



If calling, please ask for Democratic Services

Transport Committee

Thursday 30 November 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 30 November 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 19 October 2023	23.545	6
5.	Update on Progress of Action Items from Previous Transport Committee Meetings – November 2023	23.560	10
6.	Metlink Advertising Policy	23.567	20
7.	Public Transport Advisory Group Meeting – 16 November 2023	23.571	33
8.	Reinstatement of Bus Suspended Services – progress	23.568	37
9.	Delivery of Wellington Regional Public Transport Plan – update	23.509	42
10.	Public Transport Performance – October update	23.573	51



Please note these minutes remain unconfirmed until the Transport Committee meeting on 30 November 2023.

Report 23.545

Public minutes of the Transport Committee meeting on Thursday 19 October 2023

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council | Te Pane Matua Taiao
100 Cuba Street, Te Aro, Wellington, at 9.32am

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair) (from 9.48am)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Gaylor (from 10.06am)
Councillor Laban
Councillor Lee
Councillor Ponter (from 9.40am)
Councillor Ropata (until 11.21am)
Councillor Saw
Councillor Staples

Andrew Lensen

Councillor Woolf 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.

Councillor Duthie 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 from the beginning of the meeting (9.32am) until he arrived at the meeting at 9.48am during item 7 – Lyall Bay/Southern Depot Opportunity – Report 23.508.

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

1 Apologies

Moved: Cr Staples / Cr Laban

That the Committee accepts the apology for absence from Councillor Kirk-Burnnand, the apologies for lateness from Councillor Gaylor and Councillor Ponter and the apology for early departure from Councillor Ropata.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

There was no public participation.

4 Confirmation of the Public minutes of the Transport Committee meeting on 14 September 2023 – Report 23.476

Moved: Cr Saw / Cr Laban

That the Committee confirms the Public minutes of the Transport Committee meeting on 23 September 2023 – Report 23.476.

The motion was **carried**.

5 Update on Progress of Action Items from Previous Transport Committee Meetings – October 2023 – Report 23.530 [For Information]

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

6 Public Transport Advisory Group Meeting – 5 October 2023 – Report 23.513 [For Information]

Andrew Lensen, Public Transport Advisory Group Chair, and David Boyd, Manager, Customer Experience, spoke to the report.

Noted: The Committee requested the existing media and advertising policy be circulated to members.

7 Lyall Bay/Southern Depot Opportunity – Report 23.508 [For Information]

Nicki Lau Young, Programme Director Metlink Operating Model and Michelle Diston, Project Manager Southern Depot, spoke to the report.

Councillor Ponter arrived at 9.40am during the above item.

Councillor Woolf joined the meeting remotely via MS Teams at 9.48am during the above item.

After participating in the meeting remotely via MS Teams, Councillor Duthie arrived at the meeting at 9.48am during the above item.

8 Rail Replacement Services – Update – Report 23.512 [For Information]

Samantha Gain, Group Manager Metlink, Matthew Chote, Senior Manager Operations & Partnerships and Andrew Keane, Principal Account Manager Rail & Ferry, spoke to the report.

Moved: Cr Duthie / Cr Ponter

That the Transport Committee requests that staff engage with Transdev to ensure that, by Christmas 2023:

- a All planned bus replacement services have appropriate bike racks installed.
- b Unplanned bus replacement services have appropriate bike racks installed to the extent that vehicle availability allows.

The motion was **carried**.

Noted: The Committee requested:

- information about the age of the non-Metlink operator fleet that are used for planned bus replacement services.
- that officers provide further information on speed regulations for buses which have passengers standing.
- information on the tender evaluation criteria for bus replacement services.

Councillor Gaylor arrived at the meeting at 10.06am during the above item.

9 Community Connect Implementation – Assessment – Report 23.514 [For Information]

Nicki Lau Young, Programme Director Metlink Operating Model, spoke to the report.

10 Fair Pay Agreements for Bus Drivers – Report 23.516 [For Information]

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

11 Reinstatement of Bus Suspended Services – Progress – Report 23.511 [For Information]

Bonnie Parfitt, Senior Manager Network & Customer and Matthew Chote, Senior Manager Operations & Partnerships, spoke to the report.

Noted: The Committee requested a report to a future meeting on the welcoming and integration of new drivers hired from overseas by Metlink operators.

The Committee Chair accorded priority to agenda item 13 in accordance with Standing Order 3.5.2.

13 Public Transport Operator Update – Mana – Report 23.510 [For Information]

Craig Chin, Managing Director, Mana, spoke to the report.

Councillor Ropata departed the meeting at 11.21am at the conclusion of the above item and did not return.

The meeting adjourned at 11.21am and resumed at 11.41am.

12 Public Transport Performance – August Update – Report 23.507 [For Information]

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

Noted: The Committee requested quarterly updates on the work proposed on the train lines as well as what the expected impacts these works will have on the train services.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 11.57am.

Councillor T Nash

Chair

Date:

Transport Committee
30 November 2023
Report 23.560



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – NOVEMBER 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 staff are listed in the table of action items from previous Transport Committee meetings ([Attachment 1](#) – Action items from previous Transport Committee meetings – November 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 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 – November 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 23.560

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>In progress</p> <p>Comment:</p> <p>This work will be undertaken as part of the Council’s review of the Regional Public Transport Plan.</p> <p>Note as part of LGWM, the Thorndon Quay/Hutt Road project is making improvements for connecting bus passengers travelling between the Hutt Valley and Johnsonville (includes new shelters and a new bus interchange for transfers between State Highway 1 (Centennial Highway) and State Highway 2)</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 23.560

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>A reporting system is in the process of being developed.</p> <p>Warranted Transport Officer training has concluded with all 10 candidates being successful in obtaining Warranted Authority.</p> <p>To date, no infringement notices have been issued; Transport Officers are working on engaging with the public, and partners regarding their roles for supporting adherence to the terms and conditions of public transport.</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 had been scheduled for a November workshop. However, this has been postponed until early 2024</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>In progress</p> <p>Comment:</p> <p>A workshop on this matter had been scheduled for a November workshop. However, this has been postponed until early 2024</p>

Attachment 1 to Report 23.560

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>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.</p>
	<p>Information regarding people standing on buses on the Wellington Urban Motorway, including for buses replacing trains.</p>	<p>Status: Completed</p> <p>Comment: <u>Buses Replacing Trains</u> Information regarding people standing on buses replacing trains on the Wellington Urban Motorway was provided to the Committee at its meeting on 19 October (refer Report 23.512).</p> <p><u>Buses</u> Information circulated to Committee members</p>

Attachment 1 to Report 23.560

Action items from previous Transport Committee meetings

<p>19 October 2023</p>	<p>Public Transport Advisory Group Meeting – 5 October 2023 – Report 23.513</p> <p>Noted: The Committee requested the existing media and advertising policy be circulated to members.</p>	<p>Status: Completed</p> <p>Comment: Advertising Policy circulated to Committee members. Advertising Policy is publicly available on our website: (https://www.metlink.org.nz/about/legal/metlink-advertising-policy/)</p>
<p>19 October 2023</p>	<p>Rail Replacement Services – Update – Report 23.512</p> <p>Resolution: That the Transport Committee requests that staff engage with Transdev to ensure that, by Christmas 2023:</p> <ul style="list-style-type: none"> a All planned bus replacement services have appropriate bike racks installed. b Unplanned bus replacement services have appropriate bike racks installed to the extent that vehicle availability allows. 	<p>Status: In progress</p> <p>Comment: Officers have advised Transdev of the Committee’s request. We have been advised that NCS and Metlink operator buses have been awarded planned bus replacement services over the Christmas/New Year period. All Metlink operator buses have bike racks. NCS are in the process of fitting Metlink style bike racks on all of their fleet used for planned bus replacement services (18). As at 21 November 23, 6 of the 18 racks have been installed and are in active use. Fitting bike racks is taking slightly longer than expected (due to different bus models). Currently, NCS are installing 2 racks per week.</p>

Attachment 1 to Report 23.560

Action items from previous Transport Committee meetings

		We are currently seeking clarification from NCS in relation to the likelihood that the NCS bus replacement fleet will have bike racks installed to cover the Christmas/ New Year period – an update on this will be provided at the Committee meeting.																			
19 October 2023	Rail Replacement Services – Update – Report 23.512 Noted: The Committee requested:																				
	information about the age of the non-Metlink operator fleet that are used for planned bus replacement services.	<p>Status: Completed</p> <p>Comment: The average age of NCS Snapper enabled fleet is 15 years, (average year of manufacture of 2008)</p> <table border="1"> <thead> <tr> <th>Year of Manufacture</th> <th>No. Buses</th> </tr> </thead> <tbody> <tr> <td>1999</td> <td>2</td> </tr> <tr> <td>2003</td> <td>2</td> </tr> <tr> <td>2006</td> <td>2</td> </tr> <tr> <td>2008</td> <td>1</td> </tr> <tr> <td>2009</td> <td>1</td> </tr> <tr> <td>2010</td> <td>7</td> </tr> <tr> <td>2011</td> <td>2</td> </tr> <tr> <td>2012</td> <td>1</td> </tr> <tr> <td>2018</td> <td>1</td> </tr> </tbody> </table>	Year of Manufacture	No. Buses	1999	2	2003	2	2006	2	2008	1	2009	1	2010	7	2011	2	2012	1	2018
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Attachment 1 to Report 23.560

Action items from previous Transport Committee meetings

	<p>that officers provide further information on speed regulations for buses which have passengers standing.</p>	<p>Status: Completed</p> <p>Comment: Metlink follows national guidance on bus safety in New Zealand from the Ministry of Transport and Waka Kotahi.</p> <p>Regulated by Waka Kotahi, the allowable standing number of passengers on urban passenger vehicles in New Zealand is stated on a bus’s Certificate of Loading (CoL). The CoL amongst other things states the maximum number of seated and standing passengers.</p> <p>There is currently no national requirement prohibiting passengers standing on buses whilst on state highways.</p> <p>We note that Waka Kotahi is undertaking a review into whether children should stand on dedicated school services. Metlink will await the outcome of this.</p>
	<p>information on the tender evaluation criteria for bus replacement services.</p>	<p>Status: Completed</p> <p>Comment: Tenders for planned bus replacements are awarded to bidders who have buses that conform with vehicle requirements (including bike racks). Note that this is subject to vehicle availability.</p>

Attachment 1 to Report 23.560

Action items from previous Transport Committee meetings

<p>19 October 2023</p>	<p>Reinstatement of Bus Suspended Services – Progress – Report 23.511</p> <p>Noted:</p> <p>The Committee requested a report to a future meeting on the welcoming and integration of new drivers hired from overseas by Metlink operators.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information provided as part of Reinstatement of Bus Services – Progress (Report 23.568), which is on the agenda for consideration at today’s meeting</p>
<p>19 October 2023</p>	<p>Public Transport Performance – August Update – Report 23.507</p> <p>Noted:</p> <p>The Committee requested quarterly updates on the work proposed on the train lines as well as what the expected impacts these works will have on the train services.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>Information will now be included as part of performance reporting (see Attachment 2 to Report 23.573)</p>

Transport Committee
30 November 2023
Report 23.567



For Decision

METLINK ADVERTISING POLICY

Te take mō te pūrongo

Purpose

1. This report seeks the endorsement of the Transport Committee (the Committee) to the proposed amended Metlink Advertising Policy (the proposed Policy).

He tūtohu

Recommendation

That the Transport Committee:

- 1 **Approves** the proposed amended Metlink Advertising Policy (Attachment 1).
- 2 **Notes** the modest financial uplift projections from the amendments at an initial \$20,000 per annum growing to \$70,000 per annum over the 7-year term of the Advertising Services contract with Go Media.
- 3 **Notes** the social benefits from the “Good Impression” programme delivered through the “Way to Go” digital kiosks.
- 4 **Notes** that Metlink advertising strategy has been discussed with the Public Transport Advisory Group (PTAG).

Te tāhū kōrero

Background

2. On 22 October 2020, the Transport Committee approved the current Metlink Advertising Policy (the current Policy) (*Metlink Advertising Policy - Report 20.388*). The 2020 advertising policy review took place in the context of Council desiring to increase non-fare revenue on the Metlink network through expansion of advertising offerings.
3. The current Policy sets out principles and criteria governing the advertisements permitted to appear on Metlink-controlled assets, infrastructure, and facilities. An amended (with tracked changes) copy of the current Policy is included as **Attachment 1**.
4. The current Policy has been successful, providing clear guidance to Metlink’s media partner and advertising agencies, and has facilitated a growth in advertising revenue from \$818 thousand in 2020/21 to \$2 million in 2023/2024. Staff use the Policy regularly to determine compliance, particularly for previously unprecedented products or

services and where the use of imagery and/or text in potential advertising is subjectively marginal from a policy perspective.

5. The current Policy is well regarded by other Public Transport Authorities (PTAs) in New Zealand and has informed the development or review of similar policies in other regions in 2022 and 2023.
6. A review of the current Policy has been prompted by: partner discussions during the recently successful re-tendering of the Metlink media contract; and by Council request during 3 October 2023 Long Term Plan (LTP) workshop where officers were asked to determine whether the current policy placed any undue impediment on revenue growth.
7. Staff, consulting with Metlink's media partner, have reviewed the current Policy and have proposed minor amendments to facilitate minor sales growth under the Occasional Food and Beverages category.
8. The review has been done with consideration to the compatibility of certain categories of advertising with Metlink's brand and values, and with our commercial revenue objectives, particularly as Metlink makes assets in the rail corridor available to our media partner and potential advertisers.

