles.</p> <p>Duties may include:</p> <ul style="list-style-type: none"> - Using powder, liquid or steam cleaning methods - Applying chemicals and deodorants - Cleaning interior and exterior surfaces and windows - Vacuuming - Waxing and polishing - Removing refuse and recyclable materials - Emptying containers, bins and trays - Refuelling of buses - Parking of buses. 	Bus Cleaner / Bus Service Worker / Bus Refueller	<p>No ANZSCO code is available for Bus Cleaner/Bus Service Worker/Bus Refueller.</p> <p>The closest code is ANZSCO 811111 (car detailer), which includes cleaning vehicles but for the purposes of preparing them for sale or rent, which is not within coverage of this proposed FPA.</p>

Occupation exclusions

- Tour Bus Drivers (ANZSCO 731212) who work in the Scenic and Sightseeing Transport industry (ANZSIC 1501000).

Part 3: General information

- i. Unless the coverage of the proposed FPA changes during bargaining, the FPA will apply to:
 - a. each employee who, in relation to the FPA, will be a covered employee; and
 - b. each employer who, in relation to the FPA, will be a covered employer (i.e. because it employs at least one covered employee).
- ii. Each covered employee and each covered employer (as at the date on which the application to initiate bargaining was approved) may be represented in the bargaining for the proposed FPA
- iii. A plain language explanation of next steps for bargaining can be viewed on Employment New Zealand webpage and in [The Fair Pay Agreements System: a guide for participants](#)



Carolyn Tremain
Te Tumu Wharekarae mō Hikina Whakatutuki,
Secretary for Business, Innovation & Employment and Chief Executive
 Date: 27 / 03 / 2023

Transport Committee
19 October 2023
Report 23.511



For Information

REINSTATEMENT OF BUS SUSPENDED SERVICES - PROGRESS

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) with progress made on the reinstatement of bus services.

Te tāhū kōrero

Background

Temporary service suspensions

2. As a result of 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.
3. In October 2022, 67 NZ Bus (from 1 September 2023 trading as Kinetic) trips were temporarily suspended; these services were predominantly Wellington City bus services.
4. In November 2022, 114 Tranzurban trips were temporarily suspended; these services were in Wellington City and Porirua.

Driver resource numbers – as at 1 October

5. To operate the full Metlink bus network timetable, approximately 675 bus drivers are required.
6. As at 1 October 2023, our largest bus Operator, Tranzurban, is approximately 30 bus drivers short of the establishment required to reinstate its full bus network service levels. Note, of the drivers that they are short, there are currently 15 drivers in training; subject to training being successfully completed the shortfall will reduce to around 15. Drivers are expected to complete their training progressively during October and November 2023.
7. The table below outlines current driver numbers and expected driver recruitment numbers as provided by our operators:

Operator	Approx Required Drivers (to operate full timetable)	Shortfall of Drivers (Drivers in Training*) as at 1 Oct 2023
Kinetic (NZ Bus)	249	0
Tranzurban	341	30 (15*)
Mana	58	0
Uzabus	27	0
TOTAL	675	30 (15*)

* Drivers who are in training are included in brackets

Requirements and timings for return to full timetabled services

8. In order to return the network to full timetabled service levels for each operator, Metlink requires evidence of an operator achieving KPI performance for reliability for two consecutive months.
9. Following an operator meeting the requirements above, Metlink will work with the operator to reinstate suspended trips. It is estimated that it will take a minimum of six weeks for operators to reinstate suspended trips (i.e. have reinstated services running on the road).

Requirements met/not met (as at 1 October)

10. As at 1 October 2023, Tranzurban has not yet met the requirements for Metlink to reinstate services.
11. In August 2023, Kinetic met the requirements to reinstate services.

**Te tātaritanga
Analysis**

Reinstatement of temporarily suspended NZ Bus/Kinetic bus services

12. As advised in the previous report on this matter to the Committee (refer Report 23.416), from Sunday 8 October 2023, all of the 67 Kinetic trips temporarily suspended from October 2022 have been reinstated.
13. An update on the performance of Kinetic following the reinstatement of services will be provided to the Committee at the meeting.

Expected reinstatement of temporarily suspended Tranzurban services

14. Metlink is working towards Term 1 2024 to reinstate the remaining 113 suspended Tranzurban trips (one trip has previously been reinstated).
15. The table below outlines the services that are currently suspended and that are intended to be reinstated when appropriate:

Route	Community served	Number of trips	Time Of Day		Capacity
			AM	PM	
1	Island Bay – J’ville W / Churton Pk / Grenada	35	10	25	2310
7	Wellington - Kingston	18	7	11	680
23	Wellington - Houghton Bay	5	2	3	340
24	Johnsonville - Miramar	7	3	4	204
25	Khandallah - Highbury	10	7	3	660
39	Wellington - Medway	2	0	2	136
210	Porirua - Titahi Bay	4	0	4	100
220	Ascot Park - Gloaming Hill	15	6	9	300
226	Seivers Grove - Elsdon	8	2	6	250
230	Porirua - Whitby (Crows Nest)	2	0	2	132
236	Porirua - Paremata - Whitby	5	4	1	200
32x	Wellington to Houghton Bay (Express)	1	0	1	91
HX	Wellington to Hospital (Express)	1	1	0	68
Total		113	42	71	5471

Ngā tūāoma e whai ake nei

Next steps

16. The Committee will be updated on progress with reinstated services as required.

Ngā kaiwaitohu

Signatories

Writers	Matthew Lear – Manager Network Operations Trevor Jones – Manager Service Design (Acting)
Approvers	Matthew Chote – Senior Manager Operations & Partnerships Bonnie Parfitt – Senior Manager Network & Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

<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>“Reviewing performance trends related to public transport activities” is a specific responsibility 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>Reinstatement of services have an impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.</p>
<p><i>Internal consultation</i></p> <p>No other functions 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>

Transport Committee
19 October 2023
Report 23.507



For Information

PUBLIC TRANSPORT PERFORMANCE – AUGUST 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 reports incorporate the following requested changes:
 - a 2018/19 patronage line added to ‘all modes’ graph
 - b brief comments added on graphs for reliability and punctuality
 - c added suspended services to the bus cancellations graph
 - d section added on driver numbers
 - e 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 August 2023.
- 12. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga Analysis

Bus performance – August 2023

Patronage

- 13. Bus passenger boardings for August 2023 were 2.38 million, this compares to boardings of 2.37 million in August 2019 (pre-COVID-19). Patronage for the year to date is at 95.8% of pre-COVID-19 levels – we did see an increase in boardings with more people in Wellington around the FIFA Women’s Football World Cup.
- 14. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%. Reliability for August 2023 was 98.8% compared to 97.7% in July 2023. Reliability continues to reflect more stability in driver numbers.

15. The graph below provides information on cancellation trends by operator. Note, the graph reports against timetabled services and does not therefore include suspended services. Also note that the scale of the graph below is different to the ones provided in previous reports (reflecting the reduction in cancellation numbers).



Punctuality

16. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
17. The punctuality target for our bus services is 95%.
18. Bus service punctuality was 94.2% in August 2023, compared to 94.4% in July 2023. Punctuality this month continues to reflect traffic congestion and disruptions.

Rail performance – August 2023

Patronage

19. Rail passenger boardings for August 2023 were 1.11 million, this compares to boardings of 1.28 million in August 2019 (pre-COVID-19). Patronage for the year to date is at 83.0% of pre-COVID-19 levels, which shows good recovery and may indicate changed travel behaviour.

Reliability

20. 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.
21. The rail reliability target is 99.5%
22. Rail service reliability was 96.2% in August 2023, compared to 97.2% last month.
23. There were minor weather related incidents in August 2023 which impacted reliability.

Punctuality

24. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
25. The rail punctuality target is 90%
26. Punctuality for August 2023 was 89.2%, compared to 86.8% last month.

Bus replacements

27. In August 2023, 10% of rail services were replaced by buses (planned and unplanned):
 - a 2.5% of the rail services that were replaced by buses were unplanned.
 - b 7.5% of the rail services that were replaced by buses were planned.
28. Of the 7.5% of planned rail services that were replaced by buses, 57% were awarded to Metlink bus operators (Tranzurban and Mana).
29. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.
30. A report providing an update on rail replacement services is on the agenda for this meeting (Rail Replacement Services – Update - Report 23.512).

