



Te Mahere Waka Whenua
Tūmatanui o te Rohe o Pōneke
Wellington Regional Public Transport Plan

2021-2031



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He Kupu nā te Tiamana

Chair's Message

The Wellington region is the third largest region in New Zealand with a population of approximately 530,000. Our region has seen stronger than predicted population growth over the past two decades with further growth of up to 200,000 forecasted for the next 30 years. An expanded population will bring economic development and changes to where we live, learn, work and play.

Higher urban density in Wellington and Porirua Cities and the Hutt Valley, and increasing residential growth in the Wairarapa and north of Waikanae, will place increasing demands on regional transport. For this growth to be sustainable, and to ensure we achieve our goals of improving safety, access and reducing emissions, Greater Wellington and its regional and central government partners will need to continue to invest in public transport infrastructure and services.

The Wellington region already has the highest per capita public transport patronage of any metro area in New Zealand, and one of the highest rates in Australasia. The programme of work outlined in this plan will build on Wellington's strong public transport culture, investing for more frequent, higher-capacity peak and shoulder services on the core network and better connections in and between the different residential, retail and employment hubs across the region.

Effective investment will be critical in achieving our goals of improved customer experience, encouraging people away from private vehicle use (mode shift) and decarbonisation of the public transport fleet. Our focus is on affordable investments that deliver the most tangible benefits for all people across our region.

The next stage of our public transport journey comes off the back of significant changes to how our services are delivered and operated across the region, particularly since the major changes of 2018. While the 2018 operational model change was a steep learning curve, I believe we have emerged as a stronger and more agile public transport authority since then. This is notably illustrated through significant improvements in on-time services and customer satisfaction levels, and in our deft response to COVID-19.



This plan has been developed during the COVID-19 pandemic and our regional response to it. Public transport was deemed by central government to be an essential service and Council, our operators and their staff worked tirelessly throughout the period to continue to provide services while prioritising the health, safety and wellbeing of our workforce and the public.

The record patronage growth we were on track to achieve during the 19/20 financial year was dramatically impacted by the pandemic response measures. We substantially increased vehicle cleaning, introduced driver safety measures and, with considerable financial support from central government through Waka Kotahi NZ Transport Agency, made public transport free of charge.

Since coming out of lockdown, we've seen higher and quicker than anticipated patronage recovery, a testament to the value our residents place in the Metlink public transport network.

Over the coming decade, as highlighted in this plan, we have an exciting programme of public transport improvements planned with our regional and central government partners. A key priority is Let's Get Wellington Moving.

It's programme of multi-modal access to, within and around the area from Ngauranga Gorge through the city, access to the port, and connections to the central city, Wellington Regional Hospital, and the east and south will deliver immense social and economic benefits to all residents of our region.

The Wellington Metro Rail Network is a key strategic asset and forms a significant focus for local and central government investment over the coming decade and beyond. Continuing to build capacity on the network while maintaining and improving safety, reliability and access will require the investment of hundreds of millions of ratepayers' and taxpayers' dollars.

Examples of the significant investments we are planning include: new rolling stock on the Wairarapa and Manawatū Lines and additional rolling stock on the Metro Rail Network; station upgrades and end of life replacements; and significant safety, resilience and access upgrades including level crossings, signals and the facilities at our stations. Our work on rail strongly complements and adds to Let's Get Wellington Moving.

For bus and ferry we will continue to show national leadership in meeting our climate change commitments through investment in electrification technology for all modes of public transport travel. Through early adoption of EV buses and ferries, Metlink will have one of the highest proportions of electric buses of any region in New Zealand. The Bus Network Review will continue to deliver improved services across the region. The National Ticketing Solution and enhanced Real Time Information will improve customer experience and deliver on our objective of a truly integrated and connected network.

Our work to provide a new bus service to Wellington Airport is important for regional connectivity and supports mode shift and travel choice for journeys to the airport.

We will continue to investigate how new and emerging technologies and transit-oriented development can increase our access to public transport. Supporting our drivers and frontline staff through a stronger, more direct relationship is a key focus for us.

We have had significant public engagement on this plan through our consultation process. The written submissions, public online meetings and in-person hearings demonstrated the central role public transport plays in the lives of people in our region.

This is an exciting time for public transport in our region. With the support of all our central and local government partners, our operators and our communities, we can continue to make informed decisions on public transport over the life of this plan and keep our extraordinary region thriving, connected, and resilient.



Daran Ponter,
Greater Wellington Regional Council Chair

He kupu nā te Tiamana o te Komiti Waka Transport Committee Chair's Message

Leading into the development of this Regional Public Transport Plan (RPTP), Greater Wellington Regional Council's Transport Committee was clear on the need to set ambitious high-level targets for public transport which would contribute towards our strategic priority of an efficient, accessible and low carbon public transport network.

We set out three strategic focus areas for the RPTP to focus on. These were:

- the RPTP activities would contribute to the regional target of a 40% increase in regional mode share from PT and active modes by 2030;
- we would focus on reducing public transport emissions by accelerating decarbonisation of the vehicle fleet; and
- we would continue to improve customer experience across all aspects of the network. In addition it was important to prioritise the safety and maintenance of the public transport network to encourage safe behaviours.

This plan has been developed with these strategic focus areas front of mind. The resulting RPTP sets out:

- our long-term goals and objectives for the Metlink public transport network;
- our strategic focus areas and the policies and actions that will help us achieve our goals; and
- the Metlink public transport services we are proposing to provide including our Total Mobility provision.

Public consultation on the draft of this plan in February and March 2021 resulted in over 2,750 written submissions on the draft RPTP, the majority of them from individual public transport users across our region. Councillor colleagues and myself were greatly heartened by the overwhelming support expressed for our strategic priorities, particularly the decarbonisation and mode shift objectives. While there was commentary on 'room for improvement', overall the submissions showed how important socially, economically and environmentally the Metlink public transport network is to our people and how we live, learn, work and play.



We held three days of public hearings on the RPTP in April 2021 with 50 speakers representing a wide range of community and business groups taking the time to present.

The speakers were passionate and informed public transport users and advocates and their points of view informed our deliberations which have resulted in this final RPTP.

We have much to do in the coming decade to achieve our decarbonisation, mode shift and customer experience goals and we look forward to continuing to work with central government, territorial authorities, other regional councils, our operators and our communities to deliver on this RPTP.

A handwritten signature in blue ink, appearing to read 'Roger Blakeley'.

Nga mihi
Roger Blakeley
Chair, Transport Committee

He Kupu Whakarāpopoto- Executive Summary

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information and infrastructure in the Wellington region. The RPTP has a ten-year strategic focus with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from mid-2021 to 2031.

Metlink is the Greater Wellington Regional Council (Greater Wellington) public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people within the Wellington region through a public transport network that stretches from Wellington north to Ōtaki and east to Masterton. It consists of 4 rail lines, more than 85 public bus routes, over 135 school bus routes, 4 harbour ferry stops and the Total Mobility scheme.

Greater Wellington works in partnership with Waka Kotahi NZ Transport Agency, KiwiRail and territorial authorities to plan and fund the region's public transport network. Greater Wellington also works with other regional councils like Horizons on inter-regional transport initiatives.

Metlink is focused on providing a great service to our communities across the region and on the welfare and wellbeing of our customers and staff, particularly our frontline staff and drivers.



He aha tā mātou e whai ana

What we want to achieve

Our strategic priority is to achieve an efficient, accessible and low carbon public transport network. Our key initiatives for public transport are centred on the three strategic priorities of mode shift, decarbonisation of the public transport fleet and improving customer experience.

For mode shift, we are focused on contributing 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, Wellington Regional Rail's Strategic Direction and Metlink's Smarter Connections Strategy. We will do this by:

- Providing a high quality, high capacity, high frequency core network
- Improving access to public transport
- Promoting behaviour change.

Our focus on reducing public transport emissions by accelerating decarbonisation of the public transport vehicle fleet will be achieved by:

- Driving environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
- Decarbonising the Metlink bus fleet by 2030
- Exploring ways to further decarbonise the Metlink rail and ferry fleet.

We are focused on continuing to improve customer experience across all aspects of the network by:

- Providing greater choice and flexibility for journey planning, fares and fare payment options
- Improving the accessibility of public transport for all users
- Improving information
- Improving shelter.

The RPTP 2021-31 refers to and supports a range of national and regional transport plans, programmes and initiatives including:

- The Wellington Regional Land Transport Plan
- Let's Get Wellington Moving
- The National Ticketing Solution
- Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift and the Wellington Regional Mode Shift Plan.

Strategic Priority	Efficient, accessible and low carbon public transport network		
Strategic Focus Areas	<p>Mode Shift:</p> <p>Contribute to the regional target of a 40% increase in regional mode share in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's GetWellington Moving and Wellington Regional Rail's Strategic Direction</p>	<p>Decarbonise Public Transport Vehicle Fleet:</p> <p>Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet</p>	<p>Improve Customer Experience:</p> <p>Continue to improve customer experience across all aspects of the network</p> <p>Prioritise the safety and maintenance of the public transport network to encourage safe behaviours</p>
Key Measures	<p>40% increase in mode shift to public transport by 2030</p>	<p>60% reduction in public transport emissions by 2030</p> <p>35% reduction in transport generated carbon emissions for the Wellington region by 2027</p> <p>40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030</p>	<p>Maintain a customer satisfaction rating of greater than 92% for the overall trip</p> <p>40% reduction in serious injuries on the public transport network by 2030</p>
Themes	<p>Provide a high quality, high capacity, high frequency core network</p> <p>Improve access to public transport</p> <p>Promote behaviour change</p>	<p>Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies</p> <p>Decarbonise the Metlink bus fleet by 2030</p> <p>Explore ways to further decarbonise the Metlink rail and ferry fleet</p>	<p>Greater choice and flexibility for journey planning, fares and fare payment options</p> <p>Improve the accessibility of public transport for all</p> <p>Prioritise safety through continuous improvements to both infrastructure and operations</p>

Me pēhea e tutuki ai ā mātou whāinga?

How will we achieve our goals?

We will provide a high quality, high capacity, high frequency core network by:

- Implementing the Regional Rail Strategic Direction investment pathway of regional rail service, rolling stock and infrastructure improvements by 2030
- Procuring and delivering Lower North Island regional trains
- Increasing rail timetable frequency up to ten minutes where practicable by 2030
- Working with the Let's Get Wellington Moving programme to provide mass rapid transit in Wellington City
- Working with the Let's Get Wellington Moving programme to deliver City Streets and implement the Bus Priority Action Plan
- Developing and investing in bus layover including a new Wellington City Centre bus layover depot by 2024.

We will improve access to public transport by:

- Improving multi-modal access to public transport hubs, including paid parking for Park and Ride through actions in our Smarter Connections Strategy (RPTP section 5.2)
- Continuing to improve public transport services through ongoing service reviews in line with growth across the Lower North Island
- Providing a service from Wellington Station to Wellington Airport
- Tailoring services to meet community needs including through demand responsive services
- Working with our regional partners to ensure urban form and new subdivisions can accommodate public transport.

We will promote behaviour change by:

- Promoting mode shift to public transport and active modes through the Let's Get Wellington Moving Travel Demand Management package
- Proactively marketing off-peak and inter-peak bus services
- Encouraging peak spreading through levers like off-peak discounts and providing additional services and capacity
- Promoting behaviour change through initiatives like work travel plans and improved digital technology.

We will accelerate decarbonisation of the Metlink fleet by:

- Increasing the number of electric buses to 100 by 2023
- Ensuring all core service buses are electric by 2030
- Implementing the agreed pathway to further accelerate decarbonisation of the fleet by 2030
- Continuing to work towards a more efficient bus network
- Supporting the introduction of electric Mass Rapid Transport through Let's Get Wellington Moving
- Introducing the electric ferry.

We will explore ways to further decarbonise the Metlink rail fleet by:

- Procuring and delivering new Lower North Island regional rail trains.

We will provide our customers with greater choice and flexibility for journey planning, fares and fare payment options through:

- Phased implementation of the National Ticketing Solution and integrated fares across the network
- Upgrading our Real Time Information so that it meets our customer needs now and into the future
- Enhancing our data capability to improve customer experience and business operations and planning.

We will improve the accessibility of public transport for all users by:

- Providing information, facilities and services that are accessible to all
- Improving accessibility to train stations and bus shelters
- Increasing service frequency on core and targeted routes
- Investing in transit oriented development on key public transport corridors to enhance our public spaces
- Redeveloping key transport hubs such Waterloo Station and develop new hubs at stations such as Porirua.

We will prioritise safety through continuous improvements to both infrastructure and operations by:

- Improving the public transport environment to increase personal safety and security.



He whakarāpopototanga o ngā paetae me ngā kaupapa here tautoko

Summary of objectives and supporting policies

1. A service that responds to customer needs
 - a. Provide easy-to-access and intuitive information to customers
 - b. Collect and use travel data and customer insights to continually improve the public transport network
 - c. Provide a consistent brand experience across our public transport network
 - d. Provide a consistent customer experience across the public transport network
 - e. Promote the public transport network to influence positive behaviour for customers
 - f. Promote public transport to influence behaviour change to support mode shift
 - g. Ensure we keep pace with customer expectations of smart and accurate digital information and interactions
 - h. Apply consistent Conditions of Carriage
2. An effective partnership with mana whenua
 - a. Partner with mana whenua to improve our responsiveness to Māori customers
3. A simple, connected and integrated public transport network that attracts and retains customers and encourages mode shift
 - a. Provide a simple, layered network of services (core, local, and targeted) that is easy to understand and meets a diverse range of travel needs
 - b. Provide a public transport network that maximises the range of travel options and destinations
 - c. Monitor and review services to ensure they meet customer needs and are affordable for users and communities
 - d. Provide achievable timetables and reliable, punctual and customer focused services
4. Consider environmental and health outcomes when planning the public transport network.
 - a. A high quality, high capacity, high frequency core public transport network that improves journey times and reliability, and attracts more users
 - b. Provide Mass Rapid Transit from Wellington Station to Wellington Regional Hospital and the eastern and southern suburbs
 - c. Provide infrastructure and services to support a high quality, high capacity, high frequency core network
5. Improve public transport journey times, reliability and resilience on the core public transport network
 - a. High quality, reliable, safe, accessible and customer focused public transport services using modern vehicles and infrastructure
 - b. Improve the accessibility and safety of the public transport system for customers, workers and the general public
 - c. Ensure that all vehicles and vessels continue to meet vehicle and vessel quality standards
 - d. Provide a low emissions public transport network
 - e. Continually improve accessibility and standards of vehicles, and access to infrastructure and facilities
 - f. Monitor and continuously improve infrastructure assets
6. Enhance multi-modal access to the public transport network
 - a. Have a fares and ticketing system that attracts and retains customers and balances user contribution with public funding
 - b. Participate in an integrated ticketing solution that supports integration of fares and the public transport network
 - c. Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport

- d. Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport
 - e. Provide incentives to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing
 - f. Ensure public transport users make a sustainable and equitable contribution towards funding of the network
 - g. Ensure that all users pay the correct fares
 - h. Improve operating efficiencies to increase cost effectiveness of the public transport network to balance operating costs with funding sources
 - i. Ensure the advertising policy balances the needs of the Metlink brand while maximising revenue opportunities
 - j. Have a sponsorship policy specific to Metlink
7. Information, facilities, and services that are increasingly available to all members of the public
- a. Provide a public transport network that is accessible and safe for all users
 - b. Continually improve accessibility for people with disabilities across all stages of a journey
 - c. Provide targeted school bus services to supplement the public transport network
 - d. Continue to support the provision of Total Mobility services to optimise inclusion, opportunity, and independence for people with impairments
 - e. Provide community transport services by delivering integrated public and active transport solutions that are accessible and less expensive than private vehicles, empowering communities to mode shift
 - f. Establish new units or amend existing units for the Metlink public transport network as required
 - g. Procure contracts for units in accordance with a partnering approach
 - h. Phase procurement and changeover to new contracts to achieve an orderly transition with limited disruptions
 - i. Develop and implement effective financial incentives and other regulatory mechanisms and performance regimes to ensure compliance with service level requirements
 - j. Apply a partnering approach to the planning and operation of services
 - k. Monitor performance of services and network, and customer satisfaction

1. He aha te RPTP me tōna pūtake? - What is the RPTP and why is it needed?

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information and infrastructure in the Wellington region.

This RPTP describes:

- What we want our public transport system to achieve (our long-term goals and objectives)
- How we propose to get there (our strategic focus areas, policies and actions that will help us achieve our goals)
- The Metlink public transport services we are proposing to provide, including our Total Mobility scheme providers.

The RPTP has a ten-year strategic focus, with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from mid-2021 to 2031.

RPTPs are statutory documents; that is, they are required by legislation. Under the Land Transport Management Act 2003, regional councils like Greater Wellington who provide or fund public transport must adopt a RPTP.

1.1 He aha a Metlink, ā, he aha hoki i arotake ai tēnei mahere? What is Metlink and why have we reviewed this plan?

Metlink is the Greater Wellington public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people throughout the Wellington region with a public transport network that stretches from Wellington City north to Ōtaki and east to Masterton. It consists of 4 rail lines, more than 90 public bus routes, over 200 school bus routes, and 4 harbour ferry stops.

The network is owned by Greater Wellington and is currently serviced by six transport operators:

- Bus - NZ Bus, Tranzit Group (Tranzurban), Mana Coach Services, Uzabus
- Rail - Transdev
- Ferry - East by West

Subsidised taxi services across 12 operators provide travel support for people who have difficulty using regular public transport services through the Total Mobility Scheme.

We are focussed on providing a high quality, high capacity, high frequency core public transport network so that our services:

- a. Go where people want to go, at the times they want to travel
- b. Provide competitive journey times

- c. Provide value for money
- d. Are easy to understand and use
- e. Are safe, comfortable and reliable
- f. Provide flexibility, allowing people to change their plans
- g. Maintain a public transport network that includes core, local and targeted services
- h. Are accessible by providing information, facilities and services that are available to all members of the public.

Metlink's goal is to deliver an efficient, accessible and low-carbon public transport network for the people of the Wellington region. Greater Wellington works in partnership with Waka Kotahi NZ Transport Agency and territorial authorities to plan and fund the region's public transport network.

Under the Land Transport Management Act, Greater Wellington must review the RPTP after changes are made to the public transport components of the Regional Land Transport Plan. A new Regional Land Transport Plan 2021-31 has been developed in tandem with this plan.

1.2 Ko ngā here ā-ture me ngā hononga ki mahere kē atu

Legal requirements and links to other plans

The legal requirements

- The statutory requirements for preparing the RPTP are set out in Part 5 of the Land Transport Management Act 2003 (LTMA). The Plan's statutory purpose is to provide:
- "A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure and
- An instrument for engaging with the public in the region on the design and operation of the public transport network and a statement of the public transport services that are integral to the public transport network
- The policies and procedures that apply to those services; and the information and infrastructure that support those services."

The RPTP is based on five principles from the LTMA:

- Greater Wellington and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
- The planning and procurement of services should be transparent.

Section 124 of the LTMA requires Greater Wellington before it adopts the RPTP, to be satisfied that the Plan:

- Contributes to the purpose of the LTMA
- Has been prepared in accordance with any relevant guidelines issued by the Waka Kotahi NZ Transport Agency
- Is consistent with the Regional Land Transport Plan
- Has applied the five principles specified above.

Section 124 of the LTMA also requires Greater Wellington to take account of the following matters when preparing the RPTP:

- Any national energy efficiency and conservation strategy
- Any relevant regional policy statement, regional plan, district plan or proposed regional or district plan under the Resource Management Act 1991
- The public transport funding likely to be available within the region
- The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services
- The views of public transport operators in the region.

Greater Wellington is also required to consider the guidelines issued by Waka Kotahi NZ Transport Agency for the purposes of developing Regional Public Transport Plans and the needs of people who are transport disadvantaged.

In preparing the RPTP, Greater Wellington has complied with section 125 of the LTMA in consulting:

- The Regional Transport Committee
- The local councils in Wellington region
- Waka Kotahi NZ Transport Agency
- Wellington public transport service operators
- The Ministry of Education
- KiwiRail, the relevant railway line access provider.

The Regional Transport Committee is comprised of two persons who represent Greater Wellington, one person who represents each of the eight territorial authorities of the region and one person who represents Waka Kotahi NZ Agency, and one person who represents KiwiRail. The Committee promotes the objectives of the LTMA within the Wellington region, linking it to other regions of New Zealand and other transport systems.

We work closely with local councils in our region to deliver public transport services and infrastructure in their areas. The local councils in our region are Wellington City Council, Porirua City Council, Kāpiti Coast District Council, Hutt City Council, Upper Hutt City Council, South Wairarapa District Council, Carterton District Council and Masterton District Council.

Links to other plans

The RPTP 2021-31 considers and gives effect to a wide range of national and regional policies and strategies.

Central government

- The Government Policy Statement on Transport 2021
- The National Policy Statement on Urban Design
- The National Energy Efficiency and Conservation Strategy 2017-2022
- Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift
- The Ministry of Transport's 2016 The Accessibility of Public Transport for those with a Disability

The UN Convention on the Rights of Persons with Disabilities (ratified by New Zealand in 2018).

Regional

- The Greater Wellington's Long Term Plan 2021
- The Wellington Regional Land Transport Plan 2021
- The Wellington Regional Growth Framework
- Let's Get Wellington Moving indicative package
- Greater Wellington Declaration of a Climate Emergency
- Greater Wellington Climate Change Strategy
- Greater Wellington Māori Economic Development Strategy
- Metlink's Public Transport Asset Management Plan
- Regional and district plans.

2. Ko tō mātou rōpū ā-rohe waka tūmatanui

Our regional public transport network

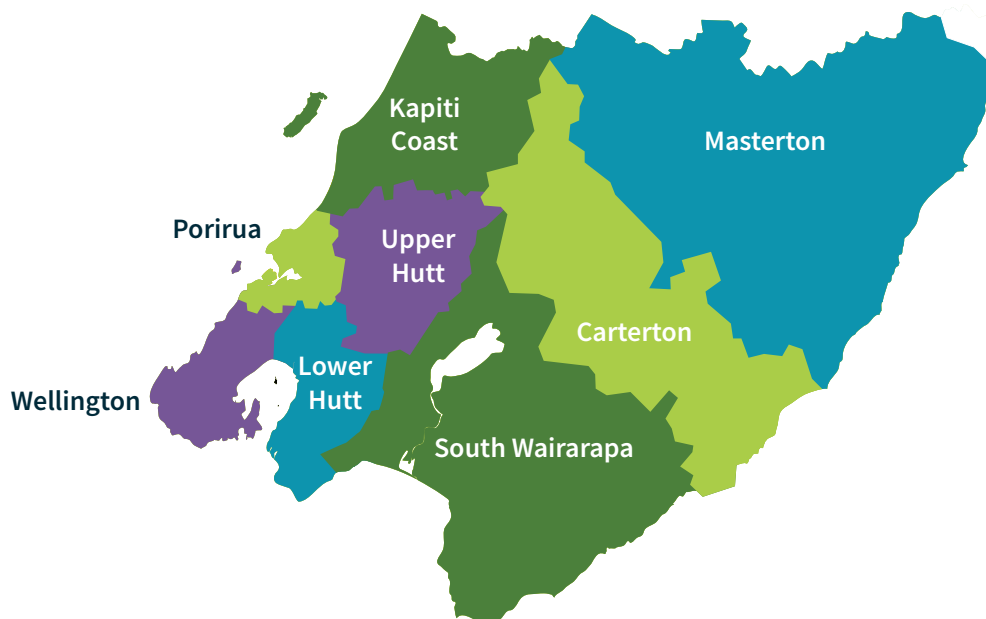
In this section we'll provide you with an overview of our regional public transport network and how it is funded.

2.1 He tiro whānui o te waka tūmatanui

Overview of the public transport network

The Wellington region has a high quality, well used public transport network of bus, train, harbour ferry services and Total Mobility (the Metlink network). Metlink connects people within the Wellington region through a public transport network that stretches from Wellington north to Ōtaki and east to Masterton.

It consists of 4 rail lines, more than 85 public bus routes, over 130 supplementary school bus routes, and 4 harbour ferry stops. Discounted taxi services through eleven approved transport operators provide travel support for people who have difficulty using regular public transport services through the Total Mobility Scheme.



4 Bus Operators
457 buses
232 routes
3,179 stops
11 depots



1 Rail Operator
83+ multi-units
24 carriages
4 rail lines
48 stations



1 Ferry Operator
2 ferries
1 route
5 docks

Metlink’s goal is to deliver an efficient, accessible and low carbon public transport network for the people of the Wellington region. The Council works in partnership with Waka Kotahi NZ Transport Agency to plan and fund the region’s public transport network.

Metlink’s public transport network planning involves:

- Planning the network so that it operates efficiently and effectively
- Reviewing services to ensure that they are meeting the needs of the community that they serve and providing value for money for users, ratepayers and taxpayers
- Preparing the Wellington Regional Public Transport Plan which includes identification of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services.

Fares, ticketing, customer services and information is an important part of Metlink’s role. This involves a number of initiatives designed to retain and grow public transport patronage by:

- Managing and setting the rules for public transport fares, and managing the public transport ticketing system
- The provision of information about the public transport services for customers to plan and undertake journeys. This includes Real Time Information, journey planning tools, and timetable information - delivered through Metlink analogue and digital channels and third-party digital information providers
- Management of the Metlink brand and the promotion of public transport
- Managing contact with customers, including the provision of a contact centre

- Understanding customer experience and monitoring customer satisfaction with our services to help us to continually improve them.

The Metlink network consists of three layers: core routes, local routes and targeted services. Of these, the core routes form the strategic public transport network. Core routes are the urban rail network and frequent bus services that form the network’s backbone, linking areas of high demand with high capacity, direct services with extensive operating hours.

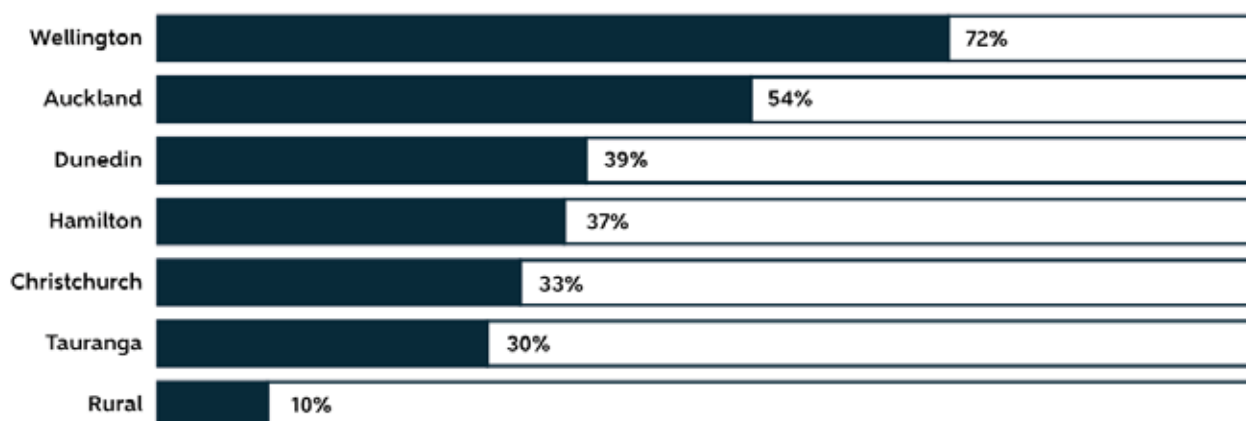
There is a strong culture of public transport use in the Wellington region. 25.6 million passenger journeys were taken on our bus network in 2019 and more than 14 million passenger journeys are taken on the Wellington Metro Rail Network annually. Our public transport use as a percentage of population is the highest in New Zealand at nearly 74 trips per capita.

Public transport is an important part of our daily life in the region. Data from the 2018 census tells us that 18% of people in the region travel to work on our trains, buses and ferries. In contrast, 6% of people nationally use public transport to travel to work. For 22% of us in the region, public transport is the main means of travel to education.

Around 85,000 people come into Wellington City over the morning peak (from 7am to 9am). The public transport mode share of travel into Wellington City Centre is 34%. Peak travel accounts for 51% of public transport journeys.