Te tātaritanga Analysis

Proposed Policy - amendments

9. The proposed Policy amendments are set out in **Attachment 1**. Minor and non-material edits to the Policy are not specifically referred to in this report. This includes changes to the Policy Process (section 4.2 of Policy) to reflect current and actual operation process.
10. Section 1, *Policy Purpose*, has been amended to clarify that the Policy covers all advertising, whether paid, or unpaid under Greater Wellington community and social well-being initiatives. This amendment has been made to reflect provisions in the media-partner contract which allows a small portion of advertising space to be 'donated' to 'good causes' (see paragraphs 23-26 below).
11. Section 4, *Criteria*, has been amended to add "does not detract from public transport as a positive choice" as a supplement to the criteria on Metlink and Greater Wellington brand values. This amendment has been made to reinforce that positive promotion of public transport as a public good is an implicit Metlink/Greater Wellington value.
12. Two categories under Section 4, Table One: *Metlink advertising exclusions* have been amended; "Occasional food and beverages (HFSS)" and "Products considered harmful to the environment".

Occasional food and beverages products

13. Currently, occasional food and beverage products (i.e. those high in fat, salt and sugar or 'HFSS') products are excluded. This blanket exclusion reflects both previous Council decision-making and the restrictions in place from Advertising Standards Authority (ASA) Codes of Practice.

14. Rule 1 of the ASA Children and Young People’s Advertising Code states that “Advertisements (including sponsorship advertisements) for occasional food or beverage products must not target children or be placed in any media where children are likely to be a significant proportion of the expected average audience”. In Metlink’s context, the term “significant proportion” is defined as at locations where children gather - e.g. schools, school grounds, pre-school centres, playgrounds, family and child clinics and paediatric services and during any children’s sporting and cultural events.
15. This rule effectively prevents the advertising of relevant products on all buses that carry school children and/or operate in proximity to schools. Previous attempts, both by Greater Wellington and Auckland Transport, to ‘ring-fence’ individual vehicles from school-proximate routes so they could be used for such advertising have proven unworkable operationally.
16. Up to 2023, Metlink was focused on growing bus-hosted advertising. Since then, with Metlink bus-hosted advertising establishing itself as a premium advertising medium in the Wellington region, officers’ focus has been on rail asset advertising growth, particularly through the placement of new digital kiosks at, initially, nine rail stations in June 2023.
17. The proposed amendment set out in paragraph 18 (below) will provide Metlink the ability to secure advertising from the occasional food and beverages category for these new digital kiosks while still being compliant with ASA rules on the rest of the network.
18. To this end, the occasional food and beverages (HFSS) category has been amended expanding the exclusion policy to “All products which are categorised High Fat, Salt & Sugar (HFSS) by the New Zealand Government under the National Nutritional Guidelines *are excluded from public transport modes and assets where children are likely to be a significant proportion of the expected average audience*” [italics denote amended text].
19. Financial implications of the amendment are set out in paragraphs 27 to 31 below.

Products considered harmful to the environment

20. Feedback from Metlink’s media partner has been that further specificity be provided for exclusions under the “Products considered harmful to the environment” category, particularly in relation to the advertising of combustion engine vehicles.
21. To this end, the products considered harmful to the environment category has been amended expanding the exclusion policy to “Products and or their packaging that are considered by Greater Wellington to significantly harm the environment and conservation efforts. *This includes the advertising of combustion engine vehicles.*” [italics denote amended text].

Section 4.1: Placement of advertising

22. The Policy has been amended to reference and cover the full range of current Metlink advertising mediums: static displays on bus interiors and exterior wraps; static displays on train interiors and exterior wraps; and “Way to Go” digital kiosks.

“Good Impressions” programme

23. The amended Policy implicitly recognises that a proportion of advertising space can be ‘donated’ to ‘good causes’. Officers consider that policies similar to those under

consideration should facilitate commercial decision-making without necessarily referring to specific commercial initiatives in detail. The amended Advertising Policy recognises a community and social initiative covered under the contract with Metlink’s media partner Go Media.

24. “Good Impressions” is a programme run by Go Media that gives advertisers the opportunity to build up free advertising slots on the “Way to Go” digital kiosks for one of their “Good Impressions Partner Organisations”. These organisations include: New Zealand Food Network, who focus on “preventing good food going to landfill”; Sustainable Coastlines, who focus on delivering large scale environmental clean-up events and education programmes; and, Te Hapori Matihiko, a community for Māori, working or aspiring to work in digital and ‘tech’ roles throughout Aotearoa.
25. When customers contract a campaign either in Wellington or nationally, Go Media gifts them “5 Good Impressions”, (five ad-views) for every advertising dollar they spend. Customers elect to donate their Good Impressions to one, two or all three social outcome categories of Wellbeing (Piki te ora), Environment (Piki te taiao) and People (Piki te tangata). Go Media will then distribute the donated Good Impressions to the benefitting organisations in each category.
26. Metlink’s media partner manages the day-to-day inclusion of their Good Impressions Partner organisation partner adverts on the “Way to Go” digital kiosk network. These communications must be in line with Metlink Advertising Policy and ASA Codes of Practice.

Ngā hua ahumoni

Financial implications

27. The primary financial implication from the amended Advertising Policy is its potential to raise any additional revenue from advertising occasional food and beverage products on the “Way to Go” digital kiosks.
28. With cross-network exclusions in place since 2020, Metlink has limited data to estimate the potential for occasional food and beverage product advertising to grow. The limitation of advertising to the digital kiosks (i.e. continued exclusion of the whole bus network) will likely make Metlink unattractive for the large spend national advertising campaigns favoured by the multi-national brands therefore restricting immediate growth potential.
29. In addition, the increase in digital marketing provision across the regional has created a competitive ‘buyers’ market’ for advertising in Wellington.
30. Auckland Transport (AT), facing similar restrictions to Metlink on category advertising, are the most approximate benchmark for growth potential. The occasional food and beverage product segment currently accounts for 2.63% of AT digital revenue.
31. A conservative 2% growth in digital revenue from the policy change would equate to an initial \$20,000 per annum growing to \$70,000 per annum. With an estimated increase of \$350,000 over the 7-year contract.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

32. Public transport allows Māori to travel affordably to places such as employment, social services, education and culturally significant events.
33. The Advertising Policy contributes towards the overall affordability of public transport.
34. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).
35. Current media partner Go Media are a Māori-owned business with an overarching kaupapa of supporting the communities they work in. Broader outcomes was an integral part of their Request for Proposal (RFP) response; they have committed to an apprenticeship for Māori, and engaging with local iwi with the support of Greater Wellington. In addition, Go Media are significant sponsors for initiatives aimed at celebrating Māori in digital and 'tech' through awards, advocacy, connection, and empowerment.
36. The Good Impressions programme has a focus on working with kaupapa Māori enterprises, particularly those with a digital empowerment mission.

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

37. The proposed advertising policy neither significantly contributes to nor is at odds with Council's and Greater Wellington's policies and commitments relating to climate change.
38. The Advertising Policy is explicitly 'climate-friendly' and includes exclusion clauses for "products considered harmful to the environment".
39. Advertising will not impact on greenhouse gas emissions to any significant degree.
40. The proposed advertising policy has no significant implications for greenhouse gas emissions over its lifetime and therefore does not require an approach to reduce them.
41. Climate change impacts will not have any direct effect upon the advertising policy over its lifetime.

Ngā tikanga whakatau Decision-making process

42. The matters requiring decision in this report were considered by officers against the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga Significance

43. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of these matters, taking into account Council's *Significance and Engagement*

Policy and Greater Wellington’s Decision-making Guidelines. Officers recommend that these matters are of low significance.

**Te whakatūtakitaki
Engagement**

- 44. No specific external engagement has been undertaken with regards to the development of the proposed amended Policy other than with our media partner. The proposed Policy has been informed by Metlink brand and advertising policy research and follows and complies with the Advertising Standards Authority’s guidelines.
- 45. Metlink’s advertising strategy has been discussed with PTAG on 5 October 2023 (see *Public Transport Advisory Group Meeting – 5 October 2023 – Report 23.513*)

**Ngā tūāoma e whai ake nei
Next steps**

- 46. If approved, the proposed Policy will come into full effect from 1 January 2024. This timeframe provides adequate lead-in time to accommodate advertisements already booked and/or running. We are proposing that in the interim period, the proposed Policy is considered and informs all decisions about advertising on the network.
- 47. On approval of the proposed Policy, officers will advise our media partner and operators of the new policy and publish it on the Metlink website.

**Ngā āpitihanga
Attachments**

Number	Title
1	Proposed Metlink Advertising Policy (tracked changes version)

**Ngā kaiwaitohu
Signatories**

Writers	Emmet McElhatton – Manager Policy, Metlink Michael Freeman – Senior Business Development Specialist, Metlink
Approvers	Tim Shackleton – Senior Manager, Commercial, Strategy and Investment, Metlink 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>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>This decision relates to amending Metlink's Advertising Policy. The Advertising Policy provides an avenue for Metlink to receive funding which in turn can be used to offset the cost of providing public transport. This revenue stream can help to respond to the challenge set out in the Long Term Plan of making public transport affordable.</p>
<p><i>Internal consultation</i></p> <p>Internal consultation was undertaken with the Head of Customer Engagement and within the Public Transport group.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>There are no risks arising from the matter for decision.</p>

[Adopted by Greater Wellington Transport Committee 30 November 2023](#)

Metlink Advertising Policy

Adopted by Greater Wellington Transport Committee 30 November 2023

1. Policy Purpose

The purpose of this policy is to set out our principles and criteria governing the advertisements permitted to appear on Metlink controlled assets, infrastructure and facilities. This policy covers all advertising placement on Metlink controlled assets, whether paid for or displayed for no cost under Greater Wellington community and social well-being initiatives.

2. Policy Objectives

We recognise that advertising is an influential method for companies and organisations to communicate with members of the public. In delivering on Metlink and Greater Wellington Regional Council (GWRC Greater Wellington) values, the Advertising Policy ensures that advertising presented on the Metlink public transport network is appropriate and ethically responsible.

3. Background

The Metlink brand provides overarching direction for the behaviours of Metlink, including the nature, products and/or services of the companies and organisations that we partner with to advertise on the Metlink network.

The Metlink Advertising Policy will be applied by our media partner to all advertising on the Metlink network. Both the partner and Greater Wellington GWRC officers will carry out audits to ensure the policy is being appropriately applied.

4. Criteria

Metlink is committed to ensuring that advertising on Metlink controlled assets is consistent with Metlink and Greater Wellington GWRC brand values, does not detract from public transport as a positive transport choice, as well as and adhering to all Codes of Practice by the Advertising Standards Authority and all applicable New Zealand laws and regulations.

In considering alignment with Metlink and Greater Wellington GWRC brand values, this policy identifies products and services which Metlink will exclude, or have the power to exclude from advertising on Metlink controlled assets. These are outlined in Table One below.

Adopted by Greater Wellington Transport Committee 30 November 2023

Table One: Metlink advertising exclusions

Categories of advertising considered for exclusion	Exclusion policy
Advertising Standards Authority Codes of Practice	Any advertising that breaches the Codes of Practice set by the Advertising Standards Authority and/or any applicable New Zealand laws and regulations, including that which is considered not to demonstrate a due sense to social responsibility (Principle 1 ASA).
Occasional food and beverages (HFSS)	All products which are categorised High Fat, Salt & Sugar (HFSS) by the New Zealand Government under the National Nutritional Guidelines <u>are excluded from public transport modes and assets where children are likely to be a significant proportion of the expected average audience.</u>
Products considered harmful to the environment	Products and or their packaging that are considered by <u>GWRC-Greater Wellington</u> to significantly harm the environment and conservation efforts. <u>This includes the advertising of combustion engine vehicles.</u>
Political advertising	All advertising by political parties, groups and individuals for political campaigning and electioneering.
Faith-based advertising	All advertising by faith-based organisations, groups and individuals for promotion or membership of their faith. This does not include advertising under faith-based charitable causes.
Faith-based charitable causes	Advertising may be permitted, at media partner and/or <u>Greater WellingtonGWRC</u> officer discretion, to advertise charitable causes, promotions or activities and events where the intent is to fulfil a charitable purpose other than the promotion of faith.
Weaponry	All advertising for the sale and/or supply of firearms, projectiles, bladed instruments, and military-style equipment and/or clothing associated with these products.
The placement of weaponry in entertainment advertising	All advertising of entertainment products that depict the use or display of firearms. New Zealand Government, including New Zealand Defence Force and Department of Internal Affairs, sponsored or endorsed events or commemorations-based advertising which feature contemporary or historical images featuring firearms is not covered under this exclusion.
The placement of weaponry in advertising by New Zealand Defence Force and New Zealand Police	Any advertising by New Zealand Defence Force or New Zealand Police featuring depictions of firearms may be permitted where that depiction is pursuant of their statutory and constitutional roles, and/or for the purposes of recruitment to those services. Any advertising under this category must be permitted at the discretion of <u>Greater WellingtonGWRC</u> officers.
Gambling	All advertising of gambling as covered under the Gambling Act 2003 including lotteries. Event-based advertising is not covered under this exclusion.
Alcohol	All advertising of alcoholic beverages that is not in keeping with Principle 3 of the ASA Code for Advertising and Promotion of Alcohol shall be excluded. Event-based advertising is not covered under this exclusion.
Event-based advertising	Event-based advertising may be permitted at the discretion of Metlink media partner and/or <u>Greater WellingtonGWRC</u> officers where: <ul style="list-style-type: none"> • An alcohol brand may be a sponsor or co-sponsor of the event • The event involves the safe and responsible consumption of alcohol in a controlled environment • A sporting or community event that may involve gambling under the Racing Act 2020 • The event or commemoration is sponsored or endorsed by the New Zealand Government, New Zealand Defence Force and Department of Internal Affairs, and features contemporary or

Adopted by Greater Wellington Transport Committee 30 November 2023

	historical images featuring firearms use by the legitimate Armed Forces of New Zealand and its defence allies and partners.
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4.1 Placement of advertising

Metlink advertising can currently be displayed on three primary mediums: static displays on bus interiors and exteriors; static displays on train interiors and exterior wraps; digital kiosks currently limited to nine stations on the metropolitan rail corridor. The Metlink Advertising Policy will be applied to these differing mediums in line with Advertising Standards Authority Codes of Practice and the discretionary provisions in this policy.