Ferry performance – August 2023

31. Ferry services have operated according to their usual timetable.
32. Boardings were 93.9% of August 2019 numbers (pre COVID-19).

Fare revenue

33. In August 2023, there was a budget shortfall of \$5.33 million for the month across bus and rail services.
34. The budget shortfall is attributable to:
 - a \$3.55 million due to the extended half-price fares scheme (Note: Part of the revenue deficit due to the extended half-price fares scheme is expected to be offset by the Government funding under the agreed transitional arrangement with Waka Kotahi.)
 - b \$1.93 million due lower patronage post COVID-19
 - c Offset by additional fare revenue of \$0.15 million from Airport and On Demand services.
35. 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 ferry operator payments.

Ngā āpitihanga

Attachments

Number	Title
1	Metlink performance report – August 2023

Ngā kaiwaitohu

Signatories

Writers	Matthew Lear – Manager Network Operations David Mawson – Manager Customer Insights & Assets (Acting)
Approvers	Fiona Abbott – Senior Manager Assets and Infrastructure Matthew Chote – Senior Manager Operations and Partnerships 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> 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.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.
<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.



Performance report

August 2023



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Partner Performance

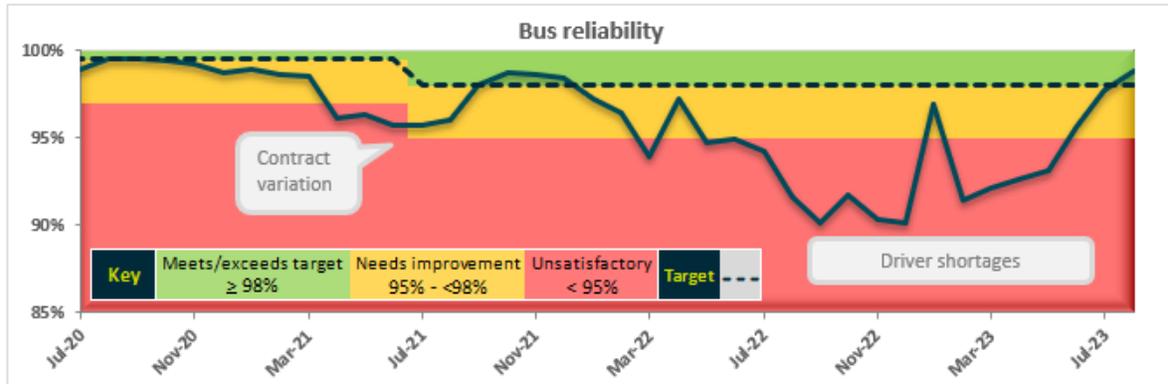


Bus operators

Reliability

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

In August, 98.8% of bus services were delivered, and 98.3% for the year to date. Reliability this month continues to reflect more stable driver numbers.

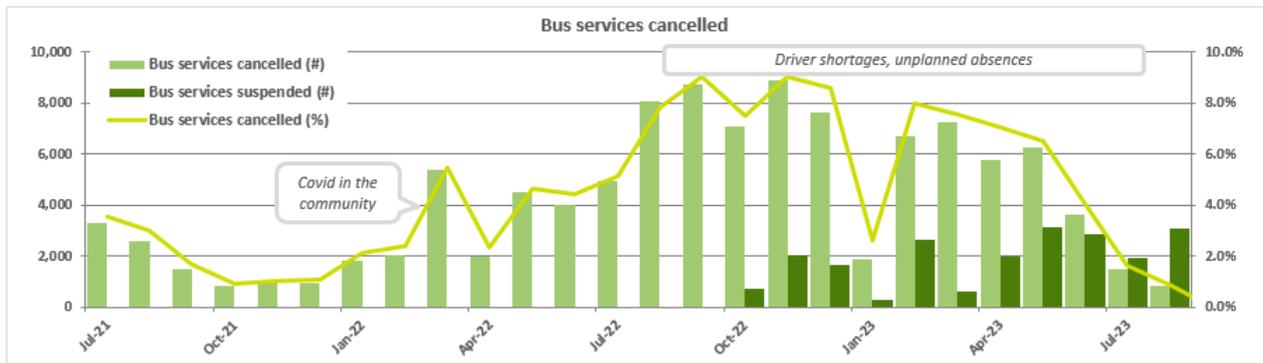


Reliability - current month

	Aug-23	Aug-22	% Change
Wellington City			
Newlands & Tawa	98.9%	98.4%	0.4%
East, West & City	99.7%	87.9%	11.7%
North, South, Khandallah & Brooklyn	97.0%	87.9%	9.1%
Hutt Valley	99.3%	95.6%	3.7%
Porirua	97.3%	92.0%	5.3%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	98.7%	99.5%	-0.8%
Total	98.8%	91.6%	7.2%

Reliability - year to date (Jul - Aug)

	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	99.1%	98.9%	0.2%
East, West & City	99.7%	89.4%	10.3%
North, South, Khandallah & Brooklyn	96.0%	90.5%	5.5%
Hutt Valley	99.1%	96.1%	3.0%
Porirua	95.9%	93.0%	2.9%
Kapiti	98.0%	99.6%	-1.6%
Wairarapa	98.1%	99.5%	-1.4%
Total	98.3%	92.9%	5.4%

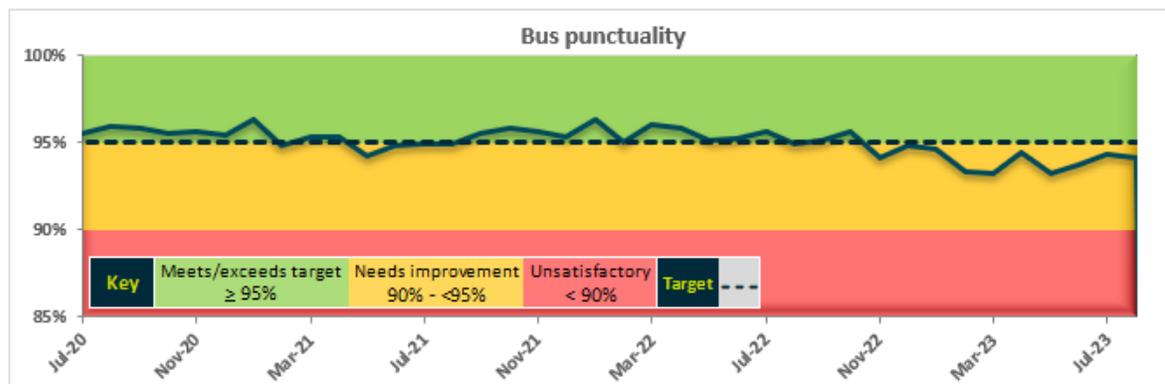


In August, there were 99,293 bus trips run, carrying 2.4 million passengers.

Punctuality

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

Bus service punctuality was 94.2% in August and 94.3% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places, particularly Wellington City and currently Masterton due to State Highway works.



