

**Absolutely Positively**  
**Wellington City Council**

Me Heke Ki Pōneke

# Ordinary Meeting of Kōrau Tūāpapa | Environment and Infrastructure Committee Rārangi Take | Agenda

9:30 am Rāapa, 24 Paengawhāwhā 2024

9:30 am Wednesday, 24 April 2024

Ngake (16.09), Level 16, Tahiwī

113 The Terrace

Pōneke | Wellington



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## **MEMBERSHIP**

Deputy Mayor Foon  
Councillor Abdurahman  
Councillor Apanowicz  
Tim Brown (Chair)  
Councillor Calvert  
Councillor Chung  
Councillor Free  
Pouiwi Hohāia  
Pouiwi Kelly  
Councillor Matthews (Deputy Chair)  
Councillor McNulty  
Councillor O'Neill  
Councillor Pannett  
Councillor Randle  
Councillor Rogers  
Mayor Whanau  
Councillor Wi Neera  
Councillor Young

### **Have your say!**

*You can make a short presentation to the Councillors, Committee members, Subcommittee members or Community Board members at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 04-499-4444, emailing [public.participation@wcc.govt.nz](mailto:public.participation@wcc.govt.nz), or writing to Democracy Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number, and the issue you would like to talk about. All Council and committee meetings are livestreamed on our YouTube page. This includes any public participation at the meeting.*

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## AREA OF FOCUS

The Kōrau Tūāpapa | Environment and Infrastructure Committee has responsibility for:

- 1) RMA matters, including urban planning, city design, built environment, natural environment, biodiversity, and the District Plan.
- 2) Housing.
- 3) Climate change response and resilience.
- 4) Council property.
- 5) Waste management & minimisation.
- 6) Transport including Let's Get Wellington Moving.
- 7) Council infrastructure and infrastructure strategy.
- 8) Capital works programme delivery, including CCOs' and Wellington Water Limited's capital works programmes.
- 9) Three waters

To read the full delegations of this committee, please visit [wellington.govt.nz/meetings](https://wellington.govt.nz/meetings).

**Quorum:** 9 members



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# 1. Meeting Conduct

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## 1.1 Karakia

The Chairperson will open the hui with a karakia.

<b>Whakataka te hau ki te uru,</b>	Cease oh winds of the west
<b>Whakataka te hau ki te tonga.</b>	and of the south
<b>Kia mākinakina ki uta,</b>	Let the bracing breezes flow,
<b>Kia mātaratara ki tai.</b>	over the land and the sea.
<b>E hī ake ana te atākura.</b>	Let the red-tipped dawn come
<b>He tio, he huka, he hauhū.</b>	with a sharpened edge, a touch of frost,
<b>Tihei Mauri Ora!</b>	a promise of a glorious day

At the appropriate time, the following karakia will be read to close the hui.

<b>Unuhia, unuhia, unuhia ki te uru tapu nui</b>	Draw on, draw on
<b>Kia wātea, kia māmā, te ngākau, te tinana, te wairua</b>	Draw on the supreme sacredness To clear, to free the heart, the body and the spirit of mankind
<b>I te ara takatū</b>	
<b>Koia rā e Rongo, whakairia ake ki runga</b>	Oh Rongo, above (symbol of peace)
<b>Kia wātea, kia wātea</b>	Let this all be done in unity
<b>Āe rā, kua wātea!</b>	

## 1.2 Apologies

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the hui, where leave of absence has not previously been granted.

## 1.3 Conflict of Interest Declarations

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

## 1.4 Confirmation of Minutes

The minutes of the meeting held on 14 March 2024 will be put to the Kōrau Tūāpapa | Environment and Infrastructure Committee for confirmation.

## 1.5 Items not on the Agenda

The Chairperson will give notice of items not on the agenda as follows.

***Matters Requiring Urgent Attention as Determined by Resolution of the Kōrau Tūāpapa | Environment and Infrastructure Committee.***

The Chairperson shall state to the hui:

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent hui.

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The item may be allowed onto the agenda by resolution of the Kōrau Tūāpapa | Environment and Infrastructure Committee.

***Minor Matters relating to the General Business of the Kōrau Tūāpapa | Environment and Infrastructure Committee.***

The Chairperson shall state to the hui that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent hui of the Kōrau Tūāpapa | Environment and Infrastructure Committee for further discussion.

### **1.6 Public Participation**

A maximum of 60 minutes is set aside for public participation at the commencement of any hui of the Council or committee that is open to the public. Under Standing Order 31.2 a written, oral, or electronic application to address the hui setting forth the subject, is required to be lodged with the Chief Executive by 12.00 noon of the working day prior to the hui concerned, and subsequently approved by the Chairperson.

Requests for public participation can be sent by email to [public.participation@wcc.govt.nz](mailto:public.participation@wcc.govt.nz), by post to Democracy Services, Wellington City Council, PO Box 2199, Wellington, or by phone at 04 499 4444 and asking to speak to Democracy Services.



## 2. General Business

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# PUBLIC E-SCOOTER AND E-BIKE LICENCE RENEWAL

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### Kōrero taunaki | Summary of considerations

#### Purpose

1. This report seeks permission to continue offering the licensing arrangements that enable public shared micro-mobility services in Wellington.

#### Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
- People friendly, compact, safe and accessible capital city
- Innovative, inclusive and creative city
- Dynamic and sustainable economy

#### Strategic alignment with priority objective areas from Long-term Plan 2021–2031

- Functioning, resilient and reliable three waters infrastructure
- Affordable, resilient and safe place to live
- Safe, resilient and reliable core transport infrastructure network
- Fit-for-purpose community, creative and cultural spaces
- Accelerating zero-carbon and waste-free transition
- Strong partnerships with mana whenua

#### Relevant Previous decisions

14 Feb 2019: Shared e-scooters trial agreed for Wellington City in the City Strategy Committee.  
21 May 2020: Shared e-scooter evaluation presented to Strategy and Policy Committee and recommendation to continue operations approved including changes to the Code of Practice.  
8 Dec 2022: Environment and Infrastructure Committee agreed to trial shared e-bikes with Officers to report back to Committee on the results and proposals for any future licences being issued for shared micro-mobility.

#### Significance

The decision is **rated low significance** in accordance with schedule 1 of the Council's Significance and Engagement Policy.

- Affects a limited number of individuals, to a low degree
- Does not have high public interest
- Low consequence for Wellington City
- Low impact on the Council being able to perform its role
- Able to be reversed
- Is a strong logical step from a prior decision

#### Financial considerations

Nil

Budgetary provision in Annual Plan / Long-term Plan

Unbudgeted \$X

- The scheme is cost-neutral to Council. Administration and licence fees will cover the operational costs entirely.

**Risk**

|  Low |  Medium |  High |  Extreme

- There is a low risk to the council of this paper. It is a recommendation to continue existing services with minor changes to its operation and administration.

Author	Peter Jones, Project Development Manager - EV Chargers
Authoriser	Anna Blomquist, T/I Transport Safety Education Moana Mackey, Chief Advisor to Chief Planning Officer Liam Hodgetts, Chief Planning Officer

**Taunakitanga | Officers' Recommendations**

Officers recommend the following motion:

That the Kōrau Tūāpapa | Environment and Infrastructure Committee:

- Receive the information
- Agree to the continuation of public shared micro-mobility services in Wellington
- Agree to the commencement of a procurement process to issue new licences for the period of 1 September 2024 to 1 September 2027 (a 36-month period)
- Agree that Officers are delegated to administer the scheme and determine the number of e-bikes and e-scooters based on their use, up to a cap of no more than 1000 e-scooters and 300 e-bikes during the term of the next round of licences. This represents an increase in the e-scooter cap of 200 devices (100 per operator) and maintaining the current e-bike cap at 300.
- Agree that future operational decision-making on minor amendments to the Code of Practice be delegated to officers.
- Note a revised Code of Practice for Licenced operators as set out in Attachment 2

**Whakarāpopoto | Executive Summary**

- This report asks Kōrau Tūāpapa | Environment and Infrastructure Committee (the Committee) to approve Officers to go to market for licencing operators to deliver public shared micro-mobility for a 36-month period; and continue to delegate the administration of the schemes to officers.
- Wellington introduced its first micro-mobility shared service in 2018. This was a bike-sharing service operated by Onzo. In 2019, an 18-month trial of e-scooters was initiated with Jump and Flamingo being licenced as operators. This scheme was formalised in 2021 with a 36-month licence term with Beam and Flamingo as the operators.

3. By introducing a shared e-scooter scheme into Wellington City the Council was able to provide public access to an increasingly popular mode of travel in a manner by which operational use and rider behaviour could be influenced by a Code of Practice that providers would sign up to and be held accountable against. Something we have no power to do with privately owned e-scooters.
4. The cap on the number of devices is currently set by Council. The current cap was set by working with operators to determine the expected demand in Wellington City (based on experience in other cities) and then the minimum number of e-scooters per operator that they would need to be economically viable. The cap was set to ensure a viable prospect for operators whilst limiting the risk of surplus devices cluttering footpaths and public spaces.
5. This led us to a decision to offer licences to two operators with a cap of 800 e-scooters (400 per operator) and 300 e-bikes (150 per operator) and experience so far would suggest that the balance struck was about right.
6. Over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period (from March 2021 to September 2023) with a daily average of 3.4 trips per device. Nearly 20,000 shared e-bike trips were made in the city between February to September 2023 (a daily average of 0.8 trips per device).
7. Based on a public survey conducted in 2023 there is public support for the continuation of public shared micro-mobility schemes in Wellington, with 55% of non-users and 86% of users agreeing that the Council should allow shared e-scooters to continue to operate in the city.
8. Accessibility advisory and advocacy groups, along with survey results, indicate a notable concern particularly about e-scooters (shared and privately owned) and the impact on people with disabilities. Accessibility groups have consistently argued for the preservation of footpaths for pedestrians, particularly those with disabilities, frail individuals, and small children.
9. An evaluation of the scheme over the 2021-2023 period considered availability, usage, safety, cost, accessibility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City. The review concluded there is an overall benefit for their continued licencing.