Supersides are advertisements which cover bus windows. These advertisements must only be placed roadside. Every effort must be made to use the most up-to-date technology to ensure maximum visibility for Metlink customers.

Train wraps are advertisements which cover a two-car set of a metropolitan train. These advertisements will not cover, or impede vision through, access door windows. The dedicated accessibility doors will not be covered by any advertising. Where windows in any train carriage are covered, every effort must be made to use the most up-to-date technology to ensure maximum visibility for Metlink customers.

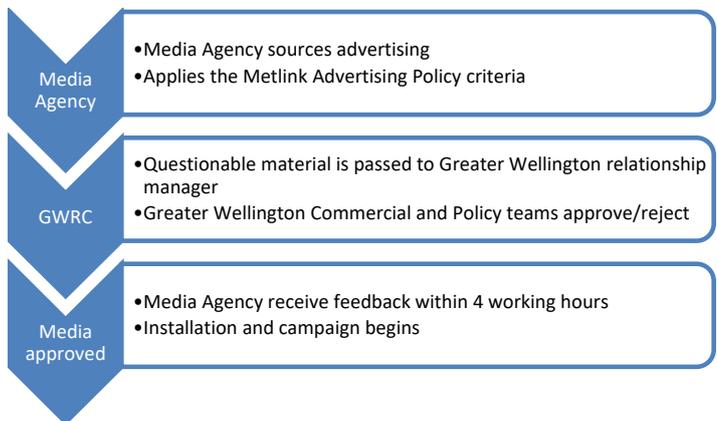
All advertisements placed on Metlink public transport must conform with this policy and the associated Metlink Brand Guidelines. For exceptions, the media partner needs approval from Greater Wellington ~~GWRC~~ officers.

All bulkhead and poster advertising on Metlink rail services must conform with the Advertising Standards Authority Codes of Practice ~~Children and Young People’s Advertising Code of the Advertising Standards Authority.~~

All digital advertising on the “Way to Go” digital kiosks must conform with Advertising Standards Authority Codes of Practice.

4.2 Policy Process

The following diagram details the key points for agreeing advertising content.



Adopted by Greater Wellington Transport Committee 30 November 2023

When questionable material is passed to Greater WellingtonGWRC there is a process involving three points of protection to prevent any objectionable material appearing on Metlink controlled assets. These three points are,

1. ~~GWRC Design, Brand~~Metlink Policy and Commercial teams to consider and check against policy.
2. Escalation to ~~General Group~~ Manager Metlink, Public Transport, or General Manager, People and Customer.
- ~~3. Escalation to Chair of Transport Committee or Chair of Council for final approval/rejection.~~

4.3 Breach of Policy

If a complaint is received that the Metlink Advertising Policy has been breached, an investigation will be undertaken by Greater WellingtonGWRC officers. This investigation will be led by General Group Manager, ~~Public Transport~~ Metlink.

If it is found that the Metlink Advertising Policy has been breached, the Manager Metlink Commercial, Partnerships Strategy and Investment will collaborate with the relevant parties to ensure the advertising is removed with urgency and a review undertaken of the advertising sales process that permitted the advertisement.

5. Community support

Metlink can support not-for-profit local projects, events or community organisations by providing free media placement across our- public transport network. Metlink can offer media placements on bus interior and exterior and train interior across our region, on a limited, first-come first-served basis.

Use of this space will be approved and administered by the Metlink Commercial, Strategy and Investment~~Partnerships~~ team. There will be no charge for use of the media space. However, any costs associated with print, installation and removal of media will be charged to the advertiser.

All advertising placements for community support must conform with the policies outlined in in **Section 4** of this policy document.

6. Glossary

Term	Summary
Significant	Something that is deemed to have a material effect as measured by industry standards.
Negatively impact	A fact, situation, or experience which would be viewed as having a strong negative influence.

| [Adopted by Greater Wellington Transport Committee 30 November 2023](#)

Transport Committee
30 November 2023
Report 23.571



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 16 NOVEMBER 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 16 November 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 16 November 2023.

Te tātaritanga

Analysis

Meeting agenda and matters considered by the Advisory Group

6. Council recently appointed its newest member to the Advisory Group, Skye Hailwood, representing a mana whenua perspective. The Chair welcomed Skye Hailwood, who was then invited to introduce herself through a mihi.
7. The Advisory Group was split into four focus groups to provide input to the following topics. The topics explored and summary of the Advisory Group feedback is set out below.
8. Detailed insights will be reported to Metlink and Advisory Group members in the meeting minutes.

Perceptions of current regional rail services

9. The focus groups were asked to give their current perceptions of current regional rail services – Wairarapa Line and Capital Connection.
10. The areas of perception were around ‘what works well’, ‘what’s missing’, ‘how does it compare to other services’, and ‘a rating out of 5’. The focus groups had mixed understanding of the services and their perceptions ranged from ‘at least it exists’ to ‘the experience is comfortable’. All overall ratings out of 5 were 3 or below.

An introduction to Lower North Island Rail Integrated Mobility

11. The next focus group exercise was to discuss what attributes someone would expect on regional train services. A lot of time was spent on space allocation and how much weight to give each attribute – allocating space to seating, standing, wheelchairs, priority seating, toilets, bicycles and scooters, prams, luggage, folding seats, quiet areas, tables at seats, and space to move around the cars and units. Generally, it was agreed that all types of space uses were covered, and multiple groups suggested the inclusion of ‘flexi’ or ‘dynamic’ use spaces that could be changed and reconfigured depending on the time of day and customer make-up. For example, at peak commuting time, the ‘flexi’ space could be for seating and accessible priority, and at off-peak, the space could be for bicycles and opened up for access throughout the cars.
12. Focus groups then discussed other attributes and features to include in the train design – digital information screens, level boarding access, inductive loop for hearing impaired, waste facilities, reading lights, ability to talk and socialise, coat and bag hooks, refreshments (vending machines), all of which were discussed at length with other suggestions being made such as charging ports for phones and laptops.
13. Having discussed the attributes of the train, the focus groups were then asked what the ‘look and feel’ of the trains should be for a regional rail service. The look and feel conveying a sense of safety, comfort, style and respect were commonly mentioned. As well as being visually different to the metro trains.
14. The final exercise in focus groups was to prioritise all the discussed attributes and features into the ‘must have’, ‘important’, and ‘nice to have’ attributes. Each of the four focus groups reported back a summary of their priorities, and why they had prioritised them, to the wider group.
15. Officers thanked the members for their contribution at this early stage in the project and explained that there will be more involvement in the future. Staff from WSP who attended also thanked the Advisory Group for their insights.

Member discussion: Councillor participation in Advisory Group meetings:

16. The Chair opened the topic of Councillor participation up with the group to give people the opportunity to discuss the level of involvement. The Advisory Group was comfortable with Councillor participation in an observer capacity.

Next meeting

17. The next Advisory Group meeting is scheduled for 1 February 2024.

Ngā kaiwaitohu

Signatories

Writer	George Cook – Senior Community Engagement Advisor, Network and Customer
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

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

Transport Committee
30 November 2023
Report 23.568



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 November 2023

5. To operate the full Metlink bus network timetable, approximately 685 (note this has increased by 10 drivers due to Tranzurban readjusting their establishment) bus drivers are required.
6. As at 1 November 2023, our largest bus operator, Tranzurban, is approximately 25 bus drivers short of the establishment required to reinstate its full bus network service levels.
7. The table below outlines current driver numbers and expected driver recruitment numbers as provided by our operators:

Operator	Approx Required Drivers	Shortfall of Drivers as at 1 Nov 2023
Kinetic (NZ Bus)	249	0
Tranzurban	351 (was 341)	25
Mana	58	0
Uzabus	27	0
TOTAL	685	25

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 Key Performance Indicators (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 (as at 1 November 2023)

10. As at 1 November 2023, Tranzurban has met the requirements for Metlink to reinstate services. Tranzurban has achieved 98.64% Reliability between 14 August 2023 and 13 November 2023 – which meets the required criteria (the KPI Reliability threshold is 98%).
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 (*Reinstatement of Bus Suspended Services – Progress – Report 23.416*), from Sunday 8 October 2023, all of the 67 Kinetic trips temporarily suspended from October 2022 have been reinstated.

Expected reinstatement of temporarily suspended Tranzurban services

13. Suspended weekday Tranzurban services will be reinstated from 18 December 2023¹. The full contracted timetable (including previously suspended weekend services) will operate from 28 January 2024 – the beginning of Term 1.
14. The table below outlines the weekday services that are currently suspended and that will be included in the full contracted timetable from 28 January 2024:

¹ Between 25 December 2023 and 3 January 2024, a Sunday timetable operates on public holiday days and a Saturday timetable operates on workdays. From 4 January a normal weekday timetable will operate; current suspended weekend timetabled services will remain until 28 January 2024.

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

**Note - one service on route 29 has already been reinstated (5 March 2023)*

Communications planned

15. The Marketing and Comms planning is underway. Customers will be advised through Metlink’s online service notifications, social media and a media release ahead of changes.

Integration of overseas bus drivers

16. At its previous meeting, the Committee requested information on operator efforts to integrate the drivers they have recruited from overseas.
17. Information provided by Kinetic and Tranzurban on their respective efforts are set out below.

Response from Kinetic

18. Kinetic employed a total of 91 overseas bus drivers for its Wellington operations.
19. None of the overseas drivers employed have left Kinetic; all drivers are committed to remaining with Kinetic.
20. The overseas drivers are settling well into life in Wellington, several families have already come from overseas to join the drivers.
21. Immigration Support sessions has been run recently.
22. Integration into New Zealand life has included drivers:
 - a Becoming integrated into church communities
 - b Playing sport within the community
 - c Being provided with Immigration Support sessions

23. The overseas drivers are considered integral members of the Wellington Kinetic Team.

Response from Tranzurban:

- 24. Tranzurban employed a total of 49 overseas bus drivers for its Wellington operations.
- 25. Three of the overseas drivers employed have left Tranzurban for personal reasons or inability to obtain the necessary licences.
- 26. The overseas drivers are committed to remaining with Tranzurban and many of them are working with Immigration New Zealand to bring their families to Aotearoa - Tranzurban is supporting them in this process.
- 27. The overseas drivers have no financial liabilities to Tranzurban resulting from their employment. There has been no bonding or claw back provision for immigration costs in any employment agreement.
- 28. Tranzurban has a pastoral care team and has undertaken the following to help support integration:
 - a Reimbursed visa application fees (\$750 per person)
 - b Provided accommodation –high end AirBnB style, as close to public transport and supermarkets as possible. Each driver had their own bedroom, unless they specifically chose to share.
 - c For the first two weeks, Tranzurban paid all accommodation costs. For the following 3 weeks, they paid 50% of the accommodation costs and thereafter drivers covered 100% of the accommodation costs. The team had the option to stay for up to 12 weeks and in many instances stayed much longer due to the tenancy agreements allowing for longer stays.
 - d Tranzurban paid all bonds and any incidental damages etc as well.

Ngā tūāoma e whai ake nei

Next steps

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

Ngā kaiwaitohu

Signatories

Writers	Matthew Lear – Manager Network Operations Rita Aiono – Manager Service Design
Approvers	Matthew Chote – Senior Manager Operations & Partnerships Bonnie Parfitt – Senior Manager Network & Customer 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> "Reviewing performance trends related to public transport activities" is a specific responsibility set out in the Committee's Terms of Reference.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Reinstatement of services have an impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.
<i>Internal consultation</i> No other functions were consulted in preparing this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no risks arising from this report.

Transport Committee
30 November 2023
Report 23.509



For Information

DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

Terms of Reference

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

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

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

Wellington Regional Public Transport Plan

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

performance measures for public transport are set in these documents rather than in the RPTP 2021-31.

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

Mode shift

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

Decarbonisation of the public transport fleet

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

Improving customer experience

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

Safety

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

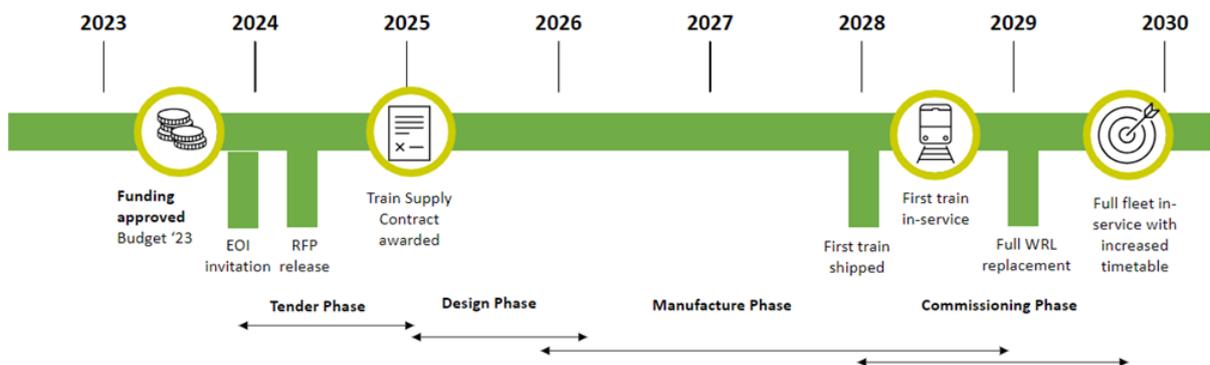
Update on progress made in the delivery of the Wellington Regional Public Transport Plan

9. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 1 November 2023, focusing on:
 - a Inter-regional transport initiatives
 - b Fare strategies and methods
 - c Increased mode share to public transport and active modes
 - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
 - e Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

Inter-regional transport initiatives

Lower North Island Rail Integrated Mobility

10. As part of Budget 2023, the Government agreed funding for the Lower North Island Rail Integrated Mobility (LNIRIM). LNIRIM is the primary inter-regional transport initiative being undertaken; it includes 18 four-car, tri-mode trains, and associated infrastructure, for the Wairarapa and Manawatū rail lines. It is expected that the new trains will quadruple peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line.
11. The key milestones for the procurement of the LNIRIM fleet and maintenance services include:
 - a Approval of the Procurement Strategy
 - b EOI release
 - c Short list bidders
 - d RFP release
 - e Preferred supplier
 - f Contract award
12. The following diagram sets out the indicative timeline for the Programme.