Punctuality - current month

	Aug-23	Aug-22	% Change
Wellington City			
Newlands & Tawa	95.5%	97.1%	-1.6%
East, West & City	96.6%	96.2%	0.4%
North, South, Khandallah & Brooklyn	88.8%	90.7%	-1.8%
Hutt Valley	95.0%	94.7%	0.3%
Porirua	94.2%	95.5%	-1.4%
Kapiti	94.7%	98.4%	-3.7%
Wairarapa	91.7%	94.4%	-2.6%
Total	94.2%	94.9%	-0.7%

Punctuality - year to date (Jul - Aug)

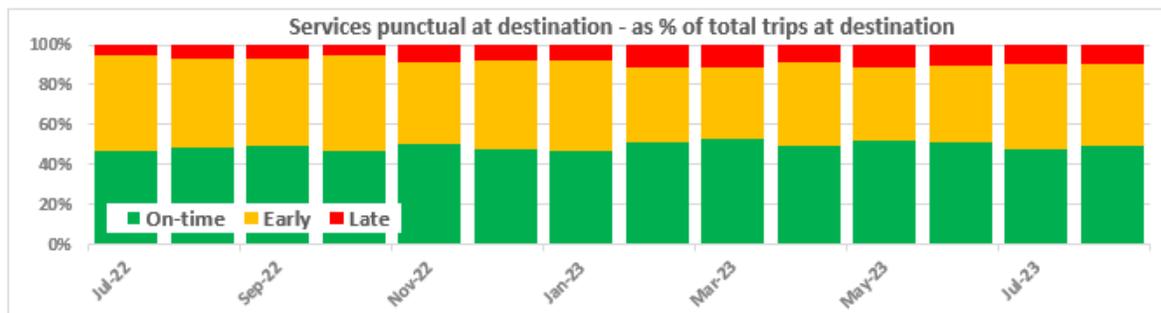
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	95.7%	97.6%	-1.9%
East, West & City	96.6%	96.4%	0.2%
North, South, Khandallah & Brooklyn	88.5%	91.1%	-2.6%
Hutt Valley	95.3%	95.5%	-0.2%
Porirua	94.7%	95.8%	-1.1%
Kapiti	95.0%	98.5%	-3.5%
Wairarapa	91.8%	93.5%	-1.7%
Total	94.3%	95.2%	-0.9%

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 August, 49.5% of bus services recorded at destination arrived on time, with a further 41.1% arriving more than one minute early, while 9.4% of services arrived more than five minutes late.



Punctuality at destination - current month

	Aug-23	Aug-22	% Change
On-time	49.5%	48.9%	0.6%
Early	41.1%	44.2%	-3.1%
Late	9.4%	6.9%	2.5%

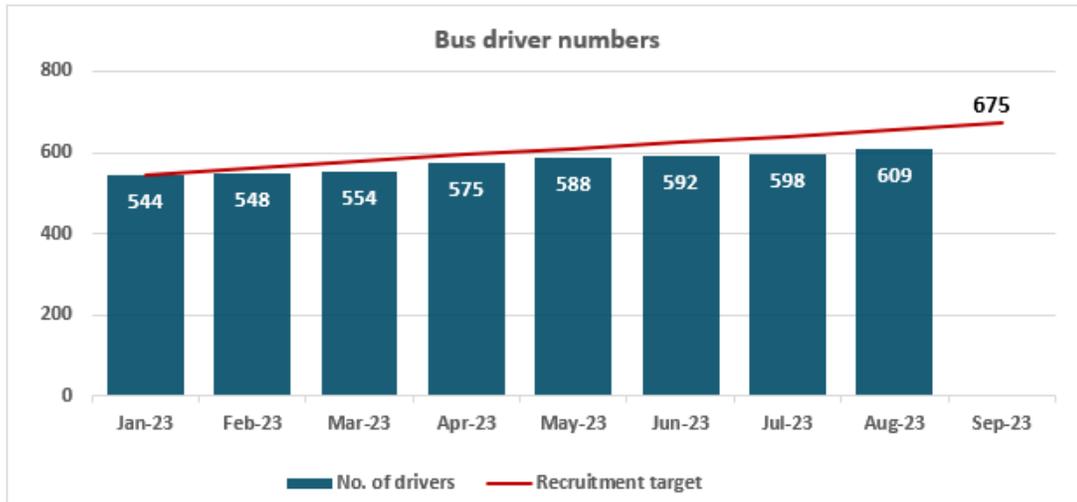
Punctuality at destination - year to date (Jul - Aug)

	2023/24	2022/23	% Change
On-time	48.7%	47.7%	1.0%
Early	42.0%	46.4%	-4.5%
Late	9.3%	5.9%	3.5%

Attachment 1 to Report 23.507

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.



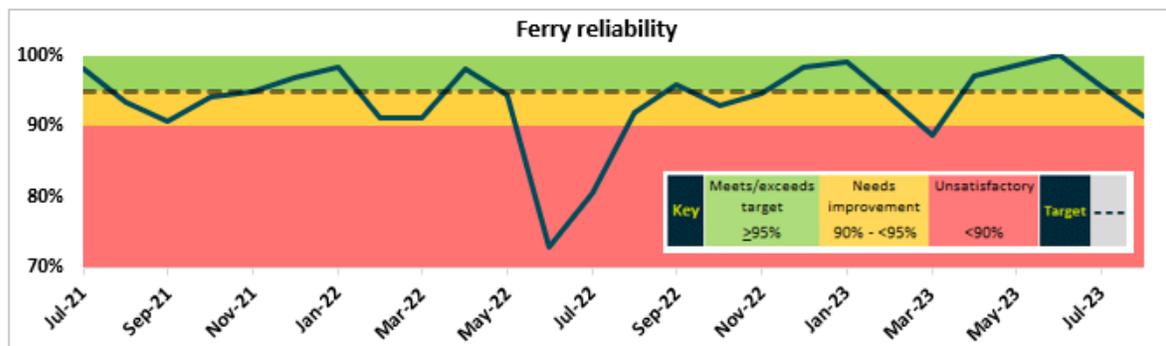
Ferry operator

Reliability

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

Reliability for August was 91.5%, compared to 91.9% for the same month last year.

Weather related cancellations equated to 72 trips for the month, while 8 trips were impacted by maintenance issues.



Reliability - current month

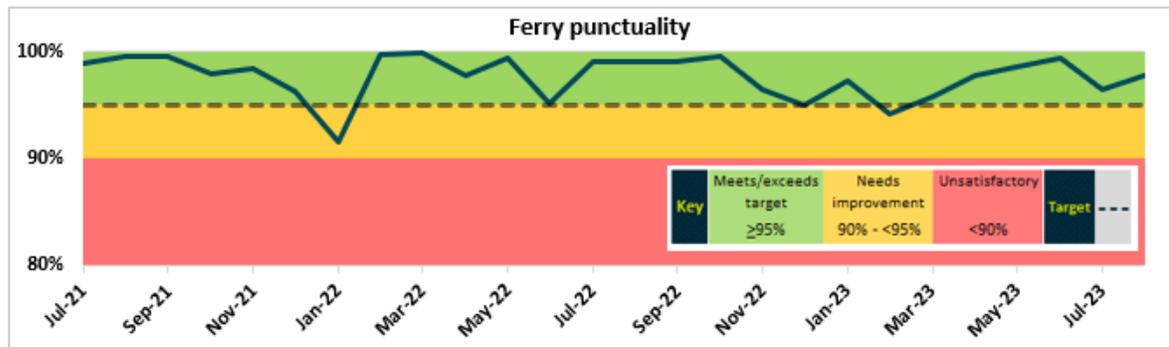
	Aug-23	Aug-22	% Change
Total	91.5%	91.9%	-0.4%

Punctuality

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

Punctuality for August was 97.7%, compared to 99.0% for the same month last year.

A small number of trips ran late due to passenger loadings. The crew are conscious when late leaving the wharf and look to recover time as they cross the harbour.



Punctuality - current month

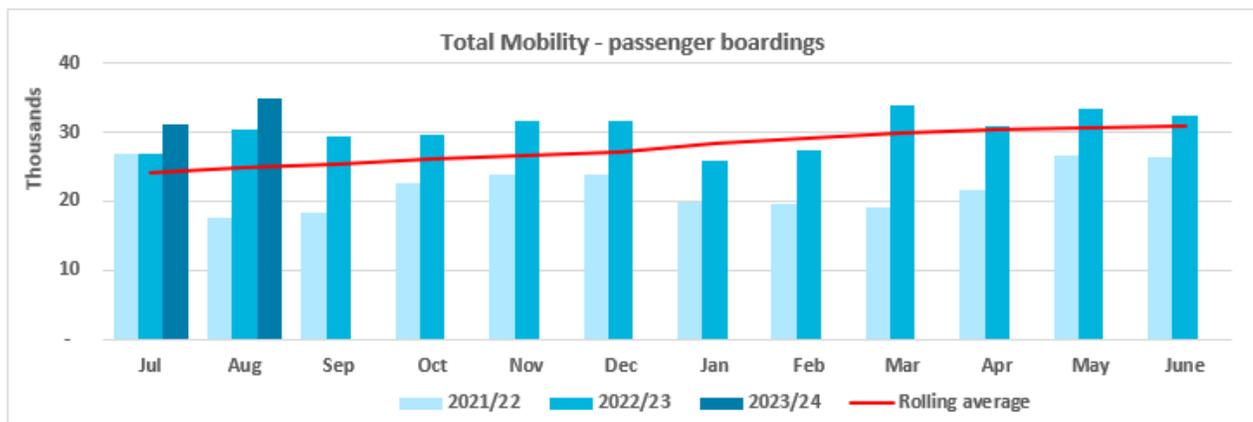
	Aug-23	Aug-22	% Change
Total	97.7%	99.0%	-1.3%



Te Hunga Whaikaha Total Mobility

Te Hunga Whaikaha Total Mobility

In August 2023 there were 35,000 Te Hunga Whaikaha Total Mobility trips, an increase of 14.7% compared to the same month in the previous year. This shows a continuance of strong levels of usage of Te Hunga Whaikaha Total Mobility reflective of the now permanent half price fares initiative.