### **Takenga mai | Background**

10. Micro-mobility devices are small, lightweight devices such as bicycles, skateboards, or scooters. Micro-mobility devices can be human-powered (such as pedal bicycles) or battery-powered (such as electric bicycles (e-bikes) and electric scooters (e-scooters)). Public micro-mobility share schemes refer to a self-service scheme in which people hire micro-mobility devices, usually electric, for short-term use within a town or city.

11. Micro-mobility is gaining interest as a useful urban transportation option, especially due to its potential to reduce the reliance on passenger vehicles for short trips, integration with public transport, and a shift towards more sustainable and greener transport modes. However, shared micro-mobility schemes in urban areas face challenges related to potential safety risks such as injuries (including trip hazards), inappropriate speeds, potential to be replacing walking trips, unfavourable impacts on shared public spaces, and safety of pedestrians as well as negative environmental impacts caused by short lifespan of micro-mobility devices and poor recycling systems.
12. Shared micro-mobility schemes have been operating in Wellington since 2019. Currently two operators (Beam and Flamingo) are providing shared micro-mobility in the Wellington City. Whilst shared micro-mobility represents a very small proportion of daily trips (for example the number of daily trips by shared micro-mobility is equivalent to only 4% of Wellington City public bus/rail transport trips) it has potential to grow.
13. Wellington City Council issue licences to operators which specify acceptable operating conditions. This includes a cap on the number of micro-mobility devices in operation, minimum service provision levels (e.g. incident response times) and parking behaviours. This is operationalised in the Code of Practice (CoP).
14. In December 2022 Council agreed to introduce a shared e-bike trial into Wellington City. Council resolved that the existing e-scooter licences granted to Flamingo and Beam be amended to allow up to 150 e-bikes for each operator to be phased in as demand warrants on a trial basis from 1 January 2023. Currently Flamingo has approval for up to 150 e-bikes in operation and Beam has approval for up to 100.
15. In December 2023 the Pōneke Shared Micro-Mobility Survey was conducted in Wellington City. The current licence to operate e-scooters and e-bikes in Wellington City was extended to 1 September 2024 in order to allow this work to be finalised and a decision brought back to committee. A full background and history of the operation of public shared micro-mobility schemes is available in Attachment 1.
16. Usage of shared e-scooter services are positive. Over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period and nearly 20,000 shared e-bike trips were made in the city between February to September 2023. Most shared micro-mobility trips were up to 2 km or up to 10 minutes. Most shared micro-mobility users were young adults, males and those who lived in central Wellington. Shared e-bikes were more likely to be used for longer trips than e-scooters.
17. Twenty percent of users accessed shared micro-mobility on a weekly basis whereas the remaining users accessed them very infrequently. Those using shared micro-mobility for fun or recreation made up 47% of shared e-scooters users and 41% of shared e-bike users. Those using shared micro-mobility devices for travelling to or from cafes, bars, sports or other social activities made up 33% of shared e-scooter users and 22% of shared e-bike users used. Those using shared micro-mobility devices for commuting to or from work made up 28% of shared e-scooter users and 26% e-bike users.

18. Public feedback on the presence of shared services is positive. Approximately two-thirds of e-scooter users reported that convenience and using shared micro-mobility for fun/recreation were the positive impacts of shared micro-mobility schemes in Wellington City. Approximately one-fifth to one-quarter reported that reduced car ownership, health and fitness, and equity and accessibility are the positive impacts of using shared micro-mobility

## **Kōrerorero | Discussion**

19. Based on the evaluation of availability, usage, safety, cost, accessibility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City, it is recommended that The Council continues with the administration of public shared e-bike and e-scooter schemes.
20. There is public support for the existing shared micro-mobility scheme in Wellington. Removal of the scheme would have a detrimental impact on the provision of transport options in Wellington City.
21. Accessibility advisory and advocacy groups, along with survey results, indicate a notable concern particularly regarding e-scooters (shared and privately owned) and the impact on people with disabilities. Accessibility groups have consistently argued for the preservation of footpaths for pedestrians, particularly those with disabilities, frail individuals, and small children. Many disabled and older individuals express feeling unsafe due to e-scooters, especially those with visual impairments who face increased injury risks.
22. The concerns are based on the trip hazards that e-scooters present and the collision risk during use. Whilst the number of reported accidents is relatively low compared to the number of trips taken across the city (a per-trip incident rate for public share devices at around 0.01% per trip for e-scooters and 0.05% for e-bikes), the near-misses and fear of collision has been reported to have a high impact on those with accessibility needs.
23. The presence of e-scooters on footpaths may reduce the sense of security and safety for vulnerable footpath users. Increased provisions for good riding behaviour in the Code of Practice will help manage this, although the risk will still be present. This will continue to be a priority area of focus, with officers working with operators and accessibility groups to always improve performance – particularly around advances in geo-fencing technology and more on-street parking.
24. The Electric Micro-Mobility Share Scheme Review (Attachment 1) recommends the investigation of more dedicated parking areas for shared micro-mobility devices. This would reduce the need for increased footpath space for parking. The main areas required for the drop zones is in heavily frequented spaces in the CBD.

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25. The Code of Practice applies to all micro-mobility share companies. It sets out the operational and safety standards they must comply with to be issued a licence and maintain approval to operate in the city. These standards highlight areas to be addressed by operators including acceptable parking, rider behaviour, speed reduction zones, exclusion zones and more. Based on evidence from a wide range of sources (including stakeholder advisory groups, operators, and best practice evidence) in addition to the attached review report, officers have revised the Code of Practice. (Attachment 2). The changes in the Code of Practice seek to mitigate the known risks associated with the operation of shared public micro-mobility services. A summary of the changes is contained in Attachment 3.
  26. The device caps set are the maximum allowances for units and cannot be increased without a further decision of Council. Officers will continue to work with operators regarding deployment under each licence. This will be based on usage rates and proven demand. Where daily usage is high, the available number of units for each operator will be increased accordingly.
  27. Currently, the maximum number of units for e-scooters set at 800 total units (400 for each provider). The recommendation is to increase the maximum provision to 1000 units total (500 for each provider), based on the providers' ability to demonstrate sufficient demand. The current cap on e-bike units is 300 with 250 having been deployed so far. As such officers do not believe that an increase in the cap on the number of e-bikes is warranted at this stage.
  28. Both shared micro-mobility operators in Wellington City have the same pricing for unlocking devices (\$1) and usage (\$0.65/min) and offer a variety of discounts and deals for specific groups (including students, retired individuals and individuals from low-income households). For context cost was reported as a barrier to using shared micro-mobility by 20-25% of people surveyed.
  29. The Council is merely an enabler of public shared micro-mobility and as such it is run on a cost-neutral basis. WCC charges administrative fees, specified in the Code of Practice. These are currently:
    - a. An upfront \$615 for a licence of up to 36 months in duration.
    - b. WCC receives a bond of \$25 per licensed micro-mobility device (returned when the licence period ends).
    - c. A fee of 11c per scooter or bike trip taken in Wellington City- which we are recommending increase through this paper.
  30. The fees that are returned to the Council are ring-fenced for the provision of staff time to administrate and manage the scheme; installation of drop zones and to run safety campaigns and workshops in conjunction with providers to encourage good parking and riding practices by users.
  31. No changes to the current financial model are recommended for the upcoming licence period. However officers are recommending an increase in per trip fee from 11c to 15c per scooter or bike trip taken is included in the revised Code of Practice for the new licensing period. This is on par with other cities in New Zealand and will allow us to absorb future expected costs.

32. If continuation of the shared micro-mobility schemes is approved then officers will follow the best practice procurement process in an open-market tender. There are several operators (both NZ and internationally owned) with the ability to respond to a public tender. The procurement process will include a publicly available tender on the GETS system.
33. It is recommended that we continue to issue licences to two providers. This will enable users to have a choice between suppliers, whilst also maintaining the balance between the number of units being economically viable for operators and at the same time reducing the risk of an oversupply of units cluttering public spaces.
34. It is also recommended that future operational decision-making on minor amendments to the Code of Practice be delegated to officers.

### **Kōwhiringa | Options**

35. The Council has two options regarding the public share micro-mobility schemes in Wellington City:
  - a. Option 1: Continue public share micro-mobility schemes in Wellington City and increase the cap on maximum number of e-scooter units to 1000 and maintain the cap on e-bikes at 300 (preferred).
  - b. Option 2: Continue public share micro-mobility schemes in Wellington City and maintain the cap on maximum number of e-scooter units at 800 and the cap on e-bikes at 300.
  - c. Option 3: Continue with shared e-scooters and discontinue shared e-bikes.
  - d. Option 4: Discontinue shared e-scooters and continue with shared e-bikes.
  - e. Option 5: Discontinue public share micro-mobility schemes in Wellington City.