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

On 31 August 2023 the Land Transport Management (Regulation of Public Transport) Amendment Act came into force. Under the Act, inter-regional public transport services are no longer automatically exempt services.

Other inter-regional transport initiatives

13. Officers continue working with Horizons Regional Council to review the route 291 performance and current service levels. Route 291 Levin to Waikanae (Unit 19) is a service jointly funded by Greater Wellington, Horizons and Waka Kotahi under contract to Horizons. Uzabus is the operator.
14. Officers are also conducting an investigation into the concept of ‘community transport’, one focus of which is on potential accessibility/health transport options we can explore with Horizons Regional Council for inter-regional travel between Kāpiti and Horowhenua. Community transport provision under the Sustainable Public Transport Framework (SPTF) is under active consideration by Waka Kotahi and is being explored under the review of the current RPTP.

Fare strategies and methods

15. As part of Budget 2023, the Government announced a new suite of age-based fare initiatives that it agreed to fund with the return to full-price fares from 1 July 2023. The new package of free and reduced fares is called ‘Community Connect’. The new Community Connect scheme came into effect from 1 September 2023 and has been successfully in place since then.
16. A fares work stream has been established within Metlink’s Integrated Fares and Ticketing programme with a focus on implementation of the Council’s Future Fares Direction initiative (adopted by Council on 25 August 2022).
17. Metlink continues to work with Waka Kotahi and Public Transport Authorities across New Zealand towards implementation of the NTS.
18. Design of the aspects of the ticketing system which need to have national consistency is underway; this is required for Environment Canterbury’s NTS implementation which is expected in late 2024.
19. Greater Wellington’s NTS implementation date is scheduled for 2025. Metlink has commenced its transition planning.

Increased mode share to public transport and active modes

Mode share to public transport

20. Metlink undertook significant planning for the FIFA Women’s World Cup (as part of a wider, multi-stakeholder planning team) to ensure that the host city requirements around public transport are fulfilled with a focus on integrated ticketing. A total of nine matches were played in Wellington between 21 July 2023 and 11 August 2023.
21. FIFA match and accreditation integrated ticketing proved successful with positive feedback from both FIFA as well as fans and volunteers using the initiative. This has given us a sound foundation to work with event organisers on future events with a proven success story on Metlink’s ability to deliver integrated ticketing.

22. Metlink has engaged with Sky Stadium and Wellington NZ to understand better the event landscape and possibilities for funding of future integrated ticketing for events.
23. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. The Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
24. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits without unnecessary financial administration; it offers employees an attractive incentive to uptake public transport and active modes without being penalised through increased taxation.
25. Metlink is actively working on fare products to target businesses and employers and has recently started working with Travel Choice on a joint project, with the strategic outcome of encouraging mode-shift and achieving the Government's key emissions reduction targets. Providing a fringe benefit tax exemption for public transport supports this proposition and makes it more viable and attractive.

Mode share to active modes

26. The three focuses of activity in active modes have been:
 - a Delivery of the Let's Get Wellington Moving (LGWM) Travel Behaviour Change programme Package A (scaling up business as usual activities) continues. Package B got underway in October with the commencement of a joint Travel Choice/Metlink project to develop first/ last leg initiatives, connecting people with active and shared modes to rail stations, removing barriers to travel by train to central Wellington.
 - b Incorporation of the Vehicle Kilometres Travelled Reduction Programme into a broader Wellington Transport Emissions Reduction Pathway (WTERP). The Regional Transport Committee is scheduled to consider the WTERP as part of the Regional Land Transport Plan in December.
 - c Engagement with RiverLink to promote active modes and public transport is ongoing; with the focus being on behaviour change to support a permanent shift to active modes and public transport.

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

Public Transport Advisory Group

27. Metlink continues to hold Public Transport Advisory Group (PTAG) meetings. PTAG is made up of up to 30 members to represent the following perspectives relating to public transport and active mode matters in the Wellington Region: Peak users (rail and bus); Off peak users (rail and bus); Active mode users (walking, cycling and micro-mobility); Transport equity; Rural; Disability accessibility; Transport dependent; Tertiary students; Youth; Senior citizens; Employers; Business / retail sector; Mana whenua, Māori; LGBTQIA+.

28. At the 3 August 2023 PTAG meeting, a session was held to gain views on our customers' expectations of the support required across the Metlink network in different scenarios and how this support could encourage more people to use public transport. See *Public Transport Advisory Group Meeting – 3 August 2023 – Report 23.311*, presented to the Committee on 17 August 2023 for further information.
29. At the 19 October 2023 meeting, the Group considered Metlink's advertising services strategy, the proposed focus areas for the Regional Land Transport Plan review, and preferences for communications about long term disruptions. See *Public Transport Advisory Group Meeting – 5 August 2023 – Report 23.513*, presented to the Committee on 19 October 2023 for further information.
30. At the 16 November 2023 PTAG meeting, the Group provided input into the LNIRIM rolling stock design. See *Public Transport Advisory Group Meeting – 16 November 2023 – Report 23.571*, which is on the agenda for the Committee meeting on 30 November 2023.
31. In addition, while not a PTAG meeting, on 7 September 2023 a focus group was held with PTAG members to discuss RiverLink/Melling Station design.

Other actions

32. On-board announcements, which were developed with and are of primary benefit to the blind/low vision community are being rolled out (commenced August 2023) and should be completed for the whole network within 12 months.
33. The Government's Community Connect scheme was implemented from 1 September 2023, the scheme provides the following discounts:
 - a Free for under 13-year-olds
 - b Half price for community service card holders
 - c Half price for under 25-year-olds
 - d 75% off adult fares for 13-18 year-olds.

A key aspect of the roll-out included active engagement with community groups and transport disadvantaged users to ensure that they understand the availability of the discount as well as how to access it.

34. Better access for the transport disadvantaged continues to be a key focus for the current RPTP review.
35. See paragraphs 36 to 39 below for further work that has been undertaken in relation to accessibility on the network.

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

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

38. In October 2023 (*2024 Accessibility Action Plan: Overview – Report 23.310*) the Committee was presented with a number of improvements identified, including:
- a Disability training for operational staff
 - b Bus stop and station accessibility improvements
 - c Hidden disabilities high level strategy
 - d Accessible corridors

A strategic funding approach has been fed into Long Term Plan planning for the 2024-2034 Long Term Plan.

39. Metlink’s work with the disability sector was recognised through its receipt of the 2023 ‘Extra Touch’ award from Blind Citizens NZ, the award acknowledged the collaborative relationship Metlink has built with Blind Citizens NZ. Over past 6 years Metlink has worked closely with the Association on the co-design of services and initiatives, such as the on-board announcement system and Accessibility Charter and Action Plan. Their support and advice has enabled Metlink to establish wider relationships with the other groups and individuals representing the needs of the disabled people which has enabled us to make accessibility a key genuine priority in everything we do.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

40. The RPTP includes a key policy section 6.2, ‘Partnering with mana whenua’ with the objective, achieving ‘an effective partnership with mana whenua’. Key actions from this policy are:
- a Build strong enduring relationships with mana whenua through all facets of public transport delivery.
 - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework.
 - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy.
 - d Work with mana whenua to reach communities and build relationships to encourage public transport use.
 - e Ensure that Māori values are considered in the built environment through our design principles.
 - f Extend the use of Te Reo Māori in customer information channels and fare payment methods.
41. Metlink staff are working closely with Te Hunga Whiriwhiri to review RPTP content and provisions relating to Te Tiriti o Waitangi principles and specific policy outcomes for Māori. The review approach was workshopped with Te Tiriti o Waitangi Kōmiti in May and October 2023 and will be followed up with a recommendations report at an upcoming Te Tiriti o Waitangi Kōmiti meeting.

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

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

Ngā tūāoma e whai ake nei
Next steps

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

Ngā kaiwaitohu
Signatories

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki Group Manager, Strategy Samantha Gain – Kaiwhakahaere Mauta, 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 Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> This report updates the Committee on progress against its stated priorities.
<i>Internal consultation</i> Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks.

Transport Committee
30 November 2023
Report 23.573



For Information

PUBLIC TRANSPORT PERFORMANCE – OCTOBER 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. A Health, Safety and Wellbeing update for October 2023 has been included in this report.
- 10. 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.
- 11. 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>
- 12. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for October 2023.
- 13. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga Analysis

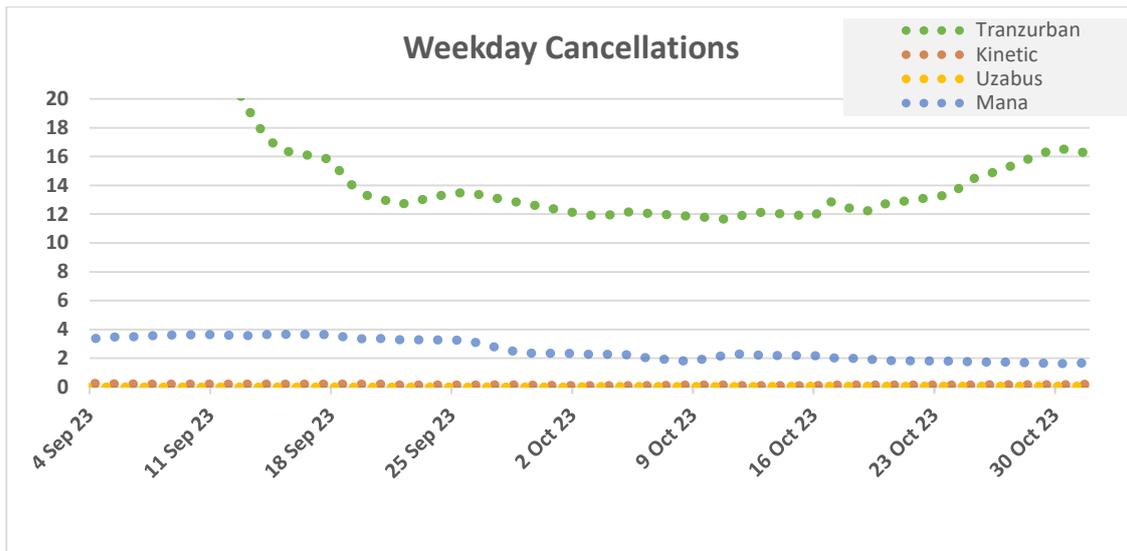
Bus performance – October 2023

Patronage

- 14. Bus passenger boardings for October 2023 were 2.20 million, this compares to boardings of 2.22 million in October 2019 (pre-COVID-19). Patronage for the year to date is at 96.6% of pre-COVID-19 levels.

Reliability

- 15. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%. Reliability for October 2023 was 98.7% compared to 99.2% in September 2023. Reliability continues to reflect more stability in driver numbers.
- 16. The graph below provides information on cancellation trends by operator. Note, the graph reports against timetabled services and does not therefore include suspended services.



Punctuality

- 17. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
- 18. The punctuality target for our bus services is 95%.
- 19. Bus service punctuality was 94.3% in October 2023, compared to 94.8% in September 2023. Punctuality this month continues to reflect traffic congestion and disruptions.

Rail performance – October 2023

Patronage

- 20. Rail passenger boardings for October 2023 were 0.98 million, this compares to boardings of 1.25 million in October 2019 (pre-COVID-19). Patronage for the year to date is at 80.3% of pre-COVID-19 levels, which shows good recovery and may indicate changed travel behaviour.

Reliability

- 21. 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.
- 22. The rail reliability target is 99.5%
- 23. Rail service reliability was 96.5% in October 2023, compared to 91.3% in September 2023.
- 24. There were a number of issues that affected reliability in October 2023, including a branch coming down on the overhead on the Johnsonville Line and also a signal and points outages. Services continue to be affected by staff shortages, 2.3% of services were affected in October, which is down from the previous month but still an area of focus for Transdev. Transdev has advised that two training schools are expected to release trained staff before the end of the year.

Punctuality

25. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
26. The rail punctuality target is 90%
27. Punctuality for October 2023 was 85.8%, compared to 82.3% in September 2023. Punctuality was mainly affected by a high level of speed restrictions across the network, in particular on the Wairarapa Line. An extra speed restriction was added at Petone due to work taking place at the subway at the station, this severely impacted Hutt Valley line services.

Bus replacements

28. In October 2023, 19.4% 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 16.9% of the rail services that were replaced by buses were planned.
29. Of the 16.9% of planned rail services that were replaced by buses, 50% were awarded to Metlink bus operators (Tranzurban and Mana).
30. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.

Upcoming Blocks of Line (planned bus replacements)

31. As requested at the Committee meeting on 19 October 2023, officers have included information on upcoming planned Blocks of Line covering the period December 2023 to February 2024, attached as **Attachment 2** to this report. Note this information is subject to change (for example, late notice essential works). The most up-to-date information is available on our website (see below).
32. 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. Service alerts for both planned and unplanned bus replacements can also be found on the Metlink website: <https://www.metlink.org.nz/alerts/train>.

Christmas/New Year Blocks of Line

33. Between 26 December 2023 and 7 January 2024, buses will replace all services on the Hutt Valley Line, Melling Line, Kāpiti Line and Johnsonville Line; rail services return on Monday, 8 January 2024.
34. Between 26 December 2023 and 14 January 2024, buses will replace all services on the Wairarapa Line; rail services return on Monday, 15 January 2024.
35. The Christmas/New Year period provides an opportunity to gain a longer period of uninterrupted track access for KiwiRail to complete major pieces of infrastructure upgrades and maintenance. Taking advantage of this period produces a more efficient use of resources (work does not have to be split between multiple shorter periods). There is also significantly less patronage during this period compared to peak commuter travel, limiting disruption.