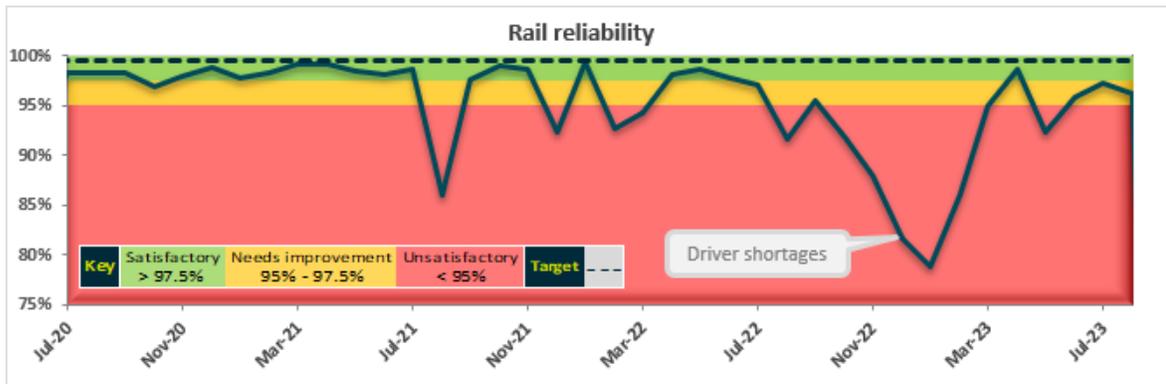
Rail operator

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 96.2% in August, and 96.7% for the year to date.

Services were affected by early icy conditions on the 9th, 18th, and 29th August. Some services were also affected by staff sickness throughout the month.



Reliability - current month

	Aug-23	Aug-22	% Change
Hutt Valley	96.6%	96.9%	-0.3%
Johnsonville	96.1%	92.4%	3.7%
Kapiti	96.5%	83.9%	12.6%
Wairarapa	87.4%	96.9%	-9.5%
Total	96.2%	91.6%	4.6%

Reliability - year to date (Jul - Aug)

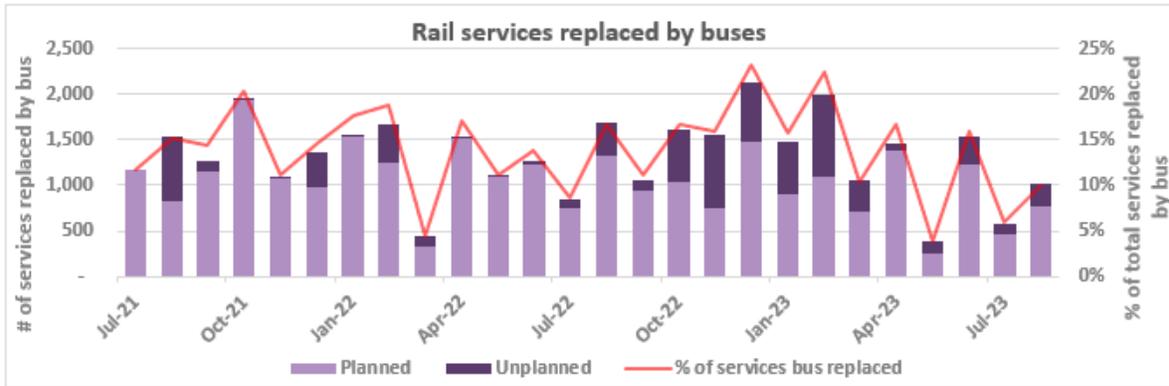
	2023/24	2022/23	% Change
Hutt Valley	97.4%	96.5%	0.9%
Johnsonville	96.0%	94.4%	1.6%
Kapiti	97.1%	91.0%	6.1%
Wairarapa	86.9%	97.9%	-11.0%
Total	96.7%	94.3%	2.4%



In August, there were 10,113 rail trips run, carrying 1.1 million passengers.

Attachment 1 to Report 23.507

In August, 10.0% of rail services were replaced by buses, compared to 6.0% the previous month.

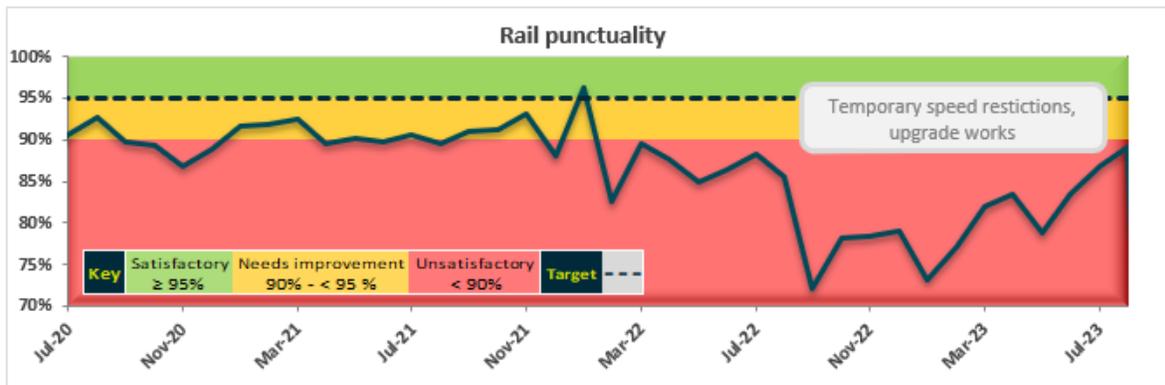


Punctuality

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 August was 89.2%, 88.1% for the year to date.

Speed restrictions continue to impact services. The Wairarapa line still had a speed restriction at the Norfolk Rd level crossing following a vehicle and passenger train collision last month.



Punctuality - current month

	Aug-23	Aug-22	% Change
Hutt Valley	89.9%	91.8%	-1.9%
Johnsonville	93.9%	83.3%	10.6%
Kapiti	90.2%	82.7%	7.5%
Wairarapa	21.9%	45.9%	-24.0%
Total	89.2%	85.5%	3.7%

Punctuality - year to date (Jul - Aug)

	2023/24	2022/23	% Change
Hutt Valley	89.2%	89.6%	-0.4%
Johnsonville	91.4%	84.5%	6.9%
Kapiti	89.2%	88.2%	1.0%
Wairarapa	24.8%	50.8%	-26.0%
Total	88.1%	86.8%	1.3%

Rail network owner

August Commentary

Punctuality in August decreased slightly from the previous month. The main contributor to the delay was a 10kph Speed Restriction through 88 points in Wellington Yard for two weeks of August. This lost time incurred compounding delays on the Johnsonville Line through the morning and evening peak services. The speed restriction was lifted during the Block of Line on the weekend of the 9th of September.

August’s reliability increased slightly compared to the month prior. Cancellations were due to a failure at 75 points Taita and a blown fuse in a standby feed location which caused a CTC Outage at Taita.

TSRs are currently under WNA KPI on all lines except for Wairarapa. 60kph TSRs remain in place for the carriage vibration on the Wairarapa Line. Investigation is ongoing with Track and Rolling Stock Engineering collaborating to identify and fix the issue.

