



If calling, please ask for Democratic Services

Transport Committee

Thursday 25 November 2021, 9.30am

Remotely, via Microsoft Teams

Members

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

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

Transport Committee

Thursday 25 November 2021, 9.30am

Remotely, via Microsoft Teams

Public Business

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3.	Public participation		
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Please note these minutes remain unconfirmed until the Transport Committee meeting on 25 November 2021.

Report 21.481

Public minutes of the Transport Committee meeting on 14 October 2021

All members participating remotely at 9.30am.

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Ponter
Councillor Nash
Councillor Staples
Councillor van Lier

All members participated at this meeting remotely and counted for the purpose of quorum, as per clause 25B of Schedule 7 to the Local Government Act 2002.

Karakia timatanga

The Committee Chair invited Councillor Lee to open the meeting with a karakia timatanga - Whakataka te hau.

Public Business

1 Apologies

Moved: Cr Connelly / Cr Nash

That the Committee accepts the apology for absence from Councillor Gaylor.

The motion was **carried**

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Peter Gent spoke to agenda items 8 – Snapper on Rail – Update - Report 21.447 and 11 – Establishing an Airport Bus Unit - Report 21.440. In response, Mr Gent was advised that a Request for Proposal was issued in July 2021 for the Airport service and is expected to commence in July 2022.

4 Confirmation of the Public minutes of the Transport Committee meeting of 9 September 2021 - Report 21.419

Moved: Cr Lamason / Cr Kirk-Burnnand

That the Committee confirms the Public minutes of the Transport Committee meeting of 9 September 2021 - Report 21.419.

The motion was **carried**.

The Committee Chair advised that an oral report would be given on Metlink's COVID-19 response, in accordance with Standing Order 3.5.6.

5 Metlink COVID-19 update – Oral Report

Bonnie Parfitt, Acting General Manager, Metlink, provided an oral update on public transport services and advised that Metlink is privileged to partner with Kōrkiri Marae and the Hutt and Capital Coast District Health Boards to roll out the 'Delta Buster' bus. The 'Delta Buster' bus is a community vaccination vehicle which will be on the road from Saturday 17 October 2021 (Super Saturday). The bus will be in operation across the Hutt Valley seven days per week until mid-December 2021.

Metlink continues to offer free travel for vaccination appointments and to vaccination clinics and events on bus and rail services. Metlink is working with the District Health Boards on an ongoing basis to identify any other support that Metlink could provide in communities where vaccination rates are still low.

6 Update on Progress of Action Items from Previous Transport Committee Meetings – October 2021 – Report 21.441 [For Information]

Bonnie Parfitt, Acting General Manager Metlink, spoke to the report.

7 Metlink Strategic Event Support Policy – Report 21.451

Pareesha Mehta-Wilson, Policy Advisor, spoke to the report.

Moved: Cr Lee / Cr Nash

That the Committee:

- 1 Endorses the new Metlink Strategic Event Support Policy (the Policy) to guide decisions by the General Manager Metlink for providing event support.

- 2 Notes that the Policy has been developed from approved actions in section 6 of the Regional Public Transport Plan 2021 adopted by Council 29 June 2021.
- 3 Notes that the Policy will support the Committee's decarbonisation and mode shift strategic priorities by enabling Metlink managers to provide agile and proactive public transport support for events that contribute significantly to regional economic development in a manner that reduces transport congestion and carbon emissions from private vehicle usage.
- 4 Notes that the Policy does not cover sponsorship requests as these are covered by Greater Wellington's Sponsorship Policy which includes a community sponsorship and grants framework.
- 5 Notes that the Policy will replace the operational guidelines relating to requests for sponsorship, or free or subsidised fares for events.

The motion was **carried**.

Noted: The Committee requested that officers amend the wording of the policy to include public health considerations under discretionary support and delegated to the Committee Chair to approve the final policy.

8 Christmas and New Year's Eve Fares – Report 21.448

Pareesha Mehta-Wilson, Policy Advisor, spoke to the report.

Moved: Cr Connelly / Cr Nash

That the Committee:

- 1 Agrees to extend the provision of free travel on Christmas Eve 2021 on Metlink bus and rail services.
- 2 Notes the provision of free travel on Christmas Day 2021; and New Year's Eve 2021 until 4am 1 January 2022, on Metlink bus and rail services.
- 3 Notes that the General Manager Metlink has the delegated authority to approve free travel within existing operational budgets.
- 4 Notes that the expected cost of providing free travel on both Christmas Day and New Year's Eve can be met from existing public transport budgets.
- 5 Notes that, due to the unique nature of the ferry contract under the Public Transport Operating Model, there will be no provision of free travel on harbour ferry services on New Year's Eve.
- 6 Notes that providing free travel on Christmas Day and New Year's Eve is consistent with Policies 1(d), 1(e) and 6(d) of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-31.

The motion was taken in parts. Part 1 of the motion was put, and a division vote was called:

Votes in favour of the motion were: Councillors Blakeley, Connelly, Hughes, Laban, Lamason, Lee, Nash, Ponter, Staples, and van Lier (10)

Votes against the motion were: Councillors Brash and Kirk-Burnnand (2)

Part 1 of the motion was **carried** by 10 votes to 2. Parts 2 to 6 of the motion were put and were **carried**.

The meeting adjourned at 10.29am and resumed at 10.46am.

9 Snapper on Rail - update – Report 21.447 [For Information]

Bonnie Parfitt, Acting General Manager, Metlink, spoke to the report.

10 On Demand Public Transport Trial Initiative – Report 21.449 [For Information]

Tim Shackleton, Manager, Strategy and Investments, spoke to the report.

Noted: The Committee requested that the On Demand Public Transport presentation be circulated to the Committee.

11 Regional Transport update – Report 21.450 [For Information]

Grant Fletcher, Manager, Regional Transport, spoke to the report.

Noted: The Committee requested that the Council Chair write to relevant Government ministers regarding funding proposals for Budget 2022 in relation to the Emissions Reduction Plan.

12 Progress against the Transport Committee’s Strategic Priorities - update – Report 21.440 [For Information]

Bonnie Parfitt, Acting General Manager Metlink, spoke to the report.

13 Public Transport Performance – August – Report 21.446 [For Information]

Bonnie Parfitt, Acting General Manager Metlink, spoke to the report.

Karakia whakamutunga

The Committee Chair invited Councillor Lee to close the meeting with a karakia whakamutunga – Kia u ki te whakapono.

The public meeting closed at 11.49am.

Councillor R Blakeley

Chair

Date:

Transport Committee
25 November 2021
Report 21.517



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – NOVEMBER 2021

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 the Committee's previous meetings, which require action by officers, are listed in [Attachment 1](#). For all previous action items, the current status and a brief comment is provided on progress to date.

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

Ngā āpitihanga Attachment

Number	Title
1	Action items from previous Committee meetings – November 2021

**Ngā kaiwaitohu
Signatory**

Approver	Scott Gallacher - General 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>Implications for Māori</i> There are no direct implications for Māori arising from this report.
<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 21.517

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
20 April 2021	<p>Hearing of submissions on the Regional Public Transport Plan</p> <p>Noted:</p> <p>The Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt City Council, officers from KiwiRail, and Lily Chalmers (speaker 23).</p> <p>At its meeting on 10 June 2021, the Committee requested that the field trip be scheduled earlier than the proposed September date and that the itinerary be expanded to include visits to sister stations in the area.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>A field trip was scheduled to be held on 8 September. However, due to the current COVID-19 situation this trip has been postponed.</p>
18 May 2021	<p>Actions arising from the Long Term Plan hearing</p> <p>Noted:</p> <p>The Committee requested that officers prepare report to the Transport Committee on the fare structure review and giving consideration to concessions for part time students.</p> <p>At its meeting on 10 June 2021, the Committee requested that the fare structure review includes consideration to giving concessions for community services card holders.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>As part on the National Ticketing Solution - fares and concession alignment is being reviewed at a national level (in coordination with Waka Kotahi). Officers will provide regular updates / reports on this as the NTS work-stream progresses. Consideration of concessions will form part of this work.</p>
14 October 2021	<p>Metlink Strategic Event Support Policy – Report 21.451</p> <p>Noted:</p> <p>The Committee requested that officers amend the wording of the policy to include public health considerations under discretionary support and delegated to the</p>	<p>Status</p> <p>Completed</p> <p>Comment</p>

Attachment 1 to Report 21.517

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
	Committee Chair to approve the final policy.	
14 October 2021	<p>On Demand Public Transport Trial Initiative – Report 21.449</p> <p>Noted:</p> <p>The Committee requested that the On Demand Public Transport presentation be circulated to the Committee.</p>	<p>Status</p> <p>Completed</p> <p>Comment</p>
14 October 2021	<p>Regional Transport update – Report 21.450</p> <p>Noted:</p> <p>The Committee requested that the Council Chair write to relevant Government ministers regarding funding proposals for Budget 2022 in relation to the Emissions Reduction Plan.</p>	<p>Status</p> <p>In progress</p> <p>Comment</p> <p>This letter will be drafted to complement Greater Wellington’s submission on the Emissions Reduction Plan. At the time of drafting this report, the submission is still being developed.</p>

Transport Committee
25 November 2021
Report 21.403



For Decision

SHAPING FUTURE METLINK FARES: PRINCIPLES AND PRODUCTS

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (the Committee) of the:
 - a Principles to guide the review and design of future Metlink fares
 - b Approach to fare products and structures for public consultation.

He tūtohu

Recommendations

That the Committee:

- 1 **Notes** that the fares policies in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 sets the strategic direction on the future fares.
- 2 **Notes** that the future fares will be developed to meet the strategic priorities set out in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031
- 3 **Notes** that a comprehensive fare strategy review has been initiated and is currently underway as a next step in preparing for the National Ticketing Solution.
- 4 **Adopts** the following principles to guide the design of the future fares and assist with the choice of options through the fares strategy review.

The future fare system should:

- a Contribute to the Region's mode-shift and decarbonisation targets
 - b Provide for social good
 - c Promote consistency and fairness
 - d Improve network efficiency
 - e Be simple and easy to understand and use.
- 5 **Agrees** to move to a more targeted customer segment approach in relation to fare products to help achieve the policy outcomes and benefits expected from the desired fare system as defined in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031.

- 6 **Notes** that as part of preparing for the transition to the National Ticketing Solution, a free or heavily discounted fares trial on Metlink buses and trains is scheduled to be undertaken during weekends in March 2022.

Te tāhū kōrero

Background

Current fare policies

2. Council has committed in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) to provide: *“A fares and ticketing system that attracts and retains customers and balances user contribution with public funding”*.
3. The following key policies in the RPTP set the direction on the future fares:
 - a Policy 6(b) Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport
 - b Policy 6(c) Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport
 - c Policy 6(d) Provide incentives to encourage more frequent use of public transport, more off- peak travel and greater use of electronic ticketing
 - d Policy 6(e) Ensure public transport users make a sustainable and equitable contribution towards funding of the network
4. The RPTP also sets out a number of key actions to implement the fare policies, including:
 - a Review fares and use customer insights to ensure the current fare structure and pricing approach is fit for purpose and promotes fairness and affordability for customers, ratepayers and funding partners
 - b Identify an approach for optimal and consistent pricing for fares, and a capping scheme to encourage greater use of public transport, contactless payments, and off-peak travel
 - c Provide concessions for the people who are most in need including school children, full-time tertiary students and people with disabilities; and free travel for children under five
 - d Work with central government on national concession schemes including initiatives to enable cross regional concession schemes and provide concessions to Community Services Card holders
 - e Investigate innovative pricing and incentive options to encourage greater use of public transport and smarter connections between public transport and other sustainable transport modes
 - f Develop products for corporate customers to encourage mode shift; and
 - g Explore ‘Mobility as a Service’ options to facilitate access to public transport.

