

If calling, please ask for Democratic Services

Wairarapa Committee

Tuesday 28 February 2023, 10.00am

Committee Room, Greater Wellington Regional Council, 34 Chapel St, Masterton

Quorum: four members, including two regional councillors

Members

Councillor Adrienne Staples (Chair)	Greater Wellington Regional Council
Mayor Gary Caffell	Masterton District Council
Mayor Martin Connelly	South Wairarapa District Council
Amber Craig	Rangitāne ō Wairarapa
Councillor Penny Gaylor	Greater Wellington Regional Council
Mayor Ron Mark	Carterton District Council
Councillor Daran Ponter	Greater Wellington Regional Council

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

Wairarapa Committee

Tuesday 28 February 2023, 10.00am

Committee Room, Greater Wellington Regional Council, 34 Chapel St, Masterton

Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Cyclone Gabrielle Update	Oral report	
5.	Wairarapa Flood Protection Update – February 2023	23.34	3
6.	Public Transport Update – February 2023	23.58	13

For Information

WAIRARAPA FLOOD PROTECTION UPDATE – FEBRUARY 2023

Te take mō te pūrongo

Purpose

1. To update the Wairarapa Committee (the Committee) on:
 - a Wairarapa aggregate demand
 - b Implementation progress for the Te Kāuru Upper Ruamāhanga Floodplain Management Plan (TKURFMP); including progress of both the Ministry for Environment (MfE) and Crown Infrastructure Partners (Kānoa – Regional Economic Development & Investment Unit (Kānoa) Government funded projects
 - c Implementation progress for the Waiohine River Plan
 - d The ongoing operational maintenance of the Wairarapa Rivers schemes
 - e The progress of investigation projects; Waipoua Urban Catchment Plan, Mangatāre River Plan, flood hazard mapping for the Wairarapa Combined District Plan changes and regional initiatives

Te tāhū kōrero

Background

2. Please refer to the Wairarapa Flood Protection Update Report from 22 August 2022, Report number 22.331, for previous work progress.

Te tātaritanga

Analysis

3. This section provides an update on the Flood Protection works in the Wairarapa since the last Wairarapa Committee Meeting.

Wairarapa Aggregate Demand

4. Greater Wellington continues to lead the work with the aggregates industry, principally focussing on long term solutions to address increased demand for materials (sand, gravels, rocks etc) together with the lack of supply that Wairarapa’s rivers can sustainably provide.
5. In late 2022, GNS undertook some initial spatial modelling of aggregates in the Wairarapa to determine what sort of data would improve the model and where any additional data would be sourced from.

6. The next stage is for Greater Wellington to join GNS in a workshop to review their model and to consider additional data integration and potential resource targeting. This meeting will hopefully occur in the next month. Greater Wellington's role in this will be providing information and insight as to what our field staff encounter and observe 'on the ground'.

Te Kāuru Upper Ruamāhanga Floodplain Management Plan – Implementation

The Upper Ruamahanga River Management Advisory Committee

7. The Upper Ruamāhanga River Management Advisory Committee (URRMAC) held a meeting on 27 September 2022 where they were updated on the following:
 - a Eastern representative vacancy and actions to fill the position
 - b The status of the proposed design lines
 - c The new webpage for the MfE Jobs for Nature project
 - d The progress with the river scheme governance change
 - e The current work being developed around what authority has which responsibility within each district when it comes to flooding, and
 - f Te Kāuru implementation progress
8. The URRMAC expressed concerns about the impact of the design lines as many landowners have cleared paddocks for production and may lose that land to erosion. Officers stated that bare land next to a river is easily eroded and the preference would be to have those areas planted to help prevent erosion.
9. It was agreed that a design line workshop would be undertaken to assist the URRMAC in understanding purpose and use of the design and buffer lines.
10. On 15 November 2022 a design line workshop was held. Kyle Christensen, the consultant who undertook the review, presented to the URRMAC on what the design lines are, how they are used and why they were reviewed. The committee had mixed views on the use of design lines and further discussion will need to be had in the new year.
11. On 10 February 2023 an email was sent to the URRMAC outlining the upcoming rates review and asking for their feedback. It was also explained that this feedback would be taken to the Wairarapa Committee.
12. The rates increase proposed for Te Kāuru is twofold, with an increase in both operational and capital expenditure totalling 25.89%. The main reason for the increase is the capital expenditure component (for the implementation of Te Kāuru) from \$12,000 in 22/23 to \$77,000 in 23/24 for the Te Kāuru catchment. This will mean an increase from \$3.68 per \$100,000 capital value to \$4.57 per \$100,000 capital value for the Te Kāuru catchment ratepayers (circa 13,000 ratepayers).
13. URRMAC responses were around the overall rates increases and the already large impact of the cost of living is having on ratepayers. It was also highlighted that these increases were not unexpected as the implementation of Te Kāuru has now commenced. Further discussions with URRMAC are scheduled.

River Road, Masterton erosion protection works

14. Stage one of the River Road, Masterton erosion protection works is being funded by the Kānoa Climate Resilience project. Stage one has commenced with the completion of the rock stockpile area.
15. Stage two, a 150m rock revetment to protect River Road properties, funded through the Te Kāuru Floodplain Management Plan (Te Kāuru), is progressing with easement agreements being worked through with each landowner. A contract for final design has been signed and work will commence on confirming the design and rock quantities required.
16. Stage two was to commence once stage one was completed, however with the delay in the start of stage one, due to rock supply issues, we may need to hold off the start of stage two until after winter. Delays have occurred with rock supply due to the main supplier's rock quarry having to close until their resource consents have been completed. We have managed to obtain some rock from an alternative source however, the supply of rock will not commence until late March 2023, with work on the groynes commencing mid-April 2023.
17. An estimated 3,000 plants are being procured for a planting programme at this project site, which will be carried out in the 2023 planting season. Rangitāne o Wairarapa will be involved in assisting with the planting activities.
18. Programme progress is being regularly communicated to partners and stakeholders (including Fish and Game, Department of Conservation, and Masterton District Council (MDC)) via email newsletter.

Paierau Road flood signage

19. Paierau Road flood signage has been delayed due to excessive damage to the eastern roads from the last few weather events. Masterton District Council roading, when they have capacity, will continue to assist us with this.

Memorandum of Understanding – MDC raw water supply

20. We have commenced discussions with MDC to develop a Memorandum of Understanding (MOU) for their raw water supply pipe along the edge of the Waingawa River as outlined in the Te Kāuru. This project is two-fold with the MOU as the initial step and then an assessment of erosion protection options within the Waingawa river.