Key Performance Indicators				
Punctuality	Reliability	Network Availability	Maintenance Backlog	HSE Score
96.60%	99.30%	Unplanned: 98.80%	Reducing Trend	Zero Harm
97.47%	99.81%	Planned: 91.67%	8	70 Days LTI Free
		Unplanned: 100.00%		

(Yellow row is KPI target)

KPI Summary

Network Availability

100% availability on all lines was achieved for the month of August.

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

The maintenance backlog trend has reduced overall. Work orders for Telecommunications discipline have been completed in the field, however, remain outstanding as an administrative process is completed in the background to ensure these are closed off in the Maximo system.

Operational Performance

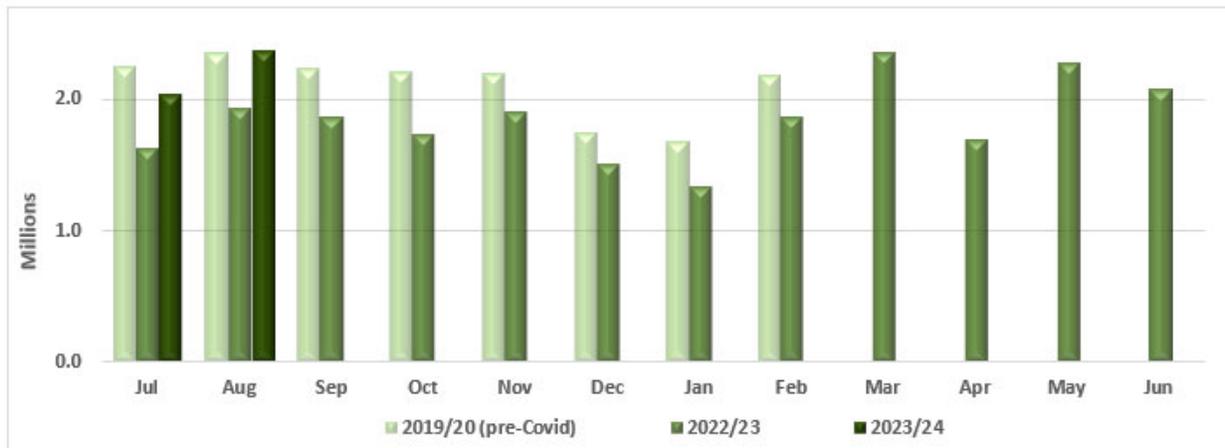
Patronage

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

Bus passenger boardings

August bus passenger boardings were 22.6% higher than the same month last year - in August 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings this month were 0.6% higher than August 2019 numbers (pre-Covid).



Boardings by area - current month

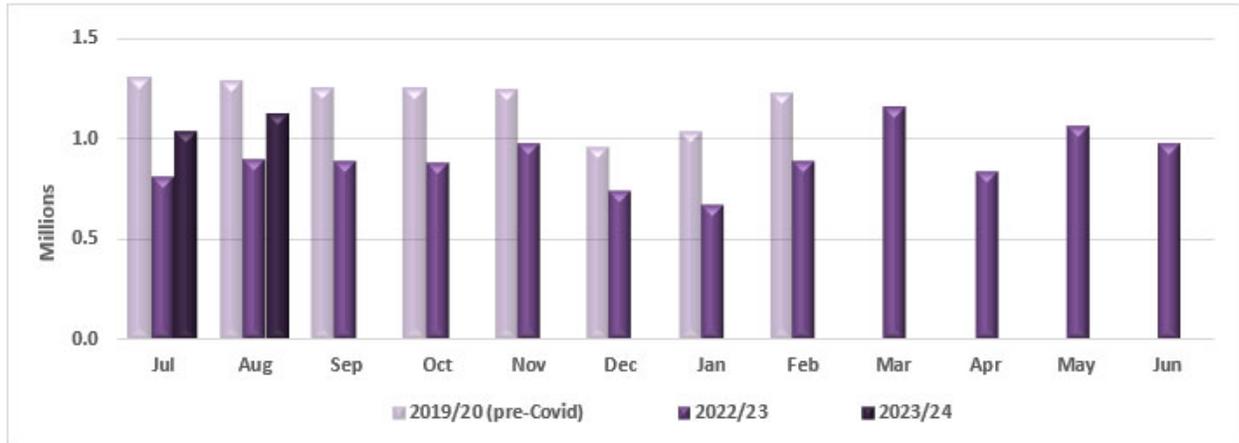
	Aug-23	Aug-22	% Change
Wellington	1,764,848	1,419,028	24.4%
Hutt Valley	445,901	377,177	18.2%
Porirua	89,229	76,531	16.6%
Kapiti	65,490	55,185	18.7%
Wairarapa	16,474	15,291	7.7%
Total	2,381,942	1,943,212	22.6%

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

	2023/24	2022/23	% Change
Wellington	3,317,649	2,641,617	25.6%
Hutt Valley	811,225	681,045	19.1%
Porirua	155,313	135,738	14.4%
Kapiti	112,721	94,802	18.9%
Wairarapa	28,557	25,559	11.7%
Total	4,425,465	3,578,761	23.7%

Rail passenger boardings

August rail passenger boardings were 24.7% higher than the same month last year - in August 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings this month were 13.2% lower than August 2019 numbers (pre-Covid).



Boardings by line - current month

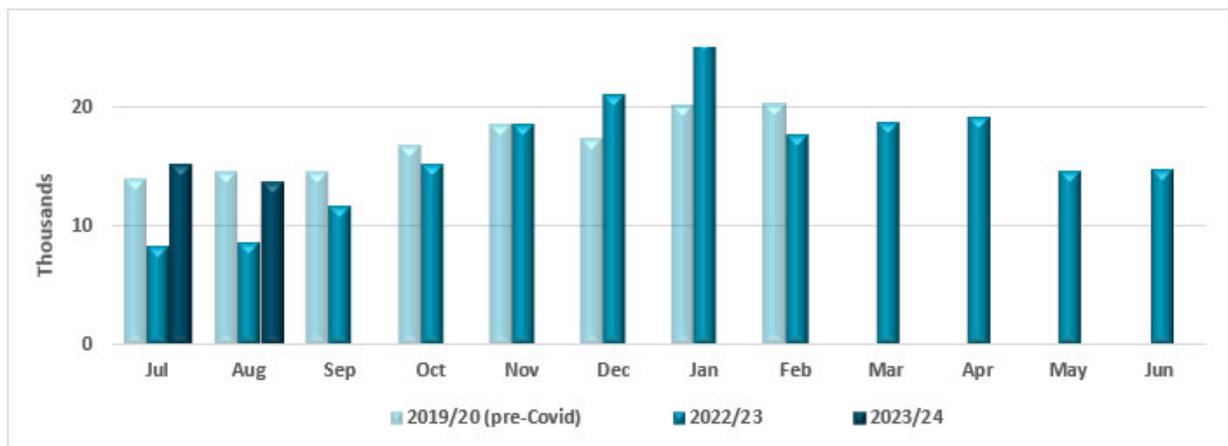
	Aug-23	Aug-22	% Change
Hutt Valley	482,627	382,833	26.1%
Kapiti	441,143	351,940	25.3%
Johnsonville	132,198	108,253	22.1%
Wairarapa	58,144	50,552	15.0%
Total	1,114,112	893,578	24.7%

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

	2023/24	2022/23	% Change
Hutt Valley	928,351	721,740	28.6%
Kapiti	857,022	688,050	24.6%
Johnsonville	247,526	197,118	25.6%
Wairarapa	111,313	94,193	18.2%
Total	2,144,212	1,701,101	26.0%

Ferry passenger boardings

Ferry boardings show an increase of 58.1% on the same month last year - in August 2022 NZ was under Orange of the Covid-19 Protection Framework. Boardings for the month were 6.1% lower than August 2019 numbers (pre-Covid).