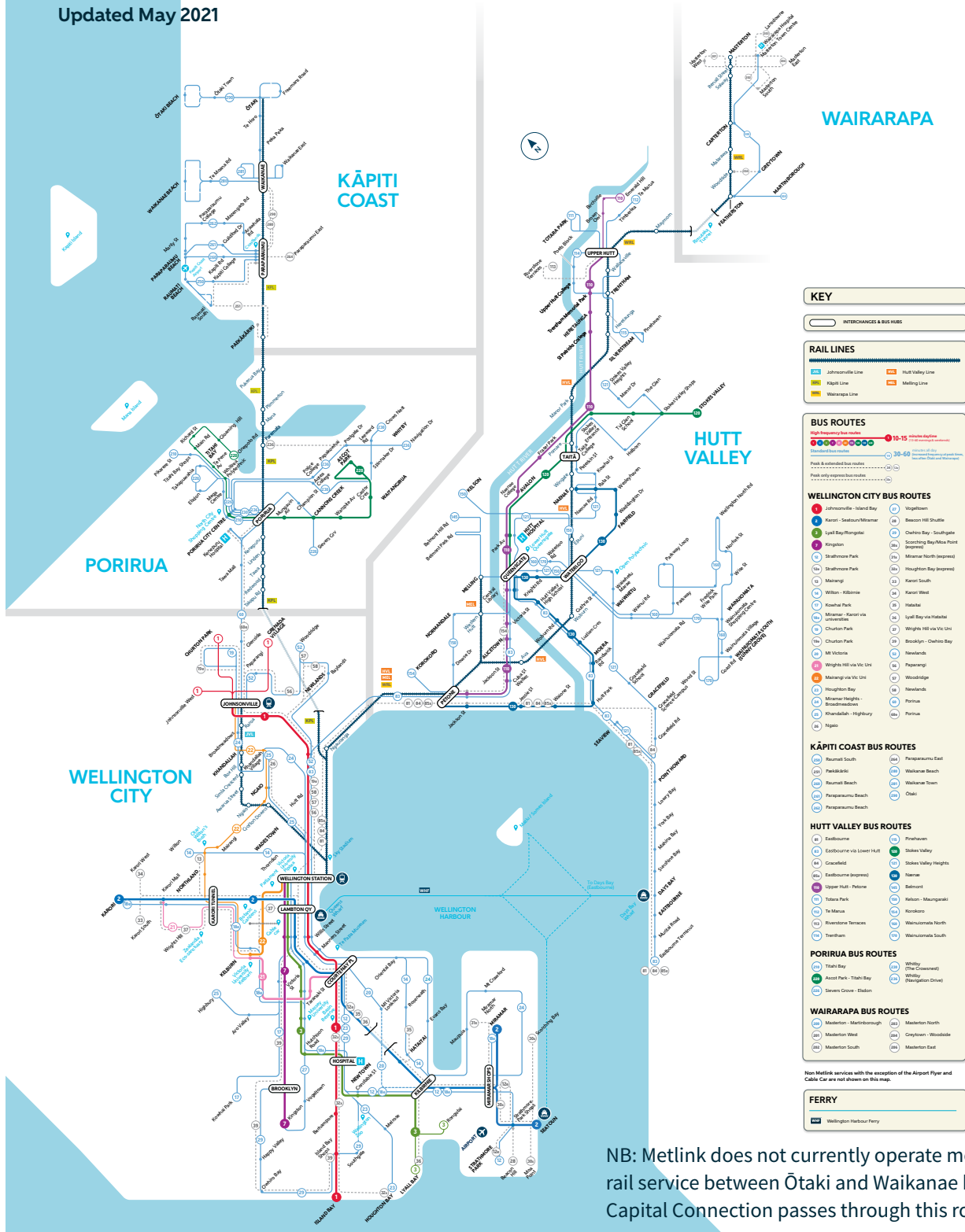
Currently, 85% of the region’s urban population lives within 500 metres of a bus stop, train station or ferry terminal, but we acknowledge that for some communities we do not have this sort of proximity to our network and this is something that we are working to improve.

Percentage of people who used public transport in 2019



Wellington Region Public Transport Network

Updated May 2021



NB: Metlink does not currently operate metro rail service between Ōtaki and Waikanae but the Capital Connection passes through this route.



metlink.org.nz | 0800 801 700

2.2 He rohe e hono ana, e kanorau ana

An interconnected and diverse region

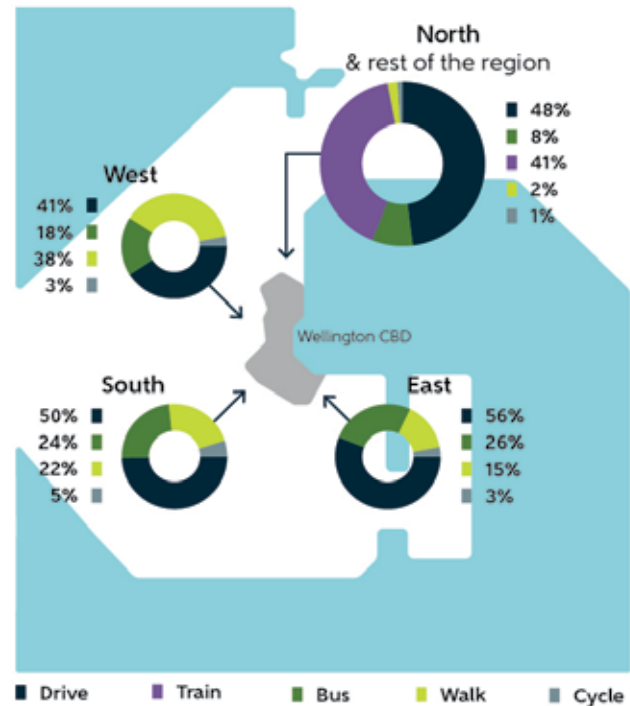
The Wellington region is the third largest region in New Zealand by population. Wellington's current regional population is approximately 540,000. This is forecast to grow by up to 200,000 over the next 30 years. Over half of the forecast regional growth will be in Wellington City, and around 30% of that is likely to be focused around Wellington's central city and northern suburbs. Outside Wellington City, regional growth will be primarily in the form of urban expansion into green field land, particularly in Porirua and Kāpiti, and denser housing development in and around existing urban centres such as Upper Hutt City, Hutt City, Petone and Porirua.

Travel modes within and across the region are shaped by a variety of factors including proximity to employment and education, private vehicle ownership rates, and ease of access to public transport. The largest travel flows for employment and tertiary education are within Wellington City and from the Wairarapa, Hutt Valley, Kāpiti Coast and Porirua City to Wellington City.

Higher residential density and the development of new suburbs in existing urban areas, and increasing residential growth in the Wairarapa and north of Waikanae, will place increasing demands on the regional transport system.

For this growth to be sustainable, and to ensure we achieve our goals of improving safety and access, reducing emissions and reducing the reliance on private vehicle travel, Greater Wellington and its regional and central government partners will need to continue its investment in public transport infrastructure and services, and maximise the amount of residential, business and leisure space within walking distance of public transport through transit-oriented development.

Morning peak transport by area of origin by mode 2019



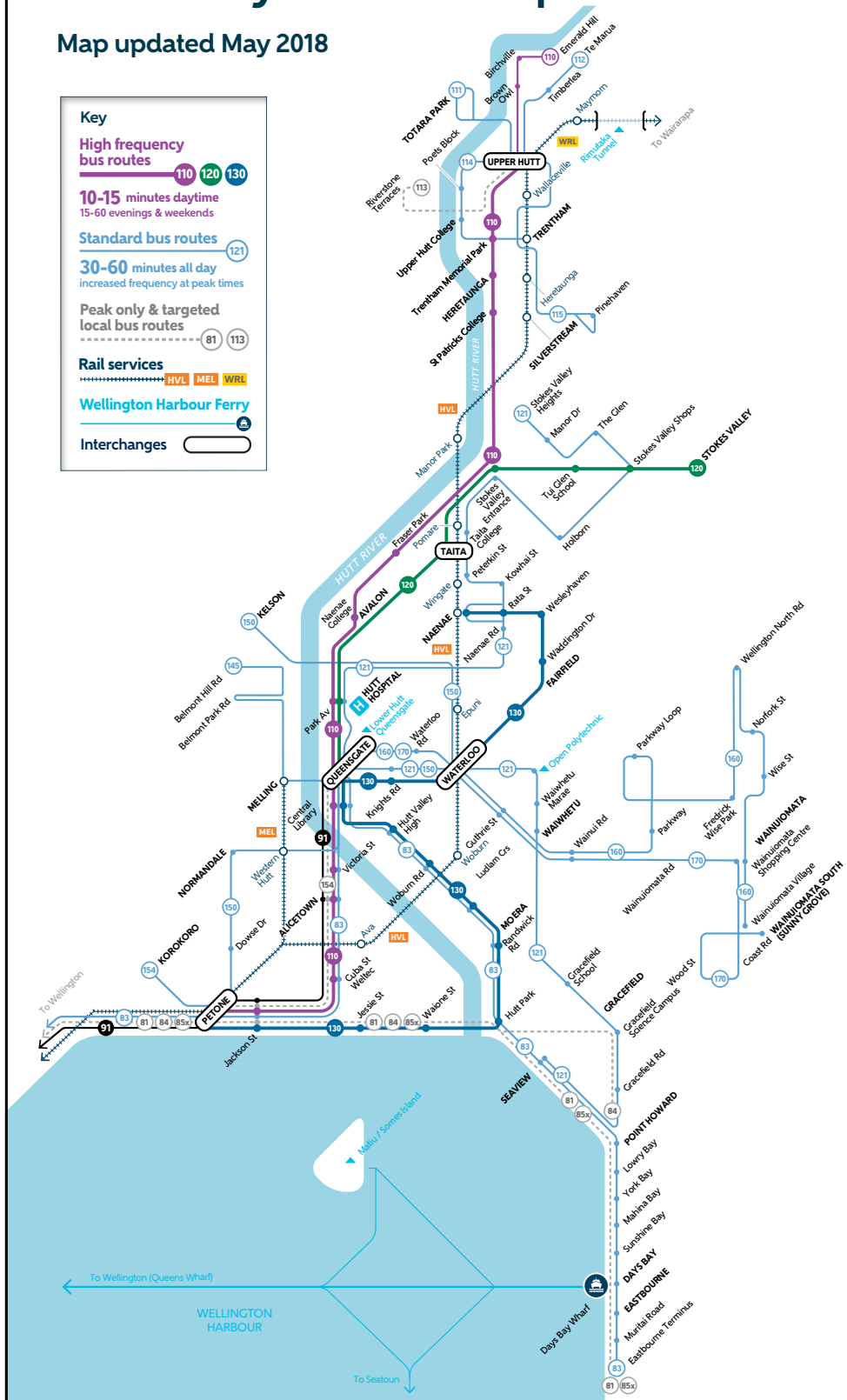
This investment will see more frequent, higher-capacity peak and shoulder services on the core network and better connections in and between the different residential, commercial and employment hubs across the region. Strategically, this investment will help us achieve our goals for mode shift, decarbonisation of the public transport fleet, and improving customer experience.

Hutt Valley Public Transport Network

Map updated May 2018

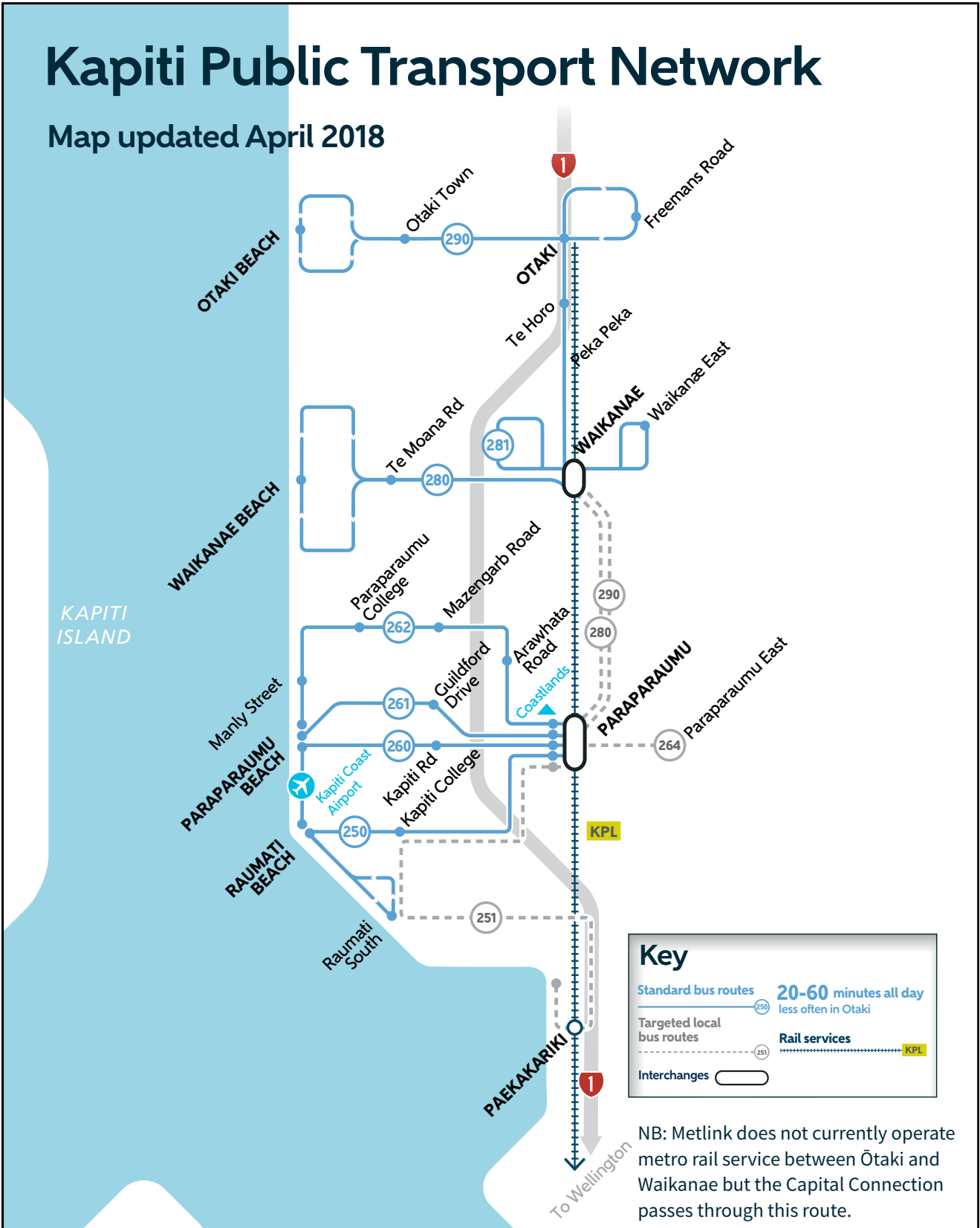
Key

- High frequency bus routes**
10-15 minutes daytime
15-60 evenings & weekends
110 120 130
- Standard bus routes**
30-60 minutes all day
increased frequency at peak times
121
- Peak only & targeted local bus routes**
81 113
- Rail services**
HVL MEL WPR
- Wellington Harbour Ferry**
24
- Interchanges**



Kapiti Public Transport Network

Map updated April 2018



Key

- Standard bus routes: 20-60 minutes all day, less often in Otaki
- Targeted local bus routes: Rail services
- Interchanges: KPL

NB: Metlink does not currently operate metro rail service between Ōtaki and Waikanae but the Capital Connection passes through this route.

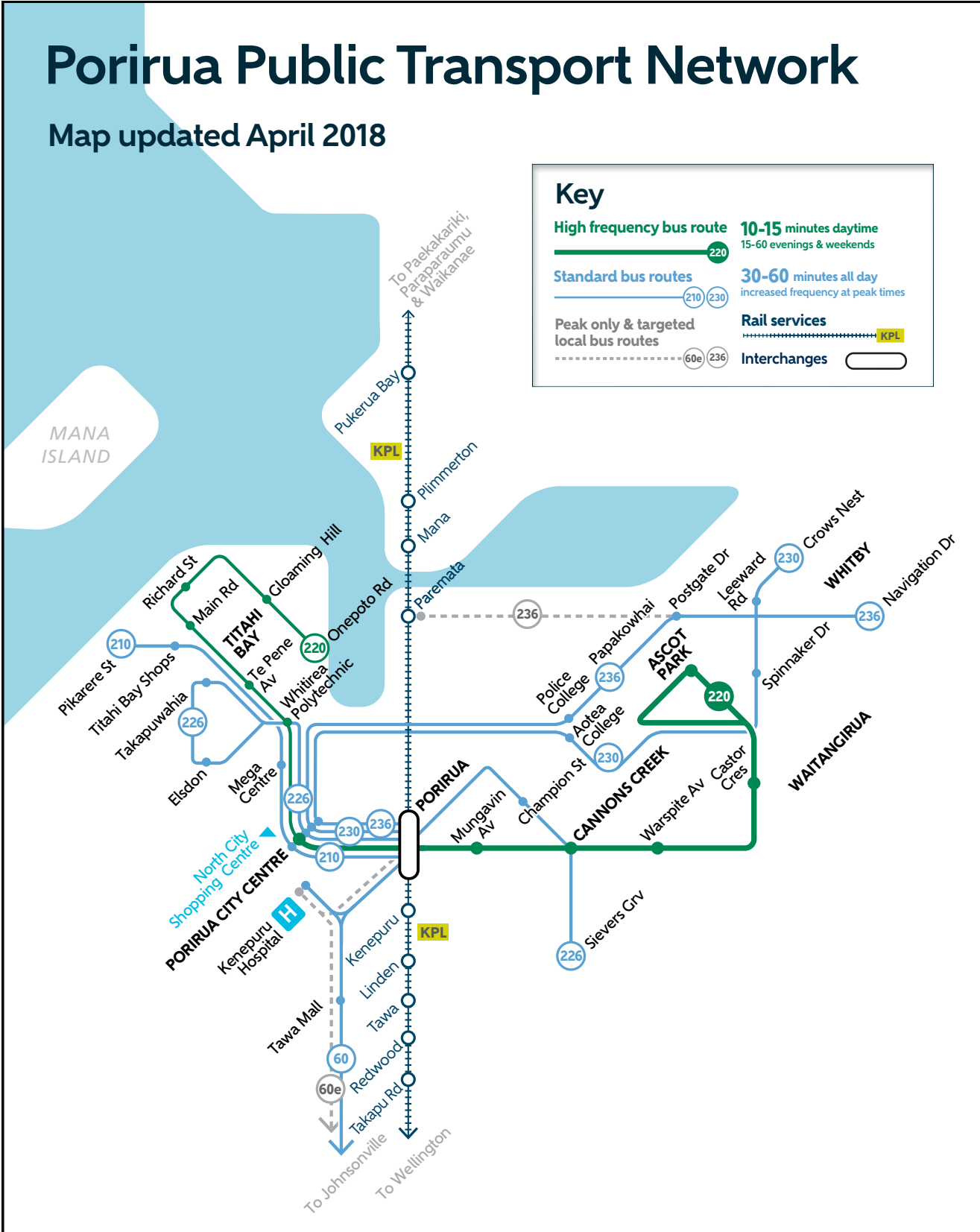


Porirua Public Transport Network

Map updated April 2018

Key

- High frequency bus route** 10-15 minutes daytime
15-60 evenings & weekends
- Standard bus routes** 30-60 minutes all day
increased frequency at peak times
- Peak only & targeted local bus routes**
- Rail services**
- Interchanges**

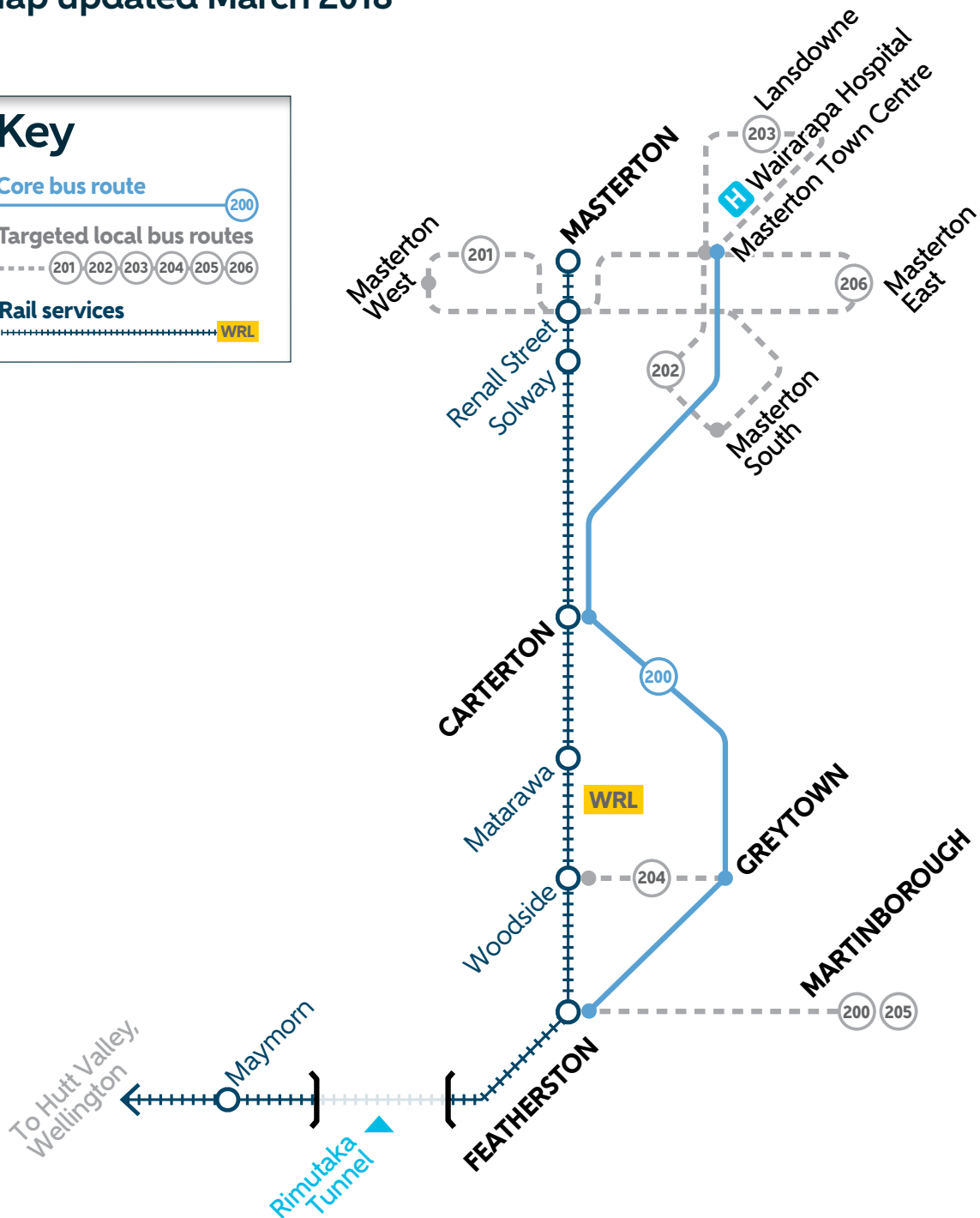


Wairarapa Public Transport Network

Map updated March 2018

Key

- Core bus route (200)
- Targeted local bus routes (201, 202, 203, 204, 205, 206)
- Rail services (WRL)



The role of public transport

Greater Wellington's Long Term Plan 2018-28 describes the community outcomes that we aim to achieve in the long term to improve the quality of life of residents in the region. We see public transport as helping to achieve:

A strong economy – a thriving and diverse economy supported by high quality infrastructure that retains and grows businesses and employment.

Connected community – people are able to move around the region efficiently and communications networks are effective and accessible.

Healthy environment – an environment with clean air, fresh water, healthy soil and diverse ecosystems that supports community needs.

The provision of public transport in Wellington region also contributes to the central government's objective of providing and maintaining a transport system that will improve people's wellbeing and the liveability of places.

Overall, the public transport network:

- Decreases traffic congestion, particularly in the morning and afternoon peak periods, which in turn affects journey times, and journey time reliability for other transport users
- Provides transport choices including during off-peak periods
- Contributes to reducing carbon and other harmful emissions from transport
- Enables efficient land use and a compact, well-designed and sustainable urban form
- Improves health and safety on our roads.



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2.3 Te Rōpū Tereina Whititāone o Pōneke The Wellington Metro Rail Network

Rail is a critical component of the Wellington public transport network, forming its backbone north of the Wellington City Centre. Services radiate out over four lines, namely the Johnsonville, Kāpiti, Wairarapa and Hutt Lines, which includes the short Melling branch which operates as a component of the Hutt Line. These collectively form the Wellington Metro Rail Network (WMRN), shown schematically below. Physically the Kāpiti Line forms the southern portion of the North Island Main Trunk railway to Auckland and the Hutt and Wairarapa Lines being the lower part of the Wellington to Woodville railway.

Metlink rail services are heavily used, carrying 14.32m passengers in the 2019 financial year, a 20.6% increase from the 11.88m carried a decade earlier in the 2009 financial year.

This growth is nearly twice the regional population growth rate of 11.0% over the period, reflecting growth along the rail corridors and investment in infrastructure, rolling stock and services over the decade, which have improved service capacity, quality, frequency and reliability. Year on year network-wide rail patronage growth was 5.7% across all periods and 7.3% at peak periods between the 2018 financial year and 2019 financial year. This demand growth is significantly higher than previously forecast. Since March 2020, the impacts of COVID-19 has reduced patronage significantly at alert level 3.

Patronage trends are yet to be fully understood however indicative trends in the public transport network show a return to 'pre COVID' levels by 2021.

Wellington Region Rail Network Map

- JVL Johnsonville Line
- KPL Kāpiti Line
- WRL Wairarapa Line
- HVL Hutt Valley Line



Around 20,000 people currently use peak services each day, most to access the Wellington City Centre, where 40% the region's 235,000 jobs are located. Rail accounts for 22% of all peak trips to the Wellington City Centre. Census data shows that over 40% of those who live in Kāpiti and work in Wellington City Centre use rail.

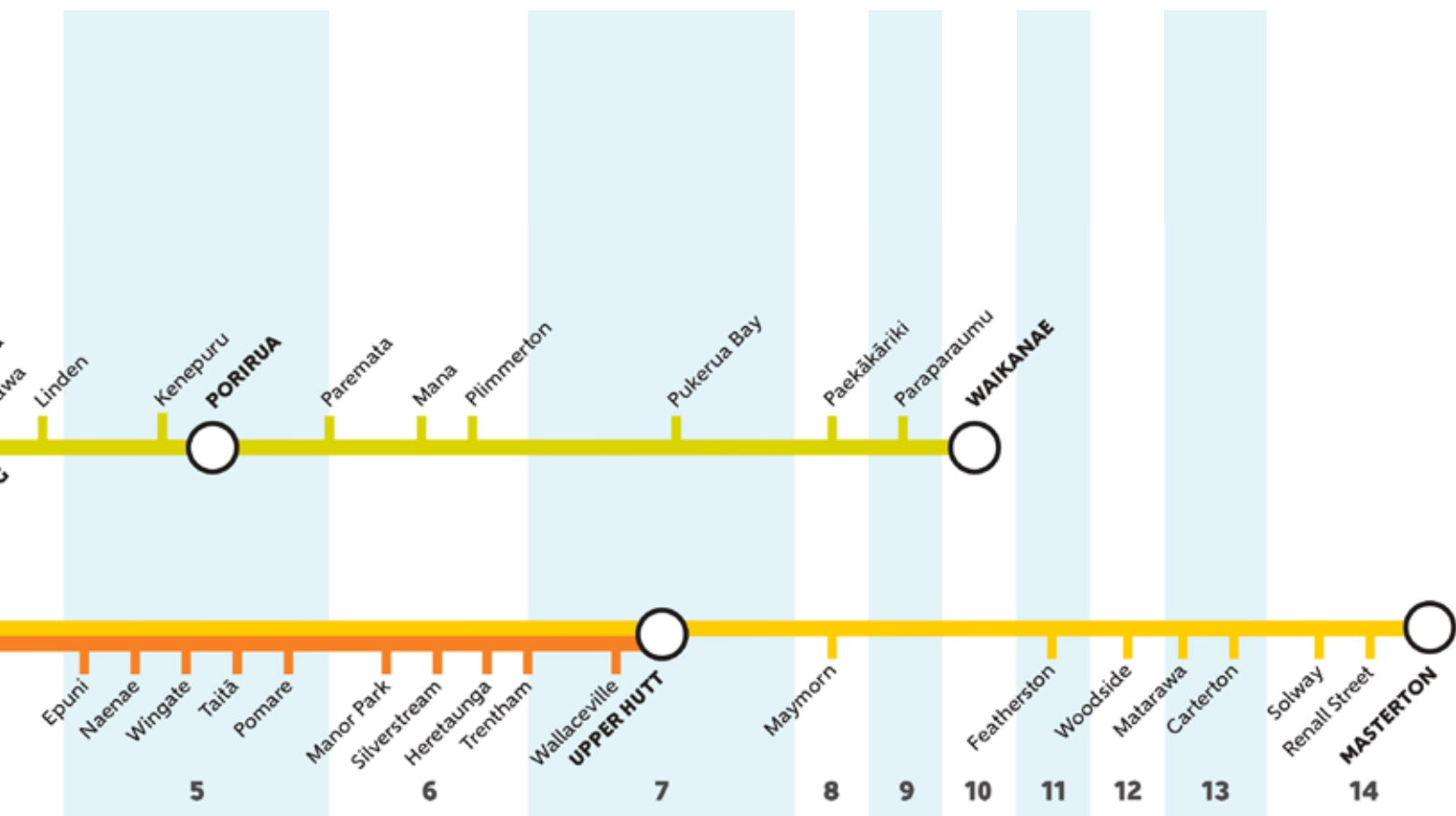
Metlink rail services are currently operated under contract by Transdev. The Johnsonville, Kāpiti, Hutt and Melling Lines are electrified and services utilise the 83 two-car Matangi class electric multiple unit (EMU) fleet, which replaced the previous life-expired EMU fleet between 2010 and 2016. The Wairarapa Line is not electrified beyond Upper Hutt and services utilise a mixed fleet of 24 locomotive-hauled carriages (plus one luggage/generator van), which will require replacement within the next

decade. These and the EMU fleet are owned by Greater Wellington Rail Ltd, a subsidiary of Greater Wellington. Greater Wellington also owns 'above rail assets' such as stations. Wairarapa Line locomotive haulage is provided by KiwiRail under a hook and tow arrangement.

Rail transport provides many benefits to the region from connecting people and businesses, taking cars and trucks off the roads and reducing carbon emissions.

With most of the rail lines being used 19-20 hours a day, 365 days a year, works are occasionally required which can cause bus replacements for passenger services.

Fares on rail are currently managed through a paper-based ticketing system. Changes to the network ticketing system are discussed in Section 5.



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The Wellington Metro Rail Network (WMRN)

	Johnsonville Line	Kāpiti Line	Wairarapa Line	Hutt Line (incl. Melling Line)
Length	10.5 km	55.4 km to Waikanae	58.6 km north of Upper Hutt	32.4 km to Upper Hutt 3.0 km Melling Branch
Service area population (2018)	39,000	118,000	48,000	145,000
Stations (excluding Wellington Station)	8	13	8 (also stop at 3 Hutt stations)	18 (16 Hutt and 2 Melling)
Stations with Park and Ride facilities	5	11	5	12 (11 Hutt and 1 Melling)
Morning peak service level into Wellington (approximate averages)	Every 15 minutes	From Waikanae: Every 20 minutes From Plimmerton: Every 30 minutes From Porirua: Every 10 – 20 minutes	3 per day	From Upper Hutt: Every 20 minutes From Taita: Every 20 mins From Melling: Every 20 minutes
Interpeak service level (each way)	Every 30 minutes	Every 20 minutes	2 per day	From Upper Hutt: Every 20 minutes From Melling: Every hour
Passenger Volume by Line (2019)	1.46m	6.01m	0.78m	6.08m
Passenger volume by passenger kilometres (2019)	11,484,548 km	162,034,808 km	58,645,378 km	107,378,941 km
Avg. daily morning peak patronage (June 2019)	1,743	7,826	1,252	8,468
Morning peak patronage change (2019 vs 2009)	11%	29%	24%	16%

Maintaining the rail network

Metlink has a regular maintenance and renewal programme which aims to improve the reliability and resilience of the Wellington commuter network. Work on the line which requires buses to replace trains are planned in advance, with the aim of keeping disruption to commuters to a minimum.