Policy outcomes – desired fare system

5. The fare policies in RPTP are developed with a focus on delivering an integrated fares and ticketing system and set the direction on how Greater Wellington Regional Council intends to achieve this outcome.
6. The primary outcome of the current fare policies is a fare system that is fully integrated and able to promote equity and affordability, enhance social access, specifically for those who are most in need, and enable an efficient and integrated network while balancing user contribution with public funding.
7. The future fare system is ultimately expected to enhance customer experience, encourage mode-shift away from private cars, and consequently contribute to the Wellington Region's decongestion and decarbonisation targets.
8. While the Region has made significant progress in simplifying and aligning fares and concessions through the first stage of the fares transition (since the major fare changes came into effect from mid-2018), the current fare system is still inept in providing for a consistent customer experience and encouraging patronage growth.
9. At a minimum, the existing fare structure and fare products need to be streamlined and integrated so that the cost of a journey is independent of the modes or services.
10. The National Ticketing Solution (NTS) is anticipated to provide the platform and functionalities that are required to deliver the desired future fare system.
11. The NTS is also expected to provide opportunities for more innovative fare products to help grow patronage and encourage an effective mode-shift to public transport and other sustainable modes of transport.

Current approach to fares transition

12. On 17 September 2020, Council endorsed a set of principles to guide the design and implementation of a broad range of initiatives through the transition to NTS (Metlink Resilience and Preparedness: Preparing for National Ticketing Solution – Report 20.233):
 - a Initiatives should be customer-centric
 - b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision
 - c Initiatives should demonstrate cost and risk optimisation
 - d Initiatives should contribute to Metlink readiness for and future transition to the NTS
13. These principles are included in the current RPTP and are expected to guide the decisions through the next stage of the transition to NTS.
14. The transition approach for existing fare products are detailed in the Fare media Transition Plans as part of the current partnering contracts with the operators of bus and rail services.

Fares review

15. The last fares policy review was completed in 2017. That fare review resulted in a package of fare initiatives (promoted as '*Better Metlink Fares*') that was delivered at the

same time with the changes to the Wellington City bus network and contracts in 2018. The package was the first interim step in transitioning to NTS.

16. Greater Wellington Regional Council (Greater Wellington) has now initiated a more comprehensive review of fares as the next step in preparing for the NTS.
17. Key components of the fares strategy review along with pricing include:
 - a fare structure
 - b fare products; and
 - c concessions.
18. Outcomes of the fares review will be consulted on in accordance with the requirements of the Land Transport Management Act 2003.
19. The fares review is likely to result in a variation to the RPTP and considerable adjustments to fares, with consequential impacts on some user groups.
20. Formal consultation on the outcomes of the fares review is scheduled to be undertaken in mid-2022.
21. As the first step for the fares review, a number of proposed principles have been developed to guide the review and redesign of the future fare system (i.e. fare structure, pricing strategy, fare products and concessions).
22. The proposed principles to guide the fares review were discussed with Council at a workshop on 31 August 2021.
23. On 16 November 2021, a workshop was held with Councillors to discuss a customer segmentation approach to developing fare products to ensure alignment with the three key strategic priorities outlined in the RPTP (i.e. mode-shift, decarbonisation and customer experience).
24. The proposed principles and fare product approach are further discussed below.

Te tātaritanga Analysis

Proposed principles to guide the review and redesign of the future fares

25. The following principles are proposed to guide the review and redesign of the future fares and assist with the choice of options through the fares review.
26. The proposed principles are focused on the key benefits (including improved equity, efficiency and affordability) and the priorities set out in RPTP (i.e. enhancing customer experience and contributing to the region's mode-shift and decarbonisation targets).

Proposed principles

27. The future fare structure, fare products and concessions should:
 - a **Contribute to the Region's mode-shift and decarbonisation targets** – by:
 - i Retaining the current public transport users
 - ii Targeting groups with higher potential for mode-shift with products that better meet their needs and encourage desired behaviours

- iii Targeting areas with lower public transport mode-share
- iv Competing with the cost of alternative non-sustainable modes of transport
- v Targeting journeys with higher decongestion and decarbonisation benefits.
- b **Provide for social good** – by enhancing affordability and access to public transport for the transport disadvantaged as defined in the RPTP.
- c **Promote consistency and fairness** – by ensuring that the same pricing approach will apply to comparable journeys with similar characteristics (e.g. journeys that cover the same distance, or involve trips within the same time periods and are paid for by people with the same entitlement).
- d **Improve network efficiency** – by:
 - i Incentivising peak spreading and off-peak travel
 - ii Enabling smarter connections to other sustainable modes of transport
 - iii Encouraging contactless payment.
- e **Be simple and easy to understand and use**

Key assumptions and considerations

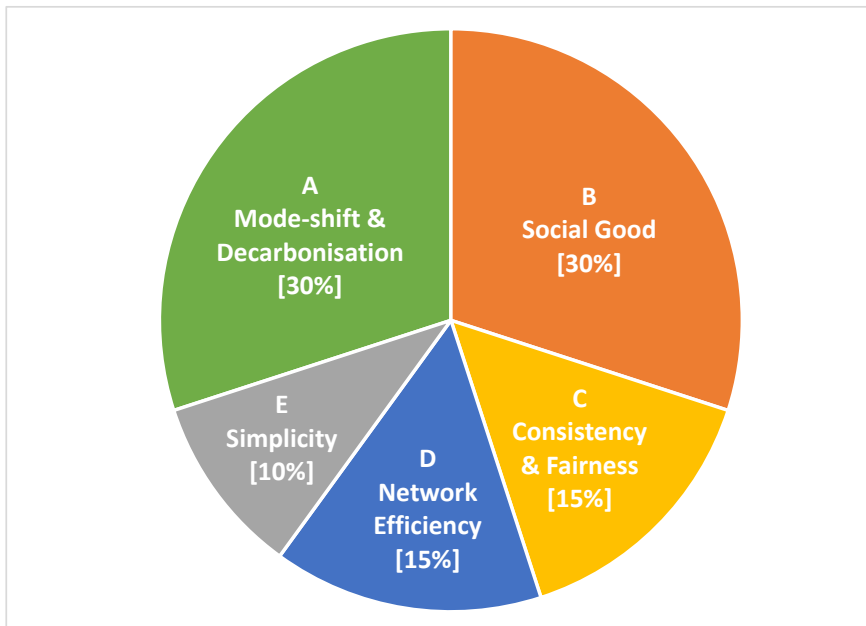
28. The principles are proposed on the following assumptions and considerations:
- a NTS will be capable of supporting the desired fare package and its components.
 - b Where necessary, the proposed fare package will include interim arrangements to enable a smooth transition from existing to new fares or products
 - c National funding policies will support delivery of the future fare structure, fare products and concessions
 - d The future fares system will be designed in a manner that:
 - i is consistent with the Council’s funding policies and user contribution targets in the 2021-31 Long Term Plan (LTP)
 - ii considers budget constraints and availability of national funding
 - iii enables co-funding by third parties or cross-regional funding arrangements
 - iv is able to be implemented within the available funding envelope and operational constraints including: network capacity, future transport infrastructure, operator capability and retail network
 - v minimises winners and losers, where possible.

Trade-offs and synergies

29. While the fare proposals are meant to be assessed against all principles, some aspects of fares may have stronger alignment with one or two principles than others e.g., concessions are more aligned with and provide for social good, whereas fare structure and products would be more effective in encouraging mode-shift or achieving efficiency.
30. Likewise, some initiatives or aspects of future fares are expected to contribute to more than one policy outcome e.g., off-peak fares are primarily intended to help manage

demand and improve network efficiency but would also provide for affordability and social access.

31. With the focus being on benefits and outcomes, the proposed principles are expected to generally complement each other. This is meant to reduce trade-offs. However, some aspects of fares would inevitably require some trade-offs between principles. As part of the NTS fare review process officers will undertake local and international analysis to attempt to quantify these trade-offs between various approaches with the aim of achieving a right balance between competing objectives and/or principles.
32. Weighting the proposed principles would assist with the choice of options and balancing competing principles when a trade-off is required.
33. Following the discussion with Councillors in the workshop on 31 August 2021, the proposed weightings are shown on the illustration below:

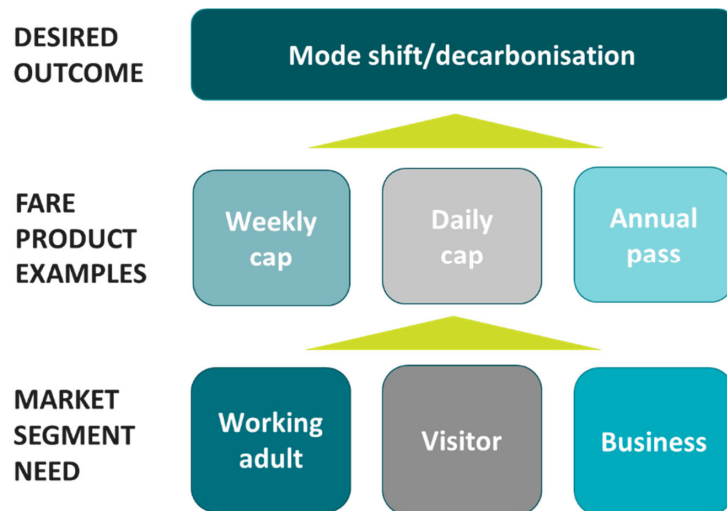


Proposed approach to fare products

34. The proposed approach to fare products has been developed to help achieve the policy outcomes and benefits expected from the desired fare system as defined in the RTPP (see the earlier discussion in this report).
35. As discussed with Councillors at the 16 November 2021 Council workshop, officers are proposing a move to a more targeted and customer centric segment-based approach to fare products to achieve our policy and strategic outcomes. This means that Metlink will explore and develop new products that better meet customers’ transport needs, particularly for target segments of customers we can attract by encouraging and rewarding behaviours that enable us to achieve desired policy outcomes more effectively.
36. Initial segmentation analysis being undertaken as part of the ongoing fares review suggests that a significant opportunity for mode-shift would be to encourage more

working adults to use public transport. Hence a key focus area will be exploring products that are likely to encourage this group to switch to public transport from private car use (but not away from active modes).

37. Officers have identified that both travel based and value based capping options can be powerful tools to reward and incentivise regular public transport users with free travel.
38. In addition, officers are exploring direct marketing of public transport through businesses and workplaces. International research has shown that many business targeting products have been highly effective in changing workplace travel behaviours and showing an organisation’s commitment to reducing their carbon footprint. Officers believe that any business products will be require significant subsidisation by the employer however with potential tax incentives (e.g., Fringe Benefit Tax) could become a viable and valuable benefit for an employer to offer.
39. An illustrative example of this type of the targeted customer centric segment-based approach is depicted in the below diagram:



Free/heavily discounted weekend fares trial in March 2022

40. We are proposing a free/heavily discounted fares trial during weekends in March 2022 to test and gain data insights on potential increased capacity that may result from the offering of different fares products being considered as part of the fares review.
41. For example, periodic fare capping products are likely to result in either discounted or free fares during weekends for those customers who use public transport regularly during the week. If these were to be offered, we need to understand any network, operational or customer experience impacts that might result from an increase of patronage during weekends.
42. The trial will also provide us valuable information about demand elasticity for weekend public transport use including the customer segments that we can target with products in the future to encourage a mode shift away from private car during weekends.
43. March 2022 has been chosen as it is normally a busy public transport month in terms of patronage and it also aligns well with the proposed fares consultation process.

44. This trial will be delivered under the NTS project and within current approved budgets.

Ngā hua ahumoni

Financial implications

45. The fare strategy review includes an assessment of the wider impacts (including financial impact) of the fare change proposals currently being explored through the fares review. The assessment takes into account the assumptions and considerations outlined under paragraph 28 above. Results will be reported to the Committee early in 2022.

46. The cost of the proposed March trial will be met from within existing budgets.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

47. The future fare system is expected to contribute to the Region's mode-shift and decarbonisation targets – by:

- a Retaining the current public transport users
- b Targeting groups with higher potential for mode-shift
- c Targeting areas with lower public transport mode-share
- d Competing with the cost of alternative non-sustainable modes of transport
- e Targeting journeys with higher decongestion and decarbonisation benefits.

48. The principles and product approach advance the commitment to provide a low emissions public transport network.

49. The principles and product approach have no adverse implications for greenhouse gas emissions over their lifetime and therefore do not require an approach to reduce them.

50. Climate change impacts are unlikely to have any direct effect upon the fare structure and fare products over its lifetime.