### **Whai whakaaro ki ngā whakataunga | Considerations for decision-making**

#### **Alignment with Council's strategies and policies**

36. Te Atakura: First to Zero: The provision of shared e-scooter and e-bike services is in line with the mode shift required in order for Wellington to meet its emissions reduction targets.
37. Micro-mobility is part of the sustainable transport hierarchy referenced in both Te Atakura and Council's Parking Policy.
38. Micro-mobility also aligns with the Social Outcome from the 2021 LTP: *A people friendly, compact, safe and accessible capital city: an inclusive, liveable, and resilient city where people and communities can learn, are connected, well housed, safe and healthy.*
39. The provision of additional transport choices for residents aligns with the *Accessible Wellington: The Accessible Journey Action Plan June 2019*. However as noted in the paper, e-bikes and e-scooters present a degree of challenge to accessibility in public spaces.

#### **Engagement and Consultation**

40. The continuation of public shared e-scooter and e-bike schemes are considered low-significance activity (as per the WCC Significance and Engagement Policy). Engagement was undertaken for previous Council decisions in 2019, 2020, and 2022. As this is a continuation of services, limited public engagement is required.

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41. 51% of non-users and 86% of e-scooter users agree that the Council should allow shared e-scooters to continue to operate in the city, with a greater support from younger adults. Full details and sources are available in the Electric Micro-Mobility Share Scheme Review (Attachment 1)

### **Māori Impact Statement**

42. The impact of public shared micro-mobility services is not considered of significance for Māori.

### **Financial implications**

43. The total revenue received by the Council from fees and charges for operators over the period of FY22/23 and 23/24 was \$226,000. The total estimate return for FY24/25 is forecasted to be \$115,000. The total estimate return for FY25/26. is forecasted to be \$120,000 at current charges. This is listed under operational expenditure (OPEX).
44. No changes to the current financial model are recommended for the upcoming licence period. But an increase in per trip fee from 11c to 15c per scooter or bike trip taken is being recommended.

### **Legal considerations**

45. As this is a continuation of services, there are no legal risks. Should the Council decide to continue services, Officers will run a public procurement process in line with WCC Procurement Policy.

### **Risks and mitigations**

46. **Community wellbeing (health and safety):** Increases in the cap of public shared micro-mobility may increase the risk to pedestrians caused by poor parking behaviour and/or riding behaviour. This can be mitigated through updating the Code of Practice with clearer guidance on good behaviour, specifying more detailed auditing and reporting by providers on adhering to the required behaviours, and/or the creation of more dedicated drop-off zones in destination locations.

### **Disability and accessibility impact**

47. Accessibility advisory and advocacy groups, along with survey results, indicate a notable concern particularly about e-scooters (shared and privately owned) and the impact on people with disabilities. Accessibility groups have consistently argued for the preservation of footpaths for pedestrians, particularly those with disabilities, frail individuals, and small children.
48. This will continue to be a priority area of focus, with officers working with operators and accessibility groups to always improve performance – particularly around advances in geo-fencing technology.

### **Climate Change impact and considerations**

49. International evidence indicates that shared e-scooters and e-bikes have potential to decrease carbon emissions in cities, with e-bikes generally having a larger impact on reducing emissions on e-scooters. Based on the reports from the current operators in Wellington City, environmental impacts of their micro-mobility devices including lifespan, charging, and collection/distribution processes are in line with emission reduction goals of Wellington City.



## Communications Plan

50. Should the decision be made to continue public shared e-bike and e-scooter schemes, a Request for Proposal will be instigated, and suppliers notified. If changes to the operation of the services are made, the suppliers will lead the communication of these to their customers directly. Successful tenderers for the licences will be required under the Code of Practice to continue to communicate with their users about good practice. Council will also publicise that the micro-mobility schemes are continuing and provide links to information on the providers and the Code of Practice
51. Should the decision be made to cease public shared e-bike and e-scooter schemes, a public communications plan will be launched to inform the public that the services will no longer be available.




## Health and Safety Impact considered

52. **Incidents, accidents and complaints:** Overall, micro-mobility providers reported 891 complaints about shared e-scooters and e-bikes in Wellington City between March 2021 to September 2023 (30-month period; approximately one complaint per day on average). By comparison, over 2.5 million shared e-scooter trips were made in Wellington City were made during this period. In addition, nearly 20,000 shared e-bike trips (a median of 86 trips per day; on average 0.8 trips per device per day). Most complaints (96%) were about inappropriate parking of devices and only 4% were about poor riding behaviour. The per-trip incident rate is currently recorded at around 0.01% per trip for e-scooters and 0.05% for e-bikes. Further information can be found in Attachment 1.

## Ngā mahinga e whai ake nei | Next actions

53. If the decision by Kōrau Tūāpapa | Environment and Infrastructure Committee is to proceed with the scheme, Officers will continue to a procurement phase in line with WCC Procurement Policy
54. If the decision by Kōrau Tūāpapa | Environment and Infrastructure Committee is to cease the scheme, Officers will communicate the decision to key stakeholders, including suppliers and residents.

## Attachments

Attachment 1.	Electric Micro-mobility Shared Scheme Review <a href="#">↓</a> 	Page 18
Attachment 2.	Revised Code of Practice <a href="#">↓</a> 	Page 70
Attachment 3.	Revised Code of Practice Change Tracker <a href="#">↓</a> 	Page 84

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Absolutely Positively  
**Wellington** City Council  
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# Electric Micro-Mobility Share Scheme Review

**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

Version	Date	Author	Approver
1	13/03/2024	City Insights Team	Manager City Insights

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## Executive summary

Micro-mobility devices are small, lightweight devices which can be human-powered (such as pedal bicycles) or battery-powered (such as electric bicycles (e-bikes) and electric scooters (e-scooters)). Public micro-mobility share schemes allow people to hire micro-mobility devices for short-term use within an urban area.

Shared electric micro-mobility schemes have been operating in Wellington City since 2019 offering e-scooters and e-bikes at a cost for city residents and visitors to enjoy. Those schemes represent a very small proportion of daily trips in the city. This report evaluated availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impacts and other factors related to shared electric micro-mobility in Wellington City during the 2021-2023 period.

Two current shared micro-mobility providers – Beam and Flamingo – have been offering e-scooters since March 2021 (up to a cap of 400 devices each) and e-bikes since February 2023 (up to a cap of 150 devices each based on proven demand). Overall, over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period (a median of 2723 trips per day; on average 3.4 trips per device per day). In addition, nearly 20,000 shared e-bike trips (a median of 86 trips per day; on average 0.8 trips per device per day) were made in the city between February to September 2023.

Most shared micro-mobility trips occurred in the Wellington central business district and inner city suburbs. Three-quarters of shared e-scooter trips and two-thirds of shared e-bike trips were up to 2 km or up to 10 minutes. Most shared micro-mobility users were young adults (18-44 years of age), males and those who lived in central Wellington.

Based on a public survey conducted in 2023, 19% of shared e-scooter users and 22% of shared e-bike users in Wellington City used those devices on a weekly basis whereas others used them very infrequently. Nearly half of users used shared micro-mobility just for fun or recreation, with no particular destination in mind. Two-thirds of shared e-scooter users and three-quarters of shared e-bike users reported feeling safe riding those devices. Most users reported they could access shared micro-mobility devices within 10 minutes on foot from their home or place of work or study.

Among surveyed residents who did not use shared micro-mobility schemes, one-third reported no interest in using those transport options and fewer than one in ten reported intentions to use those transport options in the future. Approximately half of non-users reported safety concerns as an obstacle to their use of shared electric micro-mobility in Wellington City and more than half felt unsafe when encountering shared e-scooters and e-bikes as pedestrians. Approximately half of non-users were not aware of how long it would take them to access shared micro-mobility devices from their home or from their workplace or place of study.

Over a 34-month period (2021-2023), a total of 948 new Accident Compensation Corporation (ACC) claims in Wellington City related to injuries from both private and shared e-scooters and e-bikes with a total cost of \$2.3 million. Most of those ACC claims involved injuries that are usually not life-threatening, and 52 claims (5% of all claims) reported concussions linked to e-scooter use. The majority of incidents reported by shared micro-mobility providers during the same period were either near misses or minor incidents.

Both shared micro-mobility operators in Wellington City have the same pricing for unlocking devices (\$1) and usage (\$0.65/min) and offer a variety of discounts and deals

for specific groups (including students, retired individuals and individuals from low-income households). Prerequisites for using shared micro-mobility are having access to a smart phone, mobile data, debit/credit card and sufficient money to pay for the usage. Both current shared micro-mobility operators have strategies and policies for inclusion of Māori language and world view in their operations.

International evidence indicates that shared e-scooters and e-bikes have potential to decrease carbon emissions in the cities. Lower emissions and better environmental outcomes are reported for e-bikes compared to e-scooters. Based on the reports from the current operators in Wellington City, environmental impacts of their micro-mobility devices (including lifespan, charging, and collection/distribution processes) are in line with emission reduction goals of Wellington City.

Currently there is not sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. However, such effects are likely to be minimal given the current availability of devices (a total of 800 shared e-scooters and 200 shared e-bikes), usage (on average 3.4 trips per day per e-scooter and 0.8 trips per day per e-bike), patterns of usage (most current users use these devices only occasionally) and a large number of daily trips using different transport modes both in the central business district and across Wellington City.

Between March 2021 to September 2023, there were 891 complaints (on average 1 per day) about shared e-scooters and e-bikes in Wellington City with most complaints (96%) being about inappropriate parking of devices. Despite those complaints, 2023 survey results showed that majority of users and approximately half of non-users agreed that the Council should allow shared micro-mobility schemes to continue operating in Wellington City.