Operational work

21. The continued rainfall events over summer and Cyclone Gabrielle event have caused ongoing erosion problems that are currently in the process of being addressed. The catchments are saturated, and any further rainfall is having more of an impact.
22. Major works were undertaken on the Waipoua River in the Matahiwi Road area where three sections of stopbank over a 700m reach were at risk of failure. Seven 160T heavy rock groynes were built at 3 locations, channel realignment work completed, eroded stopbanks reinstated and planted with willows. With Cyclone Gabrielle approaching, further work was undertaken to reinforce an at-risk area.
23. Erosion through the urban reach of the Waipoua River has had willow tree cabling work and willow layering undertaken to provide protection, private works were undertaken

at 10 Akura Road and permanent repair with heavy rock will be undertaken by Greater Wellington when rock can be sourced.

24. An erosion area in the Ruamāhanga River at Rathkeale Colleges' old oxidation ponds has been reinforced with bed recontouring and channel realignment. The area will have to be closely monitored after any flood events.
25. A major erosion bay in the Ruamāhanga River upstream of Wardells bridge has been reinforced with 100m of cabled willows to try and manage river erosion. A large amount of flood debris causing problems was removed from Wardells Bridge.
26. Planting is now complete with approximately 7,000 willow poles and 20,000 mixed natives

Waipoua Urban area

27. A new community facilitator has been engaged for the Waipoua Project Team and started working with the group in early February 2023.
28. The Waipoua Project Team is now starting to focus on preparing a long list of options for addressing the flood risk to Masterton.

Waiohine River Plan - Implementation

29. The establishment of the Waiohine River Plan Advisory Committee and Terms of Reference went to Council on 23 February 2023. All member nominations will go to Council for approval on 30 March 2023.
30. Securing the necessary resourcing needed to undertake the work on the implementation of the Waiohine River Plan is underway. Once we are able, we will commence with a design and flood modelling review followed by a consent application.
31. Gravel extraction from targeted river beaches has continued.
32. The first stage of the Fullers Bend rock revetment work was started with 800T of foundation rock placed over a 60m section while low flow river conditions allowed. Further work on this project has been constrained by a lack of heavy rock supplies.
33. A second phase of edge protection work at the South Wairarapa District Council (SWDC) water supply borefield above the rail bridge was started in September, with heavy boulders from a high left bank beach of the river picked up and placed along 150m of the right bank edge to better protect from river erosion. Continued work is planned for later in the year to reinforce this protection.

Mangatarere River - Operations

34. In the Mangatarere River further erosion has occurred alongside the Carterton District Council (CDC) Wastewater ponds. Short term protection works have been undertaken, and longer-term repairs have been planned when heavy rock can be sourced.
35. Mangatarere River works have also included a large amount of channel blockage clearing, willow cabling and layering work, which is currently ongoing.

Wairarapa draft flood hazard map engagement summary

36. Engagement on the draft flood hazard maps for the Waipoua River, Mangatāre Stream, and Upper Ruamāhanga catchment ran from 14 November 2022 until 6 December 2022. The purpose of this engagement was to share the draft flood hazard maps for each catchment with the community.
37. The draft flood maps were available on the Greater Wellington website, along with information about how the maps were created. To let people know the flood maps were available for viewing and to inform people of the various in person events, flyers were distributed to all households in the Waipoua and Mangatāre catchments, while letters were sent to the riverside landowners in the Upper Ruamāhanga catchment. Local newspaper adverts and social media campaigns also ran during this period.
38. Over this period Greater Wellington and members of each respective project team hosted nine in person events to discuss the maps with the community. These events were spread out across Carterton, Masterton, Mauriceville and Gladstone. Across all these events the team engaged with approximately 200 people. These events ranged from specific drop-in sessions, to attending farmers markets, and included a presentation at Lakeview School for the Waipoua catchment.
39. Overall, most people were interested and positive about the flood maps. The main theme of the feedback received was around the lack of stormwater flood maps within the area. Two pieces of feedback received for the Mangatāre flood maps have been noted and sent to the hydraulic modeller for further investigation.
40. Final flood hazard maps ready for inclusion in the Wairarapa combined district plan are expected at the end of March 2023.

Lower Wairarapa Valley Development Scheme (LWVDS)

41. Gravel extraction continues from aggrading beaches.
42. The planting season was completed at the end of September 2022 with a total of 7,661 willow poles and approximately 24,000 mixed native plants.
43. Abbots Creek has overtopped its bank south of Featherston recently. Repair works have been scoped and planned to be implemented over the next few weeks.
44. Donalds Creek overtopped its banks south of State Highway 53 during a recent flood event. Although this is out of the scheme area, we are working with SWDC to determine appropriate mitigation, which is likely to include implementation of a gravel trap.
45. A modelling investigation has begun on Donald's and Abbots Creek, the two waterways that impact Featherston. We are currently procuring for hydrological and hydraulic modelling and will be seeking to appoint consultants in this quarter. Wellington Water (WWL) have developed a rapid stormwater model for Featherston, and we are working closely with them to share information to refine both models, and to engage with the community. We will be seeking to engage with the community in early March as we initiate the modelling work.
46. The Pukio East Stopbank realignment is in its final stage, with the main activities remaining being removal of material from the old stopbank, planting and general site

tidying. The works are planned to commence this summer once the material and access have dried out sufficiently.

47. Whakawhiriwhiri Stream improvements, including the Hikunui Road Culvert upgrade, have not progressed due to ongoing land access agreement issues. The property has now changed owners and an initial site meeting with the new owners has been positive. However, they do have concerns about the work progressing as proposed, as they do not want the water level on the lagoon on their property lowered. We are continuing to work with the owners on implementing the works required to mitigate the effects of the overall scheme.
48. Stakeholder consultation is ongoing regarding works on the Tawaha Sill. When first designed, the sill operated when the water level at Waihenga bridge reached 4.2-4.3m. Currently the sill operates when the water level is around 4.7m, which is placing additional pressure on the downstream stopbanks.
49. Currently three pumps on the pump drainage scheme are non-operational whilst maintenance is being undertaken. Whilst the schemes are still operational with their other pumps and gravity outlets, performance may be degraded after a heavy rainfall event.
50. A review of the gravity drainage schemes has shown that the current rate income is not sufficient to meeting the necessary level of service for the schemes. Rate increases are proposed for these schemes for next financial year, and it is recommended that scheme reviews are undertaken with the scheme members to agree appropriate levels of services and income for following years.
51. Work has been completed on two scoping studies (modelling and geomorphology) and another is underway (economic impact assessment scoping). These investigations are required for the barrage gate and operational maintenance consent renewal in 2027 and will also assist with long term catchment planning.
52. A working project team has been established across departments and functional areas at Greater Wellington for this catchment planning work. This is to ensure that adequate baselines and systems are put in place to effectively provide information for current investigations and for long-term decision-making processes.
53. These current investigations will form a part of a larger Greater Wellington catchment plan. This larger catchment plan will consider wider impacts such as long-term changes to land use and productivity in the lower valley. We are acutely aware of needing to align this work with the Catchment Resource Plan that will be prepared by the new Wairarapa Moana Statutory Board.