Ngā tikanga whakatau

Decision-making process

51. Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

52. The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

**Te hiranga
Significance**

- 53. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*.
- 54. The subject matter of this report is part of a decision-making process that will ultimately lead to Council making a decision of high significance within the meaning of the Local Government Act 2002.
- 55. In addition, the RPTP's Significance Policy requires that the Special Consultative Procedure is used when adopting a significant variation to RPTP.

**Te whakatūtakitaki
Engagement**

- 56. The principles and agreed approach to fare products will inform the fares review, which will be the subject of public consultation.

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

- 57. Officers will continue working to develop a draft fare strategy and consultation document and will report back for Council approval early next year.
- 58. Outcomes of the fares review will be consulted on in accordance with the requirements of the Land Transport Management Act 2003.
- 59. The fares review is likely to result in a variation to the RPTP and considerable adjustments to fares, with consequential impacts on some user groups.
- 60. Formal consultation on the outcomes of the fares review is scheduled to be undertaken in mid-2022.

**Ngā kaiwaitohu
Signatories**

Writers	Reza Chalabianlou – Senior Advisor, Strategy and Funding Steven Bruce – National Ticketing Solution Customer Lead
Approvers	Nicki Lau Young – Manager, National Ticketing Solution Tim Shackleton – Manager, Commercial, Strategy and Investments Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>The Committee is responsible for preparing any variations to Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) and reviewing associated transport policies and strategies.</p> <p>Council committed in the RPTP to provide: “A fares and ticketing system that attracts and retains customers and balances user contribution with public funding”.</p>
<p><i>Implications for Māori</i></p> <p>There are no known implications for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This aligns with the policies in the RPTP.</p>
<p><i>Internal consultation</i></p> <p>Internal consultation was undertaken across the Metlink Group.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks arising from the matter for decision.</p>

Transport Committee
25 November 2021
Report 21.501



For Decision

INITIATING TRANSIT ORIENTED DEVELOPMENT IN THE WELLINGTON REGION

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (Committee) on the next steps in the Metlink Transit Oriented Development project and the potential locations for priority focus for the initial stages of the project.

He tūtohu

Recommendations

That the Committee:

- 1 **Agrees** to the following principles:
 - a That Greater Wellington Transit Oriented Developments focus on creating liveable, thriving and sustainable urban communities by directly linking housing, transport and social services (health, childcare/education, public services, retail etc.)
 - b That Transit Oriented Developments be undertaken through formal partnerships with individual territorial authorities, specific government agencies, and with private sector developers and investors as appropriate to each development
 - c That the funding and investment approach is one focused on forging quality, long-term development partnerships with fair and sustainable 'outcomes for all' as the partnership principle
 - d That public transport movements, flow and connectivity are at the heart of each Transit Oriented Development
 - e That sustainable, human-centred, and accessible design underpins the approach to each development
 - f That, when selecting potential locations for Transit Oriented Development, Greater Wellington considers both 'brown field' sites – i.e. existing stations with development potential – and 'green field' sites – i.e. locations on the network where new stations could be built to give effect to Regional Growth Framework goals and priorities.
- 2 **Agrees** that progressing the Transit Oriented Development programme at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the project.

- 3 **Agrees** that the other locations in the Region identified in this report be progressed over the coming two financial years and are considered for inclusion in the 2024-34 Long Term Plan and Regional Land Transport Plan 2021 mid-term review.
- 4 **Notes** the criteria used to evaluate locations of high potential for Transit Oriented Development Programme (paragraph 19).

Te tāhū kōrero

Background

2. A Transit Oriented Development (TOD) is a project that mixes residential and commercial opportunities with the objective of optimising the use of land for public good and maximising access to public transport. Internationally, TODs are understood as key components and enablers of urban intensification by creating liveable, thriving and sustainable urban communities by directly linking housing, transport and social services like health, childcare/education, public services, and retail.
3. “Investing in transit-oriented development on key public transport corridors to enhance our public spaces” is a goal in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan (RPTP) 2021-2031. The RPTP also has “redeveloping key transport hubs such as Waterloo Station and develop new hubs at stations such as Porirua” as a goal.
4. Officers workshopped initial approaches to TOD with Council on 31 August 2021 and noted the request to commence initiating activities for TOD including: developing a principles-based framework and approach; criteria for evaluating and selecting potential locations for priority focus in initial stages of the project; considering potential partnership and funding models; and setting out indicative outputs and timelines for the work.
5. Since the workshop, an initial Reference Group for TOD has been established within Metlink to commence work on this programme. This Reference Group will be expanded to include relevant officers from across Greater Wellington Regional Council (Greater Wellington) and its partners in coming months.
6. To avoid duplication with Let’s Get Wellington Moving’s current urban development focus and activities, the Reference Group is currently focussing on TOD potentiality on the Wellington Metro Rail Network and the parts of the inter-regional rail network that will see significant growth through the Lower North Island Rail Integrated Mobility (LNIRIM) programme.

Te tātaritanga

Analysis

Principles and partnerships

7. Greater Wellington’s approach to TOD should be grounded by a framework of principles which will help guide initial discussions, concept developments and planning with key partners and stakeholders, and help determine how individual locations across the public transport network are prioritised for development.

8. A draft set of six principles have been developed to guide the initial approach to TOD within Greater Wellington and initiate discussions with key partners. These are:
 - a That Greater Wellington TODs focus on creating liveable, thriving and sustainable urban communities by directly linking housing, transport and social services (health, childcare/education, public services, retail etc.)
 - b That TODs be undertaken through formal partnerships with individual territorial authorities, with specific government agencies, and with private sector developers and investors as appropriate to each development
 - c That the funding and investment approach is one focused on forging quality, long-term development partnerships with fair and sustainable 'outcomes for all' as the partnership principle
 - d That public transport movements, flow and connectivity are at the heart of each TOD
 - e That sustainable, human-centred, and accessible design underpins the approach to each development
 - f That, when selecting potential locations for TOD, Greater Wellington considers both 'brown field' sites – i.e. existing stations with development potential – and 'green field' sites – i.e. locations on the network where new stations could be built to give effect to Regional Growth Framework goals and priorities.
9. While officers consider that these six draft principles largely capture the broad approach Greater Wellington needs to adopt to advance the TOD programme, further work is needed to 'flesh out' what each principle looks like in practice. Of particular importance for the initial stages of the programme will be the development of the partnership models needed for each location.
10. Partnerships with individual territorial authorities sit at the core of the initiating approach to the TOD programme. Initial discussions with individual city and district councils in the Wellington Region have shown considerable enthusiasm for TOD, and its ability to help give effect to their development and growth plans. In one case, the potential for 'green field' TODs has been described as a 'game changer' for regional growth, opening up the potential for development of new towns and urban centres in the primary growth centres of the region.
11. There are a range of formal partnership models which can be deployed including creation of Council Controlled Trading Organisations (CCTO) for development within an individual territorial authority area. In addition to the territorial authority partners, key additional public sector partners and stakeholders include: KiwiRail as the infrastructure and asset manager for rail and land owner in some instances; Waka Kotahi NZ Transport Agency (Waka Kotahi) as funding partner and land owner in some instances; Kainga Ora as facilitator of resource consenting under the Urban Development Act 2020 and potential investment partner in the instance where a TOD can give effect to significant housing developments that meet regional growth priorities.
12. A key factor in the success of the programme will be the selection of private sector partners. Private sector partners will be key to securing the range of development skills needed for the programme that are outside current Greater Wellington skill-sets and

experience. An initial deliverable for the programme will be to secure through a procurement process a design partner to prepare initial concept designs for a range of locations. These concept designs will be a crucial tool in bringing life and vision to the programme and using to secure investment and initial consenting for each project.

13. In addition, private sector partners may be able to bring investment funding to individual projects. This will need to be carefully considered and managed to ensure the best interests of residents and ratepayers are at the heart of investment design and decision-making, particularly where international partners are concerned.
14. While potential international partners could bring world-class TOD expertise and experience to the programme, potential international investment partners will need to be evaluated based on their expected rate of Return on Investment and their longer-term commitment to New Zealand. Agencies like New Zealand Trade and Enterprise are able to facilitate introductions to, and discussions with potential international development and investment partners.
15. Considerations for each partnership include the optimal shareholding and governance structure to give effect to TOD, and the particular model best suited to raise finance for each project. Work on defining and refining partnership models will form an early focus for the programme and will require external legal and financial advice.
16. In addition to the programme guiding principles, a set of criteria have been developed to determine which locations on the current and future public transport network are best positioned to meet programme objectives.

Selecting locations for priority focus

17. Both 'brown field' and 'green field' sites are in scope when selecting potential locations for TOD. While the brown field opportunities are many and varied, with potentially every station on the rail network a TOD opportunity, some have more development potential in relation to the programme principles and better fit the location evaluation criteria set out in paragraph 19. As noted in paragraph 3, the RPTP has already identified Waterloo and Porirua Stations as priorities for development.
18. In some respects however, green field sites, where new stations could be built to give effect to Regional Growth Framework goals and priorities, present the most exciting opportunities for TOD. The intersection of the growth plans of Kāpiti Coast and Horowhenua District Councils and Metlink's LNIRIM investment programme for example provide an opportunity to begin a targeted programme to begin an evaluation of the regional growth outcomes new train station developments north of Waikanae could deliver. This, and potential considerations north of Upper Hutt Station are discussed in paragraphs 23, 24, 34 and 35.
19. Locations of high potential for TOD on the rail network have been initially considered through ten criteria lens:
 - a Locations where Greater Wellington has significant land ownership
 - b Locations where Greater Wellington's ownership is complemented by proximate land owned by a territorial authority
 - c Locations where Greater Wellington and territorial authority ownership is complemented by proximate large privately held land parcels

- d Locations with highest potential to contribute to urban renewal and intensification
- e Locations identified by territorial authorities and Kainga Ora as priorities for significant development or revitalisation
- f Locations already being considered by Metlink as priorities for renewal
- g Locations with least infrastructure complexity and least likely contribution to service disruption from TOD works
- h Locations within 30 minute commute of Wellington CBD
- i Locations currently served with greatest frequency of services
- j Locations with least current and future impact from natural hazards and climate change.

In addition, officers have also considered locations where new stations could be built with TOD characteristics to support future growth across the Region. Evaluation of select locations will be set out by territorial authority location.

Kāpiti Coast District Council

- 20. TOD opportunities in Kāpiti are both brown and green field with initial work already undertaken by Kāpiti Coast District Council (KCDC) to identify potential locations for new stations to give effect to regional growth in the district.
- 21. Kāpiti and neighbouring Horowhenua districts present the most significant opportunities for population and housing growth in the Wellington Region and on its borders. Kāpiti-Horowhenua Planning is an initiative under the Regional Growth Framework and facilitates joined up planning for public transport, social and other infrastructure, and services to enable an estimated 15,500 new houses and nearly 39,000 more people in green field developments and nearly 10,400 new houses for approximately 22,800 people in existing urban areas within Horowhenua/Kāpiti in the next 30 years.
- 22. In addition, a joint planning pilot for Ōtaki includes work to improve public transport connectivity northwards and southwards from the town to increase social and economic opportunities for Ōtaki's current and future residents.
- 23. Greater Wellington officers, in discussions with colleagues in KCDC, have determined that four opportunities in the district present themselves as worthy of further exploration. These are:
 - a Paraparaumu Station: an examination of the potential for TOD in the station area to contribute to better urban form in the area and create better transport flows to and from the station linking housing and businesses
 - b Waikanae Station: an examination of the potential for TOD in the station area to contribute to better urban form in the area and create better transport flows to and from the station linking housing and businesses
 - c Ōtaki: an examination of the potential to develop a new station and associated TOD in Ōtaki to provide better connections for employment, education and health to Levin, Palmerston North and Wellington, and to contribute to urban growth

- d Hautere: an examination of the potential to develop a new station in the undeveloped region to the east of Te Horo that has been identified as the potential site of a new town of up to 13,800 dwellings.
- 24. Hautere is the subject of a Future Urban Study by KCDC with public transport provision, particularly a rail station, seen as a key factor in the area's development potential and its ability to deliver mixed and higher-density housing.
- 25. On Committee approval, officers will continue discussions with KCDC and other partner agencies on the TOD programme in Kāpiti and will hold a workshop in February 2022 to further explore the identified opportunities and consider partnership options to take the programme forward.