Based on this evaluation it is recommended that the Council:

- 1) continues with the shared electric micro-mobility schemes in Wellington City;
- 2) allows an increase in the number of shared e-scooters from 800 to 1000 in total;
- 3) maintains the current allowance for the number of shared e-bikes at a maximum of 300 in total, noting that only 200 are currently permitted under the operating licenses;
- 4) should investigate providing more dedicated parking areas for shared micro-mobility devices;
- 5) should add in the next licence application that operators should provide evidence that their proposed Geo-fencing system will meet the next Code of Practice requirements and include compliance with geo-fencing requirements in the regular monitoring reports; and
- 6) delegate future operational decision-making to officers on the quantity of shared electric micro-mobility devices permitted under licensing arrangements.

## Introduction

Micro-mobility devices are small, lightweight devices such as bicycles, skateboards, or scooters. Micro-mobility devices can be human-powered (such as pedal bicycles) or battery-powered (such as electric bicycles (e-bikes) and electric scooters (e-scooters)).

Public micro-mobility share schemes refer to a self-service scheme in which people hire micro-mobility devices, usually electric, for short-term use within a town or city<sup>1</sup>.

Micro-mobility is gaining interest as a useful urban transportation option, especially due to its potential to reduce the reliance on personal vehicles for short trips, integration with public transport, and a shift towards sustainable and greener transport modes<sup>2</sup>. However, shared micro-mobility schemes in urban areas face challenges related to potential safety risks such as injuries, inappropriate speed, potential to be replacing walking trips, unfavourable impacts on shared public spaces, and safety of pedestrians as well as negative environmental impacts caused by short lifespan of micro-mobility devices and poor recycling systems<sup>3</sup>.

In Wellington City, shared micro-mobility schemes have been operating since 2019. In 2024, two operators (Beam and Flamingo) are providing shared micro-mobility in the city. Shared micro-mobility represents a very small proportion of daily trips in the city. For example, the number of daily trips by shared micro-mobility is equivalent to only 4% of public transport trips (bus and rail) in Wellington City.

This background paper provides an assessment and evaluation of various aspects of shared micro-mobility schemes in Wellington City, including availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City during the 2021-2023 period. Findings from this evaluation informed recommendations for tailoring the city's electric micro-mobility share schemes to be fit for purpose within the context of Wellington City.

## Background of shared micro-mobility in Wellington City

In September 2018, the New Zealand Transport Agency (NZTA) Waka Kotahi declared that an electric scooter is not a motor vehicle if it met certain conditions<sup>4</sup>. Based on New Zealand's rules, e-scooter riders are required to comply with the requirements of the Land Transport (Road User) Rule 2004<sup>5</sup>. Scooter users are legally allowed to ride on footpaths, while people on bike are legally allowed to ride in cycle lanes. Both are allowed to ride on shared paths, road, and bus lanes. However, observations show that both groups ride everywhere. In Wellington City, shared electric micro-mobility schemes began operating in June 2019. Shared electric micro-mobility schemes are primarily regulated through the Council's Trading and Events in Public Places Policy<sup>6</sup>, Codes of Practice<sup>7</sup>, and licences<sup>8</sup>. The historical overview of key events related to shared micro-mobility in Wellington City is presented in Table 1. Full details are provided in Appendix 1.

<sup>1</sup> [Trading and Events in Public Places Policy, July 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz/trading-and-events-in-public-places-policy)

<sup>2</sup> [Ministry of Transport - Work to enable and regulate shared micromobility schemes in Aotearoa New Zealand - 2021](#)

<sup>3</sup> *Ibid.*

<sup>4</sup> If the electric scooter is comprised primarily of a footboard, two or three wheels, and a long steering handle; the electric scooter's wheels do not exceed 355mm in diameter; the electric scooter has one or more electric auxiliary propulsion motors; and the combined maximum power output of the electric auxiliary propulsion motors does not exceed 300 Watts.

<sup>5</sup> [Land Transport \(Road User\) Rule 2004](#)

<sup>6</sup> [Trading and Events in Public Places Policy, July 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz/trading-and-events-in-public-places-policy)

<sup>7</sup> [Electric Scooter Share Code of Practice v7.0 \(wellington.govt.nz\)](#)

<sup>8</sup> Flamingo licence: [licence-to-trade-in-public-flamingo.pdf \(wellington.govt.nz\)](#)

Beam licence: [licence-to-trade-in-public-beam.pdf \(wellington.govt.nz\)](#)



Briefly, Onzo was the first bike-sharing system in Wellington City in 2018 and Flamingo and Jump were the first shared e-scooter providers to operate in Wellington City in 2019. Both providers were licenced to operate 400 e-scooters for 18 months. In May 2020, the Wellington City Council agreed to continue offering public shared e-scooter in the city. In August 2020, Jump withdrew, and Lime continued to operate until March 2021. In March 2021, licences were awarded to Beam and Flamingo for 400 e-scooters each. In December 2022, the Council agreed that the existing e-scooter licences granted to Beam and Flamingo to be amended to allow up to 150 e-bikes to be phased in by each provider as demand warranted. The current licence to operate e-scooters and e-bikes in Wellington City has been extended and expires on 1 September 2024. In the extended licence, operators are allowed to provide 100 e-bikes each and build up to 150 e-bikes under guidance from WCC officers.

Table 1. Key events for shared micro-mobility schemes in Wellington City and relevant national events during the 2019-2023 period

Date	Description of events
2018	
2018	Onzo bike-sharing scheme was operating in Wellington City
18 Sep 2018	NZTA Waka Kotahi declared that an electric scooter is not a motor vehicle if it met certain conditions
2019	
14 Feb 2019	Shared e-scooters proposed for Wellington City in the City Strategy Committee <sup>9</sup>
17 Jun 2019	A code of practice for shared e-scooters was issued <sup>10</sup>
18 Jun 2019	Jump and Flamingo received a license to operate 400 shared e-scooters each for an 18 month trial (expired on 31 Dec 2020)
31 Dec 2019	Shared e-scooter evaluation after the first six months
2020	
25 Mar 2020-13 May 2020	COVID-19 lockdown and removal of e-scooters from Wellington City streets
21 May 2020	The Strategy and Policy Committee discussed continuing operations and required changes to the code of practice <sup>11</sup>
11 Aug 2020	Jump withdraw and Lime continued to operate until 28 Feb 2021
20 Nov 2020	Public Request for Proposal issued by the Council for next operators and the code of practice was updated
2021	
29 Jan 2021	Beam and Flamingo were selected to operate 400 shared e-scooters each <sup>12</sup>
01 Mar 2021	3-year contracts with Beam and Flamingo started (expire 30 Mar 2024) <sup>13</sup>
2022	
08 Dec 2022	Allowing operators to add up to 150 e-bikes each to their scheme was decided in Environment and Infrastructure Committee <sup>14</sup>
2023	
21 Feb 2023	Beam and Flamingo allowed in their licences to add shared e-bikes (50 each to begin with but building up to 150 under guidance from WCC officers)
Jun 2023	The Council's officers decided in Jun 2023 to increase the number of e-bikes to 100 by each operator
26 Sep 2023	NZTA Waka Kotahi approved the 5-year extension of the declaration that e-scooters are not being considered to be motor vehicles in New Zealand
Dec 2023	The Pōneke Shared Micro-Mobility Survey was conducted in Wellington City
2024	
28 Feb 2024	Shared micro-mobility licences extended to 01 Sep 2024

<sup>9</sup> Agenda of City Strategy Committee - 14 February 2019 ([wellington.govt.nz](http://wellington.govt.nz))

<sup>10</sup> SharePoint Online Trove - Electric Scooter Share Code of Practice v3.0 for upload.docx.pdf - All Documents

<sup>11</sup> Agenda of Strategy and Policy Committee - 21 May 2020 ([wellington.govt.nz](http://wellington.govt.nz))

<sup>12</sup> Evaluation Report: Public Hire Electric Scooter Proposals ([wellington.govt.nz](http://wellington.govt.nz))

<sup>13</sup> Flamingo licence: [licence-to-trade-in-public-flamingo.pdf](#) ([wellington.govt.nz](http://wellington.govt.nz))

Beam licence: [licence-to-trade-in-public-beam.pdf](#) ([wellington.govt.nz](http://wellington.govt.nz))

<sup>14</sup> Environment and Infrastructure Committee - Thursday, 8 December 2022 ([wellington.govt.nz](http://wellington.govt.nz))

## Monitoring and evaluation of shared micro-mobility

Monitoring and evaluation of shared micro-mobility is an essential step to ensure that the outcomes of provided schemes meet expectations and to help inform recommendations for shaping shared electric micro-mobility schemes to be fit for the city. In Wellington City, evaluations of shared micro-mobility schemes were conducted in 2020 (see details below) and in 2023 (results reported in this paper).

### Shared micro-mobility evaluation 2020

Evaluation of shared micro-mobility was conducted by the Council in May 2020.<sup>15</sup> The evaluation included public engagement, survey of Wellington City residents, analysis of the Council's contact centre queries (complaints), Accident Compensation Corporation (ACC) data and shared micro-mobility ridership data, and reports from independent onsite observations.

Key conclusions from the 2020 evaluation were:

- The continuation of public shared electric scooter operations in Wellington City was confirmed.
- Implementing low-cost parking solutions, improving customer focused approach, ensuring the 24-month life cycle of e-scooter devices, and using geo-fencing technology to enforce a 15 km/h speed limit zone along the waterfront and Oriental Parade shared pathways should be considered.
- The Trading in Public Places Policy and the code of practice for public share micro-mobility should be updated and a micro-mobility parking plan should be developed.
- Ensure Oriental Parade is included as part of the low-cost interim parking solutions as well as future innovating streets micro-mobility parking work. If these interventions are not successful, officers will investigate implementing no hire and no de-hire zones along Oriental Parade.
- For any future contracts to provide e-scooter public share schemes, the Council will give higher weightings to those companies that can demonstrate good end-of-life plans for the e-scooters that include dismantling, reuse, and recycling of parts.