Ministry for the Environment 'Jobs for Nature' Project Update

54. Winter 2022 planting sites are establishing well
55. Weed vegetation maintenance activities in previous planted sites is ongoing. There has been considerable weed species growth due to consistent rainfall and warm weather.
56. Pest animal control is continuing across three sites with various pest species continuing to be caught.
57. Site preparation for planting in winter 2023 has started.

Regional Investigations Initiatives

Emergency Management

58. The Pilot Flood Forecast System project being carried out by Flood Protection and Hydrology is nearing completion. The system is built around Delft-FEWS software. Developed in the Netherlands, the Flood Early Warning System is considered the world's leading flood forecast platform software.
59. We are building the system using cloud architecture, meaning we can scale the system up more easily. We have integrated a new Flood Forecast model that will be able to be used in other catchments. This is also created using newer 'distributed' modelling that can take advantage of new high resolution meteorological forecast products from MetService.
60. The next stage of the project is to train Greater Wellington Flood Response Duty Officers in the software through February and early March. Once we have gained experience in this pilot system over the coming months, we will be in a good position to plan out the next steps to 'operationalise' the system. This will make sure it can be used effectively and reliably in a real flood.
61. Flood Protection is currently evaluating tenders for an automated warning system to replace the manual phone trees in the Wairarapa. This system will reduce the workload on our Flood Duty Officers and provide greater flexibility in providing automated warning systems to recreational users and contractors.

Digital Roadmap

62. Flood Protection have been working collaboratively with Information, Communication and Technology (ICT) to develop a data master plan for flood risk management. Effective flood risk management is data intensive, relying on survey, hydrological records, live data feeds, and detail hydraulic modelling amongst many other sources. The technological landscape is changing along with our ability to capture, analysis and use data to make better informed decision. We need to understand our data storage and handling systems needs now and into the future and effectively plan to manage our digital assets.
63. Our objective is to develop an implementable data master plan for all of flood risk management key data needs now and in future. The plan must be implementable, affordable and adaptable to future change in technology, staffing, internal structure and need. The plan must also sit alongside the EOP (Environmental Outcomes Platform) project, Ourspace changes and the broader ICT data management strategy.
64. Over the past quarter we've been working collaboratively with ICT and GHD (our consultancy partners) to understand the issues and opportunities, and recently held a combined workshop to review using a maturity model approach. We are in the process of following up with specialists to finalise the masterplan for the end of the financial year.

Communications Toolkit

65. Flood Protection is working alongside the Communications and Engagement team to explore whether we can use existing online tools to help community members identify

who is responsible for managing different watercourses in the region, so they know which organisation to contact with related queries.

66. This project will include discussions with local councils to ensure the accuracy of information provided.
67. This is a complex project, so it could take some time before we are able to share a prototype with councils.

Ngā hua ahumoni

Financial implications

Kānoa Climate Resilience and MfE Projects

68. These projects are being funded with budgets being brought forward in the Long Term Plan (LTP).
69. Ruamāhanga River Scheme River Road (Kānoa Climate Resilience Programme) costs are detailed below:

LTP or Annual Plan description:	Te Kāuru Capex Implementation
Capex allocated:	\$1.72 million (LTP 2018-28)
Third Party Funding	\$1.28 million

Project 4: Ruamāhanga River Major Rivers Riparian Management Project (MfE)

LTP or Annual Plan description:	Wairarapa River Scheme Maintenance
Loan allocated:	\$0.8 million (debt)
Internal Funding:	\$1.7 million (LTP 2018-28)
Third Party Funding	\$2.5 million

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

70. Greater Wellington is required to manage land and water within a range of statutory requirements, including giving effect to Te Mana o Te Wai and considering Te Tiriti o Waitangi in the development and implementation of the Council’s strategies, plans, programmes and initiatives.
71. Implementation with mana whenua partners is guided by Te Whāriki – the new Māori Outcomes Framework as part of Council’s Long Term Plan 2021–31.
72. The Department is continuing to explore opportunities for Māori through the consenting space as well as through the Climate Resilience projects.
73. Cultural liaison or co-design contracts have been signed by Rangitāne ō Wairarapa Incorporated and Ngati Kahungunu ki Wairarapa Charitable Trust for enhanced involvement and collaboration on programme work for the Climate Resilience Projects.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

74. Each project within the catchment considers and responds to the predicted impacts of climate change when considering the appropriate response to the issue the project seeks to address.
75. This programme aligns with the 2015 Climate Change strategy, which states 'we will help the region adapt to climate change'. The projects increase climate change adaptation and resilience to natural disasters in the region.
76. The greenhouse gas (GHG) emissions from rock supply vary depending on the quarry source of the rock and transport to the work sites. Quarry sources for projects vary. The emissions from rock supply production and transport are not presently part of the organisation's GHG inventory.
77. Targeted planting has been carried out to mitigate CO₂ emissions for the Kānoa projects.
78. Carbon sequestration for transport emissions for the Kānoa projects has been investigated. The carbon emissions for Poet and Taitā Park were calculated using available rock transportation information. Mills Albert Ltd and HiRock transportation was estimated at 264 metric tonnes CO₂e. A factor of 2 accounted for other forms of transportation, yielding a total emissions estimate of 528 tonnes of CO₂e.
79. The sequestration capacity over 50 years was 4579 tonnes for Poets Park, 1075 tonnes for Taitā Park, resulting in a combined capacity of 5654 tonnes of CO₂e over 50 years. This will offset calculated transport emissions by 2027. Over 50 years of growth, 5126 tonnes of CO₂e sequestration capacity will remain after offsetting transport emissions.
80. Greater Wellington currently assesses options to address flood risk based on the predicted impacts of climate change over the next 100 years. Unless specified differently for specific projects, these values are an increase in rainfall intensity of twenty percent, and a sea level rise of 0.8 metres.