Porirua City Council

- 26. As signalled in the RPTP, the key opportunity in the city is at Porirua Station itself, with the location ranking extremely high against all ten criteria set out in paragraph 19. Greater Wellington has significant land holding around the station, much of it currently being used to provide approximately 1000 car parks to commuters. In addition, parcels of Waka Kotahi land in the vicinity of the station being used for the Transmission Gully development work may be freed up soon for potential development.
- 27. A Porirua TOD could contribute to Eastern Porirua Redevelopment through development of more integrated transport options to and from the station, and contribute to urban development in the city through a TOD that enables better urban form and provides space for the development of health, childcare/education, public services, retail etc. Kainga Ora have an interest in working with Greater Wellington and its partners in the development of Porirua Station.
- 28. Officers consider Porirua a 'first cab off the rank' for inclusion in the TOD work programme, and will, on Committee approval, continue discussions with Porirua City Council (PCC) and other partner agencies on the TOD programme in Porirua and will hold a workshop in February 2022 to further explore the identified opportunities and consider partnership options to take the programme forward.

Carterton District Council

- 29. Carterton is rapidly growing as an important urban centre in the Wairarapa with a programme of housing development and urban renewal under consideration for the town. Carterton District Council (CDC) has previously carried out concept studies for Carterton that included potential ideas for better integration of the train station area into future urban development plans.
- 30. Early discussions with CDC officers indicated an interest in better understanding how a TOD project could work in the context of Carterton. Early TOD work in other parts of the Region will enable officers to begin a more granular discussion with CDC and the councils in the Wairarapa in the future.
- 31. Officers will continue to discuss potential TOD opportunities with Carterton, Masterton and South Wairarapa District Councils through 2022.

Upper Hutt City Council

32. A significant amount of the housing and economic development projects currently delivering growth in Upper Hutt are on land adjacent to the rail corridor. Future housing developments are likely to place increased demand on public transport at key stations like Silverstream where station access through Park and Ride is already constrained, and Upper Hutt Station where future developments in the north of the City are likely to also increase demand for increased feeder services.
33. Greater Wellington has limited land holdings around the Upper Hutt stations, but can focus on taking a facilitating approach to potential developments in parts of the City where future planned development will make public transport access a central concern for residents and ratepayers.
34. One location of interest for the future is Maymorn. Maymorn Station is currently an anomaly being a 'Wairarapa Line station' but sited in the peri-rural area north of Upper Hutt City before the entrance to the Remutaka Tunnel. The area around Maymorn has been considered for its housing development for some time with zoning work for green field development in the area advancing in recent months.
35. Future increased demand for services from Maymorn Station will require some redevelopment of the site. An opportunity for some limited scale TOD in this location is worthy of consideration and, depending on the scale of development in the area and northern Upper Hutt generally, consideration of the extension of the urban electrified network to Maymorn in the long term.
36. Officers will continue to discuss potential TOD opportunities with Upper Hutt City Council (UHCC) through 2022.

Hutt City Council

37. Two locations have been identified for initial TOD programme focus; Waterloo and Naenae Stations.
38. Like Porirua Station, Waterloo is specifically identified in the RPTP as a priority focus for development and, like Porirua, ranks extremely high against all criteria set out in paragraph 19 including significant land holdings by Greater Wellington. The station is one of the most important and busiest stations on the public transport network with frequent express services at peak and one of the three Hutt Valley stations serviced by the Wairarapa services. LNIRIM will only increase potential passenger uplift from Waterloo in the coming decade.
39. The current station infrastructure is challenging and provides a less than ideal customer experience for able-bodied passengers and considerable challenges for accessibility. The station roof is in poor condition with significant maintenance needed within the next five years. Dependent on an upcoming condition assessment, upgrades to the station will need to be factored the next long term plan.
40. This renewal priority provides an ideal opportunity to prioritise Waterloo redevelopment from a TOD perspective, with a concept focus on a development that can better integrate Waterloo into Hutt City's urban form, and enhance multi-modal access to the public transport network. Previous commercial approaches to Greater

Wellington have highlighted the development potential for the site and the immediate area adjacent to it.

41. Naenae is another Hutt Valley station that presents significant challenges and opportunities. Access to Naenae Station is less than ideal from both infrastructure and personal safety perspectives and has long been a focus of community concern. An oral submission by Team Naenae Trust to the Committee for the RPTP hearings 20-22 April 2021 highlighted community support for redevelopment of the station area to provide safer access to public transport and to other key facilities in the area including Naenae Intermediate and Naenae College.
42. Redevelopment of the subway, or development of a new overbridge as has been suggested, would, on their own be costly undertakings. However, development of the site from a TOD perspective potentially brings much greater urban development outcomes for the township and neighbouring Taita.
43. Apart from the infrastructure challenges, current property ownership presents challenges to redevelopment of the area. This can potentially be resolved through a local and central government-led partnership approach for the area that emphasises development that delivers an accessible and enjoyable solution for the community and contributes to sustainable urban development in the community.
44. Officers consider Waterloo another 'first cab off the rank' for inclusion in the TOD work programme, with Naenae as a second phase consideration project, and will, on Committee approval, continue discussions with Hutt City Council (HCC) and other partner agencies on the TOD programme in Lower Hutt. Officers will hold a workshop in February 2022 to further explore the identified opportunities and consider partnership options to take the programme forward.

Wellington City Council

45. Wellington City Council (WCC) has initiated a project around the Johnsonville town centre that looks to align the planning and delivery of investments in Johnsonville by local, regional and central government as well as the private sector and key stakeholders. This will include the opportunity to develop greater intensity and different types of urban development and to deliver a well-functioning area with more housing, services and employment opportunities, transport and amenity.
46. Metlink officers are working closely with WCC to develop Long Term Functional Requirements for public transport in the Johnsonville area, particularly concepts on integration of the train station and bus service hub into the future Johnsonville Mall redevelopment. Current considerations are focused on the future (out to 2041) public transport service and capacity requirements that will result from National Policy Statement-Urban Development (NPS-UD)-driven urban intensification in Johnsonville township and new services to and from new green field developments in the Upper Stebbings Valley, Glenside West and Lincolnshire Farms areas.
47. The draft Long Term Functional Requirements consider provision of a second rail platform and other infrastructure to increase future rail capacity, and growth of bus layover and turning infrastructure, for increased bus service provision in the coming two decades. The functionality of the development to increase customer access to public

transport and customer experience is a key focus for Metlink's input to the WCC-led work.

48. Officers will continue to work with WCC through 2022 and beyond to integrate public transport further into urban development in Johnsonville.

Ngā hua ahumoni

Financial implications

49. Metlink has a small budget to commence TOD work in the current 2021/22 Financial Year (FY) and officers are working to include in the 2022/23 Annual Plan \$250,000 for 2022/23 FY and \$500,000 for 2023/24 FY. This budget will only enable initial scoping and planning work for the identified locations including Greater Wellington's contributions toward commissioning of initial concept designs.
50. TOD across the region will require a significant commitment from Council through the 2024-34 Long-Term Plan. Officers will work towards developing TOD partnership funding models and costs for inclusion in the 2024-34 Long-Term Plan and in the Regional Land Transport Plan 2021 mid-term review.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

51. "Locations with least current and future impact from natural hazards and climate change" is one of the evaluation criteria used to determine priority locations for TOD development.
52. As outlined in the principles in paragraph 8, sustainable development will underpin the projects. More specific climate change considerations will be outlined in future reports once more concrete development plans have been developed.

Te hiranga

Significance

53. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*.
54. Initiating TOD scoping is considered to be of low significance currently as no concrete development plans for individual sites have yet been adopted. Future decisions for individual locations and potential investment models are likely to be of high significance due to their potential impact on local communities and financing in the 2024-34 Long-Term Plan.

Te whakatūtakitaki

Engagement

55. Engagement on initial approaches to TOD in the Wellington Region have been discussed with stakeholders through Regional Growth Framework channels and through regular Greater Wellington transport meetings with individual territorial authorities.

Ngā tūāoma e whai ake nei

Next steps

56. Following approval, officers will commence planning for a series of regional TOD-focused workshops for early 2022 with key partners and stakeholders and the development of associated collateral including terms of reference.
57. Procurement process will be developed to secure professional services for concept design development for key TOD locations.
58. Direct engagement with agencies including Kainga Ora and Waka Kotahi will continue to further determine their role in the TOD programme and interests in particular locations. Officers will engage with New Zealand Trade and Enterprise to better understand approaches and models of engagement with potential international development and investment partners.
59. External legal and financial advice will be sought to give consideration to potential partnership models including the optimal shareholding and governance structure to give effect to TOD, and the particular model best suited to raise finance for each project.
60. Officers will report to the Committee on TOD programme progress through normal reporting channels and will seek further decisions and guidance relevant to developments at particular locations as needed.

Ngā kaiwaitohu

Signatories

Writer	Emmet McElhatton – Manager, Policy
Approvers	Tim Shackleton – Manager, Commercial, Strategy and Investment Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>TOD is a key activity in the RPTP, development and approval of which is a strategic priority for the Committee.</p>
<p><i>Implications for Māori</i></p> <p>Iwi across the Wellington Region are potential key stakeholders for housing-related developments that may eventuate from the activities covered under this report.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>TOD is a key activity in the RPTP which was adopted by Council on 29 June 2021. The programme of work developed under the TOD work programme will lead to a consolidated funding bid for TOD development in the 2024-34 Long Term Plan and Regional Land Transport Plan 2021 mid-term review.</p>
<p><i>Internal consultation</i></p> <p>Metlink has consulted with the Regional Transport department and with the Wellington Regional Leadership Committee secretariat on matters covered in this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks currently arising from this report.</p>

Transport Committee
25 November 2021
Report 21.503



For Information

MODESHIFT TARGETS: METLINK PROJECT CONTRIBUTIONS

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on Metlink project contributions to modeshift targets.

Te tāhū kōrero

Background

2. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) sets out the following strategic focus area:
 - a. Mode Shift: Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2031, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction.

Te tātaritanga

Analysis

3. There are a number of key Metlink projects that will support modeshift; these projects will also produce wider benefits to improve the network, increase resilience and cater for increased patronage.
4. An outline of Metlink project contributions to modeshift targets will be presented to the Committee at this meeting. A copy of the presentation is attached as [Attachment 1](#) to this report.