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<sup>15</sup> [Agenda of Strategy and Policy Committee - 21 May 2020 \(wellington.govt.nz\)](#)

# Shared micro-mobility evaluation 2023

An evaluation of shared micro-mobility in Wellington City was conducted in 2023 and is reported in this paper. The evaluation has considered availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impacts and other factors (impact on mode shift, inclusion, complaints and residents' support) (Figure 1; Table 2).

Key data sources included the Ride Report dashboard, the Pōneke Shared Micro-Mobility Survey, ACC data, the Council's Freshservice channels, reports from the operators (Beam and Flamingo), independent onsite observations, NZTA Waka Kotahi reports, and external research (Table 2).

Findings from the 2023 shared micro-mobility evaluation are presented in the subsequent sections of this paper. All data analyses and investigations were undertaken for the period of 01 March 2021 to 20 September 2023.



Figure 1. Framework used for evaluation of shared micro-mobility in Wellington City in 2023.

Table 2. Evaluation of shared electric micro-mobility in Wellington City: Factors assessed and key data sources

Factors assessed	Data source(s)
Availability	Ride Report
Usage	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023
Safety	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023; ACC; the Council's Freshservice channels; reports from the operators (Beam and Flamingo); independent onsite observations; NZTA Waka Kotahi reports
Cost	Reports from the operators (Beam and Flamingo); NZTA Waka Kotahi reports
Accessibility	Ride Report; the Pōneke Shared Micro-Mobility Survey 2023
Environmental impacts	Reports from the operators (Beam and Flamingo); external research
Other factors:	
Impact on mode shift	The Pōneke Shared Micro-Mobility Survey 2023
Inclusion	Reports from the operators (Beam and Flamingo)
Complaints	Reports from the operators (Beam and Flamingo); the Council's Freshservice channels
Residents' support	The Pōneke Shared Micro-Mobility Survey 2023

# Availability

## Shared e-scooters in Wellington City

New licences for operating shared e-scooters in Wellington City started on 1 March 2021 for two operators, Beam and Flamingo. All data related to shared e-scooter availability in Wellington City presented in this report refers to the 30-month period between March 2021 and September 2023.

Key findings are:

- Based on the Ride Report data, Beam and Flamingo each had approximately 400 e-scooters available in Wellington City during the licence period (Figure 2).
- Shared e-scooters were eliminated from the streets during the COVID-19 lockdowns between July and September 2021.

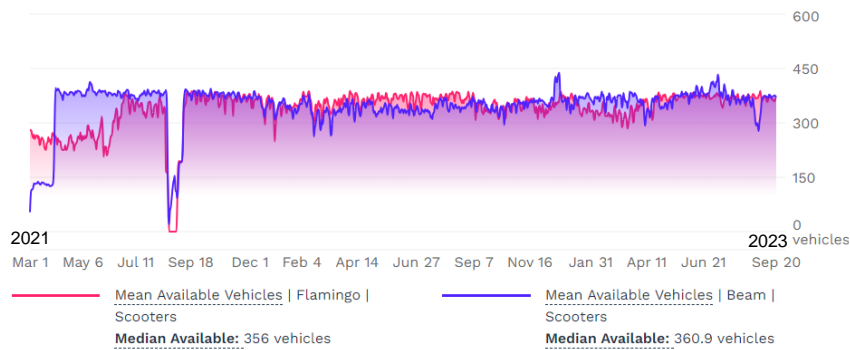


Figure 2. Beam and Flamingo mean available shared e-scooters in Wellington City from March 2021 to September 2023.

## Shared e-bikes in Wellington City

The licence for operating shared e-bikes in Wellington City started on 21 February 2023 for two operators, Beam and Flamingo. Therefore, all data related to shared e-bike usage in Wellington City presented in this report refer to the 8-month period between February 2023 and September 2023.

Key findings are:

- Based on the Ride Report data, Beam and Flamingo each had approximately 20 to 50 e-bikes available in Wellington City during the February-May 2023 period (Figure 3).
- After Wellington City Council’s officers decision in June 2023 to increase the number of e-bikes to 100 by each operator (a total of 200), Flamingo increased its e-bike fleet to nearly 100 devices whereas Beam’s e-bike fleet remained largely unchanged during the June-October 2023 period (Figure 3).

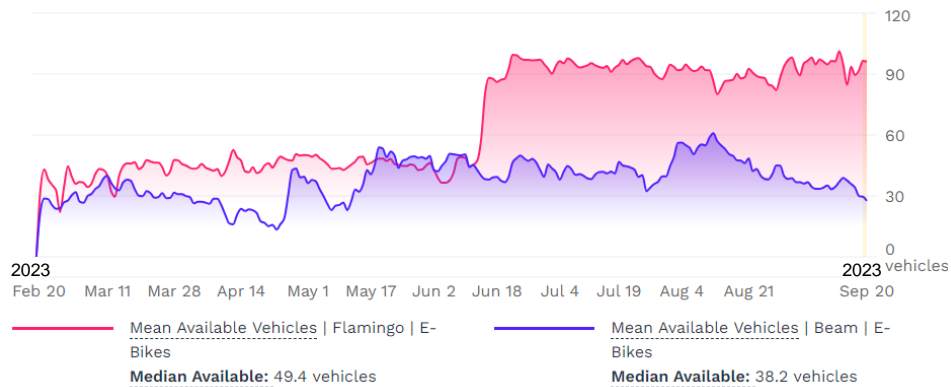


Figure 3. Beam and Flamingo mean available shared e-bikes in Wellington City from February to September 2023.

## Usage

The usage of shared micro-mobility in Wellington City was analysed from the Ride Report usage maps and graphs. Data were exported from Ride Report in October-November 2023 for the following periods:

- March 2021 to September 2023 for e-scooters (30-month period); and
- February 2023 to September 2023 for e-bikes (8-month period).

## Shared e-scooters

- During the 2.5-year period, a total of 2,507,640 trips in Wellington City (a median of 2723 trips per day) were made using e-scooters.
- Usage of shared e-scooters has fluctuated (Figure 4).

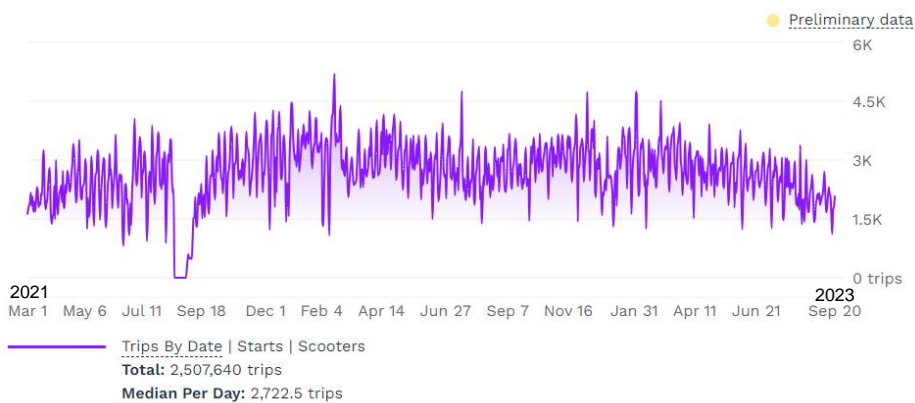


Figure 4. Total daily shared e-scooter trips in Wellington City from March 2021 to September 2023.

- Trips using shared e-scooters occurred throughout the day with peak usage corresponding to the morning (8-9 am) and afternoon (3-7 pm) periods (32% of all trips; Figure 5). Trips made between midnight and 6 am comprised 8% of daily trips.

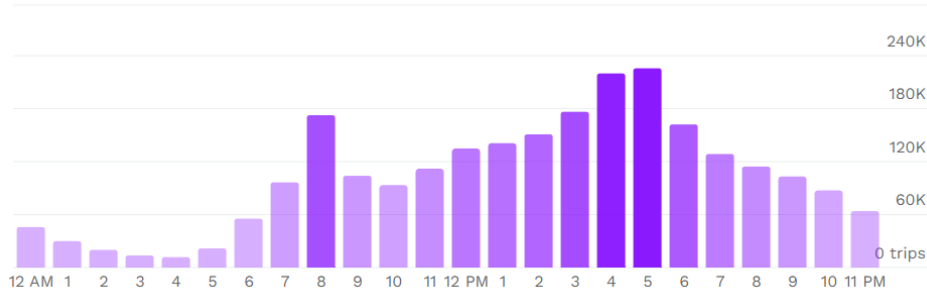


Figure 5. Beam and Flamingo shared e-scooters trips by hour in Wellington City from March 2021 to September 2023  
 Note: Categories exclude the ending numbers (i.e. '8 am' indicates the period between 8:00 am and 8:59 am.)

- In Wellington City, trips using shared e-scooters occurred on all days of the week with the highest frequency on Fridays and 27% of all trips occurring on weekends (Figure 6).