36. Projects being undertaken this Christmas/New Year period include making progress on completely replacing the signalling system at Wellington Railway Station, track, overhead line, and signal work for Plimmerton Station, upgrading the Fitzherbert Street level crossing in Featherston, and renewing track inside the Maoribank Tunnel. Drainage work inside the Remutaka Tunnel ahead of track renewal work next Christmas is also occurring. Complete customer communications covering the work occurring will come out in early December 2023.

Ferry performance – October 2023

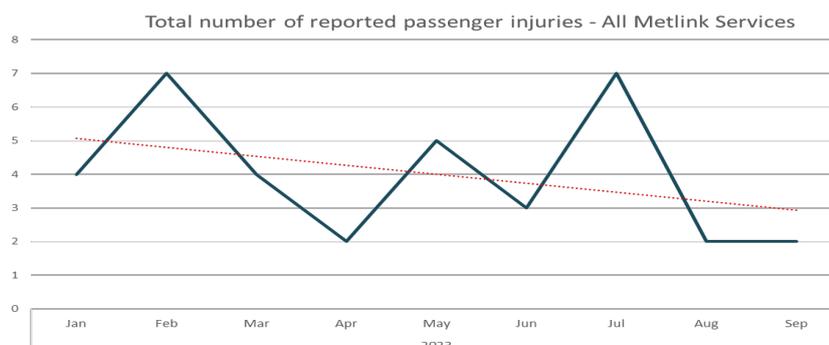
37. Ferry services have operated according to their usual timetable.
 38. Boardings were 86.5% of October 2019 numbers (pre COVID-19).

Fare revenue

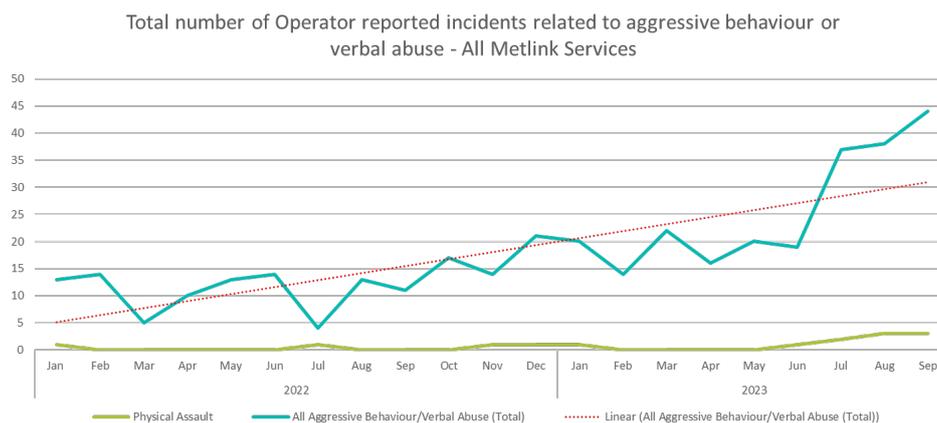
39. In October 2023, there was a budget shortfall of \$3.4 million for the month across bus and rail services.
 40. The year-to-date budget shortfall is \$17.2 million and is attributable to:
 a \$7.1 million due to the extended half-price fares scheme (Note: Part of the revenue deficit due to the extended half-price fares scheme is expected to be offset by the Government funding under the agreed transitional arrangement with Waka Kotahi.)
 b \$10.1 million due lower patronage post COVID-19
 41. 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.

Health, Safety and Wellbeing

42. The graph below shows that passenger injuries decreased across Metlink operators over the past six months. Metlink conducted a health and safety social media campaign, which commenced in August 2023, including health and safety messages *Stairs are Lava* and *Mind the Gap*.



43. There has been an increase in reported incidents of verbal abuse, and aggressive and threatening behaviour towards drivers across the network. Reports include several assaults to bus drivers and train managers.



**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – October 2023
2	Upcoming Planned Rail Replacements - Dec 2023 to Feb 2023

**Ngā kaiwaitohu
Signatories**

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
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

October 2023



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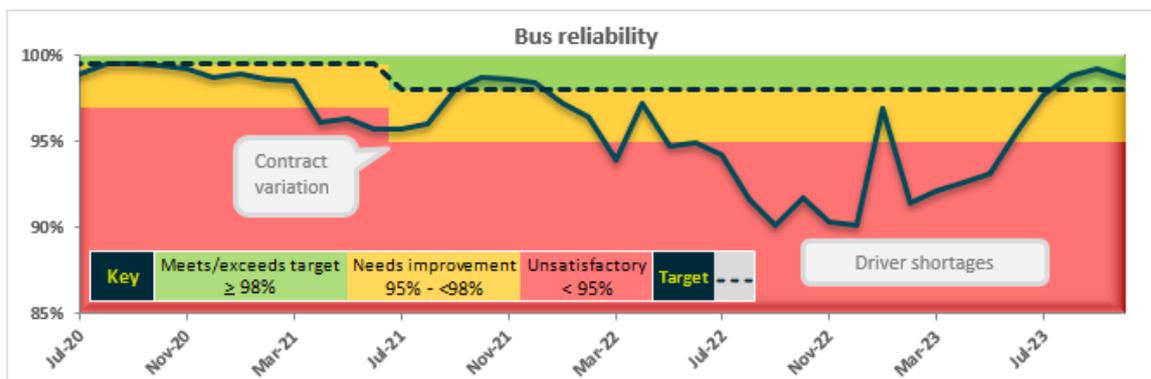
Partner Performance

Bus operators

Reliability

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

In October, 98.7% of bus services were delivered, and 98.6% for the year to date. Reliability this month continues to reflect stabilizing driver numbers.

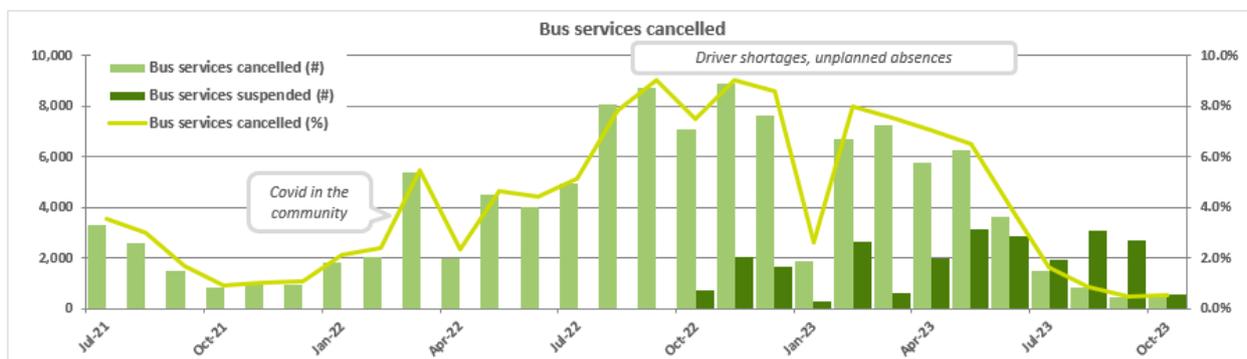


Reliability - current month

	Oct-23	Oct-22	% Change
Wellington City			
Newlands & Tawa	99.4%	99.2%	0.2%
East, West & City	99.7%	87.1%	12.7%
North, South, Khandallah & Brooklyn	96.6%	89.1%	7.5%
Hutt Valley	98.9%	96.7%	2.2%
Porirua	98.0%	89.8%	8.3%
Kapiti	100.0%	99.5%	0.5%
Wairarapa	98.4%	97.5%	0.9%
Total	98.7%	91.7%	7.1%

Reliability - year to date (Jul - Oct)

	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	99.2%	98.9%	0.3%
East, West & City	99.7%	87.3%	12.4%
North, South, Khandallah & Brooklyn	96.7%	89.5%	7.2%
Hutt Valley	99.2%	96.2%	3.0%
Porirua	96.8%	91.7%	5.1%
Kapiti	99.0%	99.6%	-0.6%
Wairarapa	98.3%	98.9%	-0.6%
Total	98.6%	91.9%	6.7%

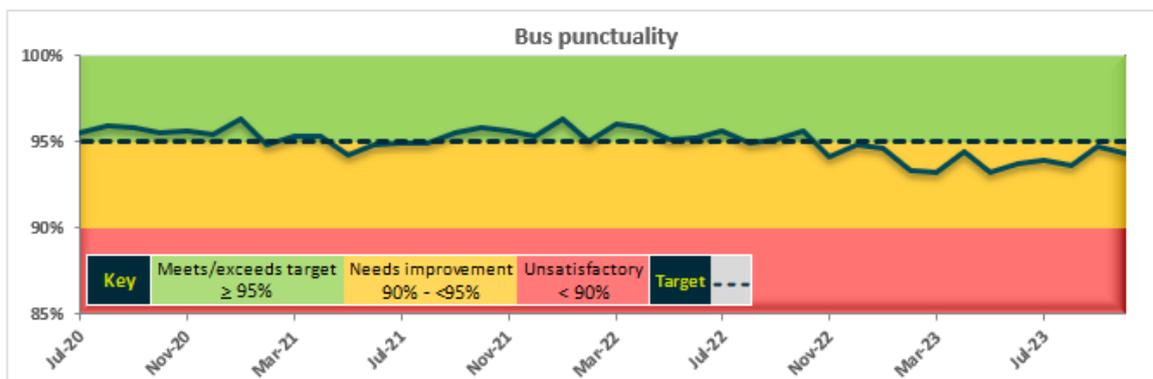


In October, there were 97,000 bus trips run, carrying 2.2 million passengers.

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 94.3% in October and 94.2% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places particularly: Wellington City, Masterton due to SH2 roadworks and late arriving buses replacing trains, and Paraparaumu stormwater renewal works.



Punctuality - current month

	Oct-23	Oct-22	% Change
Wellington City			
Newlands & Tawa	95.1%	97.5%	-2.5%
East, West & City	95.8%	97.0%	-1.2%
North, South, Khandallah & Brooklyn	91.2%	91.7%	-0.5%
Hutt Valley	94.8%	96.6%	-1.8%
Porirua	95.8%	96.0%	-0.2%
Kapiti	92.7%	95.9%	-3.2%
Wairarapa	92.9%	93.8%	-0.8%
Total	94.3%	95.7%	-1.3%

Punctuality - year to date (Jul - Oct)

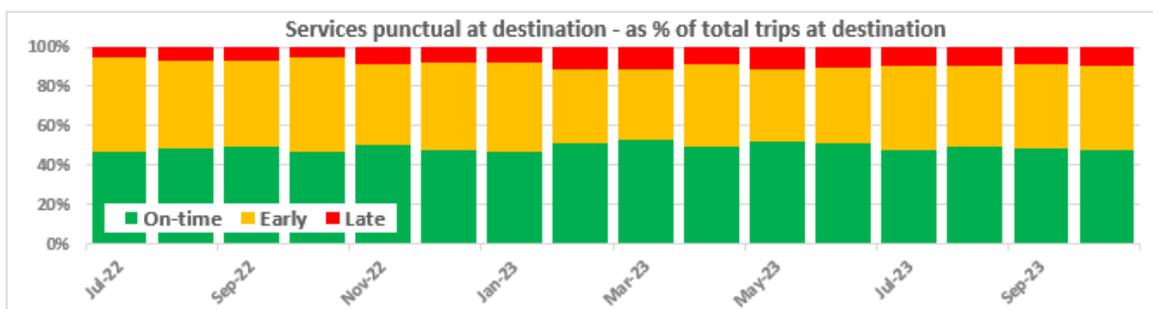
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	95.3%	97.5%	-2.2%
East, West & City	95.8%	96.6%	-0.8%
North, South, Khandallah & Brooklyn	90.1%	91.2%	-1.1%
Hutt Valley	95.0%	95.7%	-0.7%
Porirua	94.8%	95.8%	-1.0%
Kapiti	93.9%	97.7%	-3.8%
Wairarapa	91.5%	93.4%	-1.9%
Total	94.2%	95.3%	-1.1%

Punctuality at destination

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

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

In October, 48.0% of bus services recorded at destination arrived on time, with a further 42.7% arriving more than one minute early, while 9.3% of services arrived more than five minutes late.



Attachment 1 to Report 23.573

Punctuality at destination - current month

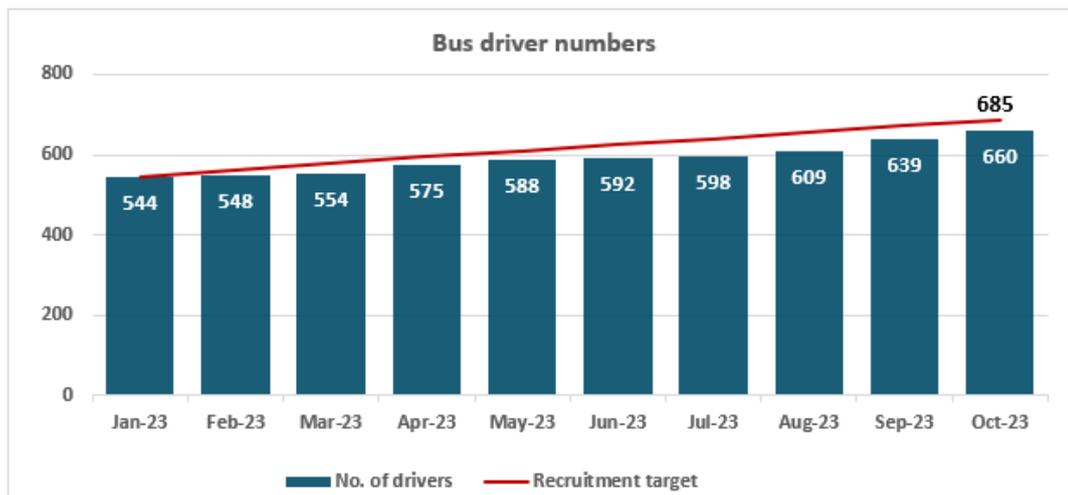
	Oct-23	Oct-22	% Change
On-time	48.0%	46.5%	1.5%
Early	42.7%	48.3%	-5.6%
Late	9.3%	5.2%	4.1%

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

	2023/24	2022/23	% Change
On-time	48.4%	47.9%	0.6%
Early	42.5%	46.2%	-3.7%
Late	9.1%	5.9%	3.2%

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 685 drivers by October 2023.