Ngā kaiwaitohu

Signatories

Writer	Sharyn Westlake – Team Leader, Floodplain Management Plan Implementation
Approvers	Graeme Campbell – Manager, Flood Protection Wayne O'Donnell – General Manager, Catchment Management

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The URRMAC, LRVFMAC and WRPAC operate under their own separate Terms of Reference which were adopted by Council on 12 December 2019. The Waipoua and Mangatārerere Steering Groups are currently informal and have been approved by Democratic Services to remain this way during the development stage.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

All river matters discussed here are included in the 2018—28 Long Term Plan.

Internal consultation

No other departments were consulted in preparing this report.

Risks and impacts - legal / health and safety etc.

Greater Wellington has adopted procedures and processes to minimise risks. Working with community committees enables a wider understanding of the risks before adoption of work programmes.

For Information

PUBLIC TRANSPORT UPDATE - FEBRUARY 2023

Te take mō te pūrongo

Purpose

1. To inform the Wairarapa Committee (the Committee) of Metlink activities and performance relating to public transport in the Wairarapa.

Te tātaritanga

Analysis

Update on activities – Rail

Wairarapa carriage refurbishment

2. The light refurbishment of the Wairarapa Carriage fleet is almost complete, with 24 of the 25 carriages now completed. This programme is expected to be completed in April 2023.

Wairarapa Stations – funding received

3. Metlink has been awarded \$240,000 indicative funding from the Government's \$350 million Transport Choices programme for Masterton and Solway bike parking improvements as part of the Climate Emergency Response Fund.

Network upgrades

4. The Wellington Metro Upgrade Programme (WMUP) continues to improve the condition of the track on the Wairarapa Line. Due to the WMUP work, inter-peak daytime train services continue to be replaced with buses.
5. KiwiRail is currently concentrating the track renewals work between Upper Hutt and Featherston to enable that section of track to open back up to inter-peak trains. This will mean only inter-peak trains will be bus replaced between Masterton and Featherston Stations. However, Maoribank and Remutaka Tunnel are located within this area and still require enabling, track and drainage work which may mean the reinstatement of bus replaced trains during the inter-peak period to facilitate this work.
6. WMUP 6b – Wairarapa Rail Upgrades programme is now moving from planning into delivery. This programme will implement additional passing loops and install a signalling system between Featherston and Masterton and upgrade level crossing safety. These measures will increase the capacity of the Wairarapa Line. Proposed

Wairarapa Level Crossing upgrades are currently being reviewed by affected stakeholders.

Bus replacement stops

7. Solway Station - new bus stop platform and access ramps: Metlink has received pricing offers from contractors and is in contract negotiations. Construction is expected to start mid-2023.
8. Masterton Station - footpath extension, and new bus stop platform: Metlink has received pricing offers from contractors and is in contract negotiations. Construction is expected to start mid-2023
9. Carterton Station - extension of the rail platform towards the roadway: Detailed design has begun. Approval for the concept design has been granted from Carterton District Council (CDC) traffic engineers, and the Regional Positive Ageing Coordinator at CDC. There will be a built-up footpath to ensure accessibility on/off the bus replacement stops (BRT) service, and bus stop road markings- all carried out via the minor civils contract (see above). Construction for the long-term BRT bus stop at this station is forecast to be complete in 2023. Temporary seating has been installed as an interim measure to increase comfort for bus passengers at the station. Metlink is also seeking advice from CCS Disability on whether the current plan can be improved anymore to enable comfortable access for all. This meeting will occur in the week of 20 February 2023.
10. Renall Street: Public consultation was completed in 2022. As a result of the time gap since consultation, Metlink is awaiting advice from Masterton District Council on whether we can still use feedback received from this consultation to submit to Council for approval this year.
11. Woodside Station: Improvements to the BRT stops for Woodside Station will be incorporated into our bus stop improvement programme. Currently, the rest of Route 200 (stops within Carterton, Greytown, Featherston, Martinborough districts) is in the planning phase. Public consultation to relocate stop 1920 (southbound BRT stop), introduce new bus stop road markings, and install a new shelter for Woodside Station BRT on Main Road, Greytown, will be carried out in 2023. The northbound stop (1820) only requires minor modifications to the existing road marking to improve access for buses.

Lower North Island Rail Integrated Mobility

12. Government's Budget 2022 announcement on 19 May 2022, excluded the expected funding commitment for Lower North Island Rail Integrated Mobility.
13. An updated funding application has been submitted for Budget 2023 and procurement activities will commence on Budget approval.

Snapper on Rail – implemented

14. From the end of November 2022 and following the successful pilot on the Johnsonville Line, Snapper ticketing has been rolled out across the entire Metlink rail network.
15. This work includes the installation of Snapper validators on all rail stations, and on planned Bus Replacing Train (BRT) buses operated by National Coach Services and Tranzit WRL. There are still eight NCS and five Tranzit WRL buses that require Snapper

equipment to be installed. A communications campaign is being kicked off shortly to support the change in customer behaviour including new signs at bus stops, LED sign information and announcements at Wellington Station regarding BRTs.