Ngā tūāoma e whai ake nei

Next steps

5. Officers will provide annual updates to this Committee.

Ngā āpitihanga

Attachment

Number	Title
1	2031 Mode Shift Targets – Public Transport Project Contributions

**Ngā kaiwaitohu
Signatories**

Writer	Craig Fairhall – Principal Advisor Strategy, Metlink
Approver	Tim Shackleton – Manager, Commercial, Strategy and Investments Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>It is appropriate for the Committee to receive updates from Metlink on Metlink's project contributions to modeshift targets, in order to assist in the Committee's review of the implementation of the Wellington Regional Public Transport Plan 2021.</p>
<p><i>Implications for Māori</i></p> <p>There are no known implications for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The update contributes to the delivery of the Wellington Regional Public Transport Plan 2021.</p>
<p><i>Internal consultation</i></p> <p>There was no internal consultation required.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

2031 MODE SHIFT TARGETS

Public Transport Project Contributions

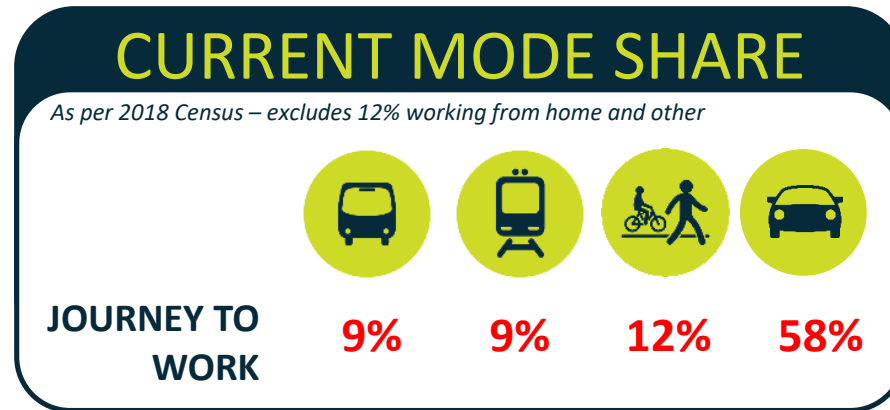
25 NOVEMBER 2021
Transport Committee
Craig Fairhall, Principal Advisor Strategy



BACKGROUND / AIMS

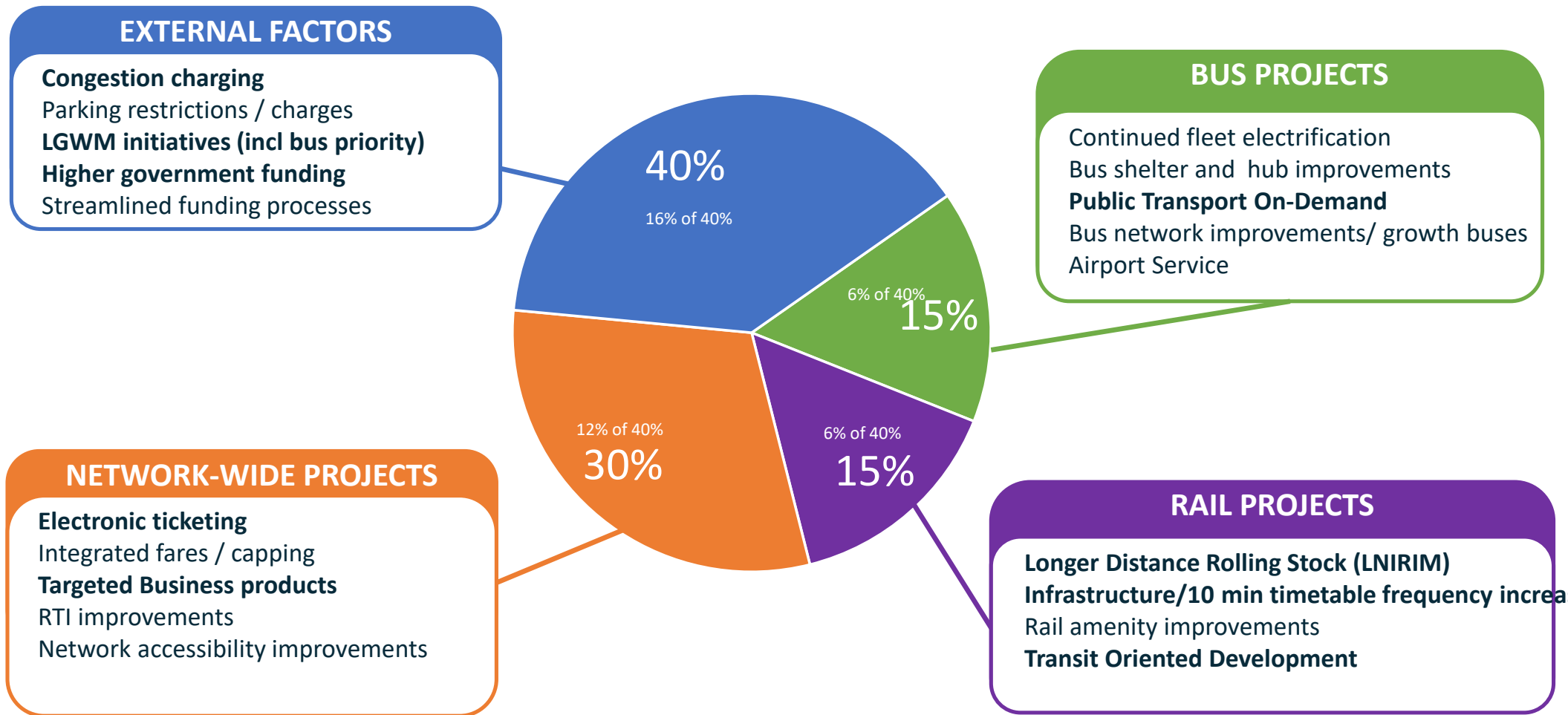
Attachment 1 to Report 21.503

- **GW mode shift Target (per LTP 2021-31):** 40% increase in PT and active mode use by 2030
- **Metlink contribution:** 40% increase in per capita PT trips by 2030 (equates to 33m in 2019/20 to 50m in 2030/31)
- **Is it achievable?:** Yes – however requires a number of major Metlink investment projects as well as Local and Central Government interventions



PROJECT CONTRIBUTIONS TO 40% MODE SHIFT

Attachment 1 to Report 21.503



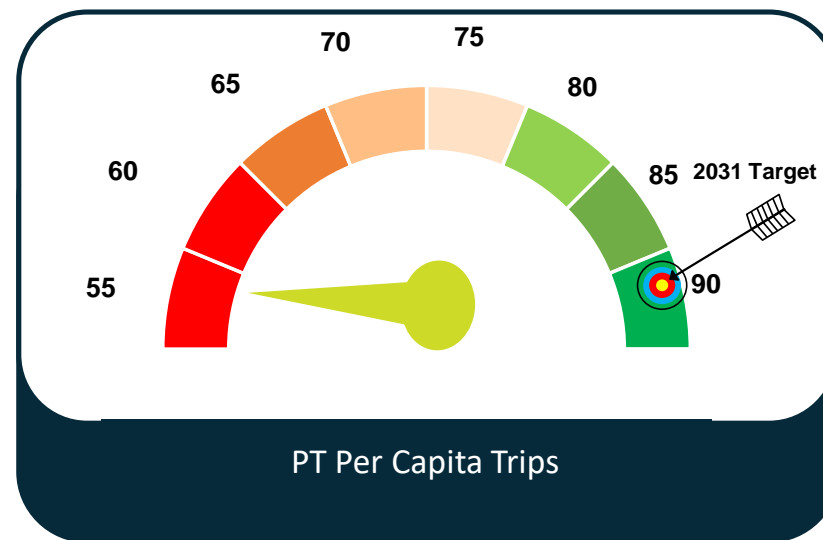
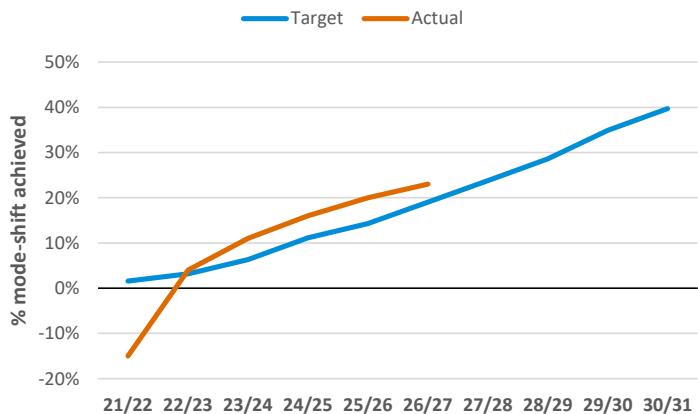
METLINK MODE SHIFT DASHBOARD – DRAFT EXAMPLE

Attachment 1 to Report 21.503

Metlink Mode Shift Project Contributions - Forecast vs Actual

Year	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31
Total patronage (p.a)	28M	35M	38M	40M	42M	43M	44M	46M	48M	50M
Mode shift target Patronage (per capita)	64	65	67	70	72	75	78	81	85	88
Actual Patronage (per capita)	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

MODE SHIFT EXAMPLE



**Transport Committee
25 November 2021
Report 21.502**



For Information

CUSTOMER SATISFACTION SURVEY RESULTS

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on the 2021 customer satisfaction survey results for the public transport network.

Te tāhū kōrero

Background

2. In May and November every year, Metlink commissions independent surveys of Metlink customers' experiences of public transport in the Region.
3. The surveys help us identify and prioritise improvements for customers, and are also part of reporting requirements to Waka Kotahi NZ Transport Agency (Waka Kotahi) and Greater Wellington Regional Council (Greater Wellington).
4. The survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience overtime.
5. The May 2021 survey was postponed until July 2021 when the Wellington Region had returned to COVID-19 Alert Level 1 restrictions, and the risk of industrial action by drivers on the Metlink bus network was mitigated.
6. 3,221 customers participated in the survey across 230 trips across all modes. The survey has a maximum margin of error of 1.7%.
7. This was the first full annual survey conducted since November 2020.

Te tātaritanga

Analysis

8. Results of the July 2021 customer satisfaction survey show that customer satisfaction with the trip (that respondents were travelling on when surveyed) remains consistently high and on par with previous high scoring surveys.
9. Customer satisfaction with the trip was at 93 percent; only a one percent decrease from the November 2020 result. Satisfaction scores dropped slightly for bus, but rail continued to perform strongly achieving a score of 95 percent. This is the highest survey score rail has received for satisfaction with the trip for the second year running.
10. The strongest performing service attributes across all modes included people's perceptions of personal security during their trip (96 percent), ease of getting on/off

the vehicle (94 percent), and the condition of vehicle (94 percent). Overall, satisfaction with stops/stations/wharves and vehicles improved to 95 percent (from 94 percent in November 2020).

11. There was a notable decline in satisfaction with ‘services being on time’ for Wellington City and Hutt Valley bus services, from 77 percent to 72 percent. This was most likely influenced by the high rate of bus cancellations that communities within Wellington City and Hutt Valley had been experiencing over this time, primarily due to bus driver shortages. This is also likely to have influenced a drop in satisfaction with Wellington’s public transport system.
12. Perceptions of satisfaction with Wellington’s public transport system dropped to 77 percent (six percent down from November 2020). This was reinforced by a decline in the number of customers likely to recommend Metlink services, which dropped for services to 80 percent (from 89 percent in November 2020).
13. Perceptions of reliability also influence perceptions of the quality of information customers receive. Satisfaction with public transport information dropped to 79 percent (from 85 percent in November 2020).
14. Since the survey was undertaken, bus network reliability has significantly improved because of the introduction of new timetables for NZ Bus and Tranzurban services where the bus driver shortages and cancellations mostly occurred. We expect to see a corresponding improvement in satisfaction in the next survey.
15. Similarly, Metlink continues to focus on improving the other lower performing service attributes relating to information about disruptions, convenience of paying and provision of shelter. Initiatives include ongoing improvements to the Metlink website and app, improvements to real-time information, on-bus announcements, the addition of bus shelters and piloting of Snapper payment on the Johnsonville Line.
16. Customer satisfaction with Metlink’s COVID-19 response remains high at 88 percent (only a two percent decline since November 2020).

Key measures over time

17. The chart below summarises the key customer satisfaction measures over time.

	Over-all			Bus			Rail			Ferry		
	May '19	Nov '20	Jul '21	May '19	Nov '20	Jul '21	May '19	Nov '20	Jul '21	May '19	Nov '20	Jul '21
The trip % satisfaction	87	94	93	87	94	92	89	95	95	99	99	94
PT system % satisfaction	69	83	77	66	83	75	75	84	81	72	90	80
Recommending PT % likelihood	75	89	83	70	88	80	82	91	89	84	92	88
Stop/station/wharf % satisfaction	91	93	94	89	93	93	94	95	95	94	84	95

PT information % satisfaction	73	86	79	69	86	75	81	88	84	76	85	82
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Ngā tūāoma e whai ake nei

Next steps

18. The full Passenger Satisfaction Survey results are available on the [Customer Satisfaction Survey](#) page on the Metlink website.

Ngā kaiwaitohu

Signatories

Writer	David Boyd – Manager, Customer Experience
Approvers	Bonnie Parfitt – Manager, Metlink Network and Customer Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>“Reviewing performance trends related to public transport activities” is a specific responsibility set out the Committee’s Terms of Reference.</p>
<p><i>Implications for Māori</i></p> <p>There are no implications for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Certain performance measures in Greater Wellington’s Long-Term Plan 2021 - 2031 relate to matters reported on in the operational performance report.</p>
<p><i>Internal consultation</i></p> <p>No other departments were consulted in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p>

Transport Committee
25 November
Report 21.505



For Information

PUBLIC TRANSPORT PERFORMANCE – SEPTEMBER 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

Operational performance

2. Metlink now has access to a growing array of information that helps to better appreciate and understand the performance of its public transport network.
3. Over time, Metlink looks forward to continue to strengthen our insight, expertise, and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for September 2021. Results for October 2021 are not available at the time of writing this report. October 2021 results will be tabled at this Committee meeting (25 November 2021).