Boardings - current month

	Aug-23	Aug-22	% Change
Total	13,650	8,632	58.1%

Boardings - year to date (Jul - Aug)

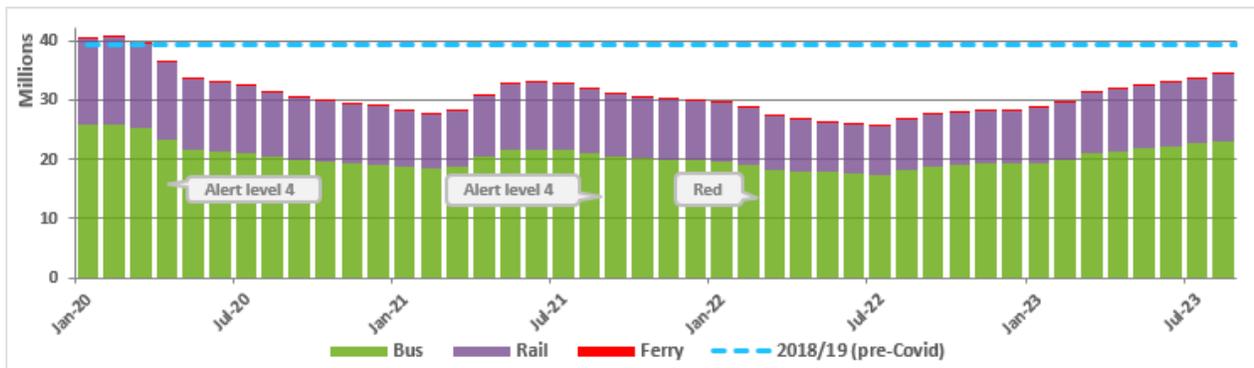
	2023/24	2022/23	% Change
Total	28,694	16,952	69.3%

Passenger boardings trend **Attachment 1 to Report 23.507**

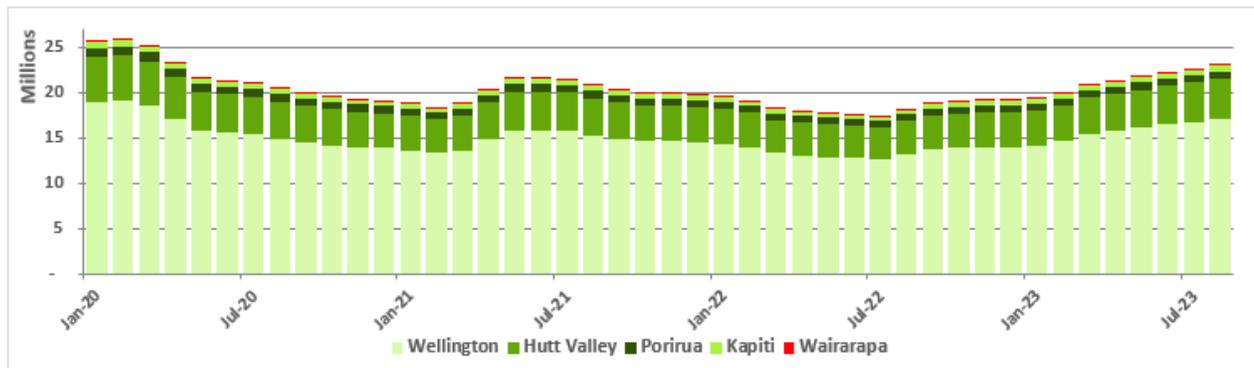
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