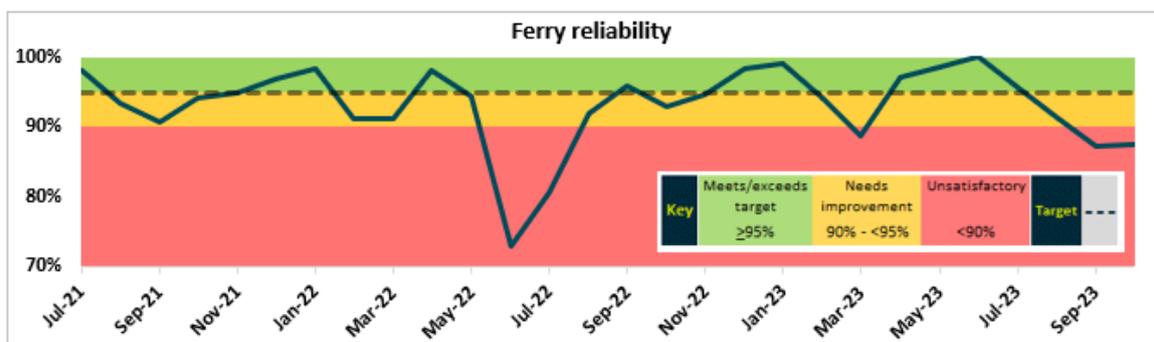
Ferry operator

Reliability

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

Reliability for October was 87.4%, compared to 92.8% for the same month last year.

There were 107 trips cancelled due to weather this month, and 7 trips were impacted by maintenance issues.



Reliability - current month

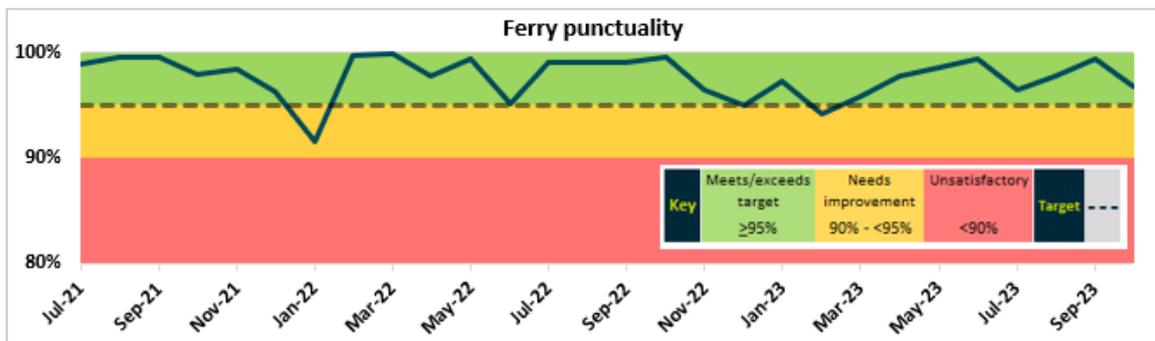
	Oct-23	Oct-22	% Change
Total	87.4%	92.8%	-5.4%

Punctuality

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

Punctuality for October was 96.7%, compared to 99.6% for the same month last year.

Timetable changes have improved punctuality, better reflecting actual run times across the harbour.



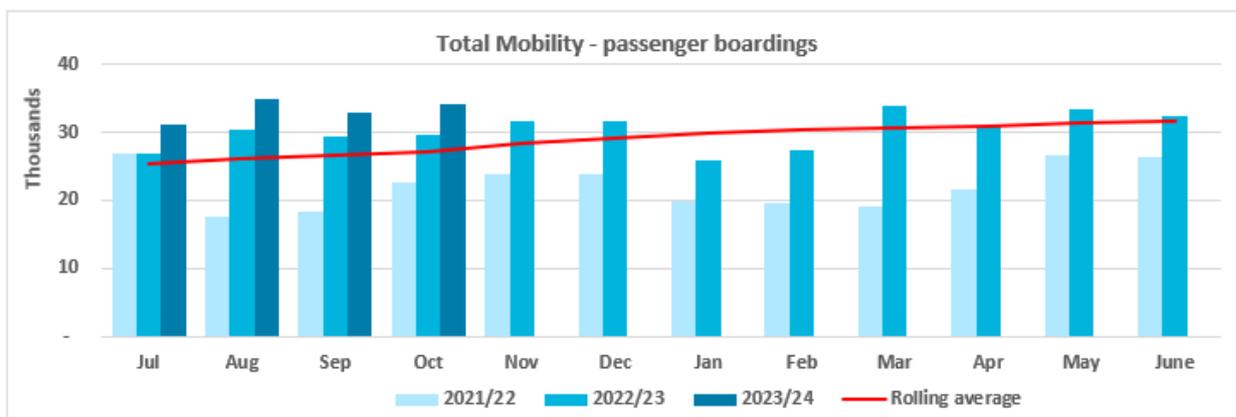
Punctuality - current month

	Oct-23	Oct-22	% Change
Total	96.7%	99.6%	-2.9%

 **Te Hunga Whaikaha Total Mobility**

Te Hunga Whaikaha Total Mobility

In October there were 34,000 Te Hunga Whaikaha Total Mobility trips, an increase of 15.0% 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.





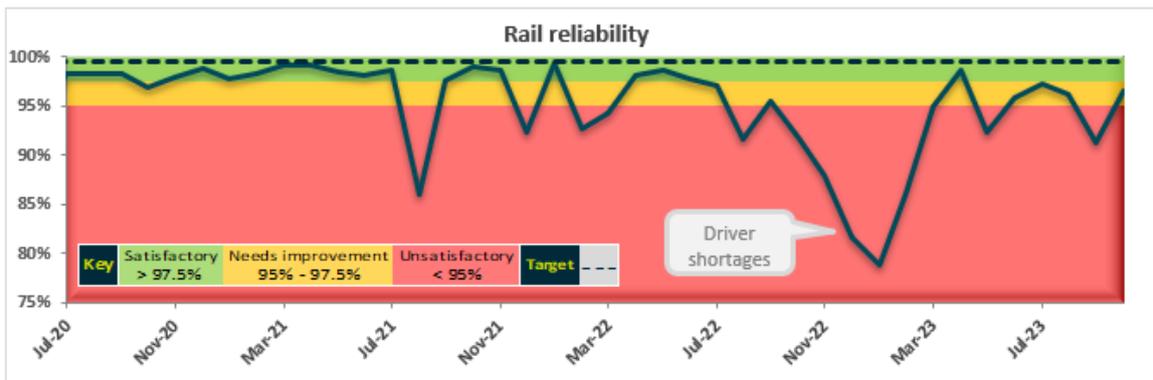
Rail operator

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 96.5% in October, and 96.3% for the year to date.

There were a number of issues that affected reliability in October, including a branch coming down on the overhead on the Johnsonville line, and also signal and points outages. Services continue to be affected by staff shortages.



Reliability - current month

	Oct-23	Oct-22	% Change
Hutt Valley	97.2%	94.6%	2.6%
Johnsonville	95.3%	93.4%	1.9%
Kapiti	96.9%	86.4%	10.5%
Wairarapa	94.8%	96.8%	-2.0%
Total	96.5%	91.8%	4.7%

Reliability - year to date (Jul - Oct)

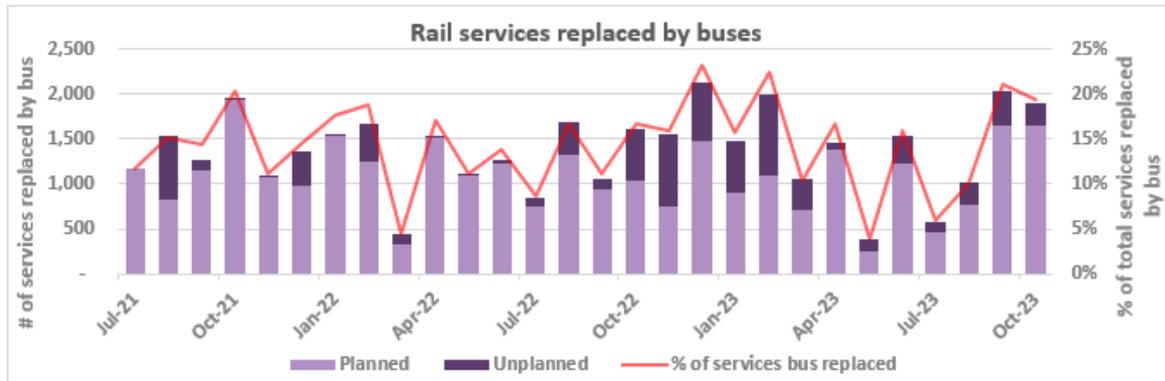
	2023/24	2022/23	% Change
Hutt Valley	97.0%	95.8%	1.2%
Johnsonville	94.8%	94.6%	0.2%
Kapiti	96.9%	90.7%	6.2%
Wairarapa	91.0%	98.0%	-7.0%
Total	96.3%	94.0%	2.3%



In October, there were 9,800 rail trips run, carrying 0.98 million passengers.

Attachment 1 to Report 23.573

In October, 19.4% of rail services were replaced by buses, compared to 21.1% the previous month.

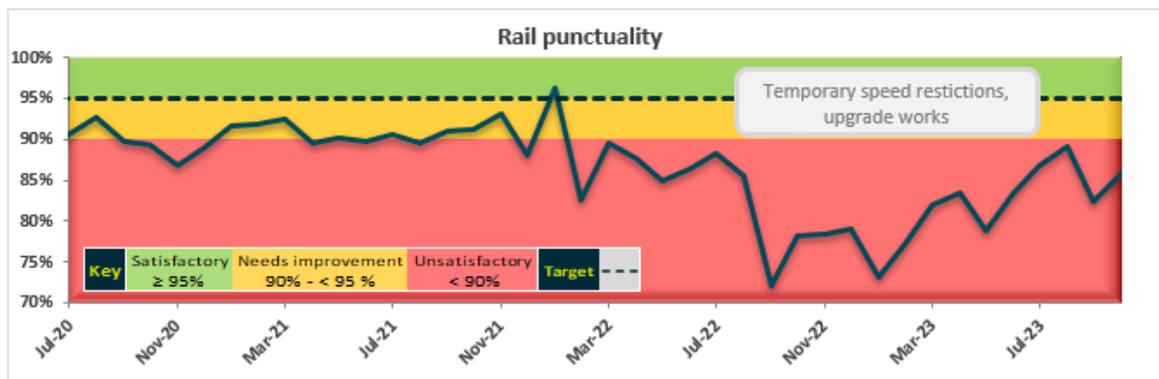


Punctuality

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 October was 85.8%, and 88.0% for the year to date.

Punctuality was mainly affected by a high level of speed restrictions across the network, in particular on the Wairarapa Line. An extra speed restriction was added at Petone due to work taking place at the subway at the station, this severely impacted Hutt Valley line services.



Punctuality - current month

	Oct-23	Oct-22	% Change
Hutt Valley	82.0%	91.4%	-9.4%
Johnsonville	97.8%	97.4%	0.4%
Kapiti	85.1%	47.6%	37.5%
Wairarapa	34.0%	52.0%	-18.0%
Total	85.8%	78.1%	7.7%

Punctuality - year to date (Jul - Oct)

	2023/24	2022/23	% Change
Hutt Valley	87.3%	90.2%	-2.9%
Johnsonville	94.4%	87.3%	7.1%
Kapiti	88.7%	67.1%	21.6%
Wairarapa	29.3%	50.2%	-20.9%
Total	88.0%	81.1%	6.9%

Rail network owner

October Commentary

This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicators (KPI) results below are for Wellington Network Services only and represent the measures in the contract. However, the results do not mirror the customer experience of punctuality and reliability because they do not include:

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

Monthly Overview – October 2023

Key Performance Indicators				
Punctuality	Reliability	Network Availability	Maintenance Backlog	HSE Score
96.60%	99.30%	Unplanned: 98.80%	Reducing Trend	Zero Harm
96.71%	99.62%	Planned: 83.82%	8	131 Days LTI Free
		Unplanned: 99.58%		

(Yellow row is KPI target)

October’s performance fell just over 1% from the previous month’s figures. The decrease was due to mechanical faults at #29 points in Wellington Junction and #851 points at Plimmerton towards the end of the month. The outages occurred during peak hours causing delays across the network and significant congestion at Wellington station.

Overall reliability decreased due to cancellations of services during the above mechanical points failures.

TSR’s are over KPI on the Down Main of Hutt Valley Line due to track faults awaiting a Block of Line for repair. WMUP re-rail sites on the Wairarapa line continue to contribute to high delay minutes. These are expected to increase into November as the last of the re-sleeping and re-railing is completed.

On the 2nd of October severe weather caused the Johnsonville line to close due to a tree fouling the traction overhead. This affected network availability KPIs.

There are many assets considered Renewal backlog (Historical). These assets are inspected and maintained until enough funding is sourced to renew these assets across the Wellington Network. Currently, there is a significant funding shortfall which is likely to impact service levels in the short and medium term. If funding is not provided, we expect a long-term impact on services.

October saw 31 Zero Harm Free days.