In addition to the regular works, there are significant projects planned as part of the Future Rail project which will make services more reliable and allow more people to travel on trains in the future. We'll discuss this in the next section.

The majority of maintenance and upgrade work takes place at night or during weekends to avoid major disruptions to the thousands of passengers commuting in and out of Wellington on weekdays.

When we need to carry out major engineering work, such as replacing tracks or upgrading signalling systems, we may need to close a line or a section of a line for longer than 48 hours to complete the upgrade work efficiently and safely. For these larger scale works on the network we take advantage of the public holiday weekends at Easter, Queen's Birthday, Labour Weekend and Christmas.

There are 60 bridges and 16 tunnels across the Wellington rail network. These vary in length from a few meters to the Remutaka tunnel which is 8.8km long, the second longest rail tunnel in New Zealand. Crews perform regular maintenance and inspections of these structures to maintain safe operation of the network. During the longer maintenance periods bridge spans, sleepers and rail can be strengthened or replaced.



2.4 Ko tō mātou rōpū pahi me waka tere

Our bus and ferry network

Wellington has an extensive network of bus routes. The routes are set and reviewed on an ongoing basis by Metlink. The largest operator is Tranzit Group, which provides services for much of Wellington City, the Hutt Valley, and the Wairarapa under the Tranzurban brand. In Porirua and the Kāpiti Coast most services are provided by Uzabus.

Other bus providers in the region include the Transdev- owned Mana Coach Services which provides services in the northern suburbs and Tawa, and NZ Bus which provides services to Eastbourne and along the east-west spine between Karori and Miramar.

Bus passenger boardings for the sample week 21 September 2020 are in table 2.4.

In addition to the public bus routes, Metlink also provides dedicated school services a cross the region during school term times.

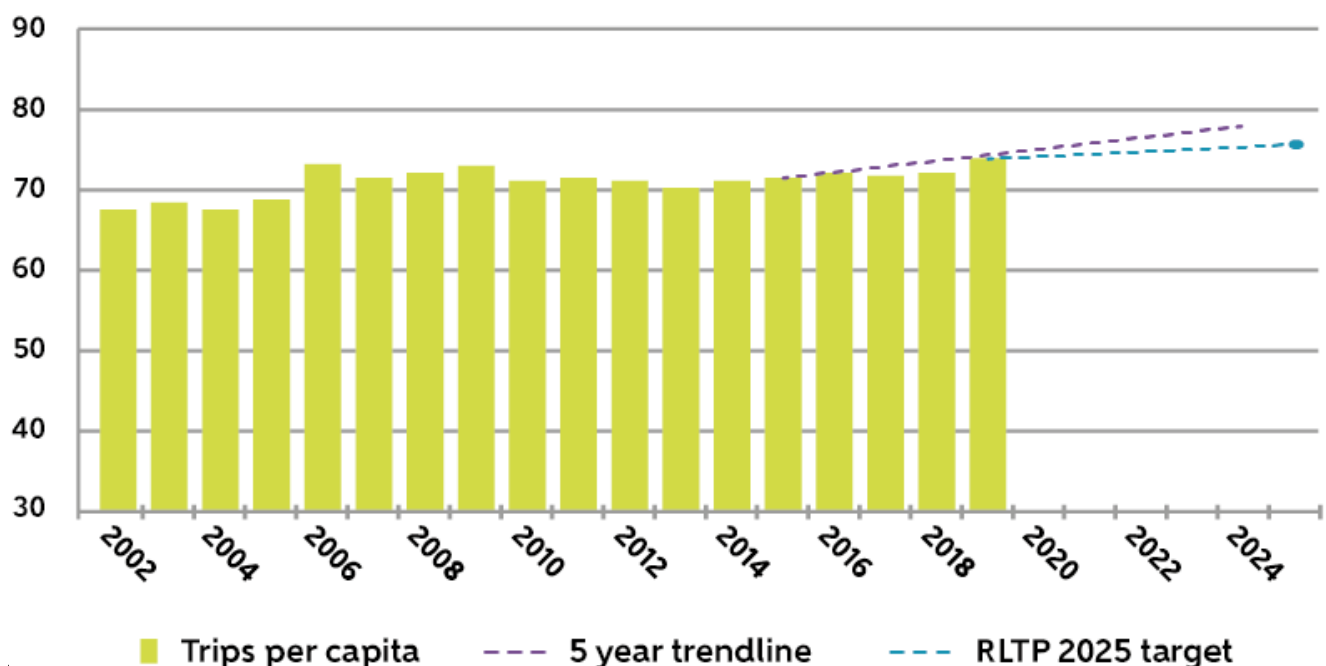
Bus services enable people to move between many origins and destinations, including through connector services to train stations. Bus trips make up two-thirds of Wellington’s public transport trips but only 40% of passenger kilometres.

Bus services provide the core routes which form the network’s backbone, linking areas of high demand with high capacity, direct services with extensive operating hours; the local routes providing local access to town and activity centres within the suburban areas and complement the core routes; and targeted services providing services to areas or link destinations where there is low demand, or where normal services cannot meet the peak demand.

Operator	Mana	NZ Bus	Tranzit	Uzabus	Total
All routes	108,685	957,852	1,072,262	57,406	2,196,569
School routes	1,346	67,851	110,872	18,453	198,522

Table 2.4: Total bus boardings in the Wellington region in March 2021. Does not include Exempt Services.

Annual public transport boardings per capita (2002-2019)



Our bus services activity covers:

- Determining the service level and timetable for bus services
- Planning for the future development of the bus fleet and services
- Procuring and funding the operator to provide services
- Owning and/or funding and/or managing assets necessary for the services, including bus infrastructure such as bus stop signs, bus shelters, bus hubs, and other associated infrastructure.

The majority of buses in the Wellington region are currently diesel powered, but these will be progressively replaced with electric buses over the coming decade as we implement our strategic priorities around decarbonisation and climate change mitigation.

Since 2019 most buses operating across the network have been fitted with bike racks.

All Metlink buses accept the contactless Snapper card. Real Time Information is displayed on electronic signs across many bus stops and can be viewed online through Metlink's website, app and third-party transit apps such as Google Maps

In July 2018 we made some major changes to the Wellington regional bus transport network, mainly in Wellington City. This involved creating a more efficient network design (routes, bus stops and timetables), high frequency routes with more services, and some improved off-peak services (especially during weekends).

Metlink Harbour Ferries

Metlink Harbour Ferries, also known as the Wellington Harbour Ferries are run by East by West Ltd and provide services between Days Bay, Seatoun, Queens Wharf, to the Department of Conservation reserve on Matiu Somes Island. Ferry services have a rich history in the region, the original ferry service to Days Bay going back to 1893.

The ferries on Wellington Harbour provide services between limited locations, enabling faster and more direct trips than other modes. While our harbour ferries have a small share of the total public transport trips in the region, they will continue to provide a valuable niche service for commuters and visitors. Deployment of the innovative new electric ferry, the first in the Southern Hemisphere, will enhance this service.



2.5 He āwhina mō te hunga Whaikaha

Total Mobility

Total Mobility assists people with impairments to enhance their community participation by accessing appropriate transport. Total Mobility services are provided to eligible registered people in the form of subsidised door-to-door transport services by taxi and specialist transport operators under contract to Greater Wellington in areas where the scheme's transport providers operate.

Eligibility assessments are carried out by Greater Wellington-approved assessors and identify whether people have impairments that qualify them for Total Mobility – that is, they have impairments that prevent them undertaking any one or more of the following components of a journey unaccompanied, on a bus, train or ferry, in a safe and dignified manner:

- Getting to the place where transport departs
- Getting onto transport
- Riding securely
- Getting off transport
- Getting to the destination.

Eligibility assessments also allow for:

- People with impairments who meet the criteria for Total Mobility and are able to use bus, train or ferry services some, but not all, of the time (for example people with fluctuating impairments such as epilepsy or arthritis)
- People who meet the criteria for Total Mobility and have impairments that have lasted, or are expected to last, for six months or more
- Children with impairments who meet the criteria for Total Mobility
- People with impairments who meet the criteria for Total Mobility and live in residential care.

Eligible users are required to carry photo identification cards. Passengers pay a portion of the taxi fares (currently 50%) and the taxi organisations or transport operators claim the balances from Greater Wellington.

Total Mobility has no minimum fare threshold, but there is a maximum fare subsidy, which is currently set at \$40 per fare (Greater Wellington subsidises half the fare up to a maximum of \$80).

Transport operators (taxi companies and specialist transport providers) must be approved by Greater Wellington.

All vehicles used on Total Mobility contracts must be registered with approved transport operators, be equipped with approved equipment and meet quality standards. All drivers must also complete an approved specialist training course.

In addition to subsidising passenger trips, each year Greater Wellington provides an opportunity for operators to apply for a subsidy for installing a limited number of wheelchair hoists and making the associated modifications to vehicles. An additional hoist subsidy of \$11.50 (including GST) is paid by the Waka Kotahi NZ Transport Agency each time a hoist is used, to compensate for the additional time required to load and unload the customer.

There are no restrictions on the purposes of trips for Total Mobility. Total Mobility is for personal travel use. There are no restrictions on the purposes for personal travel using Total Mobility. However, Total Mobility is not available for travel already funded by other parties, for example your employer, the Accident Compensation Corporation (ACC) or the Ministry of Health.

Total Mobility is not intended to be a substitute for transport services that are the responsibility of:

- Other government agencies such as the Ministry of Education, which is responsible for school-related travel
- Residential care facilities, such as rest homes, which are responsible through subsidies for health and related service travel requirements.

Total Mobility is available anywhere in the region that taxi services operate. Providers are contracted to provide services during the hours when public transport is available in an area, but this is subject to the number of vehicles available and driving-hour regulations. Public transport services generally operate within the hours of 6am and 10pm, and detailed information about the hours of service in particular areas is available in Appendix 1. Total Mobility services are most available in highly populated urban areas where the demand is high and in practice operators may also provide services at times when public transport is not available. As the availability and service hours of public transport are variable in different areas, customers may need to confirm with operators the availability and hours of taxi services in their areas.

2.6 Pēhea mātou e whai pūtea ana?

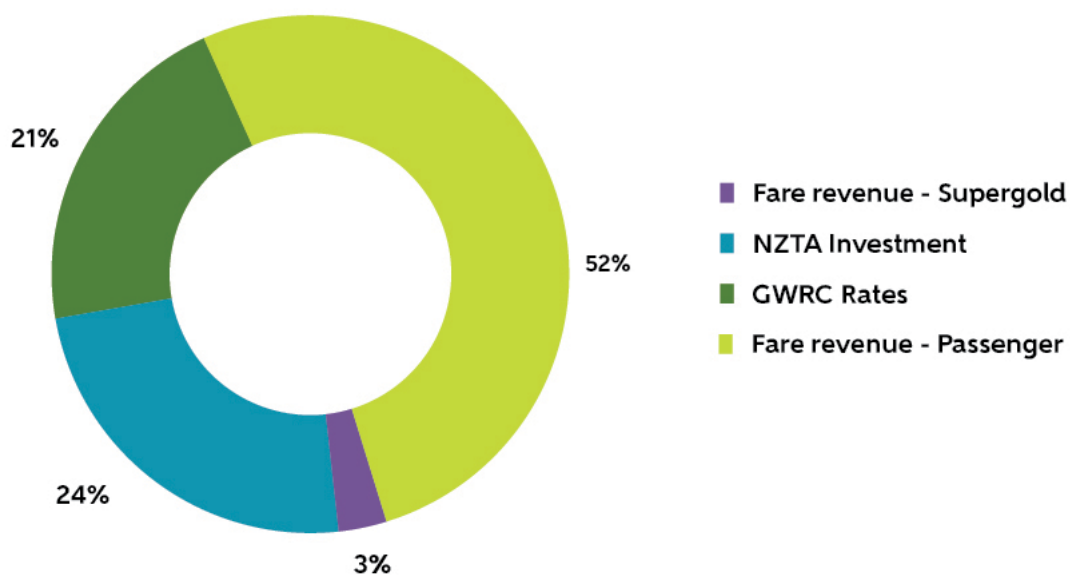
How are we funded?

Public transport is funded through fares, Greater Wellington rates, and investment from the Waka Kotahi NZ Transport Agency. We set the level of expenditure and the rates contribution as part of the Long-Term Plan and Annual Plan processes, and review public transport fares every year. The

share of funding provided by Waka Kotahi NZ Transport Agency is set by the Financial Assistance Rate.

The following graph outlines the expected funding of public transport operational costs in 2021/22.

Funding of public transport operations



Maintaining levels of service, meeting priorities and addressing challenges require spending on renewals and new capital. Our capital expenditure (capex) programme is driven mainly by the step change we are making to public transport and the future mass transit options of Let's Get Wellington Moving. The majority of our capital expenditure is infrastructure related and is explained in detail in our Long Term Plan and Infrastructure Strategy.

The primary funds for capital expenditures are borrowings (debt), proceeds from asset sales, and reserve funds. On a case by case basis, we may need to fund some capital expenditure from operating revenue.

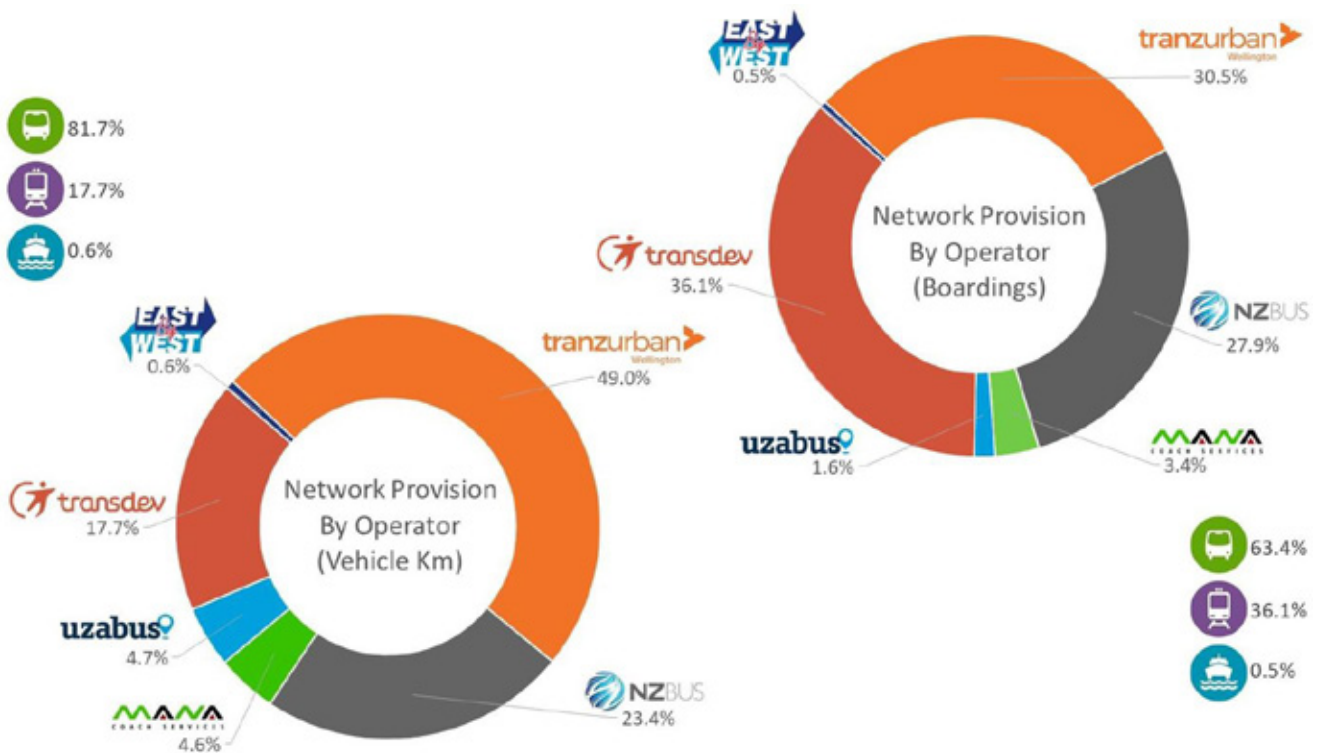
For ratepayers, we want to mitigate the impact of our substantial public transport investments, so we may fund part of our operating expenditure from loans or draw down the public transport reserve where there is a future benefit.

In developing proposals to be included in the RPTP, Greater Wellington takes account of the public transport funding that is likely to be available, considering the forecast fare revenue (including increased revenue from patronage growth), government funding policy indicating the level of funding likely to be allocated to public transport services and infrastructure, and the level of rates funding likely to be available based on the Greater Wellington Long Term Plan.

If the level of funding available from any of these sources changes, proposals in the RPTP will need to be reviewed to ensure they are still affordable.

Greater Wellington approved a new Metlink advertising policy in 2020. Revenue from advertising across the public transport network is expected to generate additional revenue that we can invest in our services and infrastructure over the coming decade.

Pre-COVID network provision by boardings and vehicle kilometres



3. Ko ngā tutukinga mahi mai i te tau 2014

What we have achieved since 2014

The public transport network has seen great changes since we last reviewed the RPTP 2014. In this section we'll highlight some of the most notable enhancements we've made across the network since 2015.

3.1 Ko tō mātou haerenga rerewhenua

Our rail journey

About 75% of Wellington region's population lives north of the Wellington City Centre. The Wellington region rail network forms the backbone of their public transport network and is a key link to Wellington's City Centre. Approximately 425,000 residents are served by 2,250 Metlink commuter trains in a typical week. They make about 42,000 trips per weekday (at peak). Rail currently accounts for 41% of peak trips from the north (18% of all peak trips) to the Wellington City Centre where 40% of jobs are located.

The regional rail system has been the subject of significant investment in the last six years resulting in infrastructure and service improvements. These improvements have led to a growth in our rail patronage from 12.8 million passenger journeys to 14.3 million passenger journeys between 2015 and 2019. Our rail patronage continued to grow in the first half of the 2019/20 financial year until the COVID-19 disruptions in 2020.

We said goodbye to the old Ganz Mavag trains in 2016 after their long service in the region from 1982. A new era in service provision on the rail network kicked off in 2016 when, following a competitive procurement process, we selected Transdev Wellington to deliver rail operation and train maintenance services out to 2030 through a contract designed to lift services and save tens of millions of dollars in costs over the 15 year contract period.

Through the new arrangement, the last 83 Matangi electric trains were put into service, over a thousand additional seats were added to services on each of the Hutt Valley and Kāpiti Lines and increased capacity on the Wairarapa Line on the highest-demand trips. We also increased weekday inter-peak frequency on the network from 30 minutes to every 20 minutes.

Station upgrades were a very visible upgrade during the period with the rebuild of the Upper Hutt Station completed in 2015, and refurbishments of Taita and Masterton Stations in 2016. In 2017/18 we completed refurbishments of Porirua station, and replaced shelters and repaired pedestrian access to Manor Park and Ava, and in 2019/20 we completed seismic strengthening works on rail footbridges at Kenepuru, Linden, and Wingate. A significant infrastructure development due for completion as this plan has been published is the double tracking on the Hutt Valley line between Upper Hutt and Trentham including the development of new platforms and shelters at Trentham and Wallaceville. The 2016 Kaikoura earthquake demonstrated the vulnerability of transport infrastructure from natural events and has further underlined the strategic importance of our infrastructure resilience work.

Less visible to the public, but vitally important for network resilience, has been the commencement of several major initiatives to upgrade the region's metro rail infrastructure assets to address some of our network performance issues, including developing a business case for new trains on the Wairarapa and Manawatū Lines, and commencement of a multiyear programme to renew KiwiRail's ageing rail network infrastructure.

Getting to and from railway stations

Getting people out of cars by increasing the share of travel by public transport, walking and cycling (mode shift) has a critical role to play in improving our wellbeing by shaping a more accessible, safe and sustainable transport system. To enable mode shift, Metlink has an important and ongoing programme of work focused on improving access to and use of the space around our stations. We have completed work over the period to improve our stations and enhance customer security through investments in new lighting and CCTV.

Our investment in Bike and Ride has seen significant improvements to customers' ability to cycle to stations and safely store their bikes. All projects have included security enhancements like improved lighting and locating Bike and Rides in places with CCTV and passive surveillance. Bike and Ride capacity, including through the installation of a new style of racks, has increased in Paraparaumu, Paekākāriki, Tawa, Redwood, Carterton, Waterloo and Woburn. New Bike and Rides are on track to be completed before June 2020 in Mana, Porirua, Upper Hutt, Wallaceville and Trentham.

Space on trains is limited, particularly at peak, and we are currently reviewing our policies and Conditions of Carriage that relate to transporting cycles in carriages on peak and shoulder services.

We began work to mitigate the environmental impact from our Park and Ride facilities on the region's water systems. The development of rain gardens in the drainage scheme at Porirua Park and Ride is an example of the design innovations we are bringing to our network.

Rain gardens are stormwater treatment systems that treat water which has been potentially contaminated with chemical discharges from vehicles before it enters the natural environment, particularly our streams, rivers and harbour. Similar rain gardens have been completed in Paremata and Waterloo, and we are working to remedy storm-related flooding at Featherston Station as well.

Our Park and Ride projects are focused on more than just providing additional parking spaces. We are continually exploring better placement for accessible parks, and the development of dedicated car pool spaces to encourage mode shift. The enforcement of Park and Ride terms and conditions to encourage safe and courteous parking began in 2018 and has improved parking behaviour across our facilities including discouraging use of our carparks by non-public transport users.

Metlink has made significant investment into Park and Ride facilities since 2014 which has made the network more accessible and attractive to people who would previously have completed the whole of their commute by car. 471 additional Park and Ride spaces were provided in 2016 alone across our stations in Upper Hutt, Trentham, Waikanae and Porirua, with extension to the Park and Ride facilities at Pomare, Porirua, Paremata, Waterloo, Featherston and Upper Hutt in subsequent years. The following table details our current stock of Bike and Ride and Park and Ride spaces across the network.



RAILWAY STATION

Station	Line	Zone	B+R Spaces	P+R Spaces
Wellington Station	All	1	0	0
Ngauranga Station	Hutt	1	0	0
Petone Station	Hutt	4	24	448
Ava Station	Hutt	4	8	0
Woburn Station	Hutt	4	32	119
Waterloo Station	Hutt	4	74	779
Epuni Station	Hutt	5	8	0
Naenae Station	Hutt	5	4	24
Wingate Station	Hutt	5	0	0
Taita Station	Hutt	5	8	60
Pomare Station	Hutt	5	8	77
Manor Park Station	Hutt	6	4	55
Silverstream Station	Hutt	6	12	67
Heretaunga Station	Hutt	6	0	0
Trentham Station	Hutt	7	4	127
Wallaceville Station	Hutt	7	4	126
Upper Hutt Station	Hutt	7	24	349
Western Hutt Station	Melling	4	0	0
Melling Station	Melling	4	12	187
Maymorn Station	Wairarapa	8	0	0
Featherston Station	Wairarapa	11	4	147
Woodside Station	Wairarapa	12	4	98
Matarawa Station	Wairarapa	13	0	0
Carterton Station	Wairarapa	13	42	98
Solway Station	Wairarapa	14	3	87
Renall Street Station	Wairarapa	14	0	0

Station	Line	Zone	B+R Spaces	P+R Spaces
Masterton Station	Wairarapa	14	12	87
Takapu Road Station	Kāpiti	4	4	129
Redwood Station	Kāpiti	4	40	147
Tawa Station	Kāpiti	4	40	174
Linden Station	Kāpiti	4	8	0
Kenepuru Station	Kāpiti	5	0	0
Porirua Station	Kāpiti	5	60	999
Paremata Station	Kāpiti	5	8	294
Mana Station	Kāpiti	6	0	48
Plimmerton Station	Kāpiti	6	12	107
Pukerua Bay Station	Kāpiti	7	8	30
Paekākāriki Station	Kāpiti	8	52	79
Paraparaumu Station	Kāpiti	9	92	527
Waikanae Station	Kāpiti	10	12	377
Crofton Downs Station	J/Ville	3	8	54
Ngaio Station	J/Ville	3	8	49
Awarua Street Station	J/Ville	3	0	0
Simla Crescent Station	J/Ville	3	4	0
Box Hill Station	J/Ville	3	0	0
Khandallah Station	J/Ville	3	0	14
Raroa Station	J/Ville	3	4	45
Johnsonville Station	J/Ville	3	4	35

A final focus to highlight is our work to apply the Metlink brand in a way that is appropriate and responds to aspects of place including heritage, special places and urban design.

Customers have given us positive response to the design and form of revamped stations we've built across the network. Our regional heritage is important to us and we

will continue to explore appropriate opportunities to apply our brand in a way that compliments and enhances special places of historical significance like we have at Carterton, Paekākāriki, Woburn, Plimmerton and Taita Stations.

3.2 Ko tō mātou haerenga pahi

Our bus journey

In 2018 we implemented the largest range of changes to Wellington City bus services for many years. The changes were the culmination of years of engagement with residents and community representatives and technical work to review the bus network, as well as the development and implementation of new contractual arrangements with operators in line with the Government's Public Transport Operating Model (PTOM).

A new interim Bus Ticketing Solution was introduced which saw the extension of the Snapper ticketing system to all Metlink bus services in the region. A series of fares initiatives were introduced that included the introduction of discount products for off-peak travel, tertiary students, and people with disabilities; the removal of transfer penalties; and the introduction of the Metlink MonthlyPlus ticket across the entire Metlink network.

Implementing PTOM resulted in a change to the mix of companies operating bus services in the region with a consequential need for those companies to scale up or down existing operations. New supporting technology systems were developed to provide management tools in line with the new contractual requirements.

The implementation of changes started on 30 April 2018 in Wairarapa, followed by the Hutt Valley on 17 June and then Kāpiti Coast, Porirua and Wellington on 15 July. While the changes caused some disruption and customer reaction, in Wellington City other less predictable issues like driver shortages led to ongoing operational issues such as reliability. The major change to bus routes and timetables occurred within Wellington City, with minor changes to timetables in other areas.

While a number of the network changes had a negative impact on some Metlink customers, particularly in Wellington City's eastern and southern suburbs, creating a drop in passenger satisfaction and causing some to change their travel behaviour, many other bus customers experienced positive outcomes from the bus changes in Wellington City. Customers traveling through the south/north corridors reported good levels of satisfaction, we received positive feedback around savings made for Snapper users when transferring buses and increases to off-peak and weekend services were well received.

Benefits of the July 2018 changes and subsequent improvements included:

- Many more services – 45% more during weekends
- More regular off-peak services in 26 suburbs
- More services earlier in the morning and later into evenings
- Free transfers making travel cheaper and easier
- Fare concessions for students and disabled customers
- Many brand new buses including double-deckers and electric vehicles
- Bike racks on buses
- Better facilities and protection from weather at key transfer points.

A range of immediate improvements were made later in 2018 in response to customer feedback including direct peak services between Vogeltown and the city and between southern Newtown, Wellington Zoo and the city. The 2018 changes saw a rise of over 4% in bus boardings across different parts of the city.

Wellington City Bus Network Review

Following the 2018 changes, a post implementation review was commissioned and undertaken by L.E.K Consulting Australia. This review recommended a number of changes, the largest part of these being a review of the bus network design - to look at what was working well, and what changes would need to be made. Following this review, we went back to the community to ask for their views. We asked bus customers what could be improved and engaged with interested customers across the region through a range of activities including focus groups, public drop-in workshops and surveys.

The Wellington City Bus Network Review ran from July to September 2019 and was generously supported by over 1700 bus customers. The constructive feedback given for the Wellington City bus network was used to inform an action plan to be phased in from 2020.

The network design feedback focused on:

- Reducing the need to transfer and improve access to key destinations
- Supporting improvements to network operation and reliability
- Meeting specific community and customer needs
- Providing for current and future demand
- Improving customer experience and engagement.

Following this review, improvements to bus services came into effect from January 2020. The most recent being delivered in October 2020 including improved bus services in Wellington's Eastern, Western and Southern Suburbs including Miramar, Seatoun, Strathmore Park and along the east-west corridor to the city, and in Karori, Lyall Bay, Houghton Bay, Island Bay, Owhiro Bay, Kingston, Vogelstown and Brooklyn.

Improvements included more direct, higher frequency and capacity services to and from the city, and earlier and additional weekday services. In addition, new services are planned for implementation over the next three years. We have also made improvements to decarbonise our bus fleet including the introduction of new electric vehicles. This electrification of the bus network will continue over the course of this RPTP.

Looking ahead, Metlink will continue to monitor and review its Wellington City bus services to ensure they are meeting the needs of our customers, providing reliable and resilient services for residents and to implement additional changes to the network as needed. An important part of this will be the development of a bus layover strategy to plan and mitigate changes to the urban form in the city over the coming decade.

The second phase of the review of 2018 bus network changes, the Rest of Region Bus Network Review, ran from March to May 2020 during the nation-wide COVID-19 response.

Despite the challenges of conducting a review during a nationwide pandemic, we persevered with this important work and connected with the rest of the Wellington region including Porirua, Tawa, Hutt Valley, Kāpiti Coast and the Wairarapa. The feedback we received, which is on the Metlink website, informed a set of recommendations for each of these areas.

Customers and communities were invited to participate in the review of network design and timetables. Engagement via online and phone surveys were promoted through the Metlink website and targeted promotional campaigns in each area, using local press and radio, posters at bus stops and dairies, online geo-targeted social media (Facebook, Neighbourly, Eventfinda), and through community stakeholders and their channels (residents' associations, community boards, schools, youth groups). Over 800 people engaged in the review.