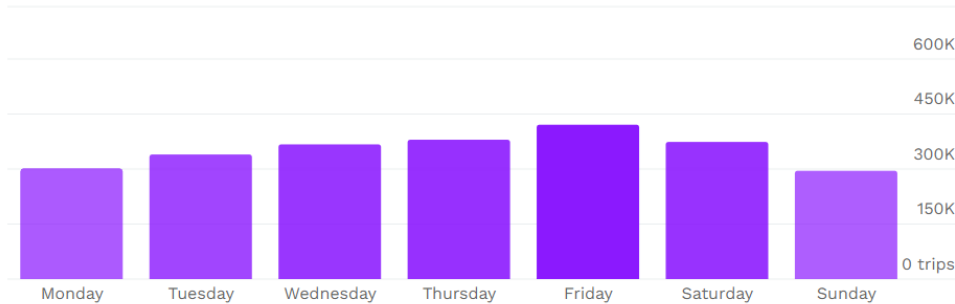


Figure 6. Beam and Flamingo shared e-scooters trips by weekdays in Wellington City from March 2021 to September 2023.

- Most shared e-scooter trips occurred in the central city, especially on the waterfront and along Oriental Parade (Figure 7). The route from the central city to Newtown along Adelaide Road and Riddiford Street was also frequently used.
- However, note that the scaling system for visualising the distribution of trips in Figure 7 is not linear. For example, streets and paths marked in light purple colour had 30 times lower frequency of shared e-scooters use compared to the streets and paths marked in dark purple and 300 times higher frequency of shared e-scooters use compared to streets and paths marked in light orange colour on this map.

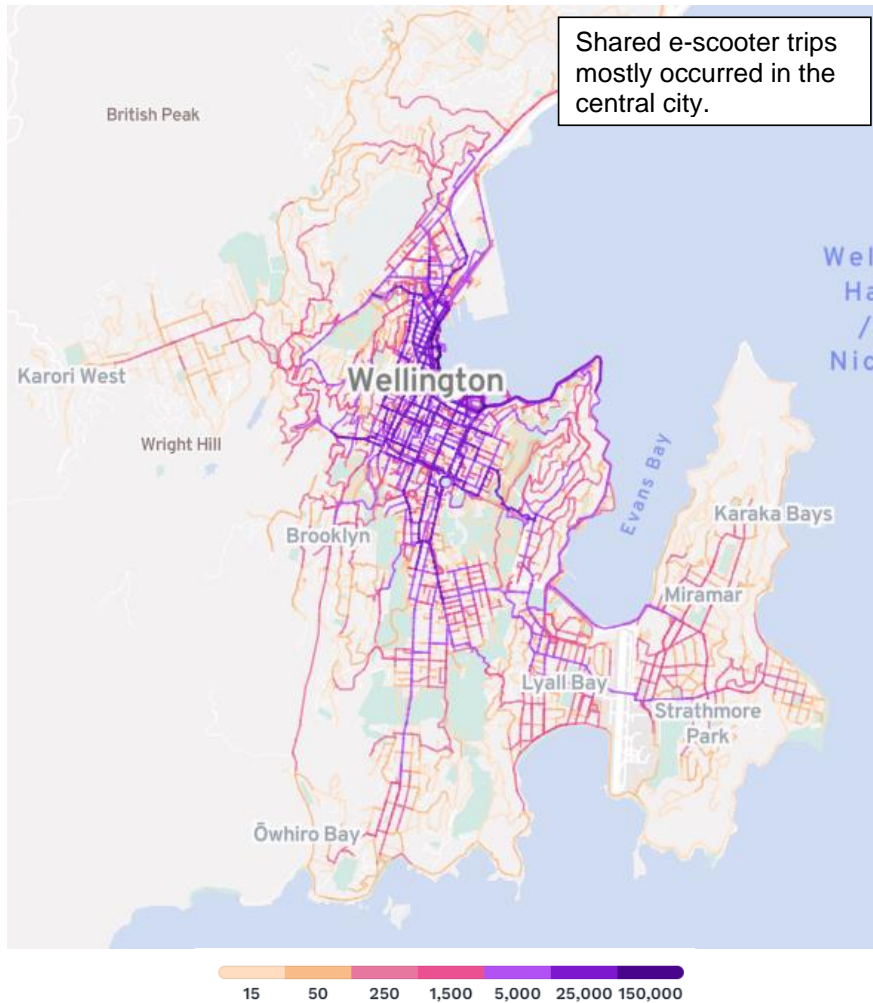


Figure 7. Beam and Flamingo shared e-scooter routes used in Wellington City from March 2021 to September 2023.

Three-quarters of shared e-scooters trips were less than 2 km (76%) (Figure 8).

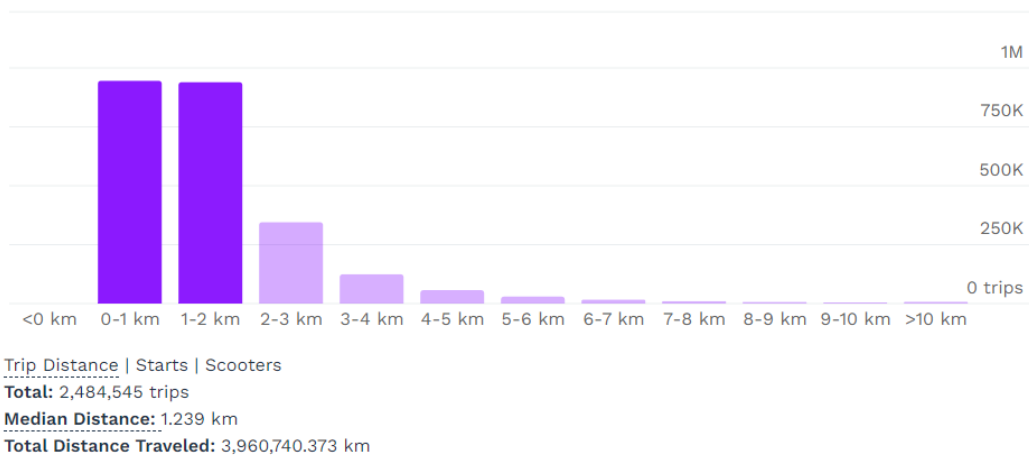
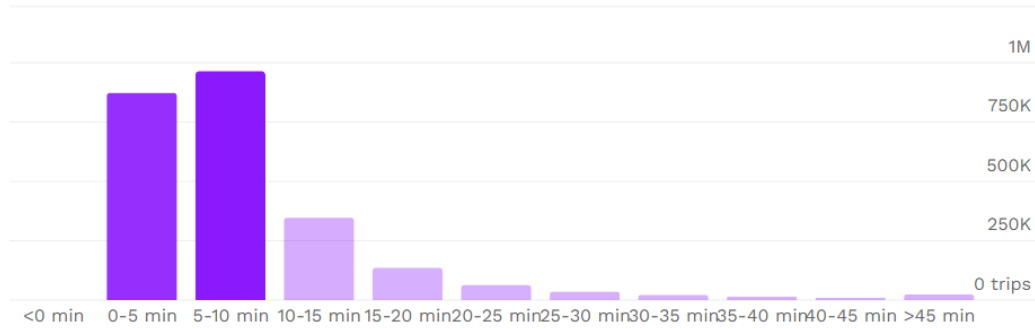


Figure 8. Beam and Flamingo shared e-scooters trip distances in Wellington City (Mar 2021 to Sep 2023).  
 Note: Categories exclude the ending numbers (i.e. 0-1 km means everything between 0 and 1, excluding 1)



Overall, 88% of shared e-scooters trips were up to 15 minutes and 74% were up to 10 minutes (including 0-5 minutes (35%), 5-10 minutes (39%), or 10-15 minutes (14%)). Approximately one in ten shared e-scooter trips were longer than 15 minutes (Figure 9).



**Trip Duration | Starts | Scooters**  
**Total:** 2,484,545 trips  
**Median Duration:** 6.417 min

Figure 9. Beam and Flamingo shared e-scooters trip duration in Wellington City (Mar 2021 to Sep 2023).  
 Note: Categories exclude the ending numbers (i.e. 0-5 min means everything between 0 and 5, excluding 5)

## Shared e-bikes

- During the 8-month period, a total of 19,862 trips in Wellington City (a median of 86 trips per day) were made using e-bikes.
- Shared e-bike usage was highest in the first month when they were introduced and subsequently declined (Figure 10).

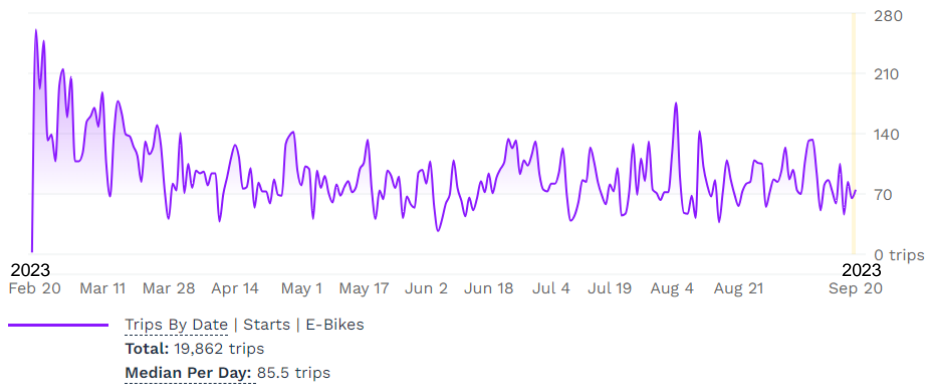


Figure 10. Total daily e-bike-share usage in Wellington City from February to September 2023.



- Trips using shared e-bikes occurred throughout the day with peak usage corresponding to the morning (8-9 am) and afternoon (3-7 pm) periods (36% of all trips; Figure 11). Trips made between midnight and 6 am comprised 12% of daily trips.