Operational Performance

Attachment 1 to Report 23.573

Patronage

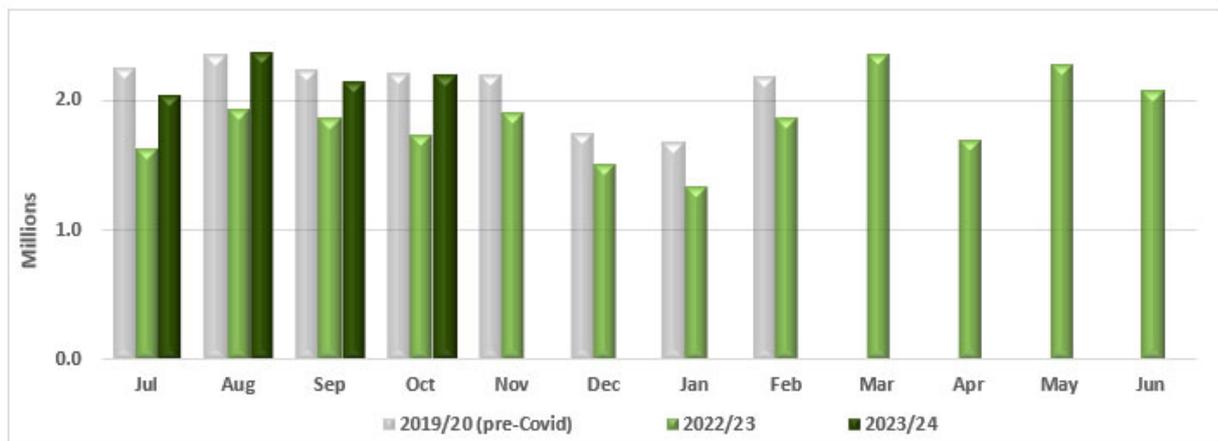
There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of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

In October 2023, we saw increased passenger boardings when compared to the same month last year.

Bus passenger boardings

October bus passenger boardings were 26.5% higher than the same month last year, and 21.9% higher for the year to date.

Boardings this month were only 0.8% lower than October 2019 numbers (pre-Covid).



Boardings by area - current month

	Oct-23	Oct-22	% Change
Wellington	1,630,813	1,292,638	26.2%
Hutt Valley	419,247	329,948	27.1%
Porirua	79,115	63,607	24.4%
Kapiti	56,938	42,608	33.6%
Wairarapa	14,138	11,083	27.6%
Total	2,200,251	1,739,884	26.5%

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

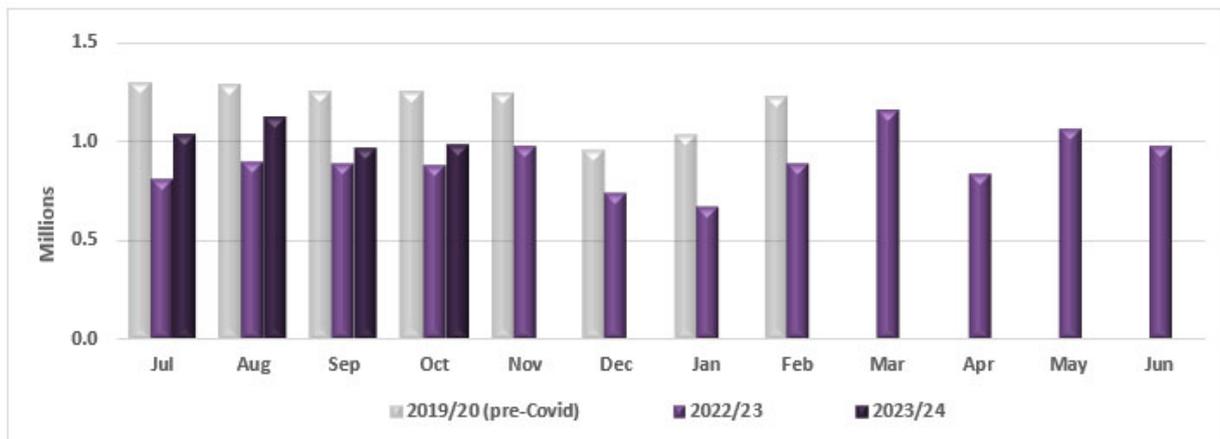
	2023/24	2022/23	% Change
Wellington	6,541,317	5,297,334	23.5%
Hutt Valley	1,639,515	1,381,378	18.7%
Porirua	310,232	272,554	13.8%
Kapiti	224,716	192,332	16.8%
Wairarapa	57,118	51,366	11.2%
Total	8,772,898	7,194,964	21.9%

Rail passenger boardings

Attachment 1 to Report 23.573

October rail passenger boardings were 11.8% higher than the same month last year, and 18.1% higher for the year to date.

Boardings this month were 21.7% lower than October 2019 numbers (pre-Covid).



Boardings by line - current month

	Oct-23	Oct-22	% Change
Hutt Valley	414,079	379,265	9.2%
Kapiti	398,990	348,679	14.4%
Johnsonville	109,561	98,307	11.4%
Wairarapa	54,182	47,495	14.1%
Total	976,812	873,746	11.8%

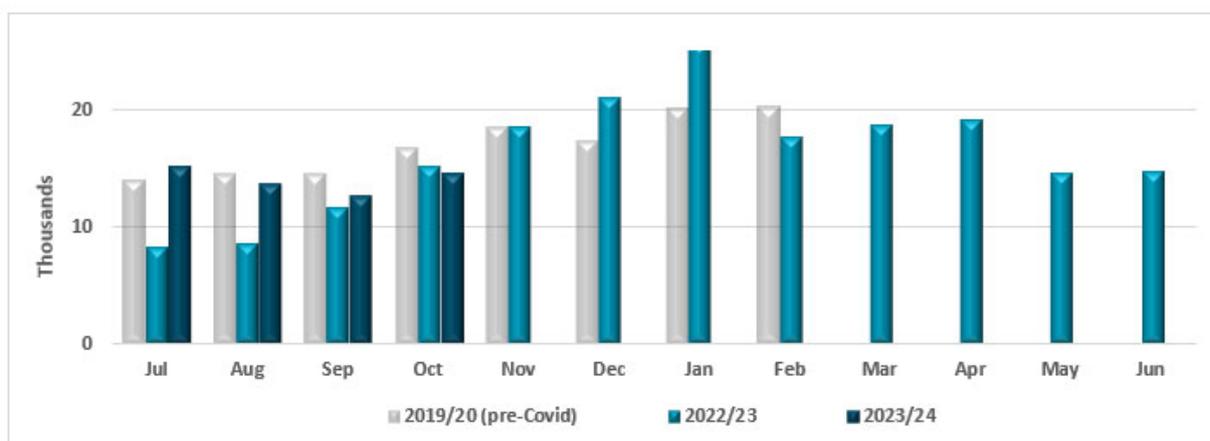
Boardings by line - year to date (Jul - Oct)

	2023/24	2022/23	% Change
Hutt Valley	1,747,895	1,477,501	18.3%
Kapiti	1,653,738	1,389,159	19.0%
Johnsonville	462,969	398,809	16.1%
Wairarapa	215,954	189,440	14.0%
Total	4,080,556	3,454,909	18.1%

Ferry passenger boardings

Ferry boardings show a decrease of 4.8% on the same month last year, and a 27.0% increase for the year to date. Boardings are often affected by weather.

Boardings for the month were 13.5% lower than October 2019 numbers (pre-Covid).



Boardings - current month

	Oct-23	Oct-22	% Change
Total	14,486	15,212	-4.8%

Boardings - year to date (Jul - Oct)

	2023/24	2022/23	% Change
Total	55,754	43,892	27.0%

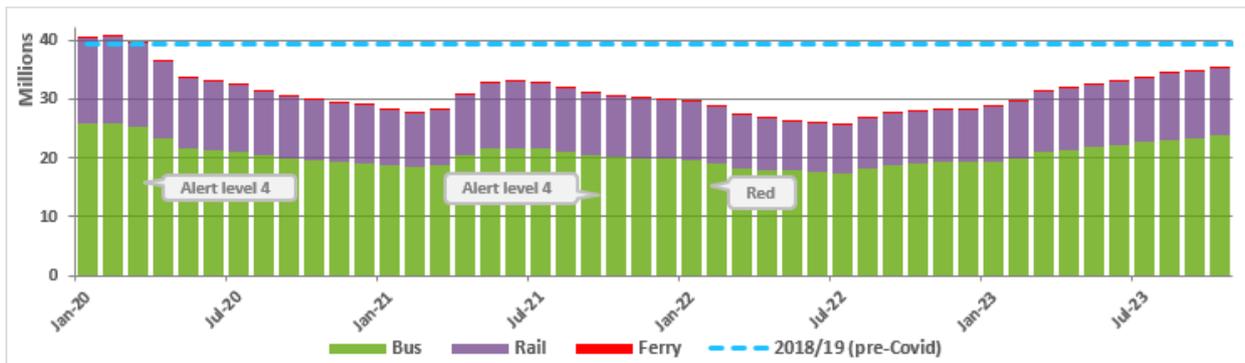
Passenger boardings trend

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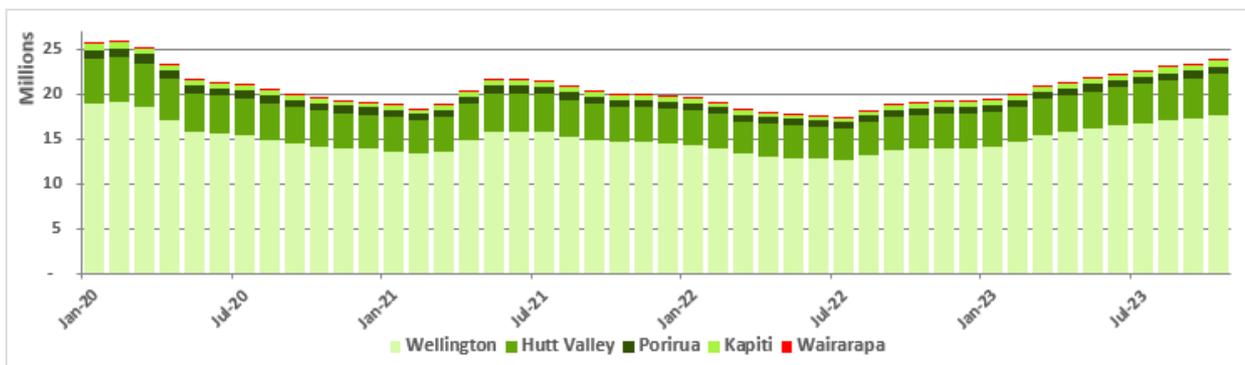
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