While the review found that the vast majority of participants were happy that their bus journey meets their needs, and most saw the network changes as an improvement to the previous network design, there was clear direction on areas for improvement – especially for those with accessibility issues. Recommendations were developed in response to the issues identified and the areas for action will be outlined in section 5.5.



3.3 Ko ngā auahatanga e pā ana ki ngā utu, tīkiti me ngā mōhiohio kiritaki

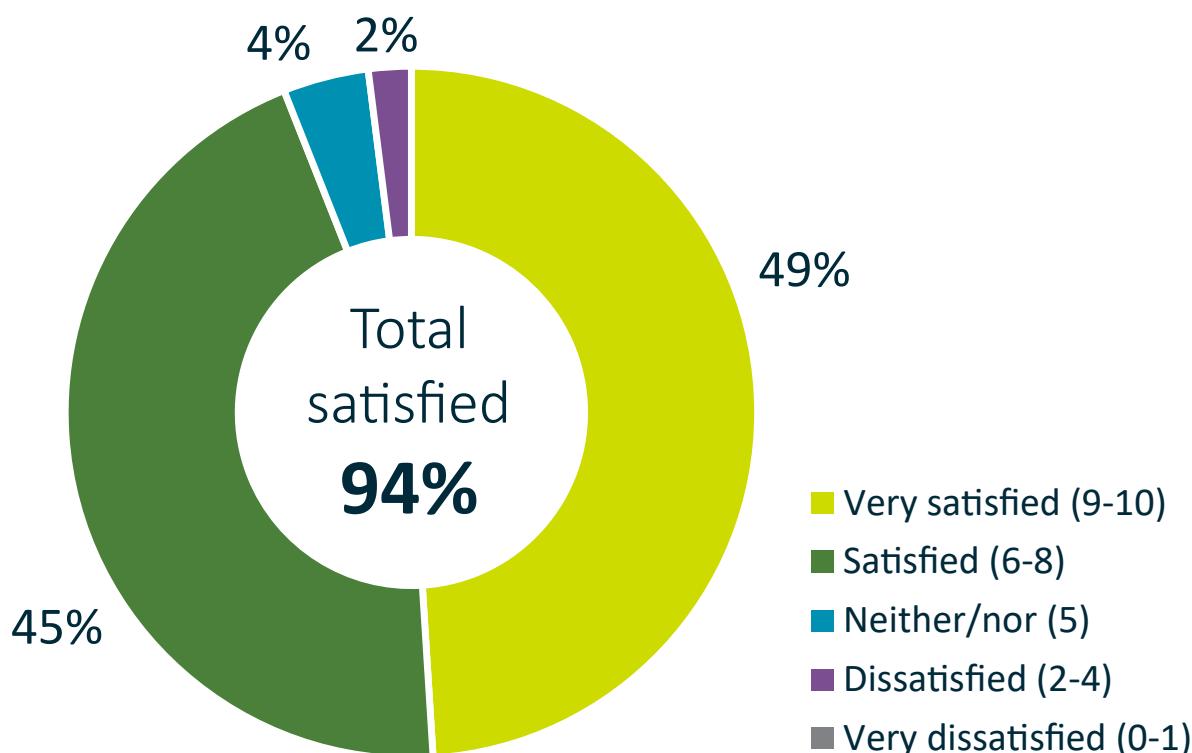
Fares, ticketing and customer information innovations

Following region-wide public engagement, a new fares schedule and concessions policy was adopted in 2018. Timed to come into effect with the new bus network changes and extension of Snapper in July 2018, the new fares included a 25% off-peak discount, 25% tertiary concession, 50% accessible concession, and free bus-to-bus transfers within a 30-minute window. A general 3% fare increase was agreed to offset part of the increased cost of running the network. As an interim ticketing solution, Snapper was extended to Metlink buses in Wairarapa, Porirua and Kāpiti replacing individual operator smartcards making smartcard fares and payment consistent across the network. There was considerable preparation for Snapper to go live on the new network in July 2018.

These changes have resulted in more affordable fares for many customers and increased Snapper use on Metlink buses. Snapper is now used for about 80% of all bus boardings while the percentage of cash fare payments on buses has dropped from around 20% to 8.5%.

The period also saw a step change in how we provide information on the network to our customers. We have introduced and continued to improve our digital channels, wayfinding information, more and clearer signage at stops and stations, and a refreshed website and Metlink app.


Metlink Customer Survey – Nov 2020; Satisfaction with Trip Overall



Base: n=3022 (All passengers who answered this question)


metlink Time Now 9:36 am

Hutt Valley Line & Melling Line	Kāpiti Line	Johnsonville Line
Platform	Platform	Platform
9:50 am Upper Hutt 5 All stops All stops	9:53 am Waikanae 9 All stops All stops	10:02 am Johnsonville 1 All stops All stops
10:10 am Upper Hutt 5 All stops All stops	10:13 am Waikanae 3 All stops All stops	10:32 am Johnsonville 1 All stops All stops
10:17 am Melling 2 All stops All stops	10:33 am Waikanae 3 All stops All stops	11:02 am Johnsonville 1 All stops All stops
10:30 am Upper Hutt 6 All stops All stops	10:53 am Waikanae 4 All stops All stops	11:32 am Johnsonville 1 All stops All stops



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Skip the queue!
Purchase your monthly pass in advance

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*** Face coverings are mandatory on all Public Trans

CITY BUSES

Bullet ESPRESSO

UP!

Level 4
Level 3
Level 2
Level 1



3.4 Ko tō mātou haerenga me KOWHEORI-19

Our COVID-19 journey

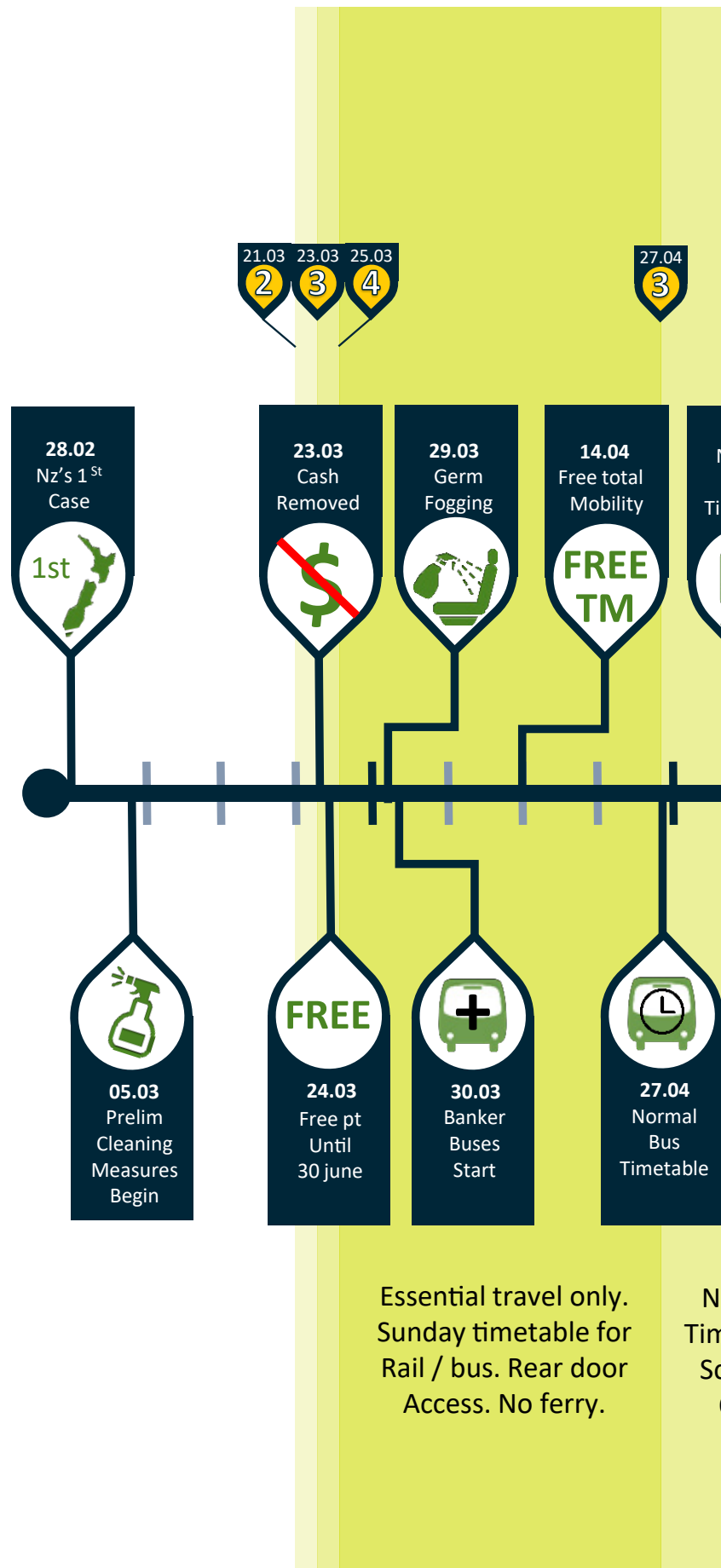
For the first seven months of the 2019/20 financial year we were on track to achieve record patronage growth on the network. However, in January 2020 COVID-19 began to emerge as a potential risk. By the end of March 2020, New Zealand had entered Alert Level 4 lockdown, public transport was deemed by central government to be an essential service which had to keep operating, patronage plunged dramatically, services were reduced, cleaning increased substantially, driver safety measures were implemented and it became free to travel on public transport (free travel remained in place until 30 June 2020).

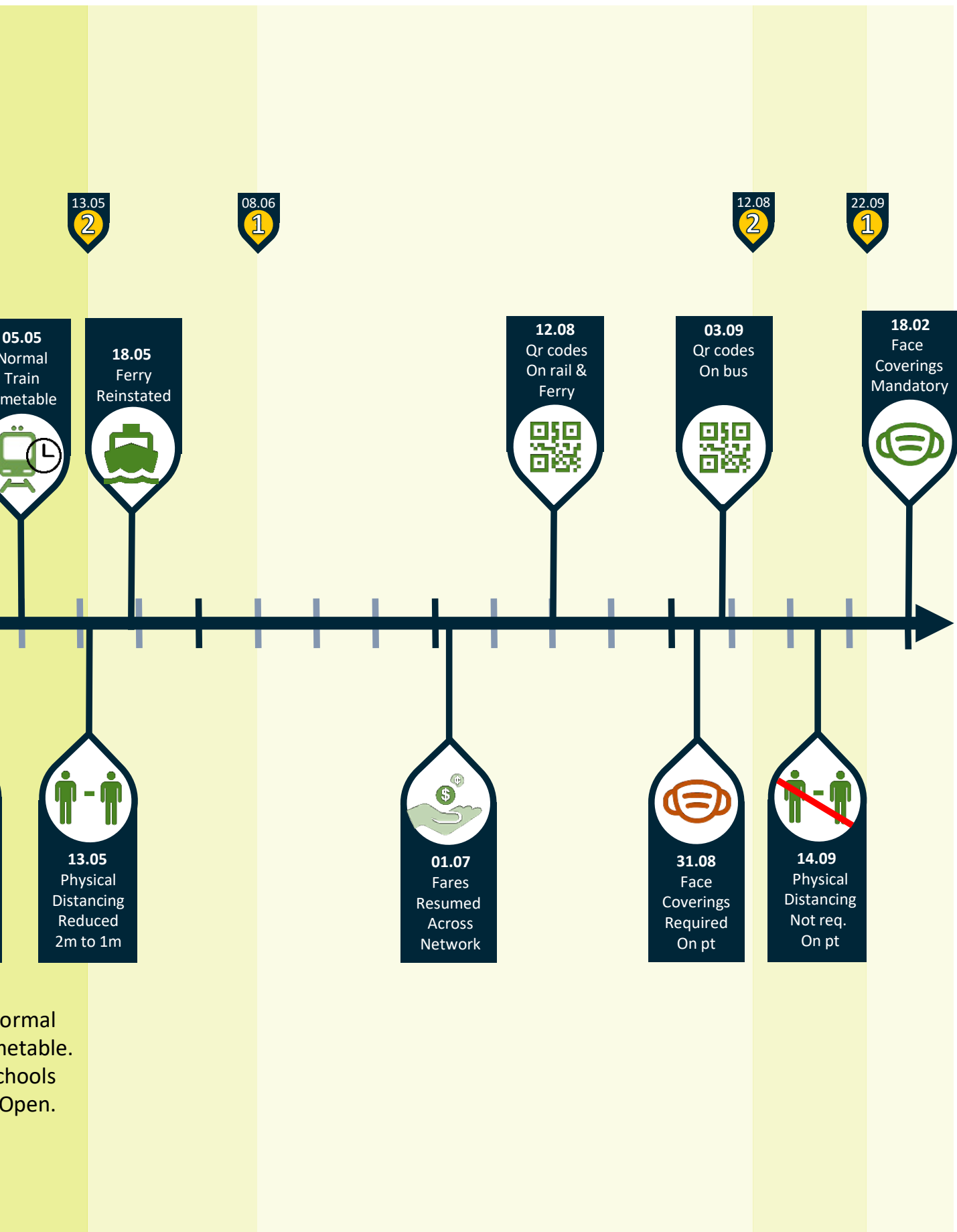
During COVID-19 Metlink undertook a huge amount of work to ensure the provision of public transport as an essential service in a way that responded to Government directives, customer needs, and the safety of passengers and Metlink staff.

Ultimately, we ensured that the public transport network operated throughout all Alert Levels, ensuring that people in our communities could continue to use public transport to access their (essential service) work and/or essential services such as supermarkets or pharmacies. We also made adjustments to services to ensure capacity and timetables were in place to support essential workers during the period.

The most important priority throughout the COVID-19 pandemic has been the ongoing health, safety and wellbeing of our workforce and the public. We spear-headed the early removal of cash payment from the network (cash payment was reintroduced on 1 July 2020) and have adopted a range of proactive messaging campaigns to ensure people are making the right choices when it comes to their health, safety and wellbeing, including guidance on the bus and train networks for how people can adhere to the physical distancing requirements.

As we emerged from the lockdown, we saw sustained patronage growth. Patronage in the Wellington region increased at a rate higher than anticipated. In fact, Wellington's recovery in terms of patronage was the strongest in the country, reaching up to 90% of pre-COVID patronage levels in Alert Level 1.





Normal
metable.
schools
Open.

4. Ko te pikitia nui: Ko tō mātou aronga rautaki

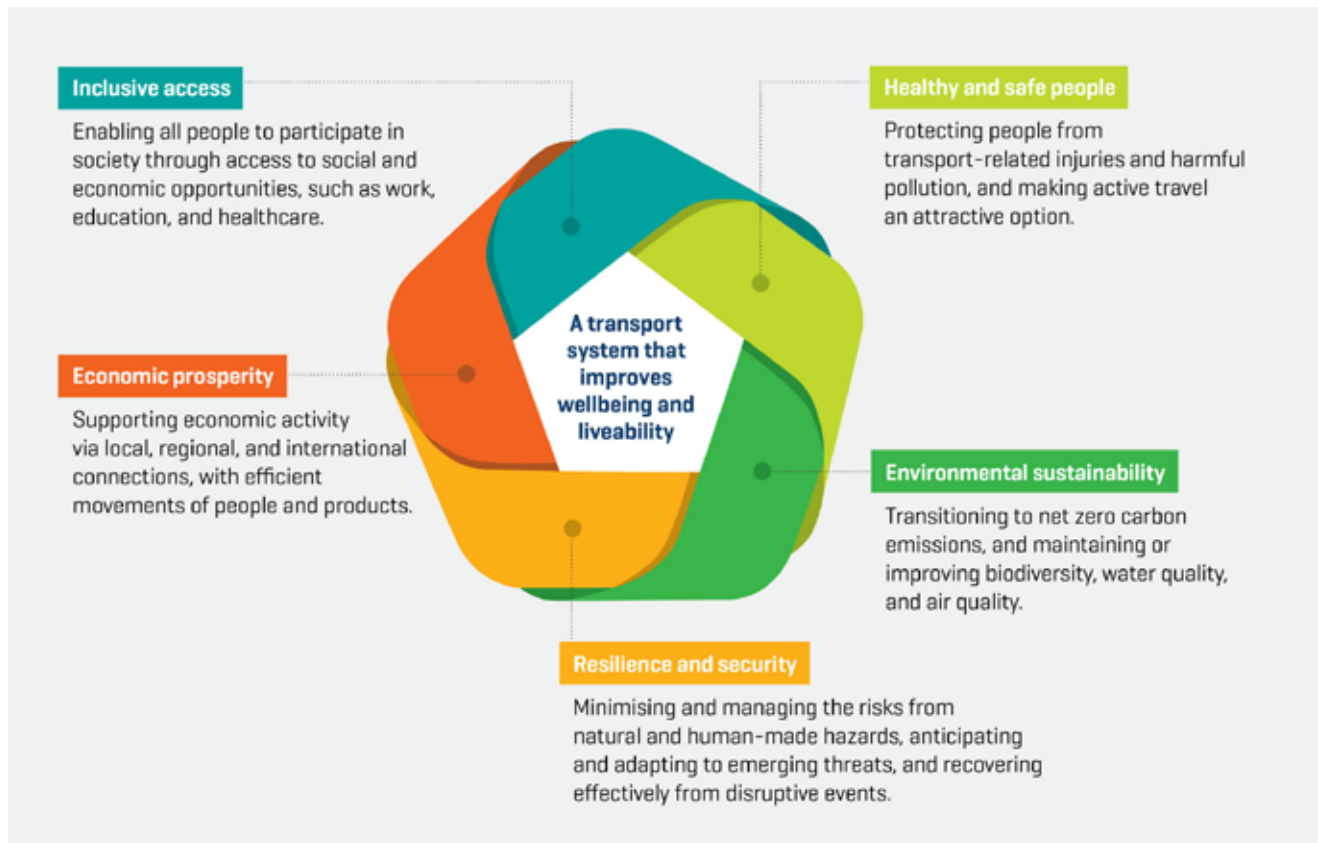
The big picture: Our strategic direction

This section outlines the emerging strategic direction for land transport focusing on public transport, including: Government Policy Statement on Land Transport (GPS) 2021-31; the strategic front end of the Regional Land Transport Plan 2021-31; and the strategic framework for the Greater Wellington Long Term Plan.

4.1 Ko te kaupapa here ā-Kāwanatanga mō te Waka Whenua (GPS) Government Policy Statement on Land Transport (GPS)

The Government Policy Statement on Land Transport (GPS) determines how investment into the land transport system from the National Land Transport Fund will contribute to achieving overall government outcomes, taking into account a range of policies. It outlines central government’s strategy to guide land transport investment over the next 10 years. It also provides guidance to decision-makers about where and under what conditions government will focus resources.

Through this GPS, central government articulates the purpose of the transport system as “to improve people’s wellbeing, and the liveability of places. It does this by contributing to five key outcomes, identified in the Ministry of Transport’s Transport Outcomes Framework”.



The GPS 2021-31 identifies four Strategic Priorities:

- Safety - Developing a transport system where no-one is killed or seriously injured
- Better travel options – Providing people with better transport options to access social and economic opportunities
- Climate change – Developing a low-carbon transport system that supports emissions reductions, while improving safety and inclusive access
- Improving freight connections – Improving freight connections for economic development.



Revenue raised from the land transport system - Fuel Excise Duty, Road User Charges and motor vehicle registration and licensing fees - is put into the National Land Transport Fund (NLTF) to be used on transport projects. The GPS influences decisions on how money from the NLTF will be invested across activity classes such as public transport. It also guides local government and Waka Kotahi NZ Transport Agency on the type of activities that should be included in Regional Land Transport Plans and the National Land Transport Programme.

Over \$4 billion is spent through the NLTF each year, supplemented by co-investment from local government and additional funding and financing.

Central government can also provide additional funding to progress specific transport activities or projects. In most cases, this funding is appropriated by Parliament outside of the NLTF, and is spent by Waka Kotahi NZ Transport Agency or KiwiRail acting as the Crown's delivery agent.

The GPS guides how Greater Wellington develops and implements this RPTP and how we think about our key strategic focus areas of:

- Increasing mode shift to public transport
- Reducing public transport emissions by decarbonising the fleet
- Continuing to improve customer experience across all aspects of the network.

Specifically, the GPS focuses us on:

- Contributing towards delivery of the Wellington mode shift plan
- Support the Disability Action Plan's intentions to increase the accessibility of transport
- Continue investing in specialised services to support accessibility, such as the Total Mobility Scheme
- Work with, and support our partners to deliver Let's Get Wellington Moving
- Work with, and support our partners to implement priorities identified in the New Zealand Rail Plan to enable a reliable and resilient Wellington Metro Rail Networks.

4.2 Ko te Mahere ā-Rohe Waka Whenua

Regional Land Transport Plan 2021-31

The Regional Land Transport Plan 2021-31 (RLTP) sets the direction for the Wellington Region’s transport network for the next 10 years. The Plan describes the region’s long-term vision, identifies regional priorities and sets out the transport projects we intend to invest in over the next ten years. The Plan is a collaboration between all district and city councils in the Wellington region, Waka Kotahi NZ Transport Agency and KiwiRail.

The RLTP recognises and articulates the significant role transport plays in shaping what the Wellington region is like as a place to live, work, play and learn and provides a framework for transport planning that supports our broader goals for the region. The RLTP recognises that, as the region grows more people and increased economic activity will place greater demand on the transport network, including public transport. The RLTP focuses on initiatives that enable us to grow in ways that make it easy to get around while reducing congestion and carbon emissions and creating more liveable places. The RLTP sets the vision for investing in a transport network that:

- Offers good, affordable travel choices
- Supports compact centres, liveable places and a strong economy
- Is safe
- Minimises impacts on the environment
- Provides for connected, resilient and reliable journeys.

Recognising that we are in an environment of economic constraint, and acknowledging the importance of aligning regional resources and target investment to areas of the greatest regional benefit, to achieve its vision, the RLTP sets out the region’s priority areas for investment. These are:

- **Public transport capacity:** Build capacity and reliability into the Wellington region’s rail network and into Wellington City’s public transport network to accommodate future demand
- **Travel choice:** Make walking, cycling and public transport a safe and attractive option for more trips throughout the region
- **Strategic access:** Improve access to key regional destinations, including the port, airport and hospitals, for people and freight
- **Safety:** Improve safety, particularly at high risk intersections and on high risk urban and rural roads
- **Resilience:** Build resilience into the region’s transport network by strengthening priority transport lifelines and improve redundancy in the system.

The RLTP informs and is informed by the RPTP. The RLTP 2021-31 and the RPTP 2021-31 were developed and publically consulted on concurrently.

4.2 Ko te Pae Tawhiti o Te Pane Matua Taiao

Greater Wellington Long Term Plan

Every three years Greater Wellington creates a Long Term Plan which outlines what it will do over the next 10 years, how much it will cost, and who will pay for it. Public transport is a significant part of Greater Wellington’s long term planning focus, accounting for approximately 65% of Greater Wellington’s expenditure.

The 2021-31 Long Term Plan has a strategic priority of creating an “efficient, accessible and low carbon public transport network”. Strategic focus areas are:

- For mode shift - Contribute to the regional target of a 40% increase in regional mode share to public transport and active modes by 2030, including delivery and implementation of Let’s Get Wellington Moving

- For decarbonisation of the public transport vehicle fleet - Reducing public transport emissions by accelerating decarbonisation of the vehicle fleet
- For customer experience - Continue to improve customer experience across all aspects of the network.

To plan and budget out a decade, Greater Wellington must make assumptions around population and demographic changes, the economy, climate change and natural hazards, technology and legislative and governance changes and how these will potentially impact Greater Wellington activity groups including public transport.

The 2021-31 Long Term Plan identifies that population in the region is expected to grow almost 9%, with growth rates higher in some places than others.

The region's population is expected to reach approximately 570,000 by 2030 and 632,000 by 2043 (20% growth since 2020). Population growth will not be evenly distributed across the region, with higher growth rates expected in Porirua, Kāpiti coast and the Wairarapa. While there are high levels of uncertainty around this growth, expected impacts on public transport from the changes include patronage growth outstripping capacity in the long term, and the creation of new communities requiring additional stops or

routes. With an aging population, the increases in Gold Card users will also put financial pressures on public transport.

The Long Term Plan forecasts ongoing impacts on the public transport system from climate change and natural hazards. Increased size and nature of weather events will drive increased transport infrastructure repair costs, increased insurance costs, and drive the need for increased capital expenditure. These changes will require increased adaptation for our own assets and services including putting resilience measures in place for our road and rail transport networks in response to sea level rise and storms.

4.4 Ko te haere hohoro i te rohe o Pōneke

Rapid transit in the Wellington region

The GPS defines rapid transit as “A quick, frequent, reliable and high capacity public transport service that operates on a permanent route (road or rail) that is largely separated from other traffic.” The National Policy Statement for Urban Development (NPS-UD) shares the same definition for ‘rapid transit service’, but extends it to “any existing or planned” service. “Planned” means planned in a regional transport plan such as this plan.

The NPS-UD introduces a new requirement for Wellington's regional policy statement, and the district plans of Wellington City, Hutt City, Upper Hutt City, Porirua City and Kāpiti Coast District, to enable building heights of at least six storeys within at least a walkable catchment of current and planned rapid transit stops. This means that rapid transit as identified in the RLTP has a connection to the land use controls in these RMA documents. However, whether or not intensification is appropriate around rapid transit stops will be considered as part of each council's district plan processes.

The NPS-UD also has directions to enable building heights and density commensurate to levels of existing and planned public transport generally. The RLTP and the Wellington region's RMA documents work together to enable more people, businesses and community services to be located in areas well-served by existing and planned public transport.

As described in the RLTP, “The rapid transit network and services for the Wellington region comprises the Kāpiti, Hutt, Melling and Johnsonville rail corridors.

The mass rapid transit corridor proposed by the Let's Get Wellington Moving programme (once the rapid transit network and stops are confirmed) will also form part of this rapid transit network”.

This corresponds with the classification of Class PT1 in Waka Kotahi's One Network Framework. The One Network Framework provides a common language for the transport system, land use and urban planning.

The rail corridors are part of Metlink's core public transport network. Plans to upgrade this network to increase service frequency and capacity are signalled in this plan. The Let's Get Wellington Moving Mass Rapid Transit corridor will be developed as part of that programme.

Urban intensification opportunities around public transport stops will be planned through the district plans of the Wellington region's district and city councils.

Transit-oriented development

Transit-oriented development is an urban planning approach which maximises the amount of residential, business and leisure space within walking distance of public transport.

Greater Wellington will have an increased focus on transit-oriented development over the course of the RPTP as we consider how we can work with KiwiRail and our Territorial Authority partners across the region to develop a region-wide approach and establish partnerships to consider how we can enhance the urban environment at specific locations, particularly on our rail network.

5. He aha tā mātou e whai ana

What we want to achieve

In this section we will outline what we want to achieve for public transport in our region over the next ten years.

5.1 He aha tā mātou e whai ana

What we want to achieve

To plan effectively, Greater Wellington needs to identify the problems we are trying to solve and the opportunities we have to address these. We have identified three strategic focus areas of mode shift, decarbonisation of the public transport fleet and improving customer experience.

1. In order to reach climate change goals the public transport fleet needs to be decarbonised.
 - a. Diesel buses and trains are emitting CO₂ and harmful emissions into the air and are responsible for 50% of Greater Wellington's carbon footprint.
 - b. The RLTP sets out a target of a 35% reduction in carbon emissions from all land transport by 2030. Decarbonising the public transport fleet will contribute to the RLTP target as it currently makes up 3% of the regional land transport related emissions. The targets for reduction in CO₂ are set out in the table below.
2. The vast majority of trips in the Wellington region are still via private vehicles.
 - a. Improving access to the public transport network outside of Wellington city will be beneficial for the growing population in the north of the Wellington region and will result in people using private vehicles less for either their whole journey, or to access the network. This will have added benefits as peak congestion will reduce on the key roads into and out of Wellington city and also reduce carbon emissions due to less private vehicles being used.
 - b. The public transport network is operating at capacity due to high rates of growth in the Wellington Region and the highest public transport use in New Zealand.
 - c. Public transport will contribute to the 40% increase in mode shift target set in the RLTP. Currently, 18% of commuters into central Wellington use rail, and 16% use bus. Investing in public transport will help to increase the share of commuters using public transport, with the targets set out in the following table.
3. Metlink is still improving the customer experience
 - a. Metlink's target for customer satisfaction is greater than 92%.
 - b. Improvements to the customer experience will attract and retain more public transport users. The occasional performance issues particularly since the 2018 changes, have resulted in Metlink's customer experience not always being optimal. Updates to the Real-time information signs, railway station and bus shelter upgrades to make them more accessible and improved bus services following the bus network review will add to the improvement in customer satisfaction.

Strategic Priority	Efficient, accessible and low carbon public transport network		
Strategic Focus Areas	<p>MODE SHIFT</p> <p>Contribute to the regional target of a 40% increase in regional mode share in regional mode share from public transport and active modes by 2030, including delivery and implementation of LGWM and Wellington Regional Rail's Strategic Direction</p>	<p>DECARBONISE PUBLIC TRANSPORT VEHICLE FLEET</p> <p>Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet</p>	<p>IMPROVE CUSTOMER EXPERIENCE</p> <p>Continue to improve customer experience across all aspects of the network</p> <p>Prioritise the safety and maintenance of the public transport network to encourage safe behaviours</p>
Key Measures	<p>40% increase in mode shift to public transport by 2030</p>	<p>60% reduction in public transport emissions by 2030</p> <p>35% reduction in carbon emissions for the Wellington region by 2027</p> <p>40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030</p>	<p>Maintain customer satisfaction rating greater than 92% for overall trip</p> <p>40% reduction in serious injuries on the public transport network by 2030</p>
Themes	<p>Provide a high quality, high capacity, high frequency core network</p> <p>Improve access to public transport</p> <p>Promote behaviour change</p>	<p>Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies</p> <p>Decarbonise the Metlink bus fleet by 2030</p> <p>Explore ways to further decarbonise the Metlink rail and ferry fleet</p>	<p>Greater choice and flexibility for journey planning, fares and fare payment options</p> <p>Improve the accessibility of public transport for all</p> <p>Prioritise safety through continuous improvements to both infrastructure and operations</p>

Mode Shift Initiatives

Provide a high quality, high capacity core network by:

- Implementing the Wellington Regional Rail Strategic Direction investment pathway of regional rail service, rolling stock and infrastructure improvements
- Procuring and delivering Lower North Island regional rail trains
- Increase rail timetable frequency up to ten- minutes where practicable by 2030
- Working with the LGWM programme to provide Mass Rapid Transit in Wellington City
- Working with the LGWM programme to deliver City Streets and implement the bus priority action plan
- Developing and investing in bus layover including a new Wellington CBD bus layover depot by 2024.