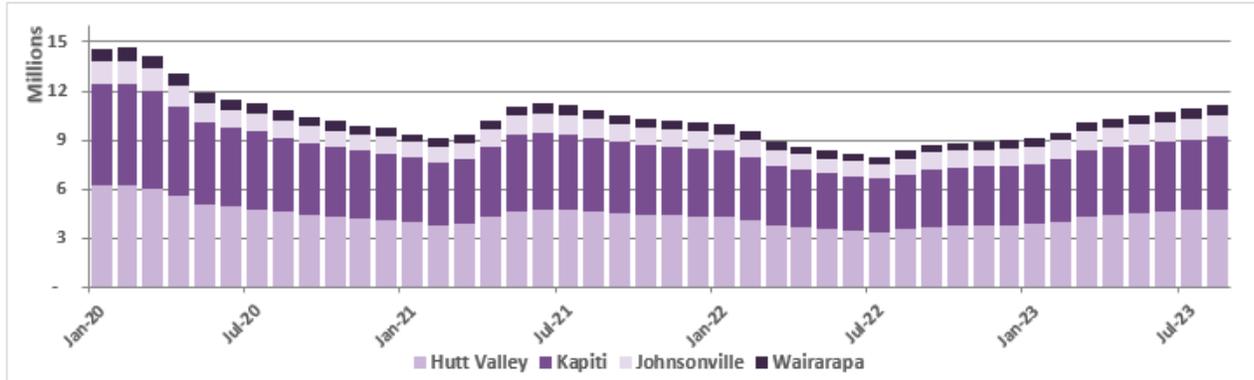
All modes



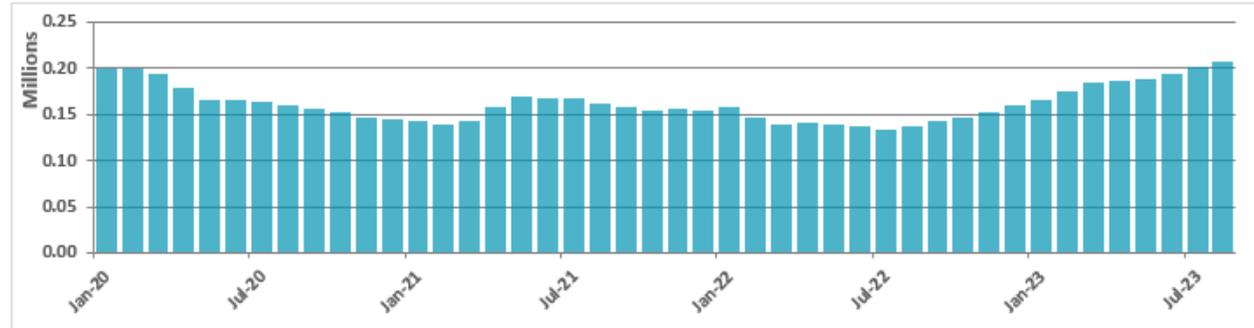
Bus



Rail



Ferry

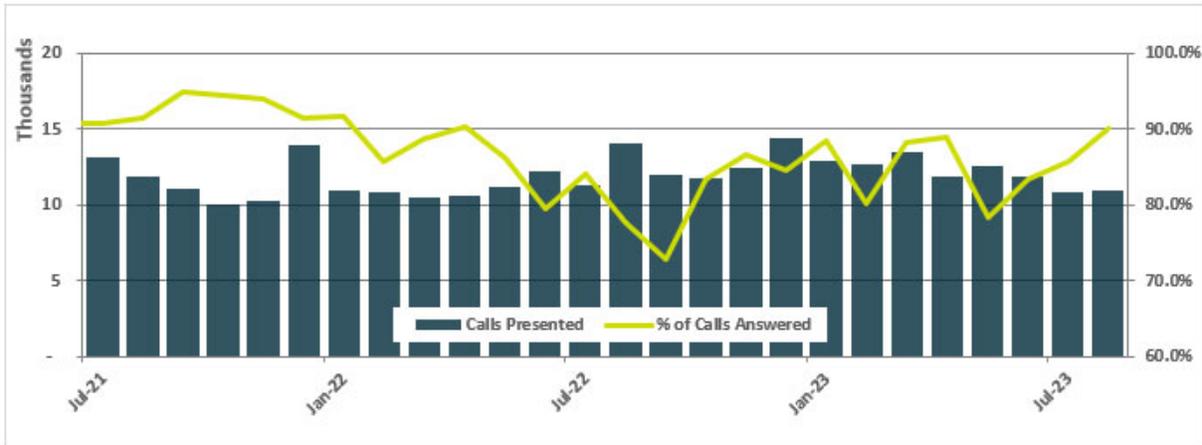


Customer Contact

Attachment 1 to Report 23.507

Call centre incoming calls

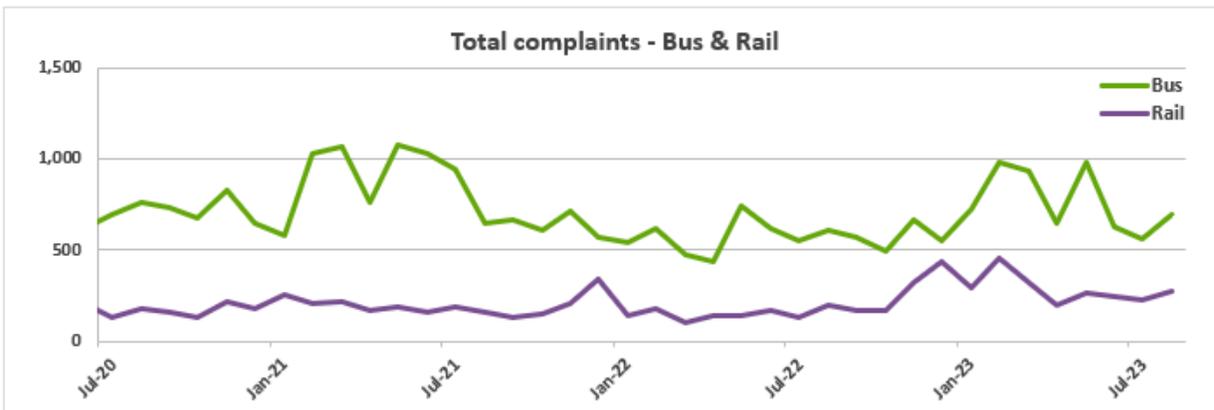
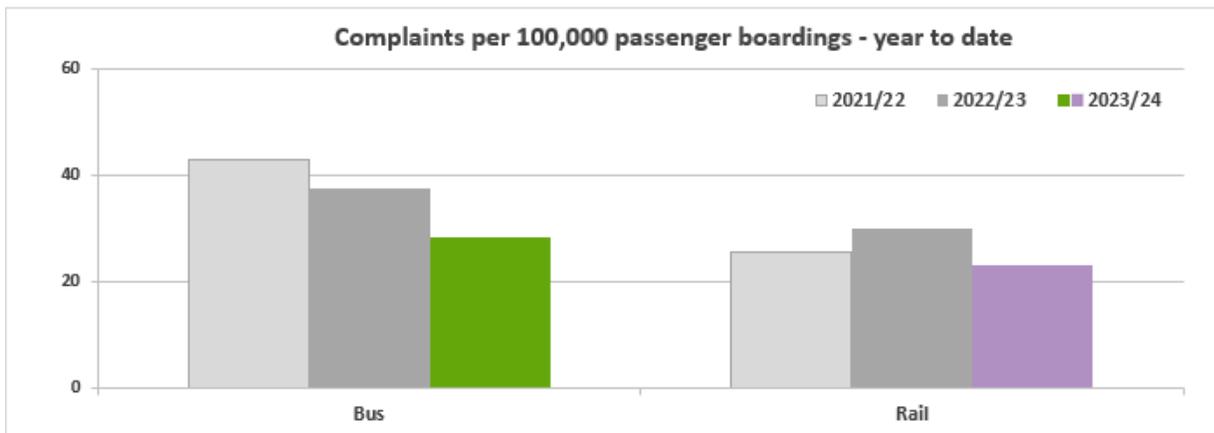
Metlink answered 90.0% of the 11,000 calls received in August.



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 and illness.

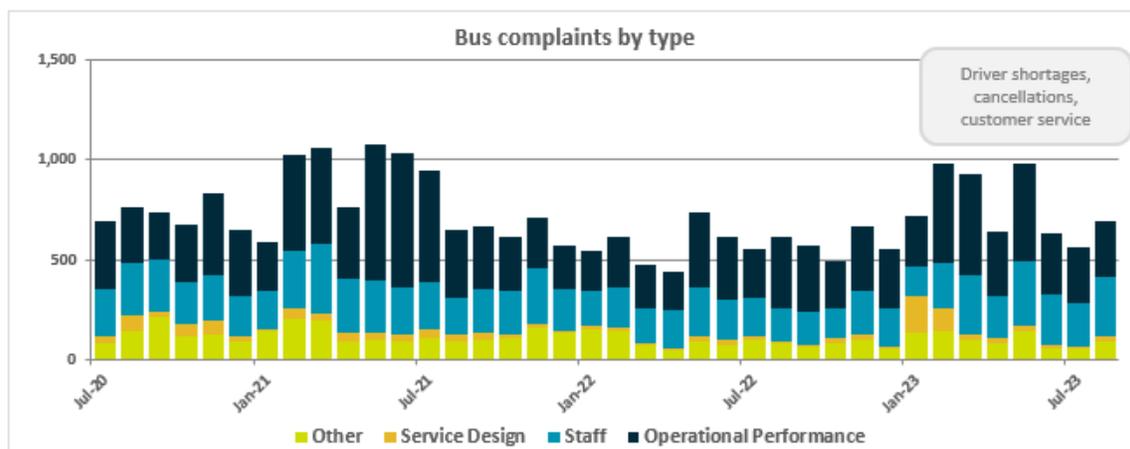


Bus complaints

Attachment 1 to Report 23.507

Bus complaints for the month were 13.6% higher than in August last year, and 8.3% higher for the year to date. In August 2022 NZ was under Orange of the Covid-19 Protection Framework.

Complaints for the month relate mostly to customer service, buses not stopping, and the quality of information related to matters such as services not shown as cancelled in RTI.



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

Bus complaints - current month

	Aug-23	Aug-22	% Change
Wellington			
Newlands, Tawa	33	20	65.0%
East-West, City	183	208	-12.0%
North-south, Khandallah, Brooklyn	245	200	22.5%
Hutt Valley	172	133	29.3%
Porirua	35	35	0.0%
Kapiti	21	13	61.5%
Wairarapa	6	3	100.0%
Total	695	612	13.6%

Bus complaints - year to date (Jul - Aug)

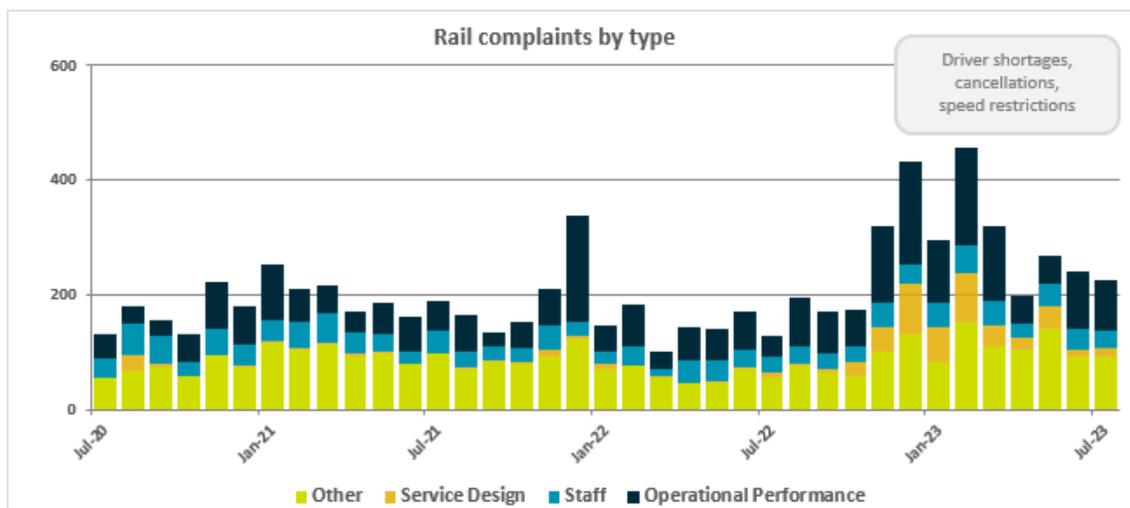
	2023/24	2022/23	% Change
Wellington			
Newlands, Tawa	56	35	60.0%
East-West, City	339	397	-14.6%
North-south, Khandallah, Brooklyn	461	376	22.6%
Hutt Valley	299	262	14.1%
Porirua	61	59	3.4%
Kapiti	33	26	26.9%
Wairarapa	10	8	25.0%
Total	1,259	1,163	8.3%

Rail complaints

Attachment 1 to Report 23.507

Rail complaints for August were 40.0% higher than the same month last year, and 53.2% higher for the year to date. In August 2022 NZ was under Orange of the Covid-19 Protection Framework and there were less people travelling.