Te tātaritanga

Analysis

Operational performance

6. In this reporting period, the Wellington region moved to Alert Level 3 at 11.59pm on 31 August 2021 and then shifted down to Alert Level 2 at 11.59pm on 7 September 2021 (where it has remained).

Bus performance

7. Bus passenger boardings for September 2021 were 1.2 million. Under Alert Levels 3 and 2, monthly boardings were lower than usual. Boardings over the month were 69.6 percent of September 2020 boardings. August 2021 boardings were 63.3 percent of boardings for the same month in 2020.

8. The reliability metric is a measure of services deemed to have run. Reliability for September 2021 was 98.0 percent and punctuality 95.5 percent, compared to August 2021 results of 96.0 percent and 94.9 percent respectively.
9. Bus revenue for the month of September was \$2.1 million, which was 74.2 percent of September 2020 revenue. This compares to August 2021 being 71.8 percent of revenue for the same month in 2020.

Rail performance

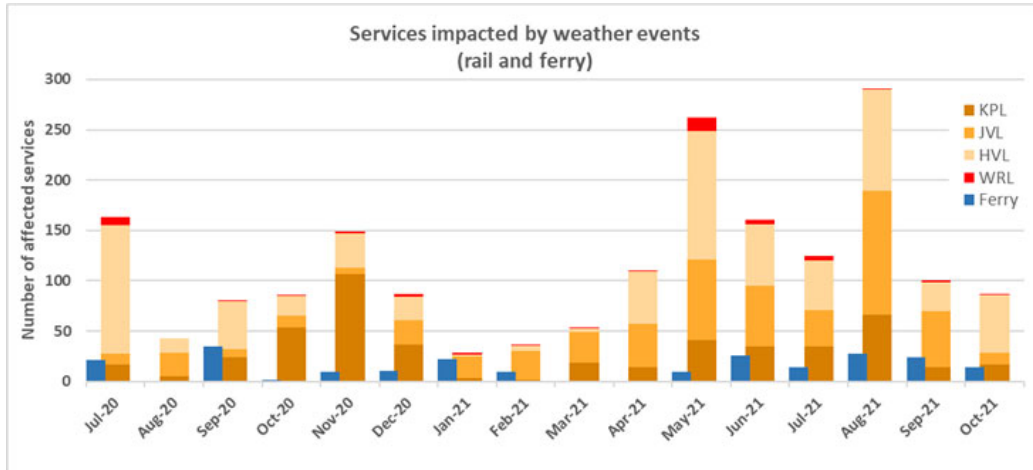
10. Rail passenger boardings for September 2021 were 0.5 million. Boardings over the period were 59.3 percent of September 2020 boardings. This compares to August 2021 boardings being 66.7 percent of boardings for the same month in 2020.
11. Reliability in September 2021 was 97.5 percent compared to 86.1 percent in August 2021, while punctuality was 91.0 percent, compared to 89.5 percent in August 2021.
12. A damaged signal cable, some signal faults, and the closure of Ngauranga Station for a day due to high waves rolling over the rail lines, affected reliability this month.
13. Rail revenue for the month of September was \$3.4 million, which was 39.5 percent of September 2020 revenue. This compares to August 2021 being 67.2 percent of revenue for the same month in 2020. Rail fare revenue does not always match the month of travel – for example, monthly tickets and passes are purchased in advance – and it should be noted that during this time Metlink was honouring monthly passes from earlier months in recognition of the impact that the changes in Alert Levels had on customers' use of (and inability at certain stages to use) the network.

Ferry performance

14. Boardings for September 2021 were 69.6 percent of boardings for the same month in 2020. In August 2021, boardings were 63.3 percent of boardings for the same month last year.
15. At Alert Level 3 the Ferry did not operate.
16. 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 ferry services.

Impact of weather events on Metlink's public transport services

17. At its 14 October 2021 meeting the Committee requested that officers provide data on the number of weather-related incidents affecting services.
18. Metlink does not hold data on the impact of weather events on bus operations.
19. For rail services, Metlink has data on the total number of services impacted by weather events (i.e., were either late or cancelled and hence did not meet reliability and/or punctuality KPI) since July 2020 by line.
20. For Harbour Ferry services, Metlink has data on the number of weather-related cancellations.
21. The table below provides the relevant data:



Ngā āpitihanga

Attachments

Number	Title
1	Metlink performance report – September 2021

Ngā kaiwaitohu

Signatories

Writer	Andrew Myers – Manager, Technology and Data Matthew Lear – Manager, Network Operations
Approvers	Fiona Abbott – Manager, Assets and infrastructure Melissa Anderson – Manager, Operations and Partnership Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>“Reviewing performance trends related to public transport activities” is a specific responsibility set out the Committee’s Terms of Reference.</p>
<p><i>Implications for Māori</i></p> <p>There are no implications for Māori.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Certain performance measures in Greater Wellington’s Long-Term Plan 2021 - 2031 relate to matters reported on in the operational performance report.</p>
<p><i>Internal consultation</i></p> <p>No other departments were consulted in preparing this report.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p>

Metlink performance report



September 2021 – for the GWRC Transport Committee

This report contains a summary of key information for September 2021. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

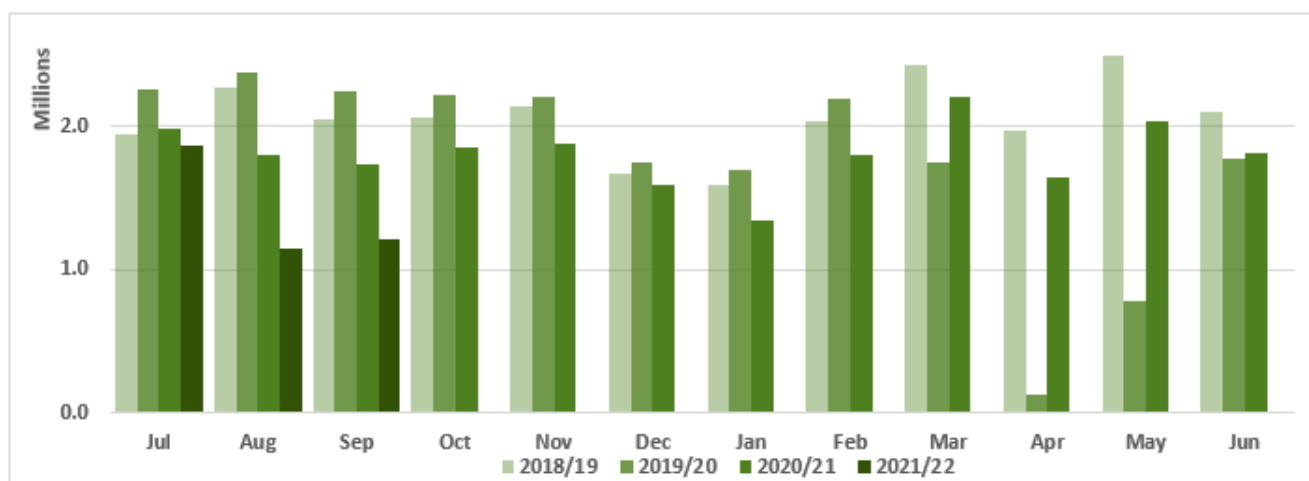
Full monthly performance reports are available under ‘Performance of our network’ on the Metlink website: <https://www.metlink.org.nz/>

Patronage

In September 2021 we operated in Alert Levels 3 and 2, and saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under Alert Levels 3 and 2, September bus passenger boardings were 30.4% lower than the same month last year and 23.6% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



By area for Sep

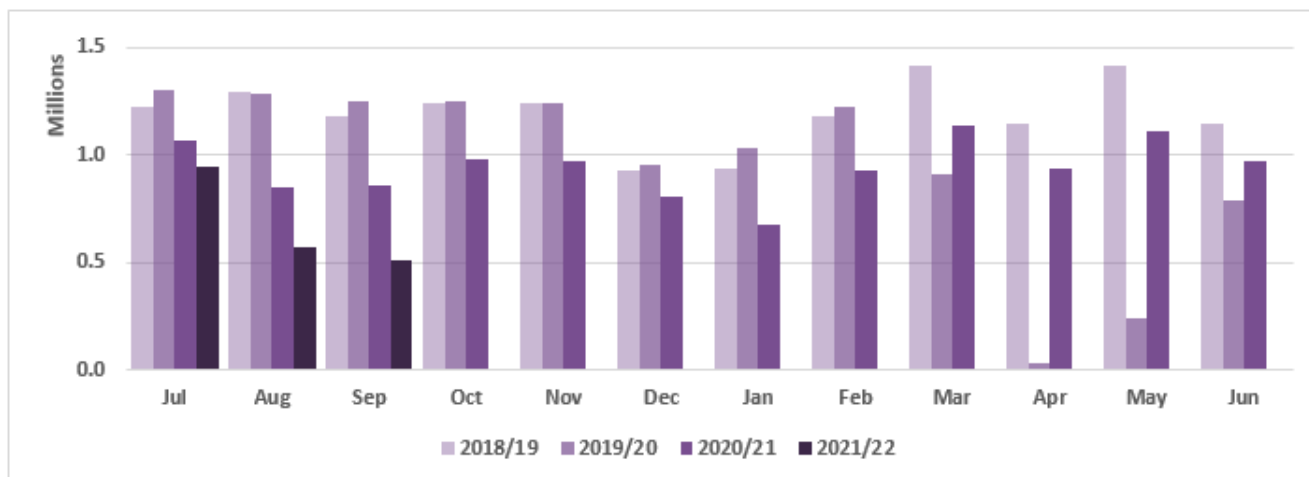
	Sep-21	Sep-20	% Change
Wellington	851,309	1,246,210	-31.7%
Hutt Valley	255,835	352,752	-27.5%
Porirua	54,433	75,795	-28.2%
Kapiti	36,819	46,885	-21.5%
Wairarapa	8,919	12,950	-31.1%
Total	1,207,315	1,734,592	-30.4%

By area - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Wellington	3,092,423	3,993,923	-22.6%
Hutt Valley	816,977	1,103,267	-25.9%
Porirua	170,286	236,560	-28.0%
Kapiti	107,950	142,996	-24.5%
Wairarapa	28,356	39,401	-28.0%
Total	4,215,992	5,516,147	-23.6%

Rail Passenger boardings

Under Alert Levels 3 and 2, September rail passenger boardings were 40.7% lower than the same month last year, and 27.0% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).