Improve access to public transport by:

- Improving multi-modal access to public transport hubs, including paid parking for Park and Ride through actions in our ‘Smarter Connections Strategy’
- Continuing to improve public transport services through ongoing service reviews in line with growth across the Lower North Island.

Providing a service to Wellington Airport from Wellington Station:

- Tailoring services to meet community needs for example demand responsive services
- Working with our regional partners to ensure urban form and new subdivisions can accommodate PT.

Promote behaviour change by :

- Promoting mode shift to public transport and active modes through the LGWM Travel Demand Management package
- Proactively marketing off- peak and inter-peak public transport services
- Encouraging peak spreading through levers like off-peak discount and providing additional services and capacity
- Promoting behaviour change through initiatives like work travel plans and improved digital technology.

We will go through our strategic priorities and key initiatives in the rest of this section.

Decarbonise Public Transport Vehicle Fleet Initiatives

Accelerate decarbonisation of the Metlink fleet by:

- Increasing the number of electric buses to 100 by 2023
- All core service buses are electric by 2030
- Implementing the agreed pathway to further accelerate decarbonisation of the fleet by 2030
- Continuing to work towards a more efficient bus network

- Supporting the introduction of electric Mass Rapid Transport through Let’s Get Wellington Moving
- Introducing the electric ferry

Explore ways to further decarbonise the Metlink rail fleet by

- Procuring and delivering new Lower North Island regional rail trains.

Improve Customer Experience Initiatives

Provide our customers with greater choice & flexibility for journey planning, fares and fare payment options by:

- Phased implementation of the National Ticketing Solution and integrated fares across the network
- Upgrading our Real Time Information so that it meets our customer needs now and into the future
- Enhancing our data capability to improve customer experience and business operations and planning.

- Increasing service frequency on core and targeted routes
- Investing in transit oriented design on key public transport corridors to enhance our public spaces
- Redevelop key transport hubs including Waterloo Station and develop new hubs including bus hub Porirua.

Improve the accessibility of public transport for all by:

- Providing information, facilities and services that are accessible to all
- Improving accessibility to train stations and bus shelters

Prioritise safety through continuous improvements to both infrastructure and operations by

- Improving the public transport environment to increase personal safety and security.

5.2 Whakanui ake i ngā painga o te waka whenua tūmatanui

Increase mode shift to public transport

Mode shift is an important pillar of the Government Policy Statement on Transport and a strategic priority for Greater Wellington. The Wellington region has the highest mode share of public transport and active modes (walking and cycling) across New Zealand with 31% of the trips to work using these modes. Of the 82,000 people commuting into central Wellington during the peak period, 18% are rail passengers and 16% are bus passengers.

The Regional Land Transport Plan 2021 has set a target of a 40% increase in mode shift to active modes and public transport by 2030. The public transport system has traditionally functioned well for single mode trips, but initiatives that enable more flexibility between modes will be key to make it easier for more people to use shared and active modes for a wider variety of trips, including the traditional journey to work or school.

Initiatives to support mode shift include integrated ticketing, bike racks on buses and bike parking at stations. As we recounted in Section 3, we have already made considerable progress in these areas to date.

Greater Wellington have worked with Waka Kotahi NZ Transport Agency to develop a mode shift plan to move people away from cars and onto public transport, or walking and cycling. The Wellington Regional Mode Shift Plan complements and supports Metlink strategic plans including the Regional Rail Plan which we discuss in this section.

The Wellington Regional Mode Shift Plan has three levers: shaping urban form; making shared and active modes more attractive; and influencing travel demand and transport choice. The focus areas that fall under these three levers are outlined in the table below:



Levers	Focus Area
Our role in shaping urban form	<ul style="list-style-type: none"> • Increase the density of urban development near public transport hubs (rail and bus), and along core bus routes, and significantly improve multi-modal connections to stations/hubs • Ensure the location, layout, and design of greenfield growth areas encourages people to travel by shared and active modes • Intensification and place-making in Wellington City, particularly near future mass rapid transit and public transport corridors • Implement urban development projects (for example Eastern Porirua including East-Porirua to City Centre multi-modal transport corridor) to improve liveability and multi-modal access
Making shared and active modes more attractive	<ul style="list-style-type: none"> • Improve rail safety, capacity and resilience by upgrading rolling stock, infrastructure and services, and purchasing additional trains to address overcrowding, provide for future growth and enable higher service frequencies • Continue and accelerate where possible Let's Get Wellington Moving, including early delivery activities, City Streets/Bus Priority Action Plan and delivery of Mass Rapid Transit • Continue to review the network across the region to deliver initiatives including bus layovers, increases in frequency, span of service and change of route (extensions and simplifications), to reduce overcrowding and improve reliability and access • Implement integrated ticketing and improve multi-modal access including bike parking and Park and Ride management • Revitalise town centres in the region with a focus on walking and biking for shorter trips, through permanent changes or temporary/trial interventions through Innovating Streets for People projects across the region • Make walking and cycling more attractive for getting to school by stepping up implementation of the Bikes in Schools and Movin' March programmes and delivering lower speeds around schools • Establish a connected regional cycling network by eliminating pinch points on the network and delivering transformation projects to improve access • Promote e-bike uptake and management by councils of rental e- scooter schemes (along with bike schemes)
Influencing travel demand and transport choices	<ul style="list-style-type: none"> • Progress the Let's Get Wellington Moving (LGWM) Travel Behaviour Change and Parking Levy investigations and programmes • Further develop and implement targeted workplace travel plans for hospitals and other large workplaces • Use public transport fare structures alongside integrated ticketing to encourage public transport use including inter-peak and off-peak travel • Develop Journey to Work travel options and cost information throughout region especially on key corridors building on the Best Time to Travel campaign and Greater Wellington 'Mobility as a Service' investigations • Facilitate availability of technology and apps as enablers for increased use of shared or active mobility choices • Update/implement parking policies to discourage long-stay on-street commuter parking and enable reallocation of road space

Making Shared and Active Modes More Attractive

Momentum is building in the Wellington region with investments in, and improvements to, active and shared mode infrastructure. Recent catch up investment is underway in our rail and bus network, several new walking and cycling facilities, the emergence of micro-mobility options in Wellington City and Hutt City and travel promotion initiatives for cycling and school travel.

To unlock mode shift across the Wellington region, ongoing investment in infrastructure and service provision is key, especially those that support increased capacity and service levels for public transport to manage overcrowding and to make public transport attractive. An evolving network of separated cycling and micro-mobility infrastructure complements the public transport developments.



Influencing Travel Demand and Transport Choices

Travel choices are influenced by a wide variety of factors, such as travel time, reliability, cost, ease of use, safety and flexibility. For service improvements in the public transport network to have the most impact on mode shift, they need to be complemented by a range of other tools that help encourage people to change the way they travel.

These initiatives can include a wide variety of both push and pull approaches to encourage use of shared and active modes or to discourage car use. They can also include financial instruments such as road pricing and parking charges to discourage private vehicle travel and support a more efficient overall transport system.

The Let's Get Wellington Moving Travel Behaviour Change business case will be the main platform for travel demand initiatives in Wellington City.

It will help minimise and capitalise on the impacts on the city of any construction to shift behaviour, and provide increased capacity and frequency of public transport services.

Public transport fare changes, parking fees and overall parking policies have a significant impact on peoples' travel choices. Public transport fare changes can help attract more people to public transport. They can be used to reduce the relative price for off peak travel and to support users with different financial or physical abilities.

Fare changes were introduced with the 2018 Bus Network review and more are planned to encourage peak spreading, along with the introduction of integrated ticketing.

The Wellington Regional Mode Shift Plan outlines key opportunities to increase mode shift. These are:

Kāpiti Coast

- Nodal development and improved multi-modal access to train stations
- Rail service improvements.

Porirua City

- Nodal development/improved multi-modal access to train stations
- Eastern Porirua regeneration and improved urban form and access to city centre
- Access Porirua business case improvements (for example Kenepuru, Titahi Bay shared path, Wi Neera-Onepoto cycleways).

Wairarapa

- Increased density in nodal, centre and greenfield development (for example Carterton East) and ensure safe multi-modal access to rail
- Development of walking and cycling networks (for example Five Towns Trail, Carterton Rail Trail corridor) and ongoing crossing improvements in town centres
- Bikes in Schools.

Upper Hutt City

- Improve access to train stations by bus, bike and on foot
- Potential access improvements to reduce severance (for example Totara Park).

Hutt City

- Continue progress on the RiverLink project
- Fast-tracked Crown investment in Te Ara Tupua (Petone to Melling underway)
- Build on the success of the Wainuiomata shared path and continue progress on the cycling network (Eastern Bays, Beltway), multi-modal cross-valley connections, and Petone to Ngauranga cycleway
- Nodal development and improved multi-modal access to train stations
- Preparations for double-decker buses on network.

Wellington City

- Let's Get Wellington Moving
- Bus improvements through adding capacity by increasing frequency, more buses, use of double deckers, and route refinement.

Smarter Connections Strategy

The Metlink Smarter Connections Strategy is a framework to assist decision makers and officers when considering choices around Park and Ride, and train station access in general. Metlink developed the Smarter Connections Strategy in 2018 to provide clarity about when and where we will invest in Park and Ride facilities, and how we manage Park and Ride as a component of the broader outcome to improve access to public transport. The strategy sets out a high level objective

and a strategic approach along with guiding principles and policies for planning and managing Park and Ride in the Wellington region.

Improving travel choice is a key element of enhancing the region's liveability. Public transport is an important travel option and has significant benefits for the region. It provides access to jobs, education, leisure, and healthcare, it enables more efficient use of space, and it contributes to reduced congestion, reduced emissions, and broader health and wellbeing benefits.

To increase the number of people who use public transport for regular travel, we need to make it easier for them to access the public transport network. Access improvements include walking, cycling and bus connections, cycle parking, drop-off facilities and parking for different user needs. Information, signage and ticketing systems also play an important role. The introduction of the National Ticketing Solution will enable integrated journeys and managed access parking.

There are many elements that contribute to better access to train stations and hubs. Park and Ride plays a relatively small, but important and integral, part of this system.

Over recent years we have increased Park and Ride capacity and quality in the Wellington region. We now have approximately 6,000 Park and Ride spaces with a good system of facilities at key train stations throughout the region. This has supported growth in rail patronage and has significantly extended access to the rail network.

But the context is changing: managing existing facilities is ever more challenging as demand grows; there is growing pressure to provide more and more Park and Ride spaces; the cost of suitable land is rising, while the cost-effectiveness of providing additional parking spaces is falling; new technologies are emerging that provide alternatives to private vehicle use; local and central government are increasing the emphasis on a broader multi-modal access approach; and thinking is evolving about how we provide options for the first and last leg of people's journeys.

This changing context has altered the scope of what we consider when we think about, and plan for, Park and Ride. It is increasingly important that we develop Park and Ride in a more integrated way.

We also need to consider how Park and Ride might apply to our core bus and ferry networks in addition to the rail network. We also need to ensure what we do in the future aligns with customer expectations.

In summary, the Smarter Connections Strategy recognises five key contextual points to frame our thinking and planning. These are:

- Land availability across the region is decreasing and using land in a more sustainable, socially focussed way is a priority
- Expanding Park and Ride as we have been is neither financially sustainable nor affordable
- Our ownership or management of busy thoroughfares like train stations and their precincts present commercial and customer service opportunities that are currently under-realised
- Easy and safe access to our stations is of paramount importance to our customers
- The environmental footprint of car parks is not insignificant and we need to more proactively mitigate this, particularly our management of stormwater run-off.

We have three key principles in the Smarter Connections Strategy that guide how we plan and prioritise our investment and resources in relation to station access. These are:

- Strategic locations
- Demand management
- Effective design.

Strategic location

Located in the right places, Park and Ride facilities can effectively extend the coverage of the public transport network. It is important that new or extended facilities are strategically located where they will result in an overall increase in public transport patronage, rather than just where there is demand for Park and Ride.

Park and Ride facilities are most effective when located where surrounding land use densities or hilly topography makes feeder buses and active modes less viable. They should intercept car commuters in their journeys and be located ahead of congested bottlenecks on the road network to avoid adding to existing congestion. Considering the location impacts of Park and Ride facilities on localised congestion, safety and amenity around stations is also critical.

The following principles will guide investment decisions about new or extended Park and Ride facilities. Park and Ride investment should be prioritised at locations that:

- a. Expand access to the core public transport network
- b. Represent an efficient transport investment relative to other access options

- c. Maximise uptake by people who would otherwise make their whole journey by car
- d. Intercept car commuters as early as possible in their journey and ahead of congested bottlenecks and manage demand from strategic regional transport initiatives like Transmission Gully Motorway.

Park and Ride investment decisions will consider:

- a. The potential to improve other access options, including enhanced walking and cycling access and improved feeder bus services
- b. Whether it presents an efficient transport investment relative to other access options
- c. The particular characteristics and needs of the local area and community.

Managing demand

Managing demand within existing Park and Ride facilities is an important part of our strategic approach. We will look to put in place pricing, enforcement and other mechanisms such as priority parking to influence behaviours and to get the best use out of our facilities.

Park and Ride is currently free of charge to all users across the region. While providing Park and Ride for free maximises users' convenience, it can also affect the value proposition for bus feeder services and the attractiveness of walking and cycling. In some locations, Park and Ride is used by other long stay users, reducing availability for public transport customers.

Introducing pricing, particularly at busy stations, can ensure customers who have a genuine need to use Park and Ride and have a willingness to pay for it, get priority access. Pricing Park and Ride spaces in high demand areas is therefore a key tool for managing the demand for Park and Ride spaces.

The following principles are proposed to guide management of Park and Ride facilities in the region:

- a. Available Park and Ride capacity is well-used to support public transport
- b. Park and Ride is prioritised for people with a genuine need to drive to core public transport

- c. Users make an appropriate contribution to the costs of Park and Ride
- d. Overspill parking is appropriately mitigated and managed.

In relation to these principles, Greater Wellington will:

- a. Implement and enforce parking terms and conditions at Park and Ride facilities
- b. Work with local councils and the Waka Kotahi NZ Transport Agency to manage demand at locations where overflow parking is affecting amenity and accessibility of local streets and highways
- c. With integrated ticketing, use ticketing systems to prioritise use of Park and Ride facilities for public transport users
- d. Price Park and Ride facilities as a demand management tool and to provide a user pays contribution towards costs.

Effective design

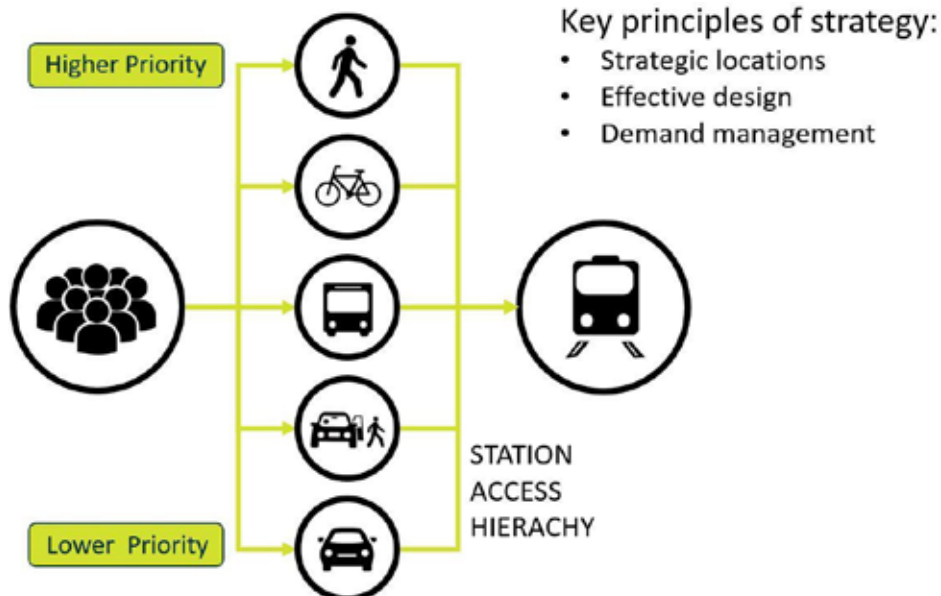
Park and Ride facilities should be designed to integrate with surrounding transport networks and land uses. They should facilitate safe and attractive access for all public transport users and should minimise adverse impacts on the surrounding natural environment (for example storm water run-off).

Park and Ride should also be designed to adapt to user needs as new technologies and trends change the way people access stations in the future (for example on-demand services or automated vehicles). Their design should take account of the potential to convert them to different land uses in the future if land use strategies change and demand for alternative uses, such as transit oriented development, increases.

The following principles will guide Park and Ride design considerations.

New, extended, or upgraded Park and Ride facilities will be designed to:

- Integrate station facilities with local transport networks
- Improve environmental outcomes
- Enhance safety, security and amenity for all users
- Provide for all access options, including active modes, drop offs and feeder buses in a way that reflects the priorities identified in the station access hierarchy
- Ensure flexibility to respond to emerging transport technologies and trends
- Support co-location of complementary services and transit oriented design
- Ensure alignment with future land use plans, and flexibility to respond to future land use changes
- The station access hierarchy is also applicable to strategic location, in terms of questioning whether Park and Ride is the most efficient investment compared to other access modes.



Our regional approach

As part of a regional council, Metlink works closely with all our local council partners to plan and implement our work priorities in a way that recognises the differences across our region and even within the different local council territories. We need to consider how different local residents use and access connecting public transport. We need to recognise the differing needs of rural and out-of-region commuters. We need to understand and work with the differing parking policies and enforcement regimes across the region and

insure we see no unintended impacts on public transport usage from any new Park and Ride policies.

It is important that we proactively manage demand for Park and Ride in high demand locations like Waikanae, Porirua and the Wairarapa, particularly through active enforcement of our Terms and Conditions and introduction of prioritisation parking for carpooling and off-peak travellers. Finally, we need to ensure our facilities are clean, safe, welcoming and comfortable and contribute to a wholesome customer experience for all our users.

Wellington Regional Hospital Travel Action Plan

Wellington Regional Hospital is one of our region's most strategically significant destinations. Over 5,000 people work at the hospital's campus. Add in patients' and visitors' travel and the hospital represents a significant transport footprint regionally, and in the Newtown area particularly. For a variety of reasons including shift patterns, staff travel to and from the hospital campus is primarily through private car use. This has created significant pressure on parking at the hospital and the surrounding streets. Finding a car parking space at peak times can be challenging and stressful for staff.

Changes are planned in the hospital area which require a rethink on staff travel to and from the hospital. The changes include proposed high density housing for parts of Wellington City including Newtown, related changes to on-street parking controls, and the development of cycleways and bus priority lanes. All of these will impact on the availability of car parking spaces for staff and visitors to the hospital.

Greater Wellington, Capital and Coast District Health Board, Wellington City Council, Let's Get Wellington Moving and Waka Kotahi NZ Transport Agency are working together on a new Travel Action Plan for staff at Wellington Hospital. The purpose of the Travel Action Plan is to make it easier for people working at the hospital campus to share vehicles, walk or bike and use public transport. Making it easier for hospital staff to get to and from work will lead to staff satisfaction, wellbeing, and improved staff retention and will reduce the pressure on parking at the hospital itself and in the surrounding streets.

The specific objectives the Travel Action Plan aims to achieve are:

- Reduced staff reliance on single-occupant car trips to the Hospital by making public transport, walking, cycling and car-pooling more attractive
- Increased viability of using Wellington's commuter trains to get to the Hospital by improving connections between the Hospital and Wellington Railway Station
- Reduced demand for parking from staff on both the Hospital site and surrounding streets
- Increased range of innovative travel options tailored to the unique needs of hospital staff.

The success of these objectives will also contribute to Greater Wellington's strategic priorities of mode shift, decarbonisation, and increased customer experience. Metlink will continue to work with all of the Travel Action Plan partners to explore and trial public transport options to address this issue during the course of the RPTP.

5.3 Ko te Aronga Rautaki o te Rerewa ā-Rohe o Pōneke

Wellington Regional Rail Strategic Direction

A critical component of our strategic priority of mode shift is the programme of work outlined in here as the Wellington Regional Rail Strategic Direction.

The new Wellington Regional Growth Framework spatial plan, developed by local government, central government and iwi partners in the Wellington region and Horowhenua district, expects a population growth scenario of 200,000 over the next 30 years.

The Regional Growth Framework indicates that 75% of this increase will occur along the eastern and western growth corridors north of the Wellington City Centre, which extend to Masterton and Levin (in the Manawatū-Whanganui region), respectively. The growth corridors reflect the primary rail corridors. Rail, as a mass rapid transit service, is identified as a key enabler of regional growth, through intensification around train stations and improved connections to stations.

The Regional Growth Framework recognises that rail capacity upgrades will be necessary to enable and meet the resulting demand and has identified access improvements at Wellington Station, elimination of the single track section between Pukerua Bay and Paekākāriki and service improvements north of Waikanae as being key focus areas.

The Wellington Regional Land Transport Plan 2021 seeks to increase the combined active and public transport mode share of journeys to work by 40% by 2030. Rail currently accounts for 30% of all active mode and public transport journeys to work.

Rail capacity and service levels will need to increase to respond to the Regional Land Transport Plan targets. To do this, the Wellington Regional Mode Shift Plan anticipates that current initiatives will need to be completed, including proposed improvements to signalling and longer distance services to Masterton and Palmerston North.

The Mode Shift Plan supports detailed planning of further rail network improvements.

The Regional Land Transport Plan target equates to 13.6 million peak patronage by 2030 (compared to 9.7 million in mid-2019). This is considered a stretch target due to COVID-19 impacts and long lead times for infrastructure and rolling stock. However, the Let's Get Wellington Moving initiative, which focuses on the area south of Wellington Station but includes plans to increase rail demand, assumes 14.2 million peak patronage by 2035. This target is achievable if the planning process starts soon.

The Regional Rail Plan investment logic mapping process has identified the following issues that must be addressed to support these objectives:

1. Current infrastructure is not capable of safely accommodating additional trains, which restricts the options available to accommodate future demand
2. Inconsistent customer journey experience and limited rail system capacity, which constrains the rail system's ability to meet regional mode share targets and, consequently, the associated regional growth and environmental obligations
3. The condition and configuration of the rail network makes it vulnerable to service disruptions which have a flow on impact into the wider transport system.

Addressing these issues will enable Greater Wellington and its regional and central government partners achieve a vision of a safe, customer focused and efficient rail passenger and freight services to drive the region's economic development and social wellbeing in a sustainable and resilient manner.

The following improvements and steps to get there are required to provide the needed capacity and make rail the preferred choice of travel.

Improvements	Steps to Improvements
Improvements to peak and off-peak frequency to make rail more convenient and accessible	Renew behind-the-scenes rail network infrastructure to enable more frequent services
Improvements to rail capacity to make rail more comfortable	Buy more trains to operate at higher frequencies and provide longer trains at peak times
Improvements to rail reliability to make it more dependable	Reduce the probability of disruptions and cancellations
Improvements to overall access and station facilities to make the end to end experience more enjoyable	Station improvements that include easier access by a range of modes, such as better access for those less able and expanded shelter to protect against poor weather



To support this, the RPTP outlines an investment pathway to enable us to achieve our medium to long-term public transport goals and strategic priorities. We can aid mode shift, through capacity improvements and increased service frequency by: completing the network capacity improvements and frequency improvements in 2023; replacing aging, long-distance trains with new multiple unit trains and refined service levels to Masterton by 2027 and consideration of extending services up to Palmerston North by 2027. This will also provide needed short-term capacity within the electrified network.

We plan to improve network safety by upgrading the signalling system to meet modern safety standards and enable future frequency by 2028.

We can provide value for money, operational and asset management and planning through continuous improvement of systems, processes and capability. We can minimise transport conflicts and safety risks by undertaking a level crossing programme from 2021 – 2030.

We can upgrade customer experience to aid mode shift through station facility and access improvement programme from 2021 to 2030.

We are currently planning to complete the following investigations by 2024, to ensure that improvements can be delivered within the required timeframes. These are:

- Evaluating the financial benefits of fleet decarbonisation through electrification, for example dual mode electric battery trains, prior to business case development for additional long-distance trains
- Ongoing increases in capacity and frequency to 2030 and to 2040 to achieve mode shift. Key focus areas are likely to be:
 - Enhancing traction power supply to facilitate and enable future peak train demand
 - Double-tracking remaining sections of single track to unlock passenger and freight capacity on Kāpiti Line to Waikanae and between Pukerua Bay and Paekākāriki (10-year lead time, earliest 2030)
 - Expanding track capacity and flexibility at Wellington Station and the freight terminal junction at Kaiwharawhara (10-year lead time, earliest 2030)

- Procuring the electric multiple unit fleet needed to aid capacity and frequency by 2030 as part of the existing Matangi fleet replacement
- Establishing operational reliability and resilience requirements to meet customer expectations
- Initiating lifeline resilience requirements to support risk management
- Determining service level needs outside peak periods for increase in mode shift and transport system decarbonisation
- Reviewing network access opportunities through additional stations and/or station optimisation, including the Melling Line
- Investigating and implementing regional urban development opportunities as identified in the Wellington Regional Growth Framework through transit-oriented development.

The Regional Rail Strategic Direction aims to make rail the main way for people to move between communities north of Wellington CBD by providing:

- Highly connected stations in communities where people work, live, play and learn
- An accommodating environment in which to wait for services
- Frequent services that are faster and more convenient to use than private vehicle
- A reliable service that recovers quickly from disruption
- Easy payment options make for a seamless travel experience
- Infrastructure and safety systems in place to enable reliable services.

5.4 Whakaitia ngā puha waka whenua tūmatanui mā te aukatihaukino i ngā waka

Reduce public transport emissions by decarbonising the fleet

Public transport is crucial to ensuring access to economic and social opportunities for individuals and communities in the Wellington region. The role of public transport is also key to reducing carbon emissions by getting people out of their cars. With public transport contributing approximately 3% of our regional land transport related emissions, a move to a zero carbon emission fleet and the development of a more efficient and reliable public transport network will help us achieve our sustainability goals and contribute to the Regional Land Transport Plan 2021 target of a 35% reduction in carbon emissions from transport by 2030.

On 21 August 2019, Greater Wellington agreed to a series of carbon emission reduction targets for all operations and areas of direct influence:

- 40% net reduction in 2024-25 financial year
- Carbon neutral by 30 June 2030 and thereafter
- Become a net producer of carbon credits (carbon negative) by 30 June 2035.

To achieve these targets, all our key transport modes (bus, rail and ferry) need to be part of the decarbonisation agenda.

Decarbonisation of the public transport fleet in the Wellington region will be a key contributor to reducing Greater Wellington's carbon footprint. Public transport currently contributes to 50% of Greater Wellington's carbon footprint (37% bus, 13% rail).

Modernisation and decarbonisation of the public transport fleet and infrastructure will lead to more efficient journey times which will encourage more people to shift from private car usage. This will result in a decrease in overall carbon emissions for the region. We have set a key measure of a 60% reduction in public transport emissions by 2030 which we will achieve through our decarbonisation initiatives.

Our plans for decarbonisation

Greater Wellington is further modernising its bus fleet to deliver effective and efficient Metlink bus services and we intend to commission at least 98 new electric buses by 2023. Preparations are continuing towards our intention to make all core service buses electric by 2030. Greater Wellington will also be exploring any opportunity to further increase the number of electric vehicles in our fleet, including by way of conversions. One operator has received central government funding to trial the conversion of three double decker diesel buses to electric. Greater Wellington will be actively involved in any central government programmes for the further retrofitting of buses.

Greater Wellington is proposing significant rolling stock improvements, including exploring locomotives deploying hybrid electric propulsion, and electrification of infrastructure to both the Capital Connection and the Wairarapa train lines. We are working to advance these plans with Waka Kotahi NZ Transport Agency and KiwiRail. Central government has committed funding to a business case for this work. This programme of work is outlined in the Wellington Regional Rail Strategic Direction in Section 5.3.

East by West Ferries has significantly invested in the development of an electric ferry, the first commercial electric ferry in the southern hemisphere. This is due to be commissioned in 2021 and will require a revision of the service subsidy and investment in fast charging infrastructure. Greater Wellington has supported East by West throughout its build programme and will shortly be concluding negotiations over the inclusion of the electric ferry within the Metlink ferry network.

There are four key challenges that need to be overcome in order to achieve full decarbonisation of Metlink bus, rail and ferry services by 2030:

1. The capital expenditure required to implement the decarbonisation agenda is significant and will require a review of existing funding models including the contributions from regional and central government
2. The ageing infrastructure on the rail network is a significant issue that we need to navigate as we explore decarbonisation opportunities for rail. The funding and operating model for rail will need to be revisited
3. The COVID-19 pandemic has impacted public transport patronage, leading to revenue loss and funding shortfalls. Equally, the pandemic has negatively impacted central government budgets
4. The consequences of climate change require more network resilience to withstand increasingly frequent severe weather events and other natural hazards. Higher mean temperatures increase the emissions of road surface infrastructure, which undermines decarbonisation efforts.