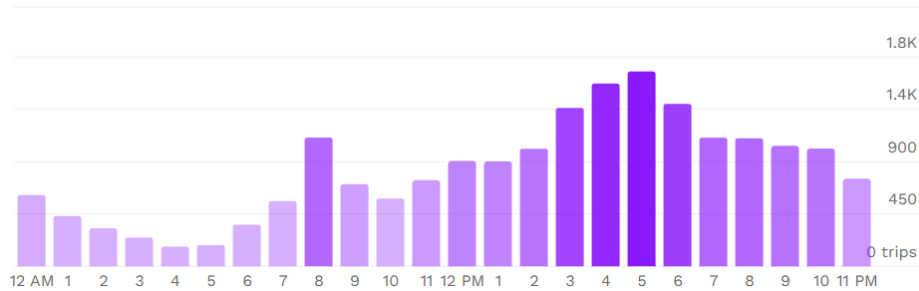


Figure 11. Beam and Flamingo e-bike-share trips by hour in Wellington City from February to September 2023 (eight months).

Note: Categories exclude the ending numbers (i.e. '8 am' indicates the period between 8:00 am and 8:59 am.)

- In Wellington City, trips using shared e-bikes occurred on all days of the week with the highest frequency on Fridays and 29% of all trips occurring on weekends (Figure 12).

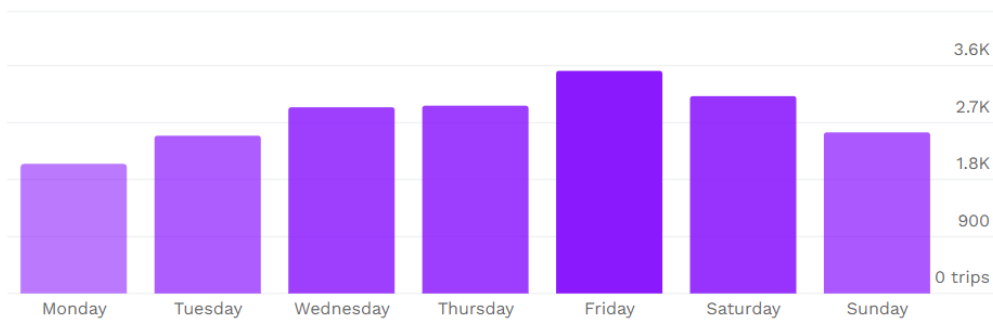


Figure 12. Beam and Flamingo e-bike-share trips by weekdays in Wellington City from February to September 2023 (eight months).

- Most shared e-bike trips occurred in the central city, especially in the waterfront area and along Oriental Parade (Figure 13). The route from the central city to Newtown along Adelaide Road and Riddiford Street was also highly used. However, note that the scaling system for visualising the distribution of trips is not linear, as explained in previous section (shared e-scooters).

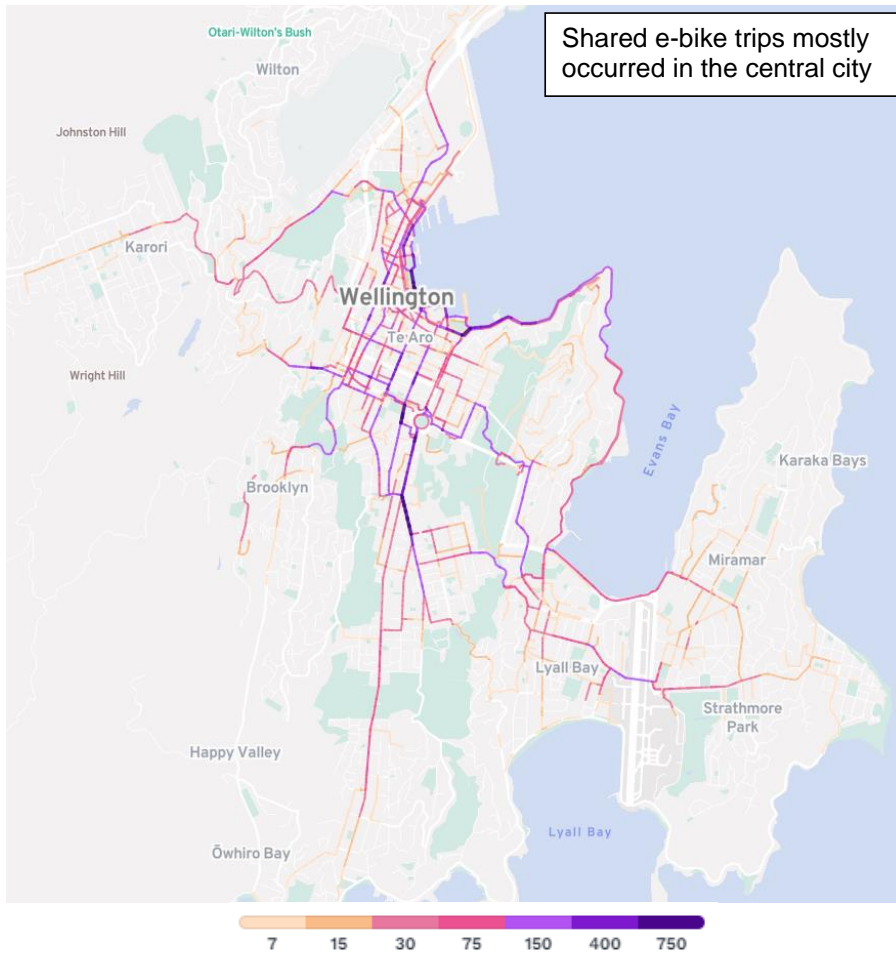


Figure 13. Beam and Flamingo shared e-bikes routes used in Wellington City from February to September 2023 (eight months).

Two-thirds of shared e-bikes trips were less than 2 km (66%) (Figure 14).

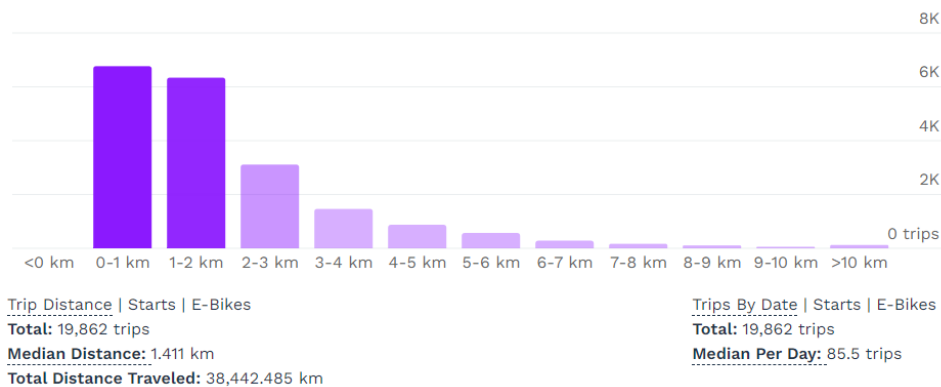


Figure 14. Beam and Flamingo e-bike-share trip distances in Wellington City (Feb 2023 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-1 km means everything between 0 and 1, excluding 1)

Overall, 83% of shared e-bikes trips were up to 15 minutes and 65% were up to 10 minutes (including 5-10 minutes (38%), 0-5 minutes (27%) or 10-15 minutes (18%)). In this survey sample, 17% of shared e-bike trips were longer than 15 minutes (Figure 15).

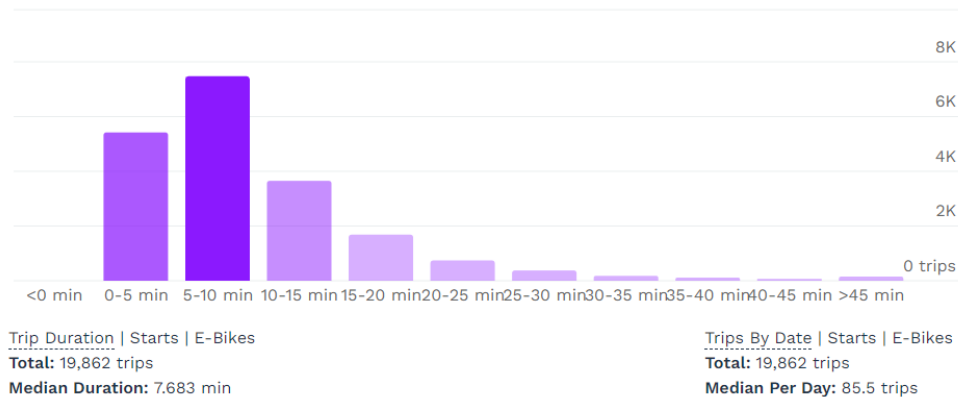


Figure 15. Beam and Flamingo bike-share trip duration in Wellington City (Feb 2023 to Sep 2023).

Note: Categories exclude the ending numbers (i.e. 0-5 min means everything between 0 and 5, excluding 5)

## Profiles of shared micro-mobility users in Wellington City

Data on the profiles of shared micro-mobility users in Wellington City were collected as part of the Pōneke Shared Micro-Mobility Survey conducted by Wellington City Council in December 2023. The target participants were adults (18 years of age or older) who lived in Wellington City. A total of 800 respondents with completed valid surveys were included in this analysis. Survey respondents included 325 shared micro-mobility users (182 respondents used shared e-scooters only and 143 used both shared e-scooters and e-bikes) and 462 non-users. Note that 13 individuals were excluded from the total sample since they were either unsure of their usage of shared micro-mobility schemes in Wellington City (n=5) or only used shared e-bikes (n=8).