16. Metlink engaged in an extensive campaign with a wide range of connected community organisations to raise awareness and support people in the transition to Snapper on Rail. This included talking to Citizens Advice Bureaux, faith-based organisations, community centres, social service providers, disabled people's organisations and associations, Age Concern and Grey Power, budgeting advice services, refugee support services etc. We also engaged with all schools, tertiary institutions and District Health Boards in the region.
17. The Snapper on Rail campaign has also been supported by a team of Transport Officers working alongside Transdev and our customers to engage, educate and encourage and the transition and uptake of electronic ticketing.
18. The implementation of Snapper on Rail has proved largely seamless, with the adoption of Snapper payment growing progressively alongside the programme for phasing out paper tickets. Snapper is now used for the vast majority of fare payments on rail, including for 30-day passes (which replaced the paper calendar-monthly pass). As well as the benefits of reducing cash handling on trains, for the first time this is providing reliable data insights into customer travel patterns.
19. Following the roll out of Snapper of Rail, one issue was identified which affected a small number of Wairarapa customers who transfer onto Hutt Valley line trains. This is the consequence of the longstanding separate operational treatment of the two lines, and the build-up over time of a range of manual ticketing work-arounds (including the hand-writing of monthly passes for the least common zone combinations). However, all zone combinations have now been made available for purchase on Snapper, and the process to combine the ticketing operation of the two lines is underway.
20. With the introduction of Snapper, it is not possible to know which train customers are going to board when they tag on at Wellington station. The surcharge for users of Wairarapa trains travelling to the Hutt Valley can therefore no longer be applied. The impact of this change on Wairarapa customers is being closely monitored by Transdev.
21. Impact on the Wairarapa ticket offices:
 - a Featherston: this office is unstaffed by ticket staff and to ensure these facilities remain open to our customers, Metlink has installed remote locking and unlocking for automatic doors into and out of customer facilities. This automation goes hand in hand with increased CCTV surveillance and enhanced fire detection capability. Customers will also be able to quickly access call-points at these stations that allow them to make an emergency call.
 - b Carterton: the ticket office is run by the museum and is no longer open in the mornings for customers to purchase tickets.
 - c Masterton: this ticket office is closed. However, customers are still able to access the facilities e.g. toilets and Snapper kiosk.

Rest of Region Bus Network Review – Wairarapa progress

22. Officers continue to implement the Rest of Region Bus Network Review actions identified in Attachment 1 to Report 20.260 (Bus Network Review).
23. With regard to the Wairarapa, these actions included:
 - a Provide bus timetables that offer more travel options for the journey to work in the Wairarapa (especially Route 200).
 - b Metlink should also consider 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 trials. Evening train connections at Waikanae, Paraparaumu, Paremata and Upper Hutt could be considered for trials of on-demand services, as could all-day services for Masterton, Waikanae, Paraparaumu-Raumati, Tawa and the Western Hutt Hills. The Ōtaki to Waikanae service could also be considered for on-demand trial on the part of the route within the Ōtaki urban area.
 - c Wairarapa
 - i Consider better coverage of bus routes in the Masterton area, including to rail services.
 - ii 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.
24. Officers are undertaking/have undertaken the following work in relation to these actions:
 - a Route 200: Improvements to the weekday route 200 service commenced from Monday 25 July 2022. These improvements provide better service coverage to and from Wairarapa Hospital and improve access to local employment including to and from Martinborough which previously lacked suitably timed services. There are three additional services from Martinborough to Masterton departing at 9.45am, 12.45pm and 5.10pm; two additional services from Wairarapa Hospital to Martinborough departing at 11.05am and 12.00pm; and one additional service from Masterton to Martinborough departing at 8.10am. Initial indications are that there has been a positive patronage response with an average 15 percent increase in bus usage on the route 200 comparing the six months prior and after the changes were implemented. However, it should be noted that half fares were also implemented in this period and will likely also have contributed to patronage growth. Patronage recovery for the route 200 is well ahead of the rest of the Metlink network with recent route 200 bus usage just 4 percent below pre-Covid levels, versus 21 percent down for Metlink bus services overall.
 - b Coverage: Work being done to improve Route 200 and the public transport on demand trial demonstrate our intention to provide better coverage of bus routes in the Masterton area
 - c Trains: More frequent services are planned with the implementation of new rolling stock, as noted above

- d On Demand: The Tawa PT On Demand trial continues; the trial has been running for nine of its scheduled 12 months.

Metlink Fares

Government initiative - half price public transport fares for all

25. On 14 March 2022, the Government announced a suite of initiatives to respond to the rising cost of fuel and associated cost of living implications.
26. One of the initiatives announced was for funding to be provided to allow for all public transport fares to be halved for three months commencing on 1 April 2022.
27. There have been a number of extensions since the initiative was announced. The most recent announcement on 1 February 2023 extended half price fares until 30 June 2023.

Government initiative – Community Connect

28. On 19 May 2022, as part of Budget 2022, the Government announced an initiative, called Community Connect. Community Connect provides funding and legislative framework to support Public Transport Authorities (PTAs) to provide 50 percent concession for Community Services Card (CSC) holders on bus, train and ferry services in their regions.
29. Due to the Government’s extension of the half-price fares funding until 30 June 2023, the current date for the Community Connect 50% concession for CSC holders to come into effect is 1 July 2023.
30. Greater Wellington is operationally ready to implement Community Connect on 1 July 2023. Key points are that:
- Snapper cards are free for CSC holders.
 - Cards will be available at 11 Ministry of Social Development (MSD) offices and key community organisations in the Region
 - Discounts apply to the standard single trip electronic adult fare and are not available for cash fares
 - CSC holders register through a user-friendly online portal and the concession is applied within two hours.
31. A comprehensive communications plan has been developed with MSD support. Key points are that:
- MSD is notifying approximately 93,000 CSC holders in the Region about the scheme by letter, email and via the MSD website
 - Greater Wellington is working with key community organisations (Citizens Advice Bureaus, tertiary institutions, libraries etc.) to provide information and assistance on the scheme and to hand out free Snapper cards
 - Greater Wellington will have floor walkers in 11 MSD offices for six weeks who will help register CSC holders and give out free Snapper cards
 - A targeted mailbox drop to high deprivation areas will be delivered and the Greater Wellington and Snapper call centres will assist with registrations

- A poster campaign on buses and trains, digital screens at Wellington Railway Station, and messaging through standard communications channels will further highlight the scheme.
32. Depending on any further extension of the Government’s half price fares scheme, it is currently planned that the Community Connect communications campaign will commence on 20 May 2023, with the Snapper Registration Portal going-live on and MSD information campaign commencing on 1 June.

Public Transport Fares: Annual Fares Review and Implementation of Future Fares Direction initiatives

33. On 23 February 2023, Council will be considering two fares reports: Public Transport Fares: Annual Fares Review; and Public Transport Fares: Implementation of Future Fares Direction initiatives.
34. An update of decisions made by Council will be provided at this Committee meeting.

Update on performance

35. A PowerPoint presentation on Wairarapa public transport performance will be presented to the Committee at this meeting. A copy is attached as **Attachment 1**.

Ngā āpitihanga

Attachment

Number	Title
1	Metlink Public Transport Performance – Presentation

Ngā kaiwaitohu

Signatories

Writers	David Mawson – Manager Rail Network Delivery Barry Fryer - Manager Rail Assets Alex Campbell – Principal Advisor Network Design Emmet McElhatton – Manager Policy
Approver	Samantha Gain – General Manager, Metlink

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or Committee's terms of reference

This is an information report on public transport matters in the Wairarapa.