Alongside these challenges are presenting opportunities for Greater Wellington and its regional and central government partners:

1. Decarbonisation of the Wellington regional public transport fleet will be a high profile demonstration of leadership in achieving New Zealand's Zero Carbon 2050 target
2. Modernisation and decarbonisation of the public transport fleet and infrastructure will encourage more people to shift from private cars to public transport leading to lower carbon emissions
3. Successful implementation of Let's Get Wellington Moving, in particular the Mass Rapid Transit corridor and the associated feeder routes, also offers significant decarbonisation co-benefits as it aims to move more people with fewer vehicles.

Greater Wellington will continue to work with central government throughout the life of this RTP to give effect to our low-carbon goals.



5.5 Kawea tonutia ngā pikinga painga mō te kiritaki huri noa

Continue to improve customer experience across all aspects of the network

We cannot deliver an efficient, accessible and low carbon public transport network on our own. A crucial part of delivering our service is our working relationship with our key customers, partners and stakeholders. To ensure we deliver an efficient, accessible and low carbon public transport network, we continue to partner mana whenua, central and local government organisations, customers, ratepayers, the region's residents and ratepayers, operators and maintenance providers.

Our customers

We have characterised our customers into three categories. These are regular customers, customers with disabilities and impairments, and new and potential customers. We take gender considerations into account when considering the needs of all customer groups.

Regular customers

These customers use public transport on a regular basis to access jobs, education, healthcare, cultural activities, shops, friends, and whanau. Over half of public transport trips occur during peak periods.

Most regular customers use public transport by choice, with many choosing to live close to public transport services. Other modes of transport are often used to complement their journey, such as walking, biking driving, or getting dropped off.

However, 15% of our customers are dependent on public transport. This may be because they have no alternative way of travelling due to economic disadvantage, disability, impairment, lack of access to a private vehicle, or because they do not have a drivers licence.

With a continual focus on improvement in services, these regular customers could be encouraged to use public transport more often, particularly outside normal peak travel times or when their circumstances change. Our regular customers require and expect our public transport network to:

- Go where they want to go, at times they want to travel
- Provide competitive journey times
- Provide value for money
- Be easy to understand and use
- Be safe, comfortable and reliable
- Provide flexibility, allowing them to change their plans when needed.

To meet these requirements and expectations it is essential we provide:

- Quick and easy payment methods
- Affordable fares
- Information and facilities that help customers make a connected journey using multiple modes of travel, such as cycling or walking for part of that journey
- Accurate real-time information
- Clean and safe vehicles and facilities
- Adequate shelter from the weather in exposed waiting areas
- Services and facilities near commonly accessed places, such as work, shopping centres and medical facilities
- Prompt updates about changes to services and disruptions
- Easy to access vehicles and facilities.

Customers with disabilities and impairments

People with disabilities and impairments are a significant part of our customer base. The Human Rights Act requires us to provide access to public transport services and facilities wherever practical without discrimination. The importance of this is re-enforced by the acknowledgement that in some cases, a disability or impairment will mean that public transport is the only available or affordable mode of travel for these customers.

In addition to the features of Total Mobility as outlined in section 2.5, our customers with disabilities and impairments require and expect our public transport network to:

- Have accessibility features incorporated into all vehicles, facilities and services that provide access equal to that of people without disabilities, for example wheelchair-accessible and super-low-floor buses and access to trains, use of accessibility and safety standards in the design and development of public transport facilities
- Demonstrate commitment to ‘universal design’ principles by engaging people with disabilities in the design and development processes of new facilities and services
- Accessible information, including in formats tailored for specific needs
- Demonstrate awareness of disability rights and issues by staff who are in contact with customers.
- Offer concessionary fares
- Provide appropriate assistance when required – especially when there is a potential safety risk.

New and potential customers

New and potential customers are people who have never used or infrequently use public transport in the Wellington region. Providing them with a reason to use public transport and then a good experience throughout their journey will encourage them to adopt public transport more frequently, or as their preferred mode of travel.

Many people depend on a private vehicle for work or due to where they live, such as rural areas, or because of commitments such as childcare. These people are unlikely to adopt public transport for practical reasons. However, a change in peoples’ circumstances, such as children becoming more independent, new house, new job, or a change in travel expectations such as increasing road congestion causing increasing journey times and cost presents an opportunity for them to adopt public transport, especially if it can provide a viable alternative in terms of reliability, speed, cost, and comfort.

To attract new and potential customers we need to offer:

- Frequent and reliable services that allow flexibility and options
- Comfortable vehicles and waiting facilities
- Competitive travel times
- Information that lets customers know how to use public transport and makes it easy to adopt
- Value for money compared with alternatives
- Accurate real-time information about departures and journey times
- Convenient and seamless access to services and destinations
- Quick and easy payment
- Information that allows an informed choice – comparing the cost, time and benefits of various transport modes.

Customer information

Metlink is currently in the transformation phase of our customer information strategy. This phase aims to “future-proof our information and real time technology so it can be easily integrated into ‘smart travel/Mobility as a Service’ platforms, so public transport can compete in a market for travel as a viable travel option”. Our target outcomes from this strategy are to:

- Retain existing customers in a competitive market
- Increase the use of public transport by less frequent users
- Encourage public transport adoption by new and potential users
- Future proof public transport in the Wellington region from the risk of commercial competition and digital disruption.

A specific focus on customer experience and the application of customer experience methods over the past three years has resulted in the identification of a range of initiatives to achieve our objectives of improving accessibility of services and growing public transport patronage, especially at peak times. This has enabled Metlink to better understand, prioritise and target customer service improvements and patronage growth opportunities.

The initiatives include the analysis of the Annual Passenger Satisfaction Survey to identify a priority list of improvements and the undertaking of a customer segmentation of the region’s traveling public to understand and identify the different needs and behaviours of existing and potential public transport customers.

Insights from the customer segmentation have highlighted a number of areas for improving the customer experience, including ease of payment and ticketing, driver and guard behaviour, peak crowding and the frequency of services outside of peak. One of the most significant of these was the provision of information to help customers to plan their journey.

As well as influencing the accessibility and satisfaction of public transport with existing customers by providing real-time information about services and service disruptions, insights have proven the benefit of providing rich digital information to infrequent and new public transport customers to promote the value of public transport and encourage its adoption.

Customers have identified the information they receive to help them plan their journey, particularly information received online, as a key influence on the public transport customer experience. On this basis, Metlink considers customer information as a key customer experience ‘asset’, which is equally important and considered as much as our other assets, such as stops, stations, rolling stock, lines and routes and payment facilities.

Since 2011, when real-time passenger information became available in the Wellington region, customers have come to expect accurate and responsive information to help them plan their public transport journey. Expectations of accuracy and responsiveness have increased based on customers’ experiences with other digital services.

The sum of all these interactions has created new expectations of information for public transport customers, including expectations of:

- Actual, rather than predictive, real-time information – the ability to see where a vehicle is now and see exactly when it will arrive
- Comparisons between travel modes that allow an informed travel choice to be made:
 - The actual door-to-door cost for different travel modes, such as public transport, driving (including fuel, vehicle maintenance and parking), Uber or taxi
 - The actual time, including the influence of travel conditions now and for the journey home, such as the weather, road works, planned disruptions and road congestion
 - Connections with micro-mobility modes in journey planning
- Information about loading and comfort on public transport vehicles, such as whether seats are available on any given service.

Travellers who chose alternative travel modes believe that smarter, real-time information about public transport, available at their finger-tips would encourage them to use our services more.

The greater availability of travel information online is increasingly providing customers access to a wider range of travel choices.

To be competitive with other modes of travel, public transport providers must start providing information that allows it to be compared as a viable option.

A range of independent travel apps such as Google Maps have been using Metlink data to present Metlink services as an option, comparing door to door travel times and costs, alongside other travel modes such as driving or catching an Uber.

Local and global transport operators and technology providers are exploring and trialling 'smart travel' or 'Mobility as a Service' offerings which combine real-time travel mode choice, with integrated ticketing. The predicted increase in travel choices, through vehicle sharing, electric vehicles, autonomous vehicles and expanded uber-styled services will add new travel choices into the market and increase competition for transport services.

The opportunities for public transport providers actively participating in this travel marketplace are exposure to a much wider customer base and patronage growth. The risk of not participating is that public transport becomes positioned as a lesser choice and suffers a decline in patronage over time.

This is an important consideration given many of the region's public transport travellers see public transport as a choice, rather than a necessity, for their travel.

The upgraded Metlink website and app provides definitive and useful information to existing Metlink customers and it will continue to serve this purpose, with continual improvement to keep pace with customers' expectations of usability and accuracy.

Metlink will seek to increase its reach and target patronage growth through new and niche customer groups, by investing more to provide customer information through third-party, independent websites and apps by providing Metlink open-source data and Application Programming Interfaces (APIs) that allow easy integration of data and information.

Independent travel information websites and apps can also provide a level of specialisation and innovation unlikely to be achieved by a relatively small organisation such as Metlink.

Metlink's customer information strategy is an approach for managing information and data relating to public transport services so it meets the changing needs and expectations of our existing and potential customers, by:

- Providing more accurate real-time information through a system that is future proofed to meet increasing demands for accuracy
- Providing a greater range of information to allow customers to make a more informed choice about their travel
- Providing robust open-source data and information through our customers channel of choice, including third-party/independent travel websites and apps to increase the reach of public transport information, access best practice digital innovation and reduce our overhead cost for web-development
- Ensuring our data and information can be easily integrated into future 'smart travel' and 'Mobility as a Service' platforms so public transport is competitive in a digital travel market place for travel.

Bus Network Review: Hutt, Porirua/Tawa, Kāpiti and Wairarapa

A regional Bus Network Review ran from March to May 2020. Metlink actively connected with residents of Porirua, Tawa, Hutt Valley, Kāpiti Coast and the Wairarapa. The feedback received informed a set of recommendations which will direct Metlink improvements over the course of this RPTP period. The overarching recommendations are to:

- Improve the experience of transferring from bus to train (or bus to bus) and vice versa
- Increase the span and frequency of services so that public transport is available earlier and later in the day and on Sundays and at peak periods
- Review route coverage in light of residential growth.

Improve the experience of transferring to and from bus and rail services

The region's public transport system in the Hutt, Porirua, Kāpiti Coast and Wairarapa areas consist of regular and reasonably frequent train services on the Kāpiti and Hutt Valley Lines, with limited service on the Wairarapa Line. Buses connect with trains at Petone, Waterloo, Taita, Upper Hutt and some other minor stations on the Hutt Valley Line, and at Porirua, Paremata, Paraparaumu and Waikanae on the Waikanae Line. Buses also provide connections to key centres and destinations in the region.

Currently the Kāpiti and Upper Hutt Lines operate every 20 minutes inter-peak on weekdays. However due to demand, some bus connector services have lower frequency (greater than 20 minutes). This makes consistent convenient connections between services difficult to achieve.

Where and when possible, Metlink in the next 10 years will work to:

- Introduce a new express bus service from Wellington Station to Wellington Airport by July 2022
- Address incompatible frequencies of connecting services, especially between 20 minute train and 15 and 30 minute bus frequencies
- Optimise bus-train connections for minimal wait times, especially for train to bus transfers, recognising that there may be additional costs due to less efficient use of vehicles
- Introduce active management of connections for bus to train connections wherever such connections are shown in the published timetables, to ensure that connections are reliable even when services are delayed

- Introduce active management of connections for bus to bus connections at key locations such as Porirua Station, Queensgate, Stokes Valley and Upper Hutt Station
- Ensure that bus company key performance indicators (KPIs) take into account the importance of connections for customers
- Introducing fully integrated fares and ticketing so that customers pay a single fare for their journey, whether or not they need to transfer between services
- Review night services and school services as part of ongoing network reviews.

Increase the span and frequency of services

Metlink are reassessing service spans including reviewing the frequency and coverage of services. On some routes there are no Sunday services and buses do not operate early enough in the morning or late enough in the evening or with enough frequency at peak times to meet the needs of customers, especially those who use them to get to and from employment.

Metlink will consider if there is sufficient demand to:

- Operate Sunday services on all routes which already have services on Saturdays
- Consistently apply levels of service across the region in relation to early morning and late evening services on all days of the week and across all routes, in each level of the network hierarchy
- Provide bus timetables that offer more travel options for the journey to work in Kāpiti and the Wairarapa.

Metlink are also considering whether on-demand services might be a more cost effective way of delivering the increased service levels being sought by the community. At the appropriate time, this type of service might be tested through a trial or multiple trials.

Review route coverage in response to residential growth

There are a number of areas where residential growth has occurred beyond the current bus network or where established residential areas are not already served, or where increases in the level of service may be justified for other reasons.

The following minor route changes in Table 5.4 have been recommended for consideration.

Service	Consideration
Lower Hutt – Petone: Routes 120 and 110	Consider ways to improve the high frequency core route through central Lower Hutt; in particular by extending the Stokes Valley route (120) to Petone and inter-working it with the Upper Hutt to Petone route (110) to provide a high frequency service of 7.5 - 15 minutes at all times between Avalon, Hutt Hospital, central Lower Hutt and Petone.
Wainuiomata – Lower Hutt Routes 160 and 170	Consider operating either Route 160 or 170 to and from Petone Station via Gracefield (with the other route continuing to serve Waterloo Station and Lower Hutt) provided that customers would be able to transfer between the 160 and the 170 in Wainuiomata, so that customers in both route catchments (Wainuiomata North and Wainuiomata South) would benefit from improved access to the additional destinations; or operating a single high frequency route through the most well patronised parts of Wainuiomata, to replace both Routes 160 and 170, supported by an on-demand service to serve parts of the community that are not on that new route.
New Tirohanga Route	Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.
Totara Park Route 111	Consider introducing Sunday services. Consider traversing the California Drive loop only once in each return trip from Upper Hutt Station to address the perception of operational inefficiency, bearing in mind that train connections may be less convenient as a consequence.
Timberlea Route 112	Consider introducing Sunday services.
Waikanae Route 281	Extending Route 281 into the area north of Sylvan Ave, including the north end of Parata St and Charles Fleming Retirement Village.
Coastlands	Work with Kāpiti Coast District Council and Coastlands to improve bus access to Coastlands, taking into account the constraints around bus-train connections at Paraparaumu Station.
Porirua Routes 210, 220 and 226	At the time of the next Porirua network review (in light of current roading and residential developments in the area), consider ways to integrate Routes 210, 220 and 226, to enable a high frequency core route through central Porirua between Whitireia Polytechnic and Porirua Station.
Kenepuru Route 60	Implement the proposed diversion of Route 60 via Kenepuru Landing to serve the new residential area and retirement village on the old Porirua Hospital site.
Elsdon Route 226	Consider ways to include Raiha St in a bus route, possibly by varying the Elsdon route (226) in order to serve Te Korowai Whāriki residents.
Ascot Park Route 220	Consider extending Route 220 to Aotea Countdown (Whitford Brown Ave/Routeburn St roundabout) to enable two-way operation along Conclusion St (to eliminate the confusion and inconvenience associated with operating the long- standing Ascot Park loop).
Whitby and Papakowhai	At the time of the next Porirua network review, consider ways to: <ul style="list-style-type: none"> • Increase coverage in new parts of Whitby and Papakowhai • Improve connections with trains at Paremata and Porirua • Provide more direct services for Whitby • Provide a hybrid network of fixed route and on-demand services to provide additional coverage (given the low density nature of development and the preponderance of lengthy cul-de-sac subdivisions)
Tawa	Consider a trial of on-demand services to connect the extremities of Tawa (such as the area east of the motorway) with train stations and with bus Route 60.
Wairarapa	Consider better coverage of bus routes in the Masterton area, including to rail services. Develop a plan for more frequent trains to and from Wellington in line with the availability of additional rolling stock, currently expected to be 2025.

5.6 Hoake Pōneke

Let's Get Wellington Moving

Let's Get Wellington Moving is a joint initiative between Wellington City Council, Greater Wellington, and Waka Kotahi NZ Transport Agency.

Let's Get Wellington Moving's objectives include enhancing liveability, providing efficient and reliable access to support growth, reducing reliance on private vehicles, and improving safety and resilience. With the current transport network under pressure from increasing travel demand, the need to move more people with fewer vehicles is a key strategic response.

The focus of the programme is multi-modal access to and around the Wellington region from Ngauranga Gorge to Miramar, access to the port, and connections to the central city, Wellington Regional Hospital, and the east.

Let's Get Wellington Moving's regional partners, including Greater Wellington, have agreed a collaborative approach to transport system investment taking a wider regional approach. This will prioritise walking, cycling and public transport in the central city, and improvements to public transport, such as a mass transit through central Wellington.

Complementary to these is the Regional Rail Strategic Direction focus of increasing the capacity of commuter rail to enable more people to travel to the central city without a car.

Let's Get Wellington Moving makes a significant contribution to the three Metlink strategic focus areas: increase mode shift to public transport; reduce public transport emissions by decarbonising the fleet; and continue to improve customer experience across all aspects of the network.

How Let's Get Wellington Moving will impact Metlink customers

Wellington City Centre has the region's highest concentration of jobs. Many people who live outside Wellington city travel to, from, and through the central city for work, leisure, shopping and to get to the airport or hospital. What happens in the central city has an impact on people and communities throughout the region.

For Metlink customers, Let's Get Wellington Moving's bus priority initiatives when approved will mean faster and more reliable journey times through key suburban corridors and through the Wellington City Centre, and a step change in capacity and comfort to and from the east. Let's Get Wellington Moving will also make public transport a relatively more attractive option for customers from the Northern parts of our region, increasing the importance to customers of a quality rail service with sufficient capacity.

Mass Rapid Transit (MRT) is a high frequency, high capacity, high quality form of public transport, usually separated from other traffic. There are a number of options for the type of MRT system suitable for Wellington including bus rapid transit and trackless trams.

MRT is intended to bring faster, more comfortable and reliable journeys to and from the south and east of the city, as well as those travelling from the north and west who may wish to continue on through the city. MRT will be designed to offer a high level of customer experience similar to metro rail. Travel outside of peak times will also become more attractive to the Metlink customer through travel demand measures including the possible introduction of parking levies in Wellington City, which is currently being investigated.

Bus priority, walking and cycling

A significant component of Let's Get Wellington Moving is a programme of investments into bus priority, walking and cycling which is designed to:

- Create a more people friendly and liveable city with attractive streets and places where people can move safely and easily when walking
- Reduce reliance on private vehicle trips by making strategic public transport corridors safe, more efficient and reliable, with easy connection points
- Reduce reliance on private vehicle trips by creating connected, safe and efficient access by bike.

Create a low carbon future transport system which is more resilient, supports growth, and is adaptable to disruption by providing safe and attractive transport choice.

Within this programme, Let's Get Wellington Moving has two projects which are prioritised for early delivery: Golden Mile and Thorndon Quay/Hutt Road.

The objectives of Golden Mile are to improve efficiency and reliability of buses, as well as improving convenience and comfort of people waiting for, boarding and alighting buses. Golden Mile supports Metlink's mode shift and carbon emission reduction goals. The benefits to Metlink customers include: reduced wait times at bus stops on the Golden Mile; improved legibility of signage and wayfinding on routes; improvements to the quality and condition of bus stop infrastructure, improving the comfort of waiting customers; and increased reliability and reduced journey times making services more accessible and attractive.

Reconfiguration of the Golden Mile corridor may enable some increase in peak hour bus throughout with the scale of this increase dependent on the final option selected.

Accordingly, this may enable improved capacity through more rapid circulation of buses without new buses or any significant increase in direct bus operational costs. This may also enable broader network level improvements.

The ability for the Golden Mile to accommodate additional growth is finite however and the Let's Get Wellington Moving programme signals that ultimately a second public transport spine through the central city is recommended to increase the public transport capacity needed to support growth and to further improve service reliability.

A primary investment objective of Thorndon Quay/Hutt Road project is to make bus journeys more reliable and attractive between Ngauranga and Wellington City Centre. Improved bus movement on Thorndon Quay/Hutt Road will improve the effectiveness and capacity of the bus network through increased circulation of buses, without new buses or any significant increase in direct bus operational costs. An objective is to cater for future growth along the corridor, and to the north and west of it. This project supports Metlink's mode shift and carbon emission reduction goals.

Customers can expect faster and more reliable public transport journey times through Thorndon Quay/Hutt Road as well as improving convenience and comfort of people waiting for, boarding and alighting buses. Faster and more reliable Metlink journey times through Thorndon Quay/Hutt Road will make Metlink public transport a more attractive travel choice, particularly from the northern suburbs.

5.7 He Whakakotahinga Utu me Tikiti

Integrated Fares and Ticketing

Across the Metlink public transport network a variety of fare payment methods are in place, including cash and Snapper on bus, cash and paper tickets on rail, and cash, paper tickets and EFTPOS on ferry.

COVID-19 significantly altered the operating environment for public transport. During initial COVID-19 Alert Levels 4 and 3 concerns about physical distancing and transmission risk led to the removal of cash fares and cash and ticket handling across the Metlink public transport network.

Funding to cover lost fare revenue was made available by Waka Kotahi NZ Transport Agency to Metlink during COVID-19 Alert Levels 4 and 3. On 1 July 2020, we resumed the collection of fares. Our national pandemic response and consideration of our future operating environment has required us to increase and accelerate our focus on ongoing preparedness and resilience across our network, particularly in relation to our ability to collect fare revenue.

Metlink is preparing for the transition to the National Ticketing Solution (NTS). The NTS is a central government coordinated project that will look to provide a connected and standardised electronic ticketing system across all New Zealand. The NTS is also expected to provide a range of opportunities including simplified fares for multi-modal journeys and enhanced customer interfaces and information. Metlink is actively working to prepare infrastructure, resources and policies to introduce NTS into the Wellington region by 2023.

Enhancing fare collection efficiency and effectiveness aligns with Metlink's longstanding vision for the delivery of a world-class integrated public transport network for the Wellington region, with high levels of accessibility, quality, reliability and flexibility. The RPTP 2021-31 sets out the key policies and actions relating to revenue protection. Policy 6.6.f sets out actions to ensure that all users pay the correct fares.

In line with this policy, in March 2018, the Sustainable Transport Committee endorsed a Metlink Revenue Protection Strategy 2018-21. This strategy will be extended following the review of the RPTP. The strategic approach within the Strategy is based on themes: Preventing Revenue loss; Engaging with Customers; Enforcement; and Monitoring and Reporting.

The approach to prevent revenue loss in the Strategy is through:

- Providing simple and easy to use and robust fares and ticketing systems that provide good value for customers and encourage compliance
- Maximising use of electronic ticketing and minimising use of cash fares
- Ensuring there are robust process for fare collection, cash and ticket handling, revenue reconciliation, and bank transfers.

In the context of Metlink operating in a COVID-19 environment, we also need to ensure we have ongoing resilience to continue to operate and deliver essential

public transport services to our communities, including our ability to collect fare revenue.

Fare collection across the network

On board cash fare payment and paper ticket use is still a considerable part of fare payment on the Metlink public transport network. Currently on the bus network, approximately 80% of fares are paid using Snapper and 8.5% using cash. It is estimated 15% of rail fares are paid on board using cash and paper tickets are still used as the primary fare collection method on rail. On ferry services, approximately 11% of boardings are paid for by on board cash payments. Levels of cash payment on buses varies between different parts of the region and between peak and off-peak times.

Metlink's fare payments strategy will actively target areas of high cash use to help facilitate adoptions of electronic alternatives including the NTS.

International and local experience shows that customers increasingly prefer, and use cash free methods of payment for public transport. The reason for this is the key benefits for customers including access to fare discounts, convenience, and ease of boarding allowing for faster journeys. Many customers also prefer to use non-cash payment in order to track and manage their travel budgets (and often, that of their dependants).

In our regular customer satisfaction survey when passengers are asked about payment, 'convenience of paying' is one of the poorer performing aspect of service

in the survey with rail customers. In this measure, rail customers express 68% satisfaction, compared to 78% satisfaction with bus customers.

To guide the design and implementation of fares and ticketing initiatives the following set of principles have been developed:

- a. Initiatives should be customer-centric by:
 - i. Enhancing the customer experience by being simple, flexible, convenient and reliable
 - ii. Leaving no customer behind, meaning that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices
 - iii. Ensuring that initiatives are designed iteratively with customers, through testing, trialling and customer engagement at each stage
 - iv. Ensuring that off-board cash payment for purchase of ticket products remains available for customers who may still require such an option
 - v. Ensuring that reload channels are extended to provide convenient access to customers.
- b. Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision by:
 - i. Strengthening the ability to collect fares and protect fare revenue
 - ii. Enhancing the extent and quality of travel behaviour and patronage data for analytical and planning purposes
 - iii. Being introduced manageably and progressively, for example, with pilot phases and in a targeted or phased manner on specific routes or services
 - iv. Generating early gains through prioritising initiatives for maximum effectiveness
 - v. Ensuring close monitoring of progress and effectiveness from customer, patronage, and revenue perspectives, to enable evaluation and optimisation as necessary
 - vi. Being supported by Metlink service operators and service providers
 - vii. Contributing to the health and safety of operational staff and customers.
- c. Initiatives should demonstrate cost and risk optimisation by:
 - i. Being subject to due diligence processes such as feasibility investigation
 - ii. Being able to be implemented at low cost, and ideally within existing budget approvals
 - iii. Being able to be implemented in a timely manner and ahead of NTS implementation to maximise customer benefits and to avoid complexity for customers and operators.
- d. Initiatives should contribute to Metlink readiness for and future transition to the NTS by:
 - i. Allowing for, and aligning with the planned transition to future NTS and subsequent integrated fares
 - ii. Introducing customer experience improvements which converge progressively with anticipated NTS customer behaviour
 - iii. Encouraging behaviour change away from cash payment on board services by promoting increased use of contactless fare payment.

NTS is expected to deliver a new electronic account-based payment system able to be used by public transport customers nationally.

5.8 Ko te Mana Whenua me tō mātou haerenga

waka whenua tūmatanui

Mana whenua and our public transport journey

Greater Wellington is committed to working with Māori to build strong, connected and successful whānau, hapū and iwi and protect our natural resources.

To do that, we know we need to maintain our relationships with mana whenua. We need to have clear goals and aims which let us track how we are doing. We also need to be open to new ways of doing things, and we need to help taurahere/mātāwaka to participate fully in whole of community issues.

Greater Wellington's partnership with mana whenua is described in detail in the Memorandum of Partnership. This

partnership can be seen in action through mana whenua representation in Greater Wellington groups, committees, projects and land management arrangements.

Metlink is introducing policy and actions on partnering with mana whenua for the first time in this RPTP 2021-31. The policy, "Partner with mana whenua to improve our responsiveness to Māori customers" and associated actions can be found in section 6.2 of this document.

Greater Wellington has engaged with mana whenua on public transport prioritisation through the Long Term Plan development process.

5.9 He tautoko ki te hunga kāore he āheinga

Supporting the transport disadvantaged

Metlink will work with the accessibility community, stakeholders and customers into from 2021 to 2023 to develop an Accessibility Charter and associated Accessibility Action Plan to identify priorities for improving accessibility across the network. Fundable actions from the Accessibility Action Plan will be incorporated into the 2024 Regional Land Transport Plan and Greater Wellington Long Term Plan.

The provision of travel options and access to basic community activities for all members of the community is one of the key roles and social benefits of the region's public transport system. This section provides a definition of transport-disadvantaged people and outlines specific initiatives to improve the accessibility of the public transport system for people with specific transport needs.

The Land Transport Management Act 2003 defines transport-disadvantaged people as: "people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)".

A range of personal, demographic, social and geographical attributes is likely to restrict accessibility to and the use of public transport services and facilities. Various reasons can impede people's mobility and access to basic community activities and services. These include:

- Age (youth and elderly)
- Physical and mental disabilities
- Health conditions
- Low income
- Lack of access to a private vehicle/s
- Lack of accessible public transport services.

Taking these attributes into account, Greater Wellington considers that the following groups are more likely to be transport disadvantaged than the average Wellington population:

- People with accessibility needs
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People in households without private vehicles.

Greater Wellington believes that the provision of a comprehensive network of public transport services, as described in this RPTP will go a substantial way towards providing for the access needs of the transport disadvantaged, as the network provides a high level of

access to locations for work, education, health care, welfare services and shopping.

The following provisions will assist the transport disadvantaged:

1. Policies and methods that improve the accessibility of the public transport network as a whole removing barriers to public transport use for the transport disadvantaged, for example wheelchair-accessible and super-low-floor buses, access to trains and the provision of information
2. Incorporating accessibility and safety standards into the design and development of public transport facilities and infrastructure, with a particular focus on the location and design of drop-off and access points in Park and Ride facilities, interchanges and car parking areas
3. Engaging the disability community early in the co-design of our services
4. Increasing the provision of accessible information, including in formats tailored for specific needs
5. Providing concession fares for children, tertiary students, people with disabilities and elderly people (the latter through the government-funded SuperGold card scheme), and introducing off-peak fares
6. The provision of targeted services, including school bus services and community services to provide access to local centres where normal local services are not viable
7. The provision of targeted rural services linking outlying towns
8. Supporting specialised services and assistance for disabled people under Total Mobility, including the provision of specialist training to drivers of taxi services and the installation of appropriate signage and equipment
9. Introducing a requirement for disability awareness training for all operational staff who are in regular contact with customers
10. At the time of a service removal, supporting alternative travel options for transport disadvantaged people who have previously relied on that service.

5.10 Ko te ine i ā mātou mahi

Measuring our performance

As a publicly-funded service, it is important that our service performance is measured and reported. Metlink's performance measures are set out in the Long Term Plan and our actual performance against these targets is published in the Greater Wellington Annual Report. Metlink has specific measures in the Long Term Plan relating to:

- Passengers' overall satisfaction with the Metlink public transport network Wellington public transport and active mode share of journeys
- Tonnes of carbon emissions emitted per year on Metlink Public Transport Services
- Accidental deaths and serious injuries sustained on the public transport network as a result of Metlink or operator activity.

5.11 Ko ngā auahatanga mō te waka whenua tūmatanui

Innovations in public transport

New and emerging technologies are an important factor for Greater Wellington's long term planning and budgeting. The emergence of new technologies presents both challenges and opportunities for public transport. New payment systems and digital 'Mobility as a Service' apps are changing customers' expectations. Connected and autonomous vehicles and car sharing schemes could result in significant changes to the role of public transport.