By line for Sep

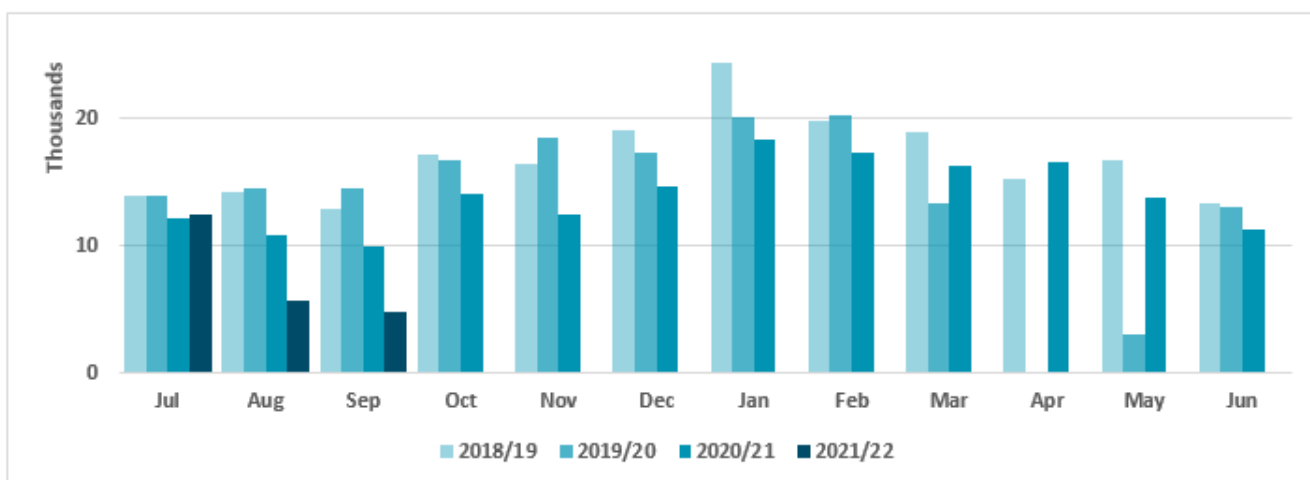
	Sep-21	Sep-20	% Change
Hutt Valley	214,535	359,574	-40.3%
Kapiti	209,558	355,439	-41.0%
Johnsonville	57,202	91,267	-37.3%
Wairarapa	24,671	47,353	-47.9%
Total	505,966	853,633	-40.7%

By line - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Hutt Valley	898,550	1,161,506	-22.6%
Kapiti	795,409	1,159,536	-31.4%
Johnsonville	209,235	290,874	-28.1%
Wairarapa	112,410	150,807	-25.5%
Total	2,015,604	2,762,723	-27.0%

Ferry Passenger boardings

Under Alert Levels 3 and 2, September ferry boardings show a decrease of 51.4% on the same month last year, and a 30.8% decrease for the year to date. There were no ferry services under Alert Levels 4 and 3, and weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



For Sep

	Sep-21	Sep-20	% Change
Total	4,824	9,932	-51.4%

Year to date (Jul - Sep)

	2021/22	2020/21	% Change
Total	22,832	32,984	-30.8%



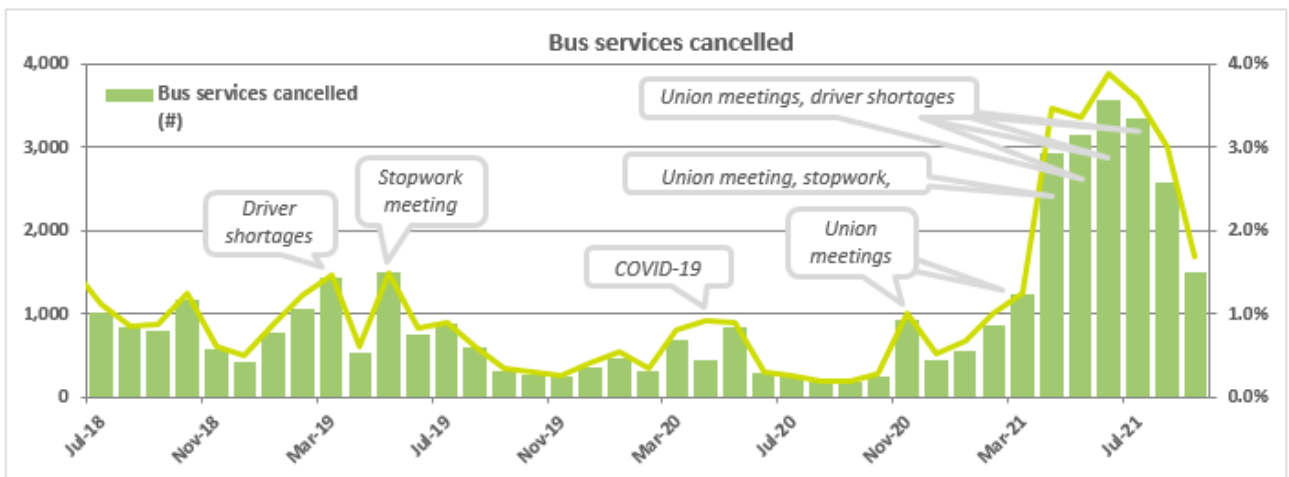
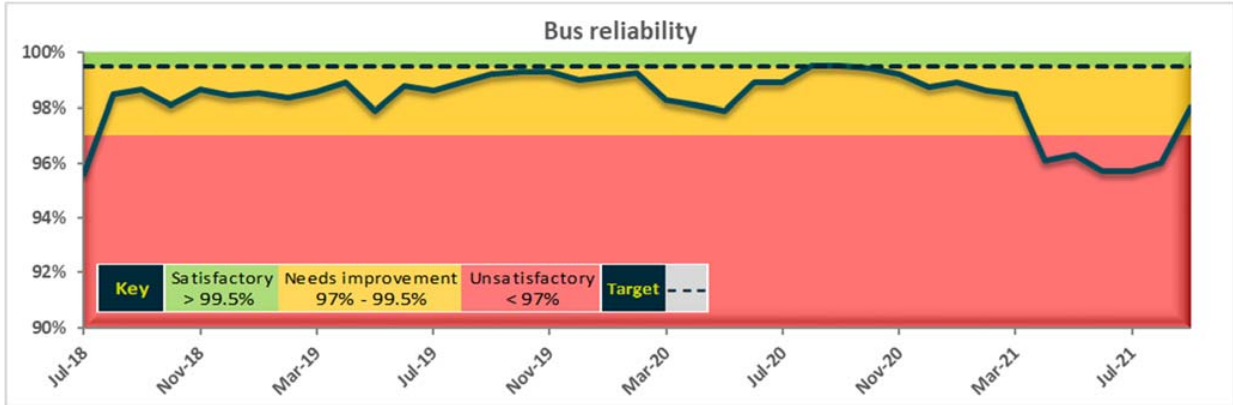
Bus service delivery

Reliability

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

In September, 98.0% of bus services were delivered, and 96.5% for the year to date. *NB: reliability in September is for 12th to 30th only – under Alert Level 3 from September 1st, our systems were not aligned to the timetables that were being run and reliability could not be measured.*

Reliability this month remained stable through Alert Level 3, but then continued to be affected by service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley.

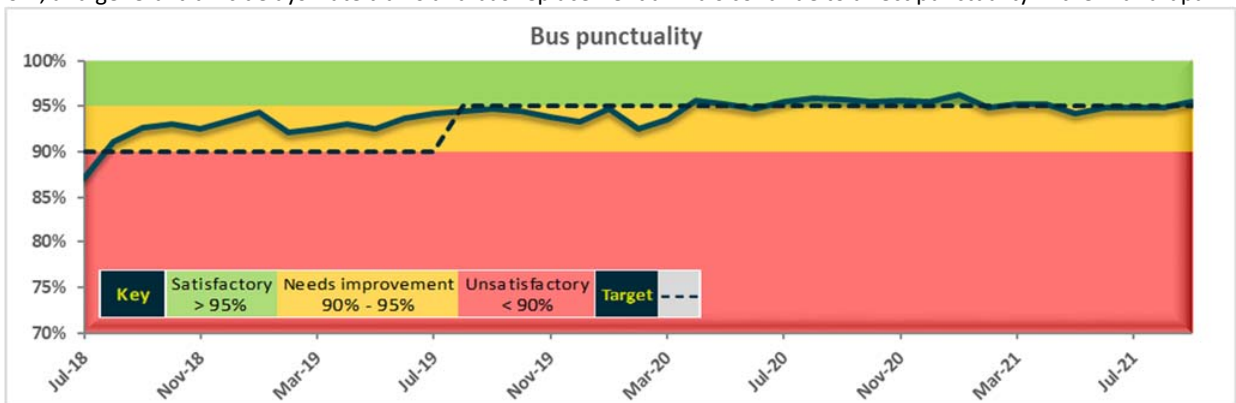


Punctuality

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

Bus service punctuality was 95.5% in September, and 95.1% for the year to date. *NB: punctuality in September is for 12th to 30th only – under Alert Level 3 from September 1st, our systems were not aligned to the timetables that were being run and punctuality could not be measured.*

This month, on return to Alert Level 2, punctuality was affected by roadworks at Kenepuru, smaller roadwork events across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.





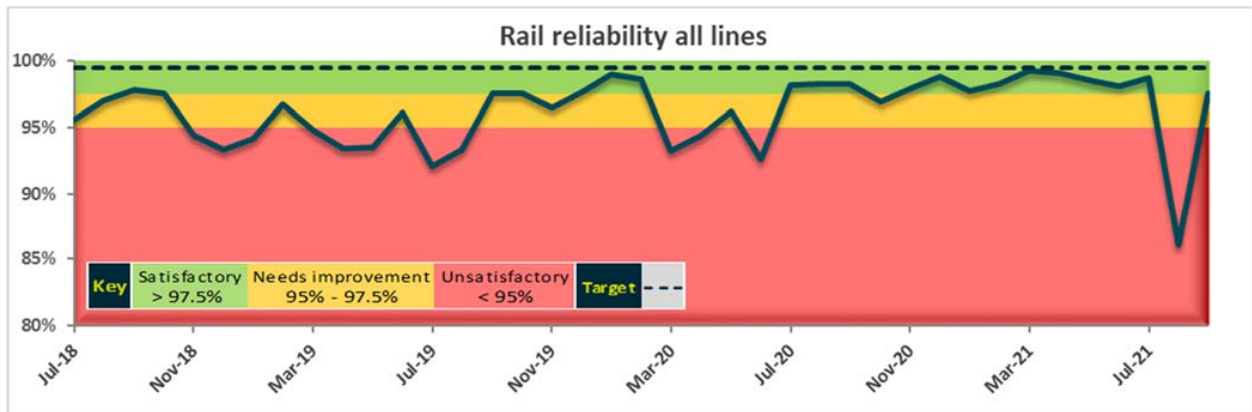
Rail service delivery

Reliability

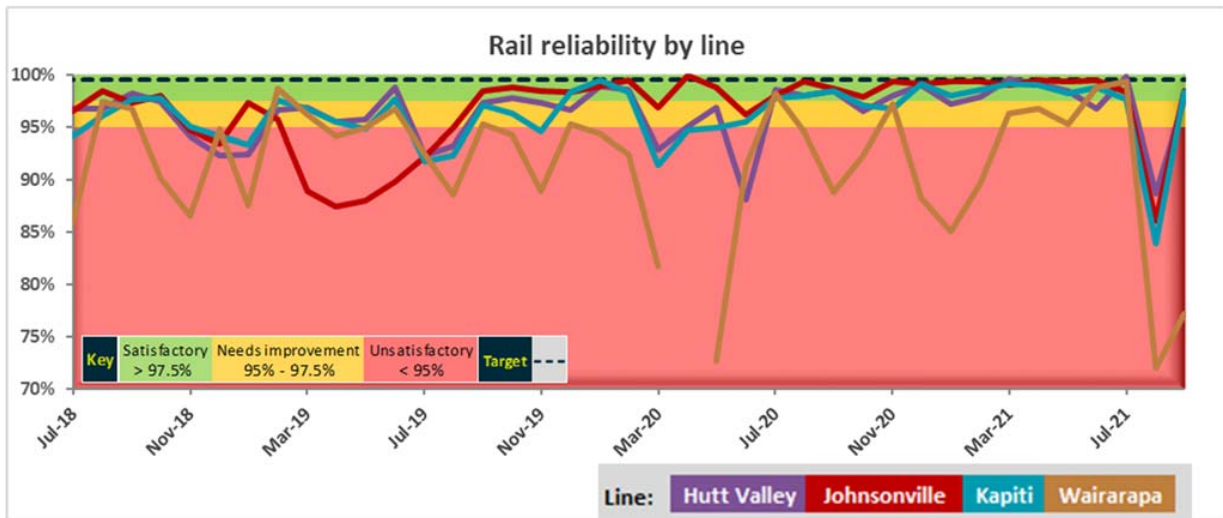
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 97.5% in September and 94.5% for the year to date.

This month a damaged signal cable affected reliability, with all Wairarapa services being bus replaced from 8th to 10th. Other issues were signal faults affecting the Johnsonville and Hutt Valley lines (19th and 21st respectively), and the closure of Ngauranga Station on the 16th due to high waves rolling over the rail lines.



The following graph shows reliability by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.