Contribution to Annual Plan / Long term Plan / Other key strategies and policies

This report provides an update on the delivery of public transport activities in the Wairarapa. Delivering public transport is a key activity in the Long-term Plan.

Internal consultation

No other departments were consulted in preparing this report.

Risks and impacts: legal / health and safety etc.

There are no risks arising from this report.

METLINK PUBLIC TRANSPORT

FOCUS ON WAIRARAPA

WAIRARAPA COMMITTEE

28 February 2023

Samantha Gain, General Manager Metlink, GWRC

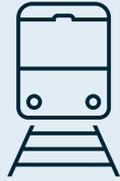


THE METLINK NETWORK



- **Metlink has clear objectives.** The region’s network is designed around the needs of our community, our customers, and the policy aims of the National and Regional Public Transport Plans.
- **The Greater Wellington region’s patronage is expected to grow,** returning to pre-Covid levels by 2025 (38.6M trips p.a.) and continuing to grow to 50.6M by 2030.
- **Growth is expected to be driven by ‘latent demand’.** Tapped through the provision of more capacity, frequency and improved customer experience:
 - Upgrades to, and improved resilience of, the rail corridors
 - Bus priority along core routes in Wellington City
 - Increased fleet numbers and vehicle size for bus and rail network
 - Improved facilities and accessibility at stations, stops and to information
 - Restoring and retaining staffing capacity to our operators’ workforces.

THE WAIRARAPA NETWORK



The Wairarapa Line (WRL) train runs **between Wellington and Masterton**. On weekdays there are three peak services each morning and evening, and two off-peak services each direction during the day. On weekends there is one morning and evening service in each direction.

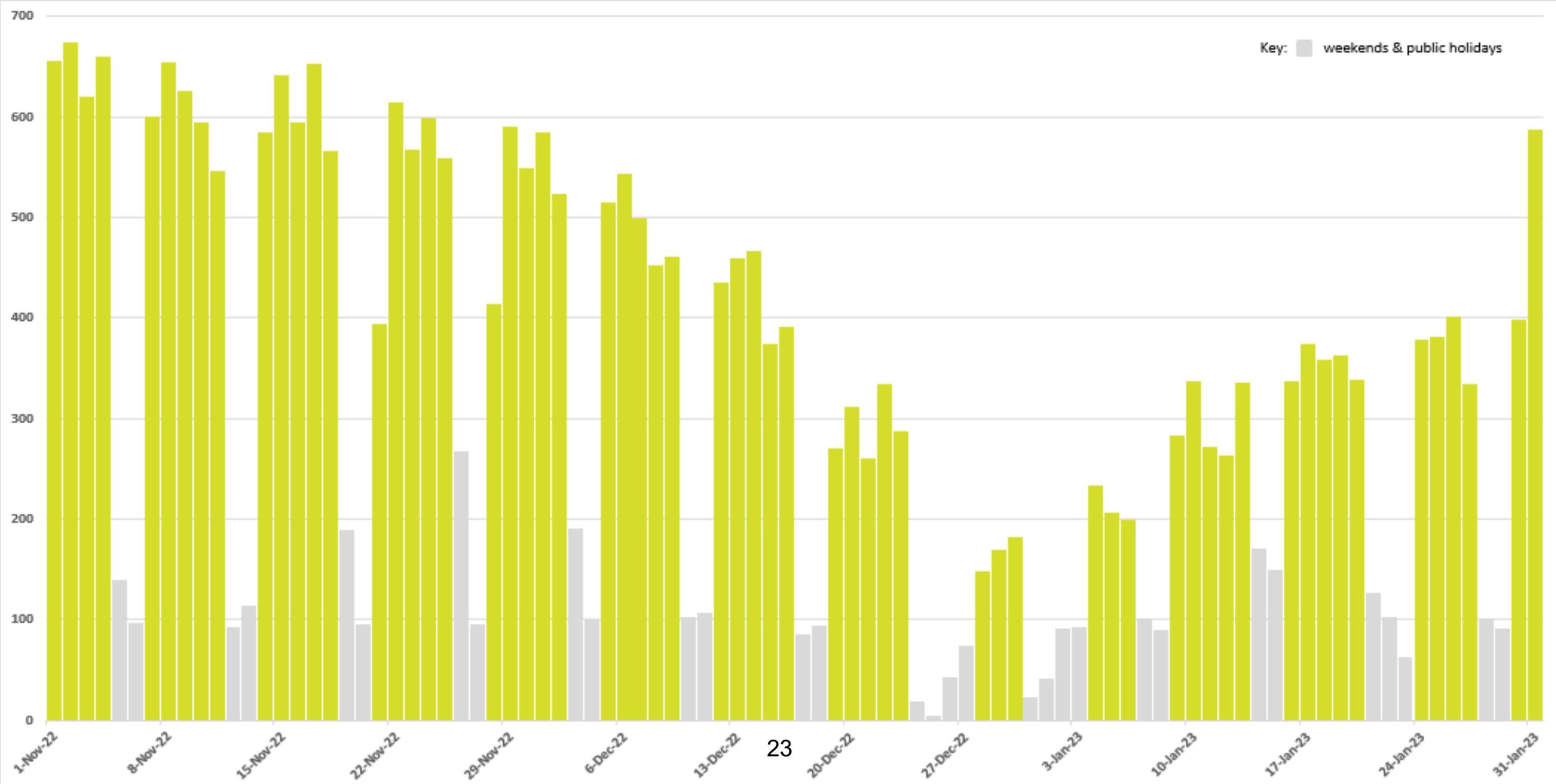


6x local Wairarapa bus services (plus 4 school routes) are operated by Tranzurban. These local services run at varying frequencies, dependent on their patronage and need.