Metlink will continue to work with its partners across New Zealand to trial new technologies and service innovations to enhance customer experience and contribute to our goals of mode shift and decarbonisation of the public transport fleet. Work on integrated fares and ticketing is underway and we are continuing to use travel data and customer insights to continually improve the public transport network.

One area we will be exploring during the course of this 2021-31 RPTP is in the provision of On-Demand Public Transport (ODPT) to complement or replace some conventional public transport services or to provide services in areas not currently served by public transport. ODPT has a range of characteristics which could suit deployment in different parts of our region. These characteristics include:

- ODPT is demand-driven which builds in flexibility for route coverage and scheduling
- Ability to use smaller, more efficient vehicles to service lower patronage areas and urban areas which conventionally-sized buses struggle to access
- Booking and payment is facilitated through a technology platform like an app and guarantees your ride regardless of the number of other users

- Can use autonomous vehicles for first mile/last mile transport provision.

ODPT presents us with the potential to deliver more efficient and improved services on lower patronage, lower density routes, and to cover first mile/last mile portions of the individual transport journey. Using ODPT will also potentially allow us to redeploy conventional buses from lower patronage routes to increase capacity on high patronage services.

There are many considerations we will have to factor in before we can trial ODPT. These include:

- Understanding which routes or areas not currently served by public transport could provide sufficient demand for ODPT provision
- Understanding the economics of ODPT including the balance of operating costs, cost recovery through fares and government subsidy such a service may require to be viable
- How to design such services so they can integrate with the existing network delivering a more efficient service with improved levels of customer service
- What technology platforms can be deployed to underpin ODPT provision
- What an ODPT operator contracting model would look like for Metlink.

Waka Kotahi NZ Transport Agency has worked with Environment Canterbury to trial ODPT in Timaru district, and with Auckland Transport on a trial in Devonport, providing important lessons for other regional councils to consider for future service provision.

6 Ko te whakatutuki i ā mātou whāinga: paetae, kaupapa here me ngā mahinga

Achieving our goals: objectives, policies and actions

This section sets out the policy areas and supporting objectives, policies and actions proposed for the new RPTP. The policies reflect our strategic direction, and deliver on our goals and the strategic focus areas and themes described in Section 4.

Our proposed policy areas are:

1. Customer experience and information
2. Partnering with Mana Whenua
3. Accessible service design and planning
4. High quality, high capacity, high frequency core network
5. Quality of services and infrastructure
6. Fares and funding
7. Providing for people with limited access to public transport
8. Procurement, service delivery, and monitoring

Rautaki Kaupapa Here Strategic Policy

- Work with transport operators, tourism agencies and local councils in developing strategies that benefit the regional economy and wellbeing
- Encourage mode shift through business and school travel plans
- Reduce public transport emissions by decarbonising the Metlink fleet.

Greater Wellington regularly engages on the broad level of service provided for public transport services. At a high level, public transport customers express their needs and expectations through:

- **Input into the planning process.** Consultation includes that undertaken for Regional Land Transport Plan, Regional Public Transport Plan and Long Term Plan.
- **Input into the design of services.** Customer and community engagement and whenever feasible, co-design and user-testing of network changes (including network reviews) new services, channels and infrastructure.
- **Their behaviour in choosing to use or not use specific services.** Customers are defined through a segmentation by how they use public transport. Patronage also is tracked at a high level to seek trends and issues. In the new public transport-operating environment a far greater level and granularity about the behaviour of customers and more patronage and performance data will be available, allowing more in-depth analysis and insight.
- **Direct feedback to Greater Wellington.** Engagement includes requests and complaints received into the Greater Wellington complaints system, Resolve.
- **Independent public transport satisfaction survey.** Metlink commissions an independent research company to conduct an on-board survey with bus, ferry, and rail customers each year (and when required twice a year) to understand levels of customer satisfaction with all aspects of Metlink service and over-all satisfaction with the region's public transport network. As well as informing Metlink, the survey is undertaken as a statutory requirement of our funding partner Waka Kotahi.
- **The Public Transport Advisory Group.** This is an established panel of public transport users and community stakeholders established to review and provide feedback on public transport policy, plans and service initiatives. The Group meets quarterly.

6.1 Ko ngā wheako Kiritaki me ngā taipitopito

Customer experience and information

A customer-centred approach to public transport includes:

- An understanding of, and response to, customer needs - using customer insight and data to identify opportunities and co-design improvements
- Ensuring every part of our service keeps pace with changing customer expectations and new technologies
- A proactive approach to dealing with complaints
- A strong focus on customer service in contracts and supplier relationships
- A consistent brand that helps customers to experience the network as a single integrated network
- Ensures that mana whenua values and aspirations inform and enhance our customer experience and network design
- Continual improvement and innovation of our services to help retain our existing customers and grow patronage.

Proposed policies – Customer experience and information

Objective: A service that responds to customer needs

Objective: A service that responds to customer needs

Policy	Actions
a. Provide easy-to-access and intuitive information to customers	<ul style="list-style-type: none"> • Manage our timetables, signage, website and app to provide accurate, accessible, up-to-date, consistent, and user-friendly information • Have a more flexible and responsive information publishing process • Provide accessible information • Maintain a contact centre that offers public transport information and collects customer feedback
b. Collect and use travel data and customer insights to continually improve the public transport network	<ul style="list-style-type: none"> • Provide a range of opportunities for solicited and unsolicited customer feedback on all modes, including research and where appropriate co-design, ensuring processes take into account the broad needs of our customers and communities • Continue to improve Metlink’s system for recording, reporting and responding to customer feedback, compliments and complaints, providing a consistent approach and ensuring clarity and insight on the respective responsibilities of Metlink and operators • Use customer data to help improve the public transport network
c. Provide a consistent brand experience across our public transport network	<ul style="list-style-type: none"> • Ensure the Metlink brand is recognised by customers as the Wellington region’s trusted public transport provider • Develop, implement, and manage Metlink branding so that it consistently covers all public transport services, information and infrastructure to assist customers to identify and use the public transport network. This includes infrastructure and assets owned by our transport partners • Maintain a flexible approach to branding in relation to heritage, special places and urban design • Provide for the Metlink and operator brands to be co-branded as appropriate • Ensure that the placement of advertising or other media does not compromise passenger visibility, the customer experience and values of Greater Wellington

Objective: A service that responds to customer needs

Policy	Actions
d. Provide a consistent customer experience across the public transport network	<ul style="list-style-type: none"> • Provide a consistent level of customer service across modes and services layers • Require all staff to undertake and maintain customer service and disability awareness training • Provide consistent fare products across modes and services • Standardise levels of service for infrastructure, including stations, stops, and interchanges, through the asset management process according to levels of service
e. Promote the public transport network to influence positive behaviour for customers	<ul style="list-style-type: none"> • Encourage behavioural change for payment methods, compliance with conditions of carriage, travel patterns and etiquette • Ensure that service changes are well communicated through a variety of channels • Ensure the specific requirements of customers with access needs are met • Ensure communications are clear with our operating partners
f. Promote public transport to influence behaviour change to support mode shift	<ul style="list-style-type: none"> • Use promotions to increase utilisation of public transport services and to customer segments with the highest potential for increased public transport use • Encourage awareness of journey planning tools and fare products that suit a range of customer needs
g. Ensure we keep pace with customer expectations of smart and accurate digital information and interactions	<ul style="list-style-type: none"> • Continually improve the accuracy, usability and reach of real-time information on all our digital channels • Implement the on-bus announcement system on key bus routes for improved and accessible customer information • Provide open-source public transport data to allow third-party travel planning websites and apps to develop a wide range of information solutions to improve access to information for customers, including those in the disability community • Explore options in the mobility marketplace for customers to choose and pay for travel modes that best meets their needs • Participate in a ticketing solution that makes payment for all public transport efficient and easy for customers, and enables them to review and manage their journey and payment information
h. Apply consistent Conditions of Carriage	<ul style="list-style-type: none"> • Maintain consistent Conditions of Carriage across all modes

6.2 Ko te mahitahi ki te Mana Whenua

Partnering with Mana Whenua

For over a quarter of a century mana whenua and Greater Wellington have worked together. Te Pane Matua Taiao (Greater Wellington Regional Council) and our six mana whenua partners work together in a unique way.

This partnership is important to us, as it ensures our partners can be recognised and supported in maintaining their role as kaitiaki (guardians) of their ancestral lands.

Objective: An effective partnership with mana whenua

Policy	Actions
i. Objective: An effective partnership with mana whenua	<ul style="list-style-type: none"> • Build strong enduring relationships with mana whenua through all facets of public transport delivery • Explore Māori values and sustainability interface within a Responsiveness to Māori framework • 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 • Work with mana whenua to reach communities and build relationships to encourage public transport use • Ensure that Māori values are considered in the built environment through our design principles • Extend the use of Te Reo Māori in customer information channels and fare payment methods

6.3 He āheinga ki te taura hononga me te whakamahere

Easy to access network design and planning

Policies in this area guide the planning and development of public transport services over time, and our overall approach to the design of the network. Our proposed policies are intended to provide greater clarity and a more consistent approach to how we plan, monitor and adjust public transport services in order to:

- Facilitate more coherent and principle-based decision making
- Clarify for customers on what they can expect from the network, thereby improving transparency
- Support stronger partnering with operators to deliver services
- Support greater use of customer insights and data in the planning of services. Metlink uses design principles to guide the planning, review and adjustment of services.

Design principles

The design of the public transport network of services is based on an integrated approach, which aims to provide a simple, cohesive and consistent route structure, where routes meet at logical transfer points, and where arrival and departure times are coordinated. With this approach, the network of services is designed so that customers will experience:

- A simple network with a clear structure that is easy to understand
- A connected network that enables door-to-door travel, and where it is easy and affordable to transfer between services
- A consistent network that provides a consistent customer experience across the network that recognises demand and wider community outcomes
- An optimal network that improves journey times and makes the most efficient use of resources to achieve the best outcome and value for money.

Metlink uses Service Delivery Thresholds when planning for new or amended services.

Criteria	Definition	Weighting
Appropriate density and land use characteristics	<ul style="list-style-type: none"> • Minimum 15 dwellings per hectare; and • Minimum 2,700 usual resident population within the catchment area* • Location of urban hubs, employment and education centres, and other destinations of significance 	30%
Sufficient demand	<ul style="list-style-type: none"> • Minimum regular use of 4+ passengers per trip and at least 20% cost recovery • Whether demand for any one trip exceeds total vehicle capacity • Specific cultural, sporting and social events 	30%
Increased transport network efficiency and improved environmental outcomes	<ul style="list-style-type: none"> • Improved efficiency of key transport spines, particularly during peak • Consideration of route location, speed and directness • Developed network access to encourage mode shift 	20%
Inherent social utility – improved network access and demographic considerations	<ul style="list-style-type: none"> • Proportion of people living in disadvantaged areas, without private vehicles, or other accessibility issues • Services providing for travel to school in urban areas where the school is not on the regular network or where additional capacity is required to meet demand • Bringing public transport to within a 5-10 minute walk of passengers 	10%
Other Considerations	<ul style="list-style-type: none"> • Upcoming developments and population growth • Connecting the regions • Efficient transfers and trip chaining 	10%

* Catchment area can be identified as 400-800 metre buffer around stops on the proposed route. If there is employment in the area this can be added to the population to meet threshold.

Proposed policies – Service design and planning

Objective: A simple, connected and integrated public transport network that attracts and retains customers and encourages mode shift

Policy	Actions
a. Provide a simple, layered network of services (core, local, and targeted) that is easy to understand and meets a diverse range of travel needs	<ul style="list-style-type: none"> Plan an integrated network using the following layers of services: Core services: the urban rail network and frequent bus services, providing high capacity services between centres and along key corridors Local services: include all day medium to low frequency services connecting residential areas, town centres, activity centres, and feeding core routes Targeted services: to meet specific access demands, including peak only services, school services, night bus services, and community services to provide access where regular all-day services are not viable or appropriate Consider introducing or trialling new technologies or innovative options to provide travel solutions for customers whose needs cannot be met by standard public transport services
b. Provide a public transport network that maximises the range of travel options and destinations	<ul style="list-style-type: none"> Design routes that provide easy access to nearest town and city centres for local shopping, services and employment Design routes, interchanges, timetables, and provide accessible services, infrastructure, and fares that make it convenient and safe to connect between services Work with local councils to integrate land use and public transport planning to facilitate the provision of services in new development areas and provide for bus layover Provide communities with the most appropriate type and frequency of services in line with the Service Delivery Thresholds
c. Monitor and review services to ensure they meet customer needs and are affordable for users and communities	<ul style="list-style-type: none"> Monitor the performance of services, operating units and the network and undertake regular service reviews and adjustments to ensure services are provided in line with the Service Delivery Thresholds and available funding Use travel data and customer insights and community engagement to inform the review and planning of services
d. Provide achievable timetables and reliable, punctual and customer focused services	<ul style="list-style-type: none"> Ensure that timetables are based on actual monitored travel times and provide adequate time for connections between services When carrying out service reviews, develop timetables that enable, where possible, services depart at regular intervals Continue to make real-time information available to operators for performance monitoring and fleet management
e. Consider environmental and health outcomes when planning the public transport network	<ul style="list-style-type: none"> Ensure that environmental, sustainability and health outcomes are considered in the planning and provision of the public transport network Ensure planning that is consistent with mana whenua values as kaitiaki

6.4 He āheinga ki te tauria hononga me te whakamahere

High quality, high capacity, high frequency core network

This policy area is focused on providing a high quality, high capacity, high frequency core network that attracts new users by improving public transport journey times and reliability.

When bus services mix with traffic, journey times and reliability are affected. Measures that give priority to public transport services, such as bus lanes and traffic signal priority are important tools. Greater Wellington will continue to work with our partners, including Wellington

City Council and Waka Kotahi NZ Transport Agency to plan and prioritise public transport on the most congested sections of the core public transport network, and develop dedicated bus priority where needed.

We will also increase the capacity of the existing rail network, through shorter and longer term initiatives. This approach to delivering public transport applies across all modes, including rail and bus, and potential new modes such as Mass Rapid Transport.

Proposed policies – High quality, high capacity, high frequency core network

Objective: A high quality, high frequency core public transport network that improves journey times and reliability and attracts more users

Policy	Actions
a. Provide mass rapid transit from Wellington Station to Wellington Hospital and the east and south	<ul style="list-style-type: none">• Work with Let's Get Wellington Moving to progress investigation and design of Mass Rapid Transit between Wellington Railway Station and the Wellington Regional Hospital and the east and south
b. Provide infrastructure and services to support a high quality, high capacity, high frequency core network	<ul style="list-style-type: none">• Develop a growth strategy to inform investment in public transport services, fleet and infrastructure, and provide for the long term development of services on the core public transport network• Implement currently identified improvements to introduce the new rail service patterns to improve frequency and capacity• Develop detailed business cases to support increased rail services to Palmerston North and Masterton• Consider extending the Kāpiti Line to Ōtaki• Establish a unit to provide a service between Wellington Station and Wellington Airport• Continue investigating the provision of public transport connections between Porirua and Hutt Valley• Develop a bus layover strategy to plan for changes to the urban environment, asset ownership and changes to patronage and service provision

c. Improve public transport journey times, reliability and resilience on the core public transport network

- Work with KiwiRail and other stakeholders to improve the reliability, resilience, accessibility, punctuality, frequency and speed of rail services
 - Work with Let's Get Wellington Moving to progress investigation and design of the public transport components of the programme, focused on bus priority measures on the core network including along the Golden Mile and to Thorndon Quay/Hutt Road
 - Work with Let's Get Wellington Moving to provide high quality high frequency, attractive public transport on a second spine along the waterfront quays
 - Work with Wellington City Council to deliver the Bus Priority Action Plan of bus priority improvements on core corridors in Wellington City in alignment with the Lets Get Wellington Moving programme
 - Work to develop bus priority programmes in Porirua and Hutt Cities
 - Work with other Councils to develop and deliver a prioritised programme of bus priority improvements on core bus corridors across the region
 - Work with Capital and Coast District Health Board to identify opportunities to make it easier for people working at Wellington Regional Hospital campus to use public transport to get to and from work
 - Identify opportunities to improve journey times by optimising service levels and the spacing of bus stops in relation to demand.
 - Work to remove duplication in the Wellington City Centre to minimise bus congestion on the Golden Mile
 - Specify consistent standards for reliability and punctuality and incentivise good service performance through operator contracts
 - Work with operators to implement operational practices that allow the monitoring of journey times and modification of timetables as required to provide customers with reliable services
 - Develop and improve processes for managing planned and unplanned service disruptions to minimise impacts on customers, including processes for communicating with them
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6.5 Ko te kounga o ngā ratonga, o te hangahanga, o ngā waka Quality of services, infrastructure and vehicles

Quality of Services

A high quality, accessible public transport system that gets customers quickly to where they want to go, and provides reliable whole-of-journey travel times.

Surveys and research show that the most important consideration for public transport users is reliability – that is, a trip leaves on time and arrives at, or very close to, the scheduled time. Reliability is particularly important when trips require connections with other services. Other important considerations for users are that the service arrives, services on a route are evenly spaced with a consistent time between services, and customers are not left behind because services are too full at the times they choose to travel.

Operational and fleet improvements will reduce journey times and increase service reliability. Minor timetable adjustments can also reduce waiting times and improve the reliability of connections between services, and can be undertaken as needed subject to operator agreement.

Infrastructure and vehicle quality

A high quality, reliable, accessible and modern public transport network relies on the provision of fit for purpose, well designed and maintained infrastructure and facilities. This includes roads, bus stops and shelters, transport interchanges and hubs, rail tracks and associated infrastructure, train stations, ferry terminals and wharves, Park and Ride facilities, cycle paths and footpaths, and door-to-door transport services for those with limited access to public transport.

Infrastructure and facilities need to provide good access, safety and personal security at all stages of the journey, particularly for people with impairments. Public transport elements also require clear and consistent branding with services and levels and information to meet customer needs for an integrated, easy-to-use customer focused system. As different agencies have ownership or control of various elements of the system, communication and cooperation between all parties is required to achieve this.

All buses entering the contracted public transport fleet need to comply with Waka Kotahi NZ Transport Agency's Requirements for Urban Buses (national standards for bus quality and accessibility) and other relevant standards.



Proposed policies – Quality of services, infrastructure, and vehicle quality

Objective: High quality, reliable, safe, accessible and customer focused public transport services using modern vehicles and infrastructure

Policy	Actions
a. Improve the accessibility and safety of the public transport system for customers, workers and the general public	<ul style="list-style-type: none"> • Ensure that accessibility and safety is incorporated in the planning and provision of all services and infrastructure including station upgrades • Work with operators, stakeholders and infrastructure providers to ensure that safety is part of everything we do • Engage with the disability community and other stakeholders to ensure a best practice approach is taken to providing a barrier free transport system
b. Ensure that all vehicles and vessels continue to meet vehicle and vessel quality standards	<ul style="list-style-type: none"> • Ensure all contracted bus services to comply with Waka Kotahi NZ Transport Agency’s Requirements for Urban Buses, the Vehicle Quality Standards set by Greater Wellington, and other relevant standards • Ensure all rail maintenance and services comply with Rail Safety Licence requirements, vehicle minimum operating standards, and other relevant standards • Ensure all vehicles meet sizing specifications for specific bus routes to match geography or demand, as appropriate • Ensure operators comply with vehicle cleanliness and maintenance standards • Ensure that all vehicles meet minimum customer service standards in accordance with the levels of service
c. Provide a low emissions public transport network	<ul style="list-style-type: none"> • Consider low emissions technology in replacement strategies for end of life assets • Business case early replacement of assets to decarbonise public transport • Provide an efficient public transport network that minimises route complexity • Improve the energy efficiency of service delivery by providing low- emission vehicles, improving fleet fuel efficiency, deploying new technologies, and monitoring vehicle performance and maintenance

d. Continually improve accessibility and standards of vehicles, and access to infrastructure and facilities	<ul style="list-style-type: none"> • Follow the Waka Kotahi NZ Transport Agency public transport design guidance, the New Zealand Urban Design Protocol and New Zealand Crime Prevention through Environmental Design guidelines when developing public transport facilities • Require operators to ensure that vehicles comply with vehicle quality standards and meet standard accessibility requirements • Work to improve the accessibility of public transport services, including by providing priority seating, low floor access on trains, access to bus stop kerbs and standing pads • Encourage and coordinate improvements in the design and capacity of stops, shelters, stations and terminals to meet service requirements and future needs • Use consistent and clear signage and branding • Provide an accessible rail and bus fleet, and supporting infrastructure • Provide accessible buses as train replacement services for planned replacements • Work with local councils to develop station access plans to improve accessibility of train stations, subways and underpasses
e. Monitor and continuously improve infrastructure assets	<ul style="list-style-type: none"> • Monitor and manage Greater Wellington assets in accordance with the Greater Wellington Public Transport Asset Management Plan • Work with local councils, New Zealand Police, Waka Kotahi NZ Transport Agency, and community groups to review, and where appropriate, create a plan to adapt infrastructure to enhance personal security
f. Enhance multi-modal access to the public transport network	<ul style="list-style-type: none"> • Work with local councils and stakeholders to ensure access to public transport is factored in when new development areas are proposed • Work with local councils and developers to ensure that street networks are designed to accommodate public transport services and are well connected with walking and cycling facilities • Work with local councils to ensure effective integration of walking, cycling and public transport services when designing, delivering and upgrading stations, interchanges and other facilities • Work with local councils to provide convenient connections and visible signage between public transport and walking and cycling networks • Require operators to provide for the safe carriage of micro-mobility devices on appropriate bus, rail and ferry services • Apply a graduated approach to Park and Ride demand management, involving setting of terms and conditions for use, enforcement measures, and charging as required • Ensure new and existing Park and Ride facilities are designed to enhance safety, accessibility, multi-modal connectivity and urban form and enable potential future technologies • Incorporate environmentally sensitive design and stormwater management measures to mitigate the negative impact of car parks on the land and on the water quality of nearby water bodies • Invest in new and existing Park and Ride facilities in accordance with the criteria and Investment Prioritisation Framework outlined in the Smarter Connections Strategy • Assess additional revenue opportunities to potentially reduce fare increases, such as through digital billboard placements, working with landowners, local councils, and Waka Kotahi NZ Transport Agency

6.6 Ko ngā utu me te tahua

Fares and funding

The policies and actions in this area aim to attract and retain customers, provide value for money and promote fairness for fare payers and public funding.

Achieving these outcomes requires an integrated fares and ticketing system that provides for a consistent experience for customers planning, paying for and using public transport.

In the next decade, we will continue working to improve fares and deliver integrated ticketing for all public transport travel. The integrated ticketing solution is expected to be delivered through the National Ticketing Solution, a collaborative initiative of regional public transport authorities and the Waka Kotahi NZ Transport Agency.

The integrated fares and ticketing will mean a more convenient and seamless journey experience for customers with simpler and more rewarding fare products. The ticketing solution is also expected to provide more consistent pricing and smarter ways of connecting between buses, trains, ferries and other sustainable modes of transport.

Since 2014 we have made significant progress in simplifying and aligning our fare products. We extended the existing Snapper ticketing to all Metlink bus services as an interim bus ticketing system. Metlink bus customers are now able to transfer buses and complete a journey with a more affordable fare. As part of the fare changes in 2018, Greater Wellington also introduced an off-peak discount and a consistent suite of concessions for tertiary students and those who are most dependent on public transport.

Our next focus for fares and ticketing will be to 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.

While we are aiming to attract more people to public transport, funding constraints make it a challenge to maintain service levels and grow patronage. The COVID-19 pandemic has also had significant impacts on our patronage and fare revenue.

There is an expectation that delivering services more efficiently and effectively can help reduce pressure on budgets and public funding. At the same time, we need to be able to deliver sufficient capacity on our network

and services to provide for the travel needs of our peak commuters. There is continued demand for increases in the frequency and coverage of services, particularly during off-peak periods.

Greater Wellington's ability to control costs is limited by the availability of funding and resources, and our reluctance to reduce services or increase fares as costs increase. Oil price volatility is also a constant pressure on operating budgets. Greater Wellington must balance the costs and benefits of meeting these demands and establish sustainable funding arrangements that balance user contributions (fares) with public funding.

In the past, we were required to set regional targets and policy for farebox recovery as a condition of funding under a National Farebox Recovery Policy. With the changes to national funding policy since mid-2018, we have no longer been required to comply with a national farebox recovery target. Therefore we have no regional targets for farebox recovery set for the term of this plan.

Infrastructure and service upgrades for the Kāpiti Line and beyond is a major investment focus for this plan.

Greater Wellington will continue making its funding decisions in accordance with the policies set out in the Long Term Plan (LTP).

By operating more efficiently we can reduce our costs and more effectively align our costs with revenue and demand.

Operating efficiencies will be addressed primarily as part of our rolling programme of area-wide service reviews, as well as through targeted service reviews and service performance reviews.

Service reviews will identify routes with low demand and revenue to cost ratio and assess whether any changes are required. They will also consider the need to maintain the consistency of service levels, particularly those for frequency, hours of operation and route-level commerciality ratios and performance.

Proposed policies – Fares and funding

Objective: A fares and ticketing system that attracts and retains customers and balances user contribution with public funding

Policy	Actions
a. Participate in an integrated ticketing solution that supports integration of fares and the public transport network	<ul style="list-style-type: none"> • Subject to a satisfactory business case approved by Greater Wellington, and through the National Ticketing Solution, implement an integrated ticketing solution that enables seamless journeys across the network using a single means of payment • Integrate fares so that the cost of a journey is independent of the number of modes or services involved • Develop and implement a transition plan to facilitate the changeover to the integrated fares and ticketing • Simplify fare products in the lead up to the integrated ticketing
b. Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport	<ul style="list-style-type: none"> • Monitor customer experience of the fare structure and their perception of fares relative to the benefits they receive • 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 • 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 • Provide greater clarity for customers on how fares are set, reviewed and adjusted, and what they can expect from the fare structure
c. Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport	<ul style="list-style-type: none"> • Provide free travel for children under five • Provide concessions for school children • Provide concessions for full-time tertiary students • Provide concessions to people with disabilities • Support the central government scheme providing free off-peak travel for SuperGold card holders • Work with central government on national concession schemes including initiatives to enable cross regional concession schemes and provide concessions to Community Services Card holders
d. Provide incentives to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing	<ul style="list-style-type: none"> • Provide an off-peak discount to spread peak demand • Provide discounts to reward regular users through fare capping or other incentive schemes • Price fares to encourage greater use of electronic ticketing and ensure reload options are available • Enable flexibility for potential fare promotions and products • Investigate innovative pricing and incentive options to encourage greater use of public transport and smarter connections between public transport and other sustainable transport modes • Develop products for corporate customers to encourage mode shift • Explore 'Mobility as a Service' options to facilitate access to public transport

e. Ensure public transport users make a sustainable and equitable contribution towards funding of the network	<ul style="list-style-type: none"> • Review fares annually through the Annual or Long Term planning process to determine the extent of any fare adjustments required to balance the user contribution with public funding, with a preference for regular, rather than infrequent and substantial adjustments • Amend fare levels annually with inflation within 1% to 3%, subject to reviews and Council decisions, through annual fares review and the Annual Plan or Long Term Plan process • Consider the likely impacts of any fare adjustments on patronage, affordability and mode shift, and on overall integrity of the fare structure within a wider policy and operational context • Review and adjust fares to be competitive with the cost of using a private vehicle for the same journey to encourage greater use of public transport • Investigate potential new funding and financing mechanisms (including advertising revenue) to reduce pressure on fare payers, ratepayers, and funding partners • Advocate for a higher government contribution to the funding of public transport service and network improvements through the National Land Transport Fund
f. Ensure that all users pay the correct fares	<ul style="list-style-type: none"> • Include measures in the integrated ticketing solution that simplify and automate, where possible, the collection of the correct fare • Implement the Metlink fare revenue protection strategy • Encourage customers to pay the correct fare and make it easier and more convenient to pay • Implement ticket checks and enforcement action, where required • Incentivise operators to collect fares and apply Metlink fare policies • Develop operational policies, guidelines and procedures, including a policy on refunds • Improve reporting and data analysis to better respond to fare evasion
g. Improve operating efficiencies to increase cost effectiveness of the public transport network to balance operating costs with funding sources	<ul style="list-style-type: none"> • Undertake annual network efficiency reviews, looking at service effectiveness, utilisation and value for money • Undertake targeted service reviews to identify poorly performing services, particularly those services with high costs and/or low patronage • Investigate alternative ways of providing services, such as dial-a-ride, taxis and Total Mobility
h. Ensure the advertising policy balances the needs of the Metlink brand while maximising revenue opportunities	<ul style="list-style-type: none"> • Encourage businesses and other potential advertisers to advertise across the network in line with the Metlink Advertising Policy • Encourage advertising from organisations that align with Metlink values • Maximise both static and digital channels across bus, rail, assets and infrastructure creating a commuter and public transport user journey
i. Have a sponsorship policy specific to Metlink	<ul style="list-style-type: none"> • Ensure the sponsorship policy supports the Metlink brand and aligns with Metlink values

6.7 Ko te āwhina atu i te hunga e iti nei ngā āheinga ki te waka whenua tūmatanui

Providing for people with limited access to public transport

An important focus of the RPTP is meeting the needs of people who are least able to travel to basic community activities and services – people experiencing transport disadvantage. Transport disadvantage can occur on a temporary or an ongoing basis, and can involve a mix of health and contextual factors. We provide services for those customers who have trouble accessing the network.