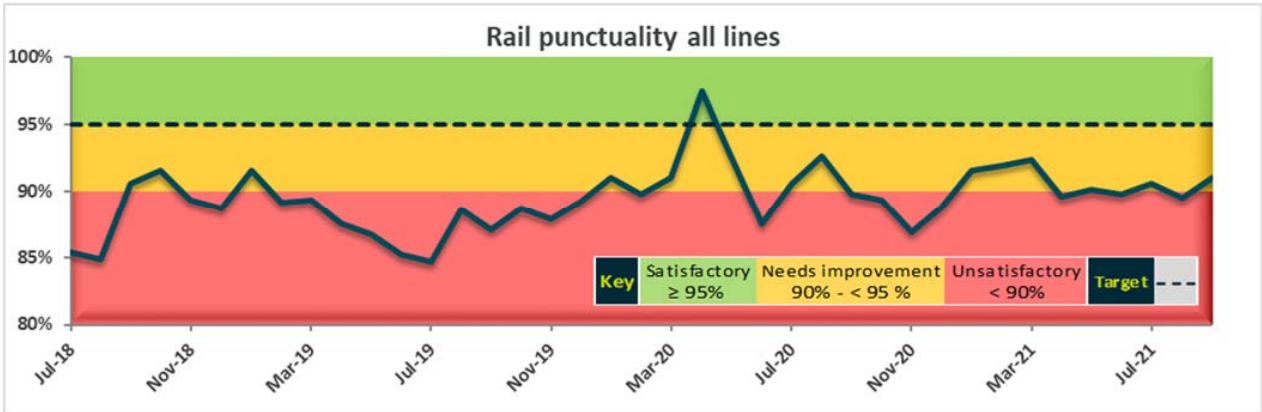


Punctuality

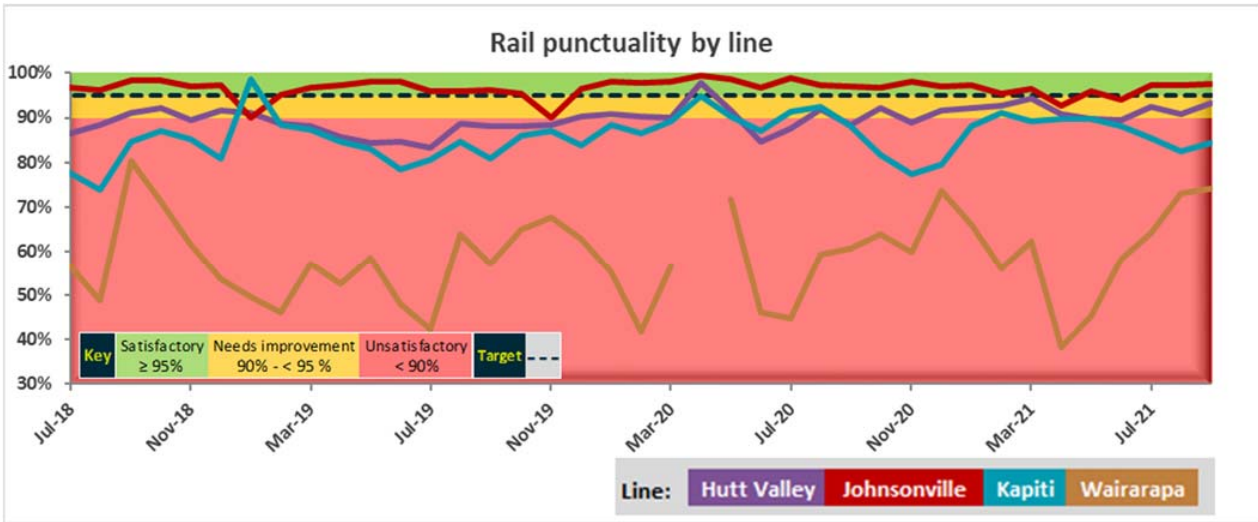
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for September was 91.0% and 90.4% for the year to date.

Speed restrictions continue to affect punctuality on the Kapiti and Wairarapa Lines.



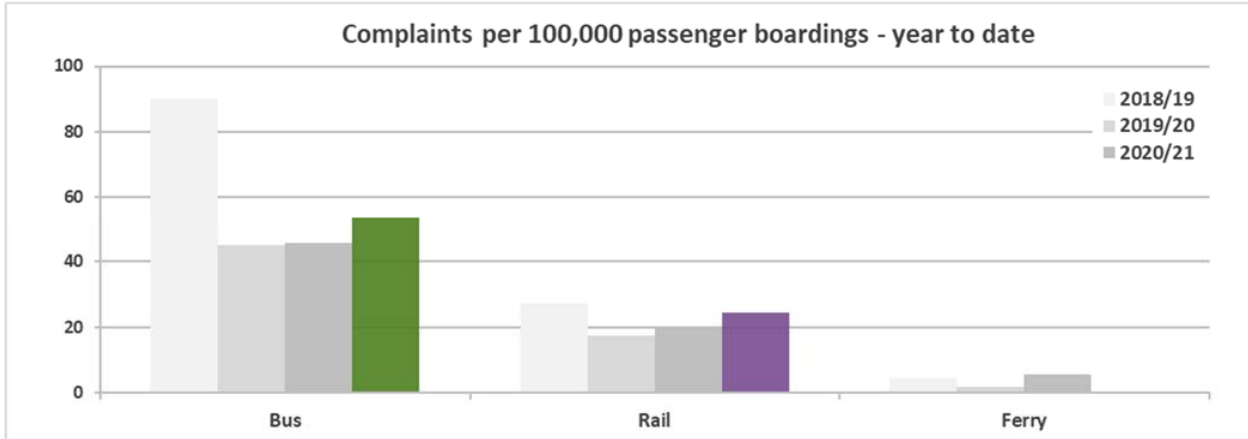
The following graph shows punctuality by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



Complaints

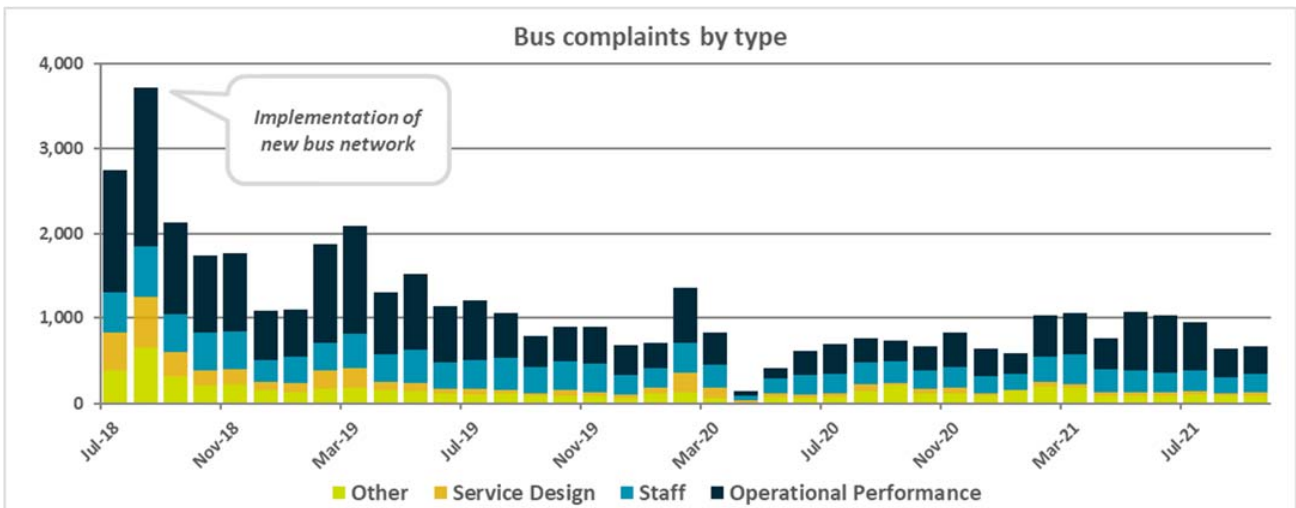
Complaints volume

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 any other mode.



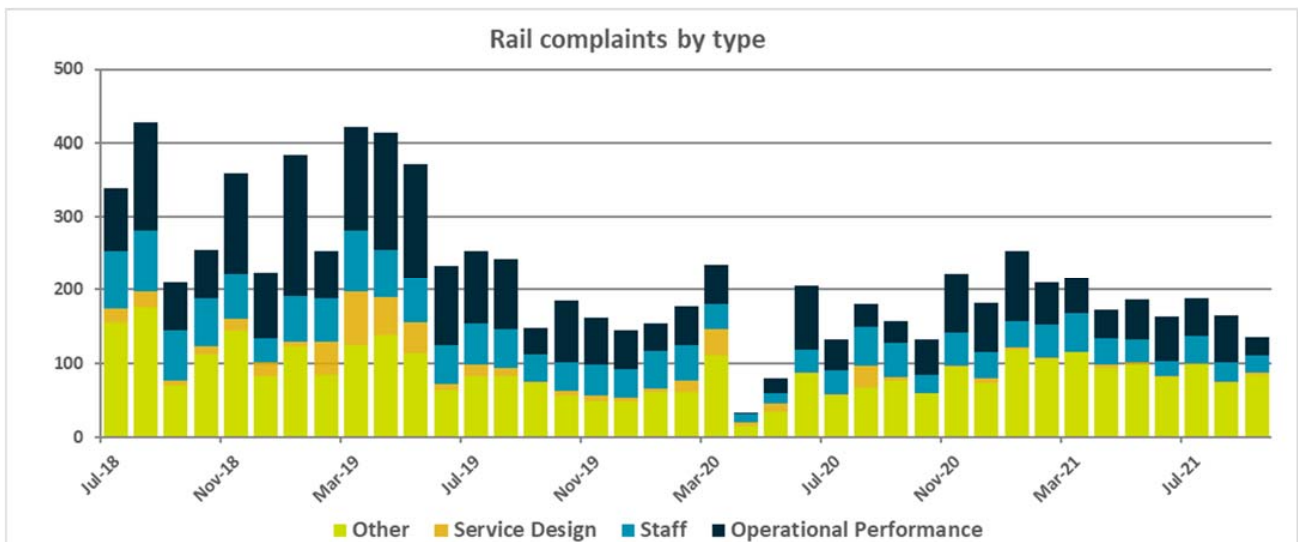
Bus complaints

Bus complaints for the month were 8.6% lower than in September last year, and 3.4% higher for the year to date.



Rail complaints

Rail complaints for September were 14.0% lower than the same month last year, and 3.8% higher for the year to date.



Transport Committee
25 November 2021
Report 21.504



PUBLIC TRANSPORT ADVISORY GROUP MEETING – 23 SEPTEMBER 2021

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 23 September 2021.

Te tāhū kōrero

Background

2. On 27 February 2020, Council 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 Terms of Reference for the Advisory Group provide that:
 - a The Chairperson shall be determined by the Advisory Group
 - b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting
 - c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group's most recent meeting occurred on 23 September 2021.

Meeting agenda and matters considered by the Advisory Group

5. Due to COVID-19 uncertainty, this Advisory Group meeting was changed to an Advisory Group update session – out of scope of the Terms of Reference. Its purpose was to give the members an update on topical issues and projects, and have a general Q & A.
6. Topics included:
 - a Night services (previously workshopped with PTAG)
 - b Let's Get Wellington Moving second spine feedback (previously workshopped with PTAG)
 - c Accessibility Strategy (will be workshopped with PTAG at 23 November PTAG meeting)
 - d Snapper on Rail (previously workshopped with PTAG)
 - e Tranzurban and NZ Bus Timetable Changes

- f Industrial relations/driver shortages
- g EV buses and ferry
- h Future rail milestones / Lower North Island Rolling Stock
- i National Ticketing Solution
- j COVID

Any matters to raise with the Transport Committee

7. No matters raised.

Ngā kaiwaitohu

Signatories

Writers	George Cook – Community Engagement Advisor David Boyd – Customer Experience Lead
Approvers	Bonnie Parfitt – Manager, Metlink Network and Customer Scott Gallacher – General Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group

He whakarāpopoto i ngā huritaonga Summary of considerations
<p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>It is appropriate for the Committee to receive updates from the Advisory Group, to help Council oversee the development, review and implementation of public transport related strategies, policies and initiatives.</p>
<p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report but there may be implications arising from the Advisory group’s work programme.</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 Long Term Plan 2021-31- “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>