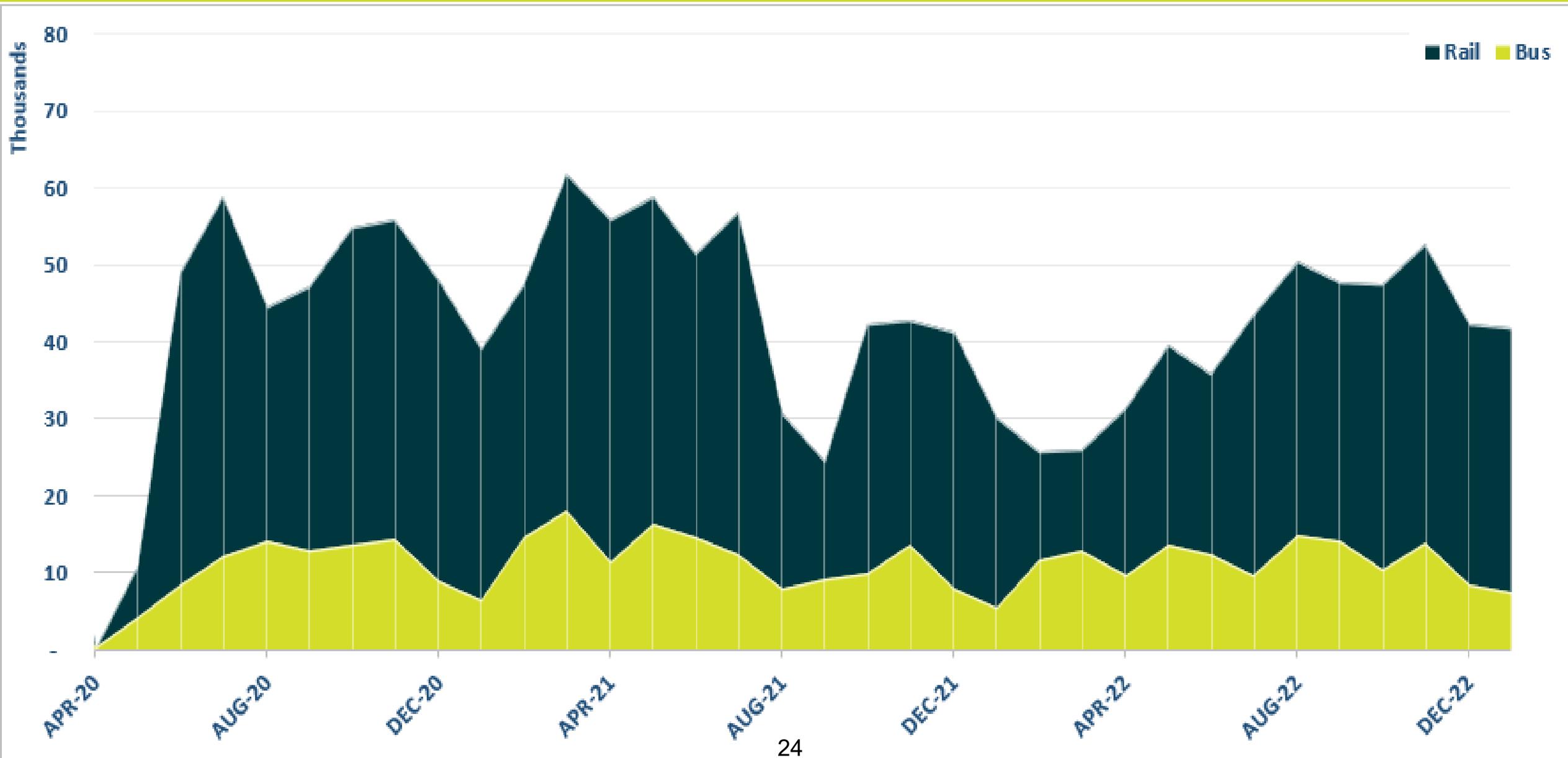
Wairarapa Public transport network



WAIRARAPA BUS PATRONAGE – BOARDINGS (DAY)



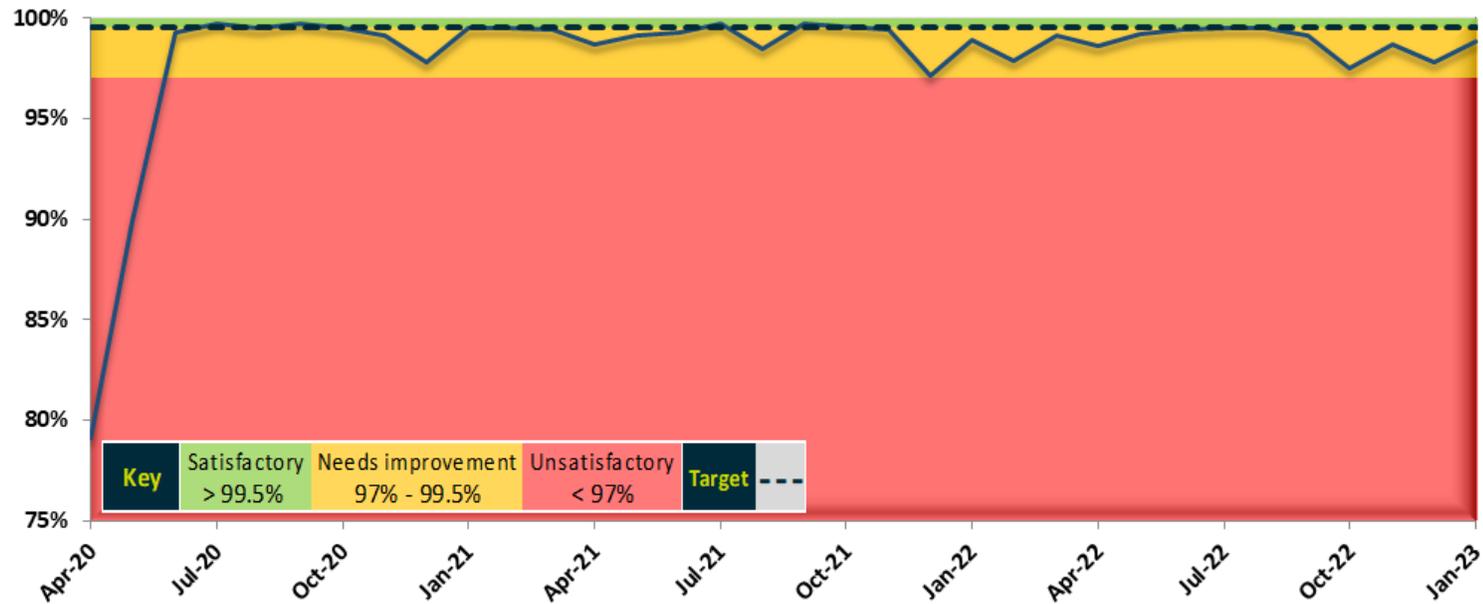
WAIRARAPA RAIL/BUS PATRONAGE – BOARDINGS (MTH)