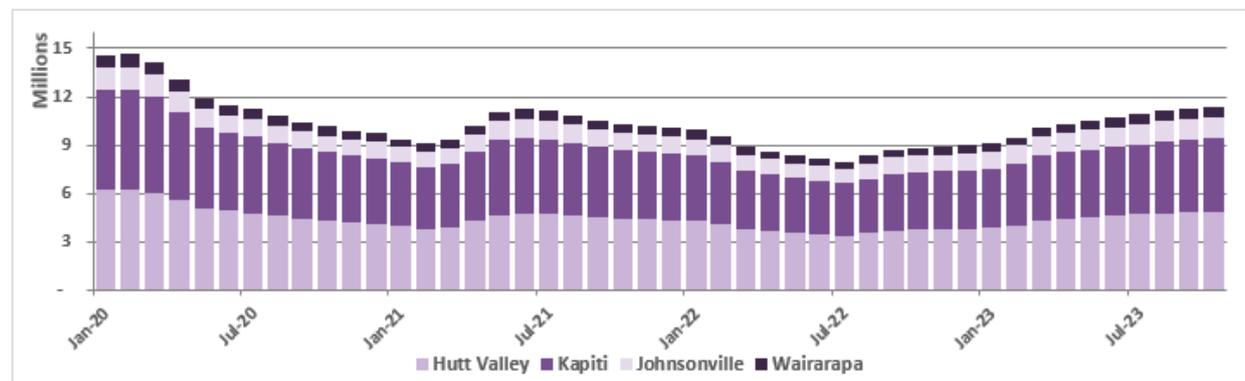
All modes



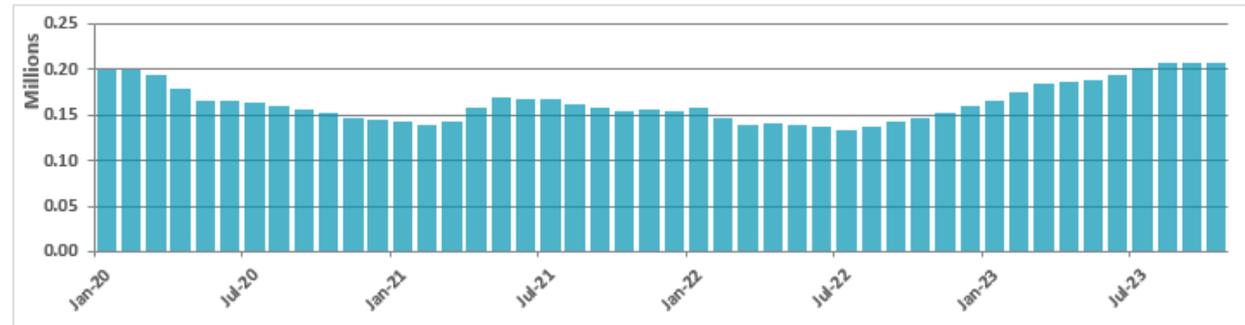
Bus



Rail



Ferry

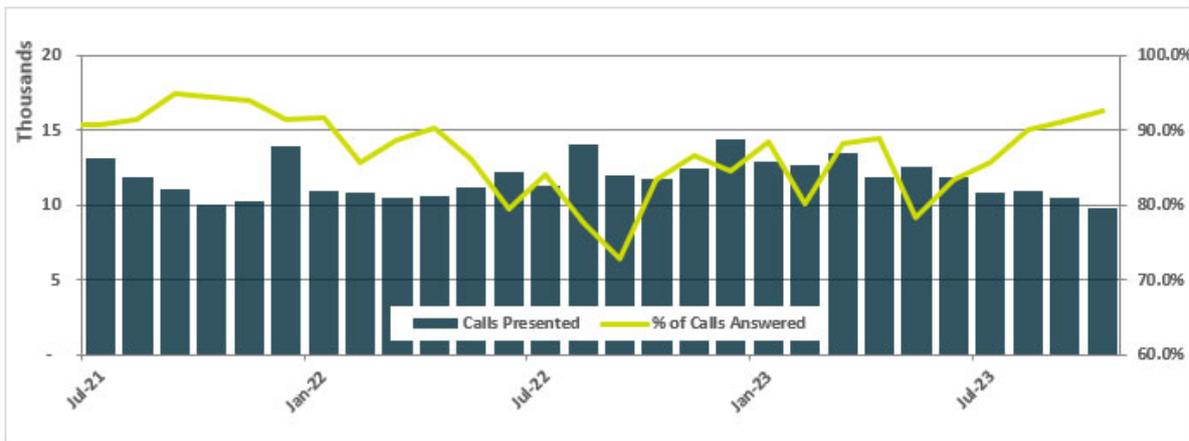


Customer Contact

Attachment 1 to Report 23.573

Call centre incoming calls

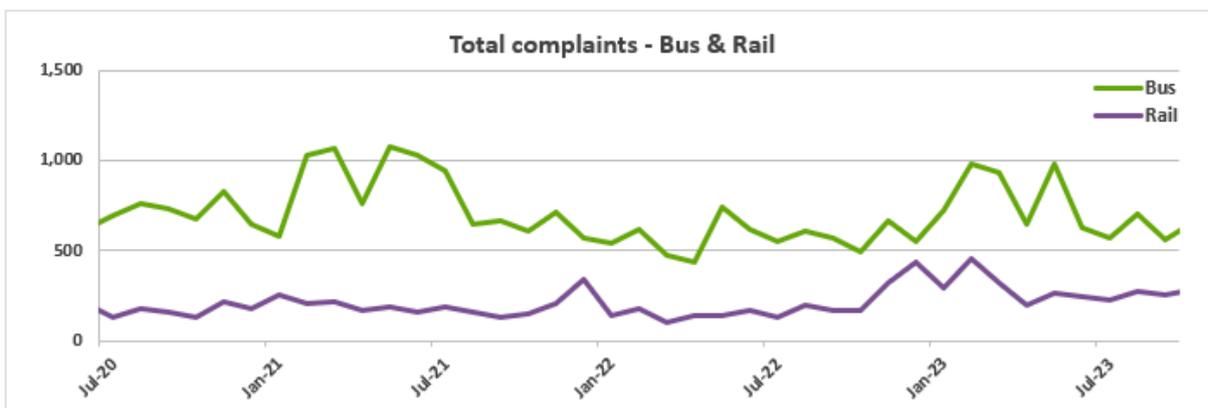
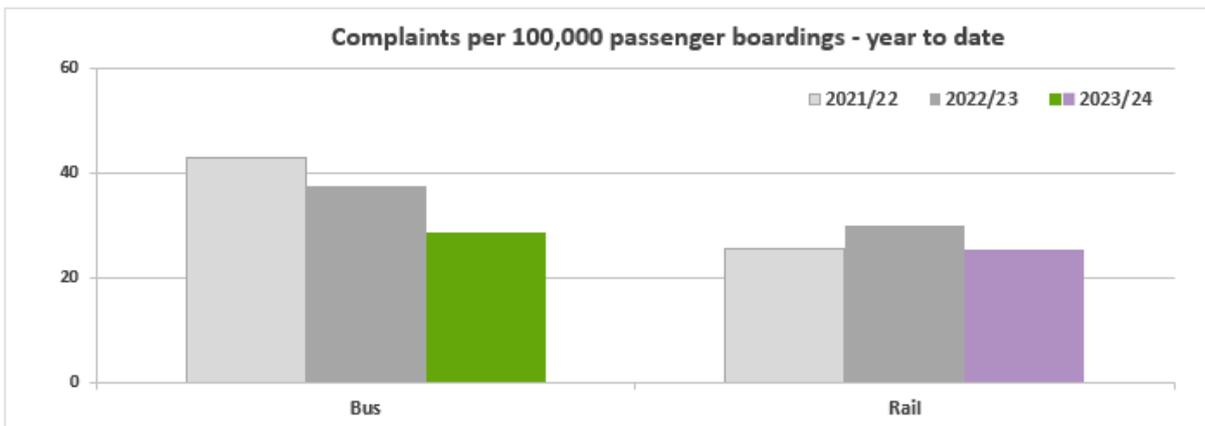
Metlink answered 92.7% of the 9,900 calls received in October.



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.

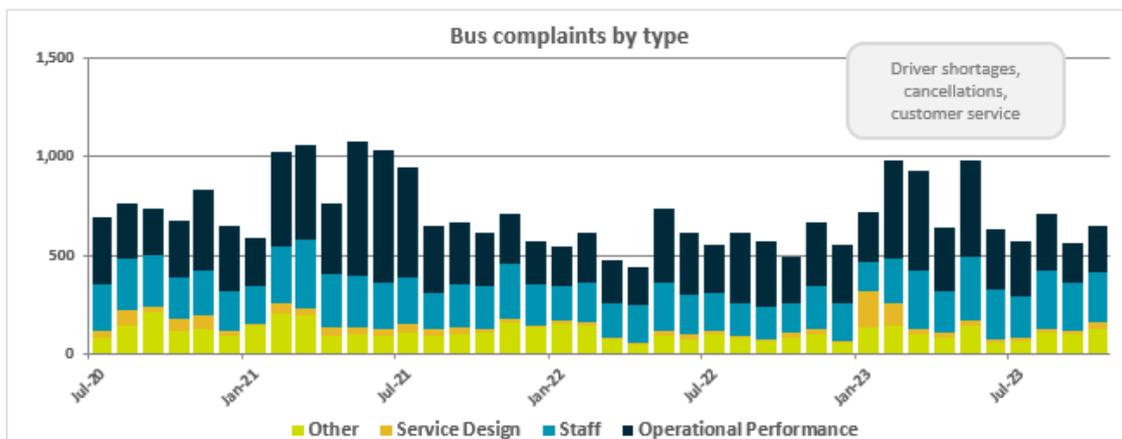


Bus complaints

Attachment 1 to Report 23.573

Bus complaints for the month were 31.6% higher than in October last year, and 12.1% higher for the year to date.

Complaints for the month relate mostly to customer service, quality of driving, and buses not stopping.



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

Bus complaints - current month

	Oct-23	Oct-22	% Change
Wellington			
Newlands, Tawa	32	13	146.2%
East-West, City	201	159	26.4%
North-south, Khandallah, Brooklyn	198	159	24.5%
Hutt Valley	171	96	78.1%
Porirua	21	27	-22.2%
Kapiti	26	40	-35.0%
Wairarapa	5	3	66.7%
Total	654	497	31.6%

Bus complaints - year to date (Jul - Oct)

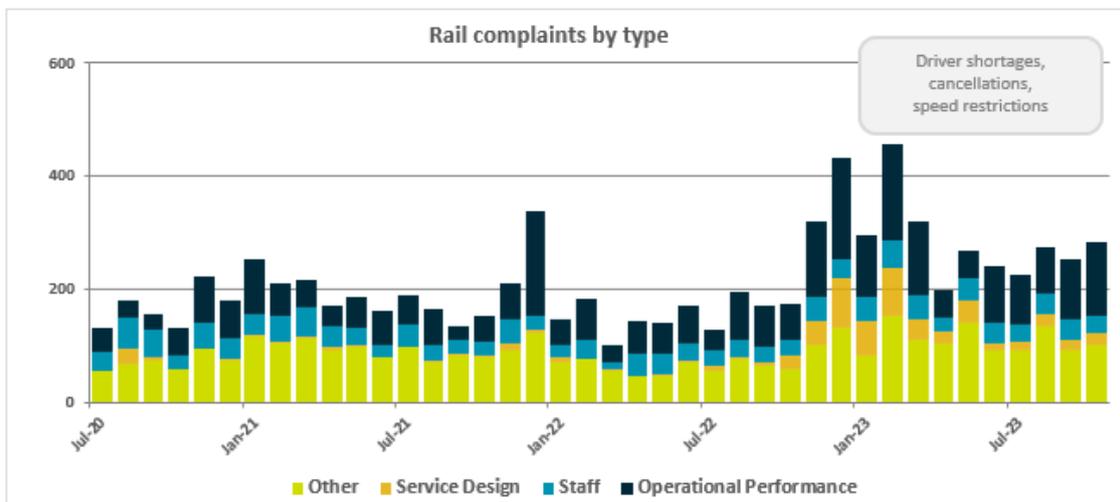
	2023/24	2022/23	% Change
Wellington			
Newlands, Tawa	149	61	144.3%
East-West, City	717	763	-6.0%
North-south, Khandallah, Brooklyn	813	723	12.4%
Hutt Valley	615	471	30.6%
Porirua	111	122	-9.0%
Kapiti	79	77	2.6%
Wairarapa	18	14	28.6%
Total	2,502	2,231	12.1%

Rail complaints

Attachment 1 to Report 23.573

Rail complaints for October were 62.6% higher than the same month last year, and 54.8% higher for the year to date.

Customer feedback remains quite 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

	Oct-23	Oct-22	% Change
Hutt Valley	100	48	108.3%
Kapiti	101	73	38.4%
Johnsonville	21	14	50.0%
Wairarapa	26	13	100.0%
General	35	26	34.6%
Total	283	174	62.6%

Rail complaints - year to date (Jul - Oct)

	2023/24	2022/23	% Change
Hutt Valley	371	178	108.4%
Kapiti	313	276	13.4%
Johnsonville	73	52	40.4%
Wairarapa	102	61	67.2%
General	180	104	73.1%
Total	1,039	671	54.8%

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 October there was a budget shortfall of \$3.4 million. Year to date the shortfall is \$17.2 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$10.1 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020.

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

Fare revenue - current month

	Oct-23	Budget	Excess/Shortfall
Bus	2,861,944	4,319,701	- 1,457,757
Rail	2,742,530	4,702,354	- 1,959,824
Total	\$ 5,604,474	\$ 9,022,055	-\$ 3,417,581

Fare revenue - year to date (Jul - Oct)

	2023/24	Budget	Excess/Shortfall
Bus	9,983,349	17,278,804	- 7,295,455
Rail	8,911,121	18,809,415	- 9,898,294
Total	\$18,894,470	\$ 36,088,219	-\$ 17,193,749

Attachment 1 to Report 23.573

Upcoming Planned Bus Replacements Dec 2023 – Feb 2024

Bus replacement information for the current and next month can be found on the Metlink website here: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

HVL

December 2023

Sunday 3 December: Buses replace some evening services

Monday 4 December - Wednesday 6 December: Buses replace some evening services between Wellington and Petone

Saturday 9 December - Sunday 10 December: Buses replace all services

Monday 11 December - Wednesday 13 December: Buses replace some evening services between Wellington and Petone

Tuesday 26 December - Sunday 31 December: Buses replace all services

January 2024

Monday 1 January – Sunday 7 January: Buses replace all services

Sunday 14 January - Wednesday 17 January: Buses replace some evening services between Wellington and Petone

Saturday 20 January – Wednesday 24 January: Buses replace some evening services between Wellington and Petone

February 2024

Sunday 4 February – Wednesday 7 February: Buses replace some evening services between Wellington and Petone

Saturday 10 February – Sunday 11 February: Buses replace all services between Wellington and Taita

Monday 12 February – Wednesday 14 February: Buses replace some evening services between Wellington and Petone

Saturday 17 February to Sunday 18 February: Buses replace all services

Monday 19 February – Wednesday 21 February: Buses replace some daytime services

MEL

December 2023

Wednesday 27 December - Friday 29 December: Buses replace all services

February 2024

Monday 19 February – Wednesday 21 February: Buses replace some daytime services

KPL

December 2023

Sunday 3 December - Wednesday 6 December: Buses replace some evening services between Wellington and Porirua

Saturday 9 December - Sunday 10 December: Buses replace all services

Monday 11 December - Wednesday 13 December: Buses replace some evening services between Wellington and Porirua

Sunday 17 December: Buses replace some daytime services between Porirua and Waikanae

Tuesday 26 December - Sunday 31 December: Buses replace all services

January 2024

Monday 1 January – Sunday 7 January: Buses replace all services

Sunday 14 January to Wednesday 17 January: buses replace some evening services between Wellington and Porirua

Saturday 20 January – Sunday 21 January: Buses replace all services between Porirua and Waikanae

Monday 22 January: Buses replace all services between Porirua and Waikanae, from evening all services between Wellington and Waikanae

Tuesday 23 January – Wednesday 24 January: buses replace some evening services between wellington and Porirua

February 2024

Sunday 4 February – Wednesday 7 February: buses replace some evening services between Wellington and Porirua

Sunday 11 February – Wednesday 14 February: buses replace some evening services

Sunday 18 February: buses replace some daytime services

Sunday 25 February: buses replace some daytime services

JVL

December 2023

Sunday 3 December - Wednesday 6 December: Buses replace some evening services

Saturday 9 December - Sunday 10 December: Buses replace all services

Monday 11 December - Wednesday 13 December: Buses replace some evening services

Tuesday 26 December - Sunday 31 December: Buses replace all services

January 2024

Monday 1 January – Sunday 7 January: Buses replace all services

Sunday 14 January – Wednesday 17 January: Buses replace some evening services

Monday 22 January – Wednesday 24 January: Buses replace some evening services

February 2024

Sunday 4 February – Wednesday 7 February: Buses replace some evening services

Sunday 11 February – Wednesday 14 February: Buses replace some evening services

WRL

December 2023

Saturday 2 December: Buses replace all services

Sunday 3 December: Buses replace some daytime services

Saturday 9 December: Buses replace all services starting from the last service departing Wellington on Friday 8 December

Sunday 10 December: Buses replace some daytime services

Tuesday 26 December - Sunday 31 December: Buses replace all services

January 2024

Monday 1 January – Sunday 14 January: buses replace all services

Saturday 20 January – Monday 22 January: Buses replace all services excluding the last service on Monday