Customer feedback remains high – mainly related to bus replacements and services that have been affected by staff shortages.



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

Rail complaints - current month

	Aug-23	Aug-22	% Change
Hutt Valley	76	48	58.3%
Kapiti	91	86	5.8%
Johnsonville	12	16	-25.0%
Wairarapa	29	15	93.3%
General	65	30	116.7%
Total	273	195	40.0%

Rail complaints - year to date (Jul - Aug)

	2023/24	2022/23	% Change
Hutt Valley	151	82	84.1%
Kapiti	141	130	8.5%
Johnsonville	36	28	28.6%
Wairarapa	57	31	83.9%
General	113	54	109.3%
Total	498	325	53.2%

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 August there was a budget shortfall of \$5.33 million - \$3.55 million is attributable to the half price fares scheme, \$1.93 million is attributable to lower patronage post Covid-19, with the shortfall being off-set by \$0.15 million fare revenue from the Airport and On Demand services.

Year to date the shortfall is \$10.94m - \$6.81 million is attributable to the half price fares scheme, \$4.41 million is attributable to lower patronage post Covid-19, with the shortfall being off-set by \$0.28 million fare revenue from the Airport and On Demand services.

Part of the revenue deficit due to the extended half-price fares scheme is expected to be offset by the Government funding under the agreed transitional arrangement with Waka Kotahi.

Attachment 1 to Report 23.507

Fare revenue - current month

	Aug-23	Budget	Excess/Shortfall
Bus	2,006,985	4,319,701	- 2,312,716
Rail	1,688,892	4,702,354	- 3,013,462
Total	\$ 3,695,877	\$ 9,022,055	-\$ 5,326,178

Fare revenue - year to date (Jul - Aug)

	2023/24	Budget	Excess/Shortfall
Bus	3,934,366	8,639,402	- 4,705,036
Rail	3,166,457	9,404,707	- 6,238,250
Total	\$ 7,100,824	\$ 18,044,110	-\$ 10,943,286

Transport Committee
18 October 2023
Report 23.510



For Information

PUBLIC TRANSPORT OPERATOR UPDATE – MANA

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with a brief overview of public transport bus operator Mana’s 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 Mana will speak to [Attachment 1](#) at the Committee’s meeting on 19 October 2023.

Ngā āpitihanga

Attachment

Number	Title
1	Mana presentation

Ngā kaiwaitohu

Signatories

Writer	Margaret Meek – Principal Advisor Public Transport Governance, Metlink
Approvers	Matthew Chote – Senior Manager Operations and Partnerships, Metlink (Acting) 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.



Council Presentation 19 October 2023



Craig Chin – Chief Executive

■ Business Career

- Chartered Accountant
- Started at Mana in 2016
- Appointed CE at the start of PTOM contracts (July 2018)

■ Personal Interests

- My Family
- Sports
- Chairman of the Chinese Dragons Sports and Social Club



Company Overview

•Culture

•Transdev Purchase

Transdev Purchased Mana Newlands by Transdev in October 2019.

Run by local experts supported by global expertise

Improved systems and procedures and supported locally by Transdev Wellington.



Our Focus

- Working in true partnership with Metlink
- Providing a punctual and reliable service.
- Providing excellent customer service
- Delivering on what we promise.
- Being a trusted partner.



Reliability & Punctuality

Reliability Against Benchmark



Punctuality against Target



Customer Satisfaction

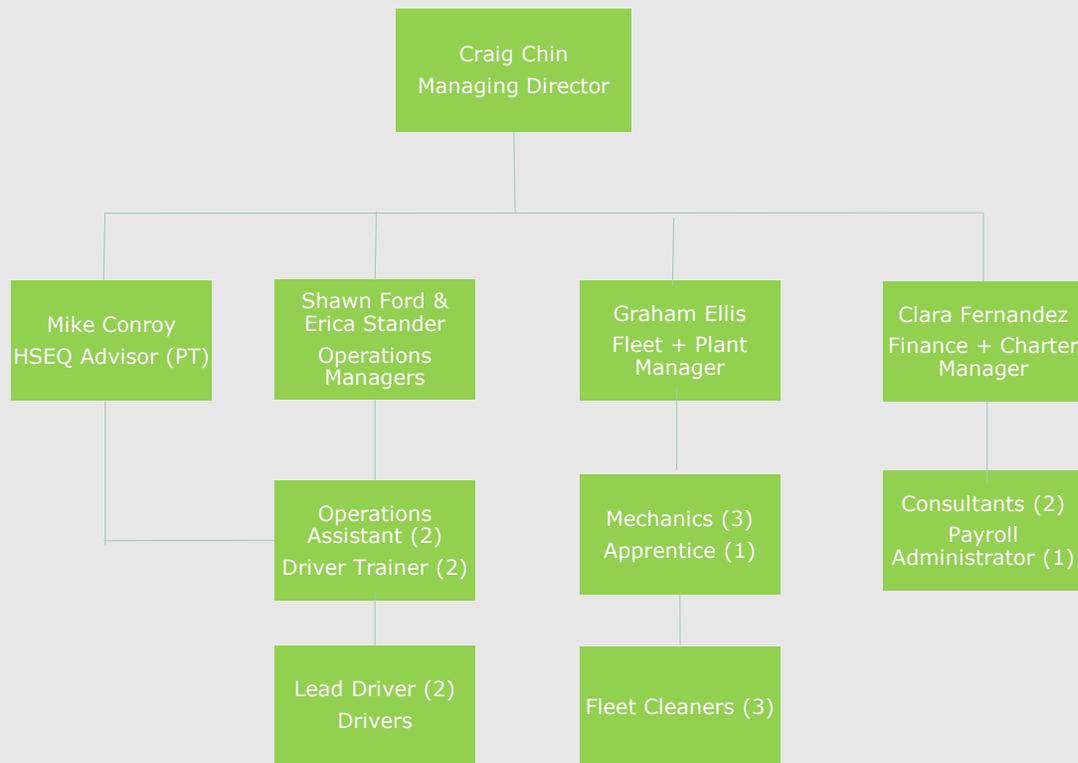
Satisfaction by Operator

	Nov '20	Jul '21	Jun '22
Transdev	95%	95%	96%
East By West	99%	94%	96%
Mana Metlink	93%	94%	94%
NZ Bus Metlink	94%	93%	94%
Tranzurban Metlink	93%	91%	92%
Uzabus Metlink	100%	100%	85%



Mana's Team

- Extremely flat structure
- Strong and respected relationships
- Trusted staff
- Experienced team.
- Well trained drivers
- Low staff turnover



AX Service

■ Positives

- Excellent patronage throughout the first 15 Months of Service.
- Extremely positive feedback through compliments. Driven by excellent driver training and customer service training.
- Reliable and frequent timetable
- The Yutong product has been fantastic

■ Challenges

- Delays in build process
- Working with multiple contractors
- Charging strategy and delays.



On Demand Trial

■ Achievements

- Providing excellent customer service and a consistent service to the tawa community.
 - **Excited to earn the extended year and to continue to deliver exceptional service.**
- Working in tripartite with Via, Metlink and Mana.
- Understanding new software and something completely different than fixed route services

■ Challenges

- Limitations in software and harder to make changes than anticipated, lead to higher operational involvement than anticipated.
- Different training considering it's a more tailored service.



Some of Transdev's Innovation

- Hydrogen Diesel Injection trial.
- First Fully Electric Depot in Transdev Australia New Zealand AX.
- Software Integration for Charging.
- Hydrogen Bus Trial Auckland
- Explored Diesel to Electric Conversion



Mana Newlands by Transdev - Challenges

- Increased aggressive behaviour
- Increased disruptions and roadworks
- Driver conditions



Opportunities

■ Opportunities

● Depot space and Electrification

- Alignment and input into RPTP and LTP for GWRC.
- Continue working towards Transdev emission targets which aligns with GWRC Objectives.
- Improving driver conditions.

● Innovation

- Leveraging global experience for local solutions as we continue to move towards zero emission services.
- Continued rollout of Transdev base systems and policies.

● Partnership

- Continue to improve drivers safety whilst operating PT.
- Continue outstanding operational performance.
- Improved wayfinding and branding AX services.

Attachment 1 to Report 23.510