WAIRARAPA BUS RELIABILITY & PUNCTUALITY

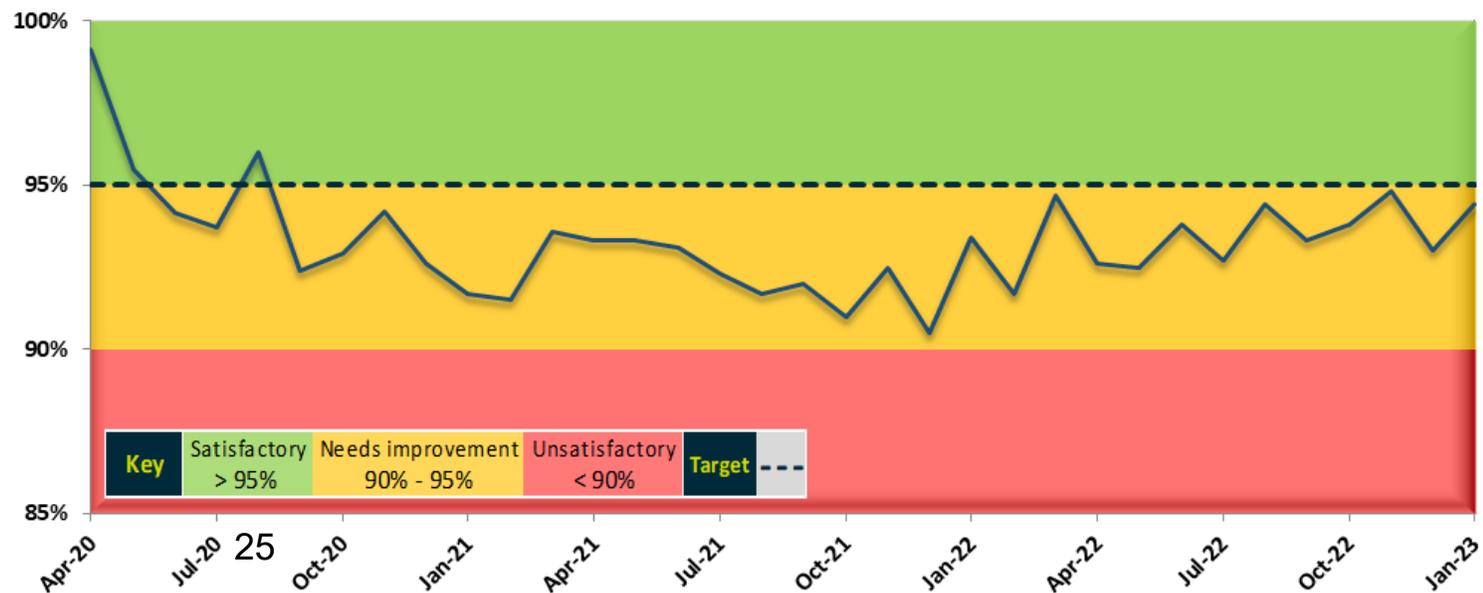
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

January 2023 bus reliability was **98.8%** (needs improvement).



Bus punctuality is measured as the percentage of scheduled services that depart from origin, leaving between one minute early and five minutes late.

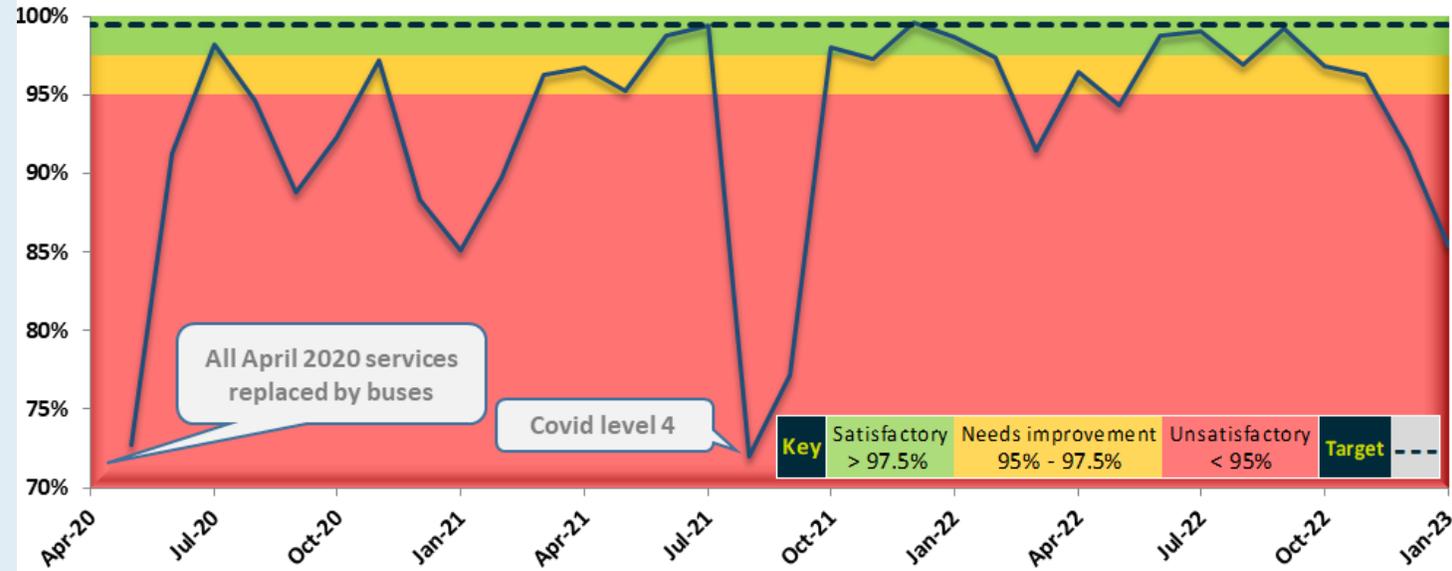
January bus punctuality was **94.4%** (needs improvement).



WAIRARAPA RAIL RELIABILITY & PUNCTUALITY

The rail reliability measure shows the percentage of scheduled services that depart from the origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all timetabled stations. It does not factor bus replacement services.

January rail reliability was **85.4%** (unsatisfactory).



The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time. It does not factor bus replacement services.

January rail punctuality was **63.6%** (unsatisfactory).



WAIRARAPA COMPLAINTS