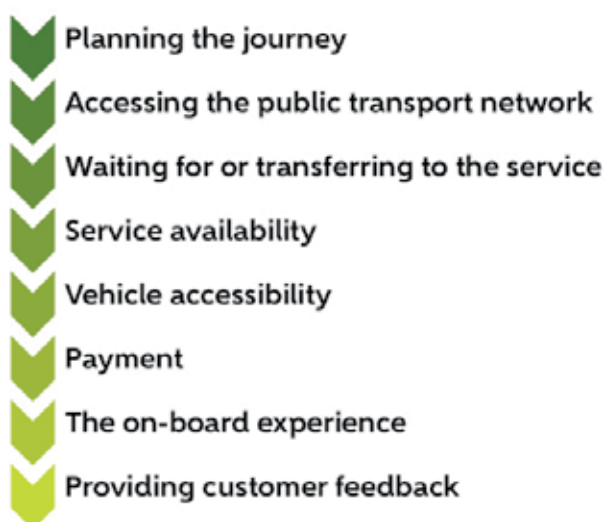
Greater Wellington considers the following groups are more likely to have limited access to public transport than the average Wellington region population:

- People with accessibility needs
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People in households without adequate private transport

People with accessibility needs

All Metlink customers should be able to use our public transport network with ease and dignity. People with accessibility needs includes people with impairments, older persons and others who can find the independent use of public transport services difficult or impossible without appropriate accessibility considerations for each stage of the journey.

Figure 6.1 Stages of an accessible journey



School bus policy

In urban areas where the Ministry of Education does not provide services, travel to school is primarily done through active modes such as walking, cycling, walking school buses, and by using existing public transport services. Greater Wellington's policy is to provide targeted school bus services only when these are required to supplement school student travel on the public transport network.

Metlink provides targeted school bus services in urban areas only where there is sufficient demand, there is not enough capacity or coverage provided by nearby public services, and when it is more cost-effective to provide such a service than a regular public service.

Services are provided to schools within zone or nearest to the suburbs served. Secondary school students are generally more capable of independent travel and wayfinding than younger school students, and these needs are taken into account when planning school services. Metlink will endeavour to accommodate reasonable requests by schools for school bus timetable changes. Sufficient notice, usually one year ahead, needs to be provided to enable changes to be made within contracted mandatory minimum planning, costing and negotiation timelines. When services are shared between schools, all potentially affected schools must agree to the requested change.

We are developing school service guidelines which set out the Metlink school bus policy and the procedures to be followed by schools when requesting service changes, for example requests for bus route changes, earlier or later bus times, or different bus times on one day of the week, and our expectations for student behaviour on school services. Expectations for student behaviour on public services are outlined in Metlink's Conditions of Carriage.

Proposed policies – Providing for people with limited access to public transport

Objective: Information, facilities, and services that are increasingly available to all members of the public

Policy	Actions
a. Provide a public transport network that is accessible and safe for all users	<ul style="list-style-type: none"> • Use universal design principles to ensure the network is barrier free and accessible for all customers • Specifically consider the needs of people with limited access to public transport when network changes are proposed and implemented, and take proactive steps to communicate changes to groups who may find it difficult to adapt • Design all new and upgraded public transport infrastructure in line with the NZ Public Transport Design Guidelines to ensure appropriate accessibility • Work with stakeholders to identify and where possible co-design solutions to accessibility and safety issues
b. Continually improve accessibility for people with disabilities across all stages of a journey	<ul style="list-style-type: none"> • Work with stakeholders to develop an Accessible Journey Plan to guide the development of a fully accessible network over all stages of a journey • Provide open-source public transport information so third-parties can create innovative websites and apps to meet the specific needs of customer groups, including the disability community
c. Provide targeted school bus services to supplement the public transport network	<ul style="list-style-type: none"> • A majority of school students using public transport will travel on public Metlink services • Where there is enough demand supplementary school bus services are provided in urban areas <ul style="list-style-type: none"> - to nearest public or zoned schools not served by the public transport network or - where capacity on the public transport network cannot meet school demand - and it is more cost-effective to provide a targeted school bus service than a regular public service • For travel to nearest public and zoned schools Metlink will work to minimise the need to transfer between services. For travel to other schools with lower demand it may continue to be necessary to connect between services • Metlink will review safety guidelines for high speed travel • Develop guidelines on the provision of school bus services, including when a school service can or will not be provided, and requirements for service or timetable changes • Undertake regular assessment and review of the provision of services • Work with schools to find effective solutions to school travel issues, in line with the guidelines • Encourage the trial and uptake of walking, part-walking (Park and Stride), cycling/ scooting, walking school buses and other active modes for students' school travel

d. Continue to support the provision of Total Mobility services to optimise inclusion, opportunity, and independence for people with impairments

- Continue to support Total Mobility, including contracting transport operators to provide adequate and appropriate assistance to people with impairments
- Require specialist accessibility and safety training to drivers
- Ensure appropriate signage and equipment is installed in all participating vehicles
- Continue to support and provide information on available payment methods

e. Provide community transport services by delivering integrated public and active transport solutions that are accessible and less expensive than private vehicles, empowering communities to mode shift

- Consider the provision of accessible community transport services, including demand responsive and shopper and specialty services for health and wellbeing where regular scheduled local public transport services are not viable
 - Consider the provision of On-demand Public Transport to enhance access across the Wellington region
 - Ensure that transport networks align to new and existing papakāinga developments and existing marae within the region
 - Develop relationships with key stakeholders such as Kāinga Ora to ensure suitable access to the network is considered when building new community housing developments
 - When public transport services are removed, consider providing support to people who experience transport disadvantage and were previously reliant on those services
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6.8 Ko te hokohoko, te ratonga me te arotake

Procurement, service delivery, and monitoring

The procurement related policies and actions in the 2014 RPTP were developed for the transition to the new Public Transport Operating Model (PTOM) and have largely been completed. The policies now need to be updated to reflect where we are at in the procurement cycle, and where the focus has moved to ensure the efficient and effective delivery of services under the new operating framework.

Procurement of unit contracts

Based on the principles developed for the establishment of units in the current RPTP, Metlink's public transport network consists of 20 units - 18 bus units, 1 rail unit and 1 harbour ferry unit. Appendix 1 provides an outline of the units.

All but one unit contracts have been procured and operators and Metlink are now operating and managing these contracts.

Rail services are operating under a PTOM based unit contract with the initial 9 year period expiring mid-2025. Bus services commenced operating under PTOM based unit contracts from mid-2018. Ferry services commenced operating under a PTOM based unit contract from July 2019

Nine bus units and the rail unit were contracted after a competitive tender. Seven bus units and one ferry unit were directly appointed in accordance with the provisions of PTOM. A further cross-regional bus unit was established in 2016, and is contracted and managed by Horizons. Appendix 2 provides procurement information for each unit.

A unit refers to a Metlink service or group of services established for contracting purposes. During the lifespan of the PTOM contracts there will be variations to existing unit contracts and/or new units established to provide for future service changes, including the deployment of new vehicles.

Proposed policies – Approach to procurement, delivery and monitoring of services

Objective: An approach to procurement and monitoring of services that supports the efficient delivery of services and provides value for money

Policy	Actions
a. Establish new units or amend existing units for the Metlink public transport network as required	<ul style="list-style-type: none">• Work with operators to establish any new or amended units for the Metlink public transport network in line with legislative and major network planning requirements including inter-regional initiatives to support regional economic development• Actively review current exempt services to determine whether they are now integral to the public transport network
b. Procure contracts for units in accordance with a partnering approach	<ul style="list-style-type: none">• Take a partnering approach to procuring contracts for new units or amending existing unit contracts• Ensure Greater Wellington Procurement Strategy and relevant Procurement Plans are current and reflect the stage we are at in the procurement cycle• Ensure the updated Procurement Strategy and transition plans take into account the impacts on competition, including mitigation of barriers to entry for incoming operators• Comply with Waka Kotahi NZ Transport Agency's procurement requirements and Greater Wellington's Procurement Strategy when procuring or amending units

c. Phase procurement and change over to new contracts to achieve an orderly transition with limited disruptions	<ul style="list-style-type: none"> • Develop pragmatic and customer focused transition plans in collaboration with partners as required
d. Develop and implement effective financial incentives and other regulatory mechanisms and performance regimes to ensure compliance with service level requirements	<ul style="list-style-type: none"> • Ensure the appropriate allocation of roles, responsibilities and risk between Metlink and operators within the contract framework • Develop an appropriate financial model so that the payment to the operator is the contract price as adjusted by the application of a financial incentive mechanism and key performance indicator (KPI) regime • Maintain a KPI regime to reflect Waka Kotahi NZ Transport Agency's requirements and incentivise contract performance and continually improved customer experience
e. Apply a partnering approach to the planning and operation of services	<ul style="list-style-type: none"> • Apply agreed partnering principles and objectives to guide successful partnering with operators and effective joint annual business planning • Develop and approve joint annual business plans • Work with partners to ensure the successful delivery of planned network improvements
f. Monitor performance of services and network, and customer satisfaction	<ul style="list-style-type: none"> • Ensure Metlink has the necessary capability to collect, manage, utilise and share public transport travel and performance data and customer insights and feedback and use this to inform improvements to planning and delivery of service • Utilise state-of-the-art data and knowledge management technologies and services to streamline access, use and sharing of public transport data, information and knowledge • Publish service quality and performance information • Work with operators to ensure that they collect and use reliable and sufficient performance information and customer insights to continually improve the services they provide to customers • Under PTOM and Total Mobility contracts, require operators to provide timely operational and performance data, information and reporting as required, including on <ul style="list-style-type: none"> - patronage - passenger kilometres - reliability and punctuality - farebox revenue - safety, security and incidents - driver training and behaviour - compliance with vehicle quality standards - other measures as required • Provide contractual mechanisms to vary and improve standards of services, products and processes

7. Ko te whakatinanatanga me te arotake Implementation and review

To meet the legislative requirements, the RPTP should be reviewed every three years. The reviews themselves do not require consultation or notification, but any variations resulting from the reviews do. Greater Wellington can refer to our significance policy (see below) for guidance on what

consultation is needed (if any). The RPTP will generally be monitored as part of the monitoring of the Regional Land Transport Plan and the Greater Wellington Long Term Plan.



7.1 Ko te kaupapa here hirahira

Significance policy

The RPTP can be varied at any time. However, if a variation is found under our significance policy to be 'significant', consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation. Significance is a continuum, from variations of high significance through to variations of low significance. If the significance threshold under this policy is not met, Greater Wellington will undertake targeted consultation on matters affecting specific communities and stakeholders. Greater Wellington will determine the significance of variations to

Consideration will be given to the costs and benefits of any consultative process or procedure and the extent to which consultation has already taken place.

Significant and non-significant matters

Matters that will always be considered 'significant' are:

- Variations that amend the significance policy
- Any increases in fares above those provided for in the revenue, financing and fare policies and Greater Wellington's Long Term Plan.

Matters that will always be considered 'not significant' are:

- Minor editorial and typographical amendments to the RPTP
- Minor changes to fare levels in accordance with current policy and funding levels, as set out in Greater Wellington's Long-Term Plan.

Matters that will usually be considered 'not significant' are:

- Those that have recently been consulted on, including the addition, removal or amendment of any matter on which there has already been consultation in accordance with the special consultative procedure
- Minor changes to service descriptions after a service review, for example changes to the frequency and hours of a service that result in the same, or a better, level of service
- Changes to the descriptions of services or service groupings as a result of an area-wide service review, as long as there is no significant increase in cost.

the RPTP on a case-by- case basis, taking into account the extent to which the variations:

- Signal a material change to the planned level of investment in the public transport network
- Affect the purpose of the Land Transport Management Act
- Affect residents (variations with moderate impacts on a large number of residents, and those with major impacts on a small number of residents will be more significant than those with minor impacts)
- Affect the integrity of the RPTP, including its overall affordability.

Targeted consultation on non-significant variations

If Greater Wellington determines that a proposed variation is not significant, targeted consultation will still be undertaken as follows:

- **Consultation for service reviews:** as service reviews affect only a part of the region, full consultation will generally not be required. Instead, key stakeholders (including the relevant operators, local councils and community boards or committees) will be included in preliminary consultation as the sector plan is developed. Targeted public consultation may follow once options have been identified.
- **Consultation for minor changes in the delivery of public transport services:** minor changes in service delivery that are required to improve efficiency, such as the addition or removal of trips and minor route changes, have only local impacts. In these cases, consultation will generally be undertaken at a low level with the operators involved, and may also include the relevant local councils and passengers who use the services.
- **Changes in procurement policies:** Greater Wellington is currently updating its procurement policy and targeted consultation for this will be undertaken once an updated draft policy is available.
- **Other non-significant variations:** Greater Wellington will work through any proposals for changes that affect only a sector of the community or the industry (such as a change in Total Mobility provision or a change to specific vehicle quality standards) with those most likely to be affected, as well as other relevant stakeholders.

He rārangi kupu

Glossary

Accessibility	The ability to reach a destination by a transport mode. Another meaning used more narrowly in relation to public transport is “the ease with which all categories of passenger can use public transport” as defined by the Human Rights Commission in The Accessible Journey 2005. Of specific relevance to people with disabilities.
Bus Rapid Transit	A network of corridors with priority measures (including dedicated lanes and signal priority) used by high quality, high capacity buses.
Farebox recovery rate	The proportion of the cost of operating a public transport service that is covered by public transport fares paid by passengers.
GPS	Government Policy Statement on Transport outlines the government’s strategy for investment in land transport over the next 10 years, which is then implemented by Waka Kotahi through the National Land Transport Programme.
Greater Wellington	Greater Wellington Regional Council.
LGWM	Let’s Get Wellington Moving, the regional programme to improve transport flows and experience in, to and from Wellington City.
NTS	National Ticketing Solution.
NLTF	National Land Transport Fund is the dedicated fund for maintaining and developing local and national transport services.
NLTP	National Land Transport Plan - A three-year programme that sets out how Waka Kotahi NZ Transport Agency, invests in national land transport funding.
LTMA	Land Transport Management Act 2003.
Metlink	The greater Wellington public transport network.
Off-peak period	For the purposes of fare charging, it is weekdays between 9 am and 3 pm and after 6.30 pm and all day weekends and public holidays. Operational definition of ‘peak’ and ‘off-peak’ may vary by service.
Peak Period	All time periods other than off-peak periods.
Rapid transit	The Government Policy Statement on Transport defines rapid transit as “A quick, frequent, reliable and high capacity public transport service that operates on a permanent route (road or rail) that is largely separated from other traffic.” The National Policy Statement for Urban Development (NPS-UD) shares the same definition for ‘rapid transit service’, but extends it to “any existing or planned” service. “Planned” means planned in a regional transport plan such as this plan.

PTOM	The Public Transport Operating Model developed by central government and the Waka Kotahi NZ Transport Agency.
Public transport route	A grouping of related public transport services.
Public transport service	A public transport service scheduled to operate at a specified time and available to the public generally.
Regional Transport Committee	The Committee promotes the objectives of the LTMA within the Greater Wellington region, linking it to other regions of New Zealand and other transport systems. It provides the Regional Council with any advice and assistance the Regional Council may request in relation to its transport responsibilities. The Regional Transport Committee has specific responsibility for developing the RLTP.
RLTP	Regional Land Transport Plan. Provides the strategic direction for land transport in the region. The RPTP must give effect to the public transport service components of the RLTP.
RPTP	Regional Public Transport Plan - guides the design and delivery of public transport services, information and infrastructure in the Greater Wellington region.
Route	Public transport route, a grouping of related public transport services.
Service review	A review of public transport routes and services within an area or a review of any other grouping of services.
Total Mobility	Total Mobility subsidises door-to-door transport for disabled people who cannot independently use regular public transport services, all or some of the time.
Transport disadvantaged	People whom Greater Wellington believes are least able to get to basic community activities and service for example, work, education, health care, welfare and food shopping.
Unit	A grouping of related routes operating within a certain geographic area or along a shared corridor.
Vehicle	A public transport service vehicle, including bus, train, ferry and cable car.

Tāpirihanga

Appendices

Tāpiri 1: Ko ngā ratonga matua o Te Pane Matua Taiao mō ngā waka whenua tūmatanui

Appendix 1: Services integral to the Greater Wellington public transport network

Core Bus

Core bus routes provide high capacity, frequent, all-day services within urban areas. These meet all-day travel demand. They operate at least every 15 minutes during the day, and often more frequently during busy periods.

Core Rail

Core rail routes provide high capacity, long-distance, time-competitive commuter services connecting key urban areas across the region.

Local Bus

Local routes include all-day medium- to low-frequency services connecting town and activity centres along the lower-demand corridors, providing local access to town and activity centres within the suburban areas. These routes complement the core network by covering areas it does not serve and by collecting and distributing passengers to and from it.

Targeted services

Targeted services provide services to areas or link destinations where there is not enough demand to justify core or local routes, or where normal services cannot meet the peak demand.

Targeted services include:

- **Targeted Rail and Ferry services:** these are services that don't currently justify core or local levels of service
- **Peak-only services:** commuter services that provide additional capacity at peak times. They may provide increased capacity on a section of an existing route, or the only public transport service to an area where there is not enough demand to justify a service at other times of the day
- **School services:** bus services in urban areas to schools not served by regular bus routes, or where capacity on those routes cannot meet demand
- **Night services:** services for after-midnight travel on weekends
- **Special event services:** services deployed when additional demand caused by, for example, major public events, concerts, festivals and sport events, would exceed the capacity of regular services
- **Community services:** services that include discounted taxi services for people who are transport disadvantaged, demand-responsive and shopper services, and services to outlying urban and rural areas where scheduled core or local services are not viable.

Network Layer	Bus Core	Bus Local	Rail Core	Targeted
Key Features and hours	All day frequent direct services Weekday 6am – 11pm Saturday 7am – 11pm Sunday 7am – 9pm	All day local coverage and access. Weekday 7am-9pm Saturday 8am – 7pm Sunday 9am – 6pm	All day rapid direct services Weekdays 5.00am – Midnight Saturday 6am – 1am Sunday 7am - Midnight	School buses provide specialised routes during term times. Night buses – Midnight – 5am Other services according to demand.
Frequency	Daytime every 10-15 minutes (more frequent in peaks depending on demand)	Daytime 20-60 minutes (more frequent in peaks depending on demand)	Daytime Every 20-30 minutes (more frequent in peaks depending on demand)	Subject to demand and term times.
Destinations	Connecting key town and activity centres along higher demand corridors	Provide local access and coverage to town and activity centres along the lower-demand corridors	Connecting key town and activity centres along the regional and inter-regional rail network	As required to meet targeted demand including schools town centres and medical facilities

The units set out below are integral to the public transport network.

Current Unit Structure

Route number	Unit number	Long Name	Type
1	Unit 01	Island Bay - Johnsonville West/Churton Park/Grenada Village	Core*
2	Unit 02	Miramar/Seatoun - Hataitai - Wellington - Karori	Core*
3	Unit 06	Wellington - Newtown - Kilbirnie - Lyall Bay/Rongotai	Core*
7	Unit 07	Wellington - Brooklyn - Kingston	Core
12	Unit 02	Newtown - Kilbirnie - Strathmore Park	Local
12e	Unit 02	Wellington - Hataitai - Kilbirnie - Strathmore Park	Targeted
13	Unit 03	Brandon Street - Glenmore Street - Mairangi	Targeted
14	Unit 05	Kilbirnie - Hataitai - Roseneath - Wellington - Wilton	Local
17	Unit 07	Wellington - Brooklyn - Kowhai Park	Local
18e	Unit 02	Karori - Kelburn - Newtown - Miramar	Targeted
19	Unit 01	Johnsonville - Churton Park - Johnsonville	Local
19e	Unit 01	Johnsonville - Churton Park - Johnsonville (Wellington extension)	Targeted
20	Unit 03	Courtenay Place - Mt Victoria - Kilbirnie	Local
21	Unit 03	Courtenay Place - Kelburn - Karori (Wrights Hill)	Local**
22	Unit 03	Wellington - Kelburn - Mairangi - Johnsonville	Local***
23	Unit 01	Wellington - Newtown - Houghton Bay	Local
24	Unit 04	Miramar Heights - Wellington - Broadmeadows - Johnsonville	Local
25	Unit 04	Highbury - Aro Valley - Wellington - Khandallah	Local
26	Unit 04	Brandon Street - Ngaio - Khandallah	Targeted
27	Unit 01	Wellington - Vogeltown	Local
28	Unit 02	Strathmore Park Shops - Beacon Hill	Targeted
29	Unit 07	Wellington - Newtown - Southgate - Island Bay - Owhiro Bay- Brooklyn	Local
30x	Unit 02	Wellington - Scorching Bay/Moa Point (Express)	Targeted
31x	Unit 02	Wellington - Miramar North (Express)	Targeted

Route number	Unit number	Long Name	Type
32x	Unit 01	Wellington - Berhampore - Island Bay - Houghton Bay (Express)	Targeted
33	Unit 02	Brandon Street - Karori South	Targeted
34	Unit 02	Brandon Street - Karori West	Targeted
35	Unit 02	Wellington - Hataitai	Targeted
36	Unit 06	Wellington - Hataitai - Kilbirnie - Lyall Bay	Targeted
37	Unit 03	Brandon Street - Kelburn - Karori (Wrights Hill) (via The Terrace)	Targeted
39	Unit 07	Wellington - Brooklyn - Owhiro Bay - Island Bay	Targeted
52	Unit 08	Wellington - Newlands - Johnsonville	Local
56	Unit 08	Wellington - Paparangi - Johnsonville	Targeted
57	Unit 08	Wellington - Woodridge	Targeted
58	Unit 08	Wellington - Newlands	Targeted
60	Unit 18	Johnsonville - Tawa - Porirua	Local
60e	Unit 18	Wellington - Johnsonville - Tawa - Porirua	Targeted
81	Unit 12	Wellington - Petone - Eastbourne	Targeted
83	Unit 12	Wellington - Petone - Lower Hutt - Eastbourne	Local
84	Unit 12	Wellington - Petone - Gracefield - Eastbourne	Targeted
85x	Unit 12	Wellington - Eastbourne (Express)	Targeted
110	Unit 10	Petone - Lower Hutt - Upper Hutt - Emerald Hill	Core****
111	Unit 10	Upper Hutt - Totara Park - Upper Hutt	Local
112	Unit 10	Upper Hutt - Maoribank - Timberlea - Te Marua	Local
113	Unit 10	Upper Hutt - Riverstone Terraces	Local
114	Unit 10	Upper Hutt - Elderslea - Trentham	Local
115	Unit 10	Upper Hutt - Pinehaven - Upper Hutt	Local
120	Unit 09	Lower Hutt - Epuni - Taita - Stokes Valley	Core
121	Unit 09	Seaview - Lower Hutt - Naenae - Stokes Valley Heights	Local
130	Unit 09	Petone - Lower Hutt - Waterloo - Naenae	Core

Route number	Unit number	Long Name	Type
145	Unit 09	Lower Hutt - Melling - Belmont	Targeted
150	Unit 09	Petone - Maungaraki - Lower Hutt - Kelson	Local
154	Unit 09	Petone - Korokoro - Petone	Targeted
160	Unit 11	Lower Hutt - Waterloo - Wainuiomata North	Local
170	Unit 11	Lower Hutt - Wainuiomata South - Lower Hutt	Local
200	Unit 15	Martinborough - Featherston - Greytown - Masterton	Targeted
201-203 & 206	Unit 15	Masterton Town	Targeted
204	Unit 15	Woodside Station - Greytown	Targeted
210	Unit 13	Porirua - Titahi Bay	Local
220	Unit 13	Ascot Park - Porirua - Titahi Bay	Core*****
226	Unit 13	Sievers Grove - Elsdon - Sievers Grove	Local
230	Unit 13	Porirua - Aotea - Whitby (The Crowsnest)	Local
236	Unit 13	Porirua - Papakowhai - Paremata - Whitby (Navigation Drive)	Local
250	Unit 14	Paraparaumu - Raumati South - Paraparaumu	Local
251	Unit 14	Kāpiti Health Centre - Paraparaumu - Paekākāriki	Targeted
260-262	Unit 14	Paraparaumu - Paraparaumu Beach	Local
264	Unit 14	Kāpiti Health Centre - Paraparaumu - Paraparaumu East	Targeted
280	Unit 14	Waikanae - Waikanae Beach - Waikanae	Local
281-290	Unit 14	Waikanae area	Targeted
291	Unit 19	Levin – Waikanae	Targeted
300	Unit 13	Titahi Bay - Porirua - Whenua Tapu Cemetery	Targeted
309-315	Unit 15	Wairarapa school buses	Targeted
400-499	Unit 13 & 18	Porirua and Tawa Schools	Targeted
500-599	Unit 14	Kāpiti school buses	Targeted
600-799	Unit 1-8	Wellington school buses	Targeted
800-999	Unit 9-11	Hutt Valley school buses	Targeted
N1	Unit 01	After Midnight (Wellington - Island Bay - Houghton Bay - Lyaill Bay)	Targeted

Route number	Unit number	Long Name	Type
N2	Unit 02	After Midnight (Wellington - Miramar - Strathmore Park - Seatoun)	Targeted
N22	Unit 10	After Midnight (Wellington - Naenae - Stokes Valley - Upper Hutt)	Targeted
N3	Unit 03	After Midnight (Wellington - Kelburn - Karori - Northland)	Targeted
N4	Unit 04	After Midnight (Wellington - Wadestown - Ngaio - Khandallah)	Targeted
N5	Unit 01	After Midnight (Wellington - Newlands - Churton Park - Johnsonville)	Targeted
N6	Unit 13	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	Targeted
N66	Unit 11	After Midnight (Wellington - Lower Hutt - Waterloo - Wainuiomata)	Targeted
N8	Unit 12	After Midnight (Lower Hutt - Petone - Wellington)	Targeted
N88	Unit 12	After Midnight (Wellington - Petone - Lower Hutt - Eastbourne)	Targeted
AX	Unit 20	Wellington Station to Wellington Airport	Core
WHF	Unit 17	Wellington Harbour Ferry (Queens Wharf - Days Bay)	Targeted
HVL	Unit 16	Hutt Valley Line (Wellington - Upper Hutt)	Core
JVL	Unit 16	Johnsonville Line (Wellington - Johnsonville)	Core
KPL	Unit 16	Kāpiti Line (Wellington - Waikanae)	Core
MEL	Unit 16	Melling Line (Wellington - Melling)	Targeted
WRL	Unit 16	Wairarapa Line (Wellington - Masterton)	Targeted

* Local on branches

** Core between Wellington Station and Kelburn

*** Core between Courtenay Place and Kelburn

**** Local between Upper Hutt and Emerald Hill

***** Local between Titahi Bay and Porirua

1 The portion of the service from the southern boundary to and from Waikanae is included in the Wellington Regional Public Transport Plan.
The portion of the service from the southern boundary to and from Levin is included in the Horizons Regional Public Transport Plan.

Total Mobility Services

The following taxi and shuttle operators provide Total Mobility services for people with disabilities.

Company Name	Area where this service is available
Airport & City Shuttles Limited	Wellington City to Kāpiti
Driving Miss Daisy	Whole of region
Freedom Companion Drivers	Kāpiti Coast Wellington City – Porirua Lower Hutt and Upper Hutt
Golden Oldies Ltd	Upper Hutt
Hutt & City Taxis Ltd	Lower Hutt and Upper Hutt
Kiwi Cabs Ltd	Wellington City
Masterton Radio Taxis Ltd	Wairarapa
Masterton Shuttles	Wairarapa
Paraparaumu Taxis Ltd	Kāpiti Coast
Porirua Taxis Ltd	Porirua
Wainuiomata Taxis	Wainuiomata
Wellington Combined Taxis Ltd	Wellington City – Porirua

This list is kept up to date on our website, at <https://www.metlink.org.nz/getting-around/accessibility-guide/total-mobility/>

Tāpiri 2: Ko ngā ratonga whakawātea

Appendix 2: Exempt services

These services are existing commercial services that are exempt from the need operate under contract to Metlink. This is not intended to be a complete list of existing commercial services that do not form part of the Metlink network.

Route Type	Route name	Route Description
Bus	80	Wainuiomata commuter to Wellington City Centre via Petone
School Bus	970	Papakowhai - Chilton
School Bus	971	Porirua - HIBS
School Bus	973	Paremata – HIBS (via St Patrick’s Silverstream)
Rail	Capital Connection	Capital Connection is an inter-regional service which is partially funded by Greater Wellington. Its exempt service status is subject to change in accordance with inter-regional transport planning prioritisation by Greater Wellington, Horizons Regional Council, KiwiRail, Waka Kotahi NZ Transport Agency and regional transport partners
Ferry	Harbour Explorer Excursion	Primarily a tourist excursion trip
Funicular	Wellington Cable Car	Lambton Quay to Botanic Gardens via Victoria University

Any exempt service to be replaced by a unit, is to be deregistered by the date on which the relevant unit is to start operating.

Tāpiri 3: Ko te tohatoha o ngā ratonga ki ngā rōpū

Appendix 3: Allocation of services to units

Unit	Operator	Method	Commencement date
1 - North-South Spine	Tranzit Group	Tender	15 July 2018
2 - East-West Spine	NZ Bus	Direct Appointment	15 July 2018
3 - University	NZ Bus	Direct Appointment	15 July 2018
4 - Khandallah/Aro	Tranzit Group	Tender	15 July 2018
5 - Central	NZ Bus	Direct Appointment	15 July 2018
6 - Taranaki	NZ Bus	Direct Appointment	15 July 2018
7 - Brooklyn/Owhiro	Tranzit Group	Tender	15 July 2018
8 - Newlands	Mana Coach Services	Direct Appointment	15 July 2018
9 - Lower Hutt	Tranzit Group	Tender	17 June 2018
10 - Upper Hutt	Tranzit Group	Tender	17 June 2018
11 - Wainuiomata	Tranzit Group	Tender	17 June 2018
12 - Eastbourne	NZ Bus	Direct Appointment	17 June 2018
13 - Porirua	Tranzit Group	Tender	15 July 2018
14 - Kāpiti	Madge Coachlines (t/a Uzabus)	Tender	15 July 2018
15 - Wairarapa	Tranzit Group	Tender	29 April 2018
16 - Rail	Transdev Wellington	Tender	1 July 2017
17 - Wellington Harbour Ferry	East by West Ferries	Direct Appointment	1 July 2019
18 - Tawa	Mana Coach Services	Direct Appointment	15 July 2018
19 – Levin-Waikanae	Uzabus	Tender	7 March 2017
20 – Wellington Airport Service	To be appointed	Tender	By 1 July 2022

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