Respondents were classified as “shared e-scooter users” if they had an experience of using a shared e-scooter Wellington City (i.e., Beam and/or Flamingo devices), “shared e-scooter and e-bike users” if they had an experience of using a shared e-scooter and e-bike in Wellington City, and “non-users” if they did not have any experience of using shared micro-mobility in Wellington City. Respondents who selected the “unsure” response were excluded from the *user* versus *non-user* analyses.

The operators of shared micro-mobility in Wellington City made the same survey available to their registered users. However, due to lack of a representative sample and potential bias in users’ responses to many of the survey questions (such as perceived safety related to shared micro-mobility), those survey data were not included in the analyses presented in this report.

### Non-users:

- In this survey, 462 (59%) of respondents were non-users of shared e-scooters or e-bikes in Wellington City.

- Overall, two-thirds of non-users were middle-aged or older adults (age: 45 years and over), less than half were males and only one-fifth lived in central Wellington (Table 3).

**Shared micro-mobility users:**

- Overall, 325 (41%) respondents were users of shared e-scooters in Wellington City. In this group, 182 (23%) were e-scooter users only and 143 (18%) used both e-scooters and e-bikes.
- In both user groups, over three quarters of individuals were younger adults (age 18 to 44 years) and approximately one-third lived in central Wellington. Approximately two-thirds of shared e-scooter users and less than half of shared e-scooter and e-bike users were female (Table 3).

Table 3. Using shared e-scooters and e-bikes by population groups

		Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
		n=462	n=182	n=143
Total sample		59%	23%	18%
Age				
	18 to 29 years	13%	48%	34%
	30 to 44 years	19%	35%	48%
	45 to 60 years	32%	16%	11%
	60+ years	36%	2%	6%
Gender				
	Male	47%	37%	57%
	Female	53%	63%	43%
Area of residence				
	Pukehinau – Lambton/Central Wellington	21%	33%	37%
	Takapū – Northern Wellington	30%	18%	22%
	Wharangi – Onslow/Western Wellington	21%	21%	10%
	Paekawakawa – Southern Wellington	14%	13%	16%
	Motukairangi – Eastern Wellington	15%	14%	15%

**Frequency of usage of shared micro-mobility in Wellington City**

Results from the Pōneke Shared Micro-Mobility Survey (2023) showed that the majority of users reported using shared micro-mobility devices very infrequently. Approximately one-fifth of those who used shared e-bike or e-scooters used it weekly (Figure 16)

How frequently, if at all, do you use the Flamingo/Beam shared e-scooter or e-bike programme in Wellington City?

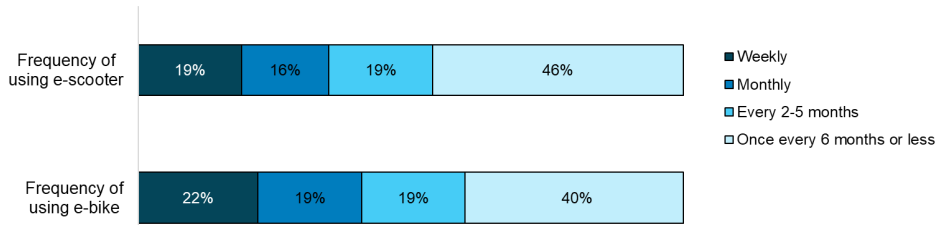


Figure 16. Frequency of using shared micro-mobility devices by the users

## Main purposes of shared micro-mobility trips

In the Pōneke Shared Micro-Mobility Survey 2023, respondents could select more than one response to this survey question and hence the total does not add up to 100%.

- The majority of users of shared e-scooters (47%) and e-bikes (41%) in Wellington City reported using shared micro-mobility devices just for fun or recreation, with no particular destination in mind (Table 4).
- One-third of shared e-scooter users (33%) and one-fifth of shared e-bike users (22%) used shared micro-mobility devices for travelling to or from cafes, bars, sports or other social activities.
- Approximately one-quarter of shared e-scooter (28%) and e-bike users (26%) used shared micro-mobility devices for commuting to or from work.
- Approximately one-fifth of shared e-scooter and e-bike users used shared micro-mobility for travelling to and from appointments, public transport or to other transport modes, or to or from shopping.
- Less than 10% of shared e-scooter and e-bike users used those modes for travelling to or from education or for other trip purposes.
- A greater proportion of weekly users used shared micro-mobility for commuting to a destination (mostly to work) compared to occasional users which use it more for fun and recreation (data not reported).

Table 4. Main trip purpose for which shared e-scooters and e-bikes are used

Main purpose of trips by shared micro-mobility devices	Main trip purpose for shared e-scooters reported by shared e-scooter users	Main trip purpose for shared e-bikes reported by shared e-bike users*
	N=325	N=143
Just for fun/recreation – no destination in mind	47%	41%
To or from cafes, bars, sports, or other social activities	33%	22%
To or from work	28%	26%
To or from an appointment	21%	22%
To or from public transport (bus, train, ferry)	22%	22%
To or from shopping/running errands	19%	21%
To or from a car, motorcycle, or other vehicle	12%	11%
To or from education	8%	7%
Other (please specify)	2%	4%
I don't know	0%	3%

\*In this sample, shared e-bike users also use shared e-scooters

## Main barriers to using shared micro-mobility in Wellington City

In the Pōneke Shared Micro-Mobility Survey 2023, respondents could select more than one response to this survey question and hence the total does not add up to 100%. Participants' perceptions about the barriers to using shared micro-mobility in Wellington City (Table 5) showed that:

### Non-users:

Safety concerns were the main barrier (49%) to using shared micro-mobility by non-users. One third (34%) of non-users reported no interest in using shared micro-mobility as a barrier. Only around one-fifth of non-users reported cost and road infrastructure issues as barriers.

### Users:

More than half of shared micro-mobility users reported weather conditions as the main barrier to using the devices. Less than half (42%) of those who only use shared e-scooters reported safety concerns as a barrier, and only around one-fifth reported limited availability of devices as a barrier.

Safety concerns (36%), limited availability (32%), and cost (29%) were reported as barriers by those who used both e-scooters and e-bikes. One-fifth of them reported traffic and congestion and regulations and rules as barriers to using shared micro-mobility.

Table 5. Barriers to using shared micro-mobility in Wellington City

Barriers to using shared-micro mobility	Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
	n=462	n=182	n=143
Weather conditions	28%	53%	50%
Safety concerns	49%	42%	36%
Cost	20%	35%	29%
Issues with road infrastructure	18%	24%	25%
Limited availability	12%	21%	32%
Regulations and rules	8%	13%	22%
Traffic and congestion	9%	10%	20%
Other (please specify)	14%	8%	4%
No interest	34%	8%	9%
I don't face any obstacles	7%	6%	8%

## Non-users' intention to use shared micro-mobility in Wellington City

Among non-users, approximately one-third reported no intention of using shared e-scooters (37%) or e-bikes (35%) in the future. Only 7% reported they would "definitely" use those transport modes in the future, with a greater proportion of younger adults (18 to 44 years of age) compared to middle-aged and older adults (Figure 17).

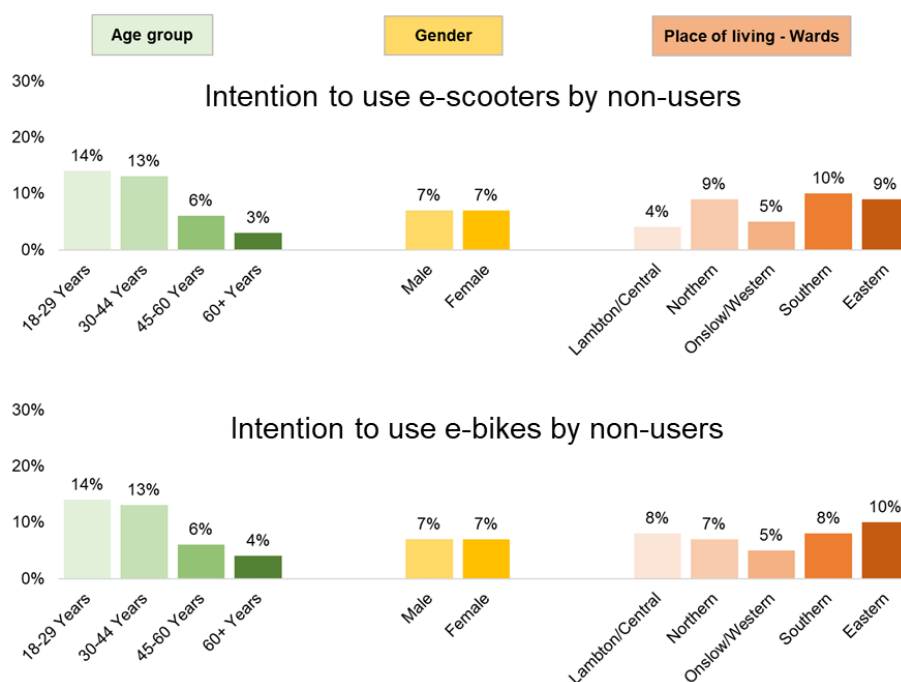


Figure 17. Intention to use shared e-bikes and e-scooters by non-users of micro-mobility.

Note: Only definitely responses have been presented in this figure

## Participants' perceptions about the positive impacts of shared micro-mobility in Wellington City

Analyses of participants' perceptions about the positive impacts of using shared micro-mobility in Wellington City showed that:

- Approximately two-thirds of e-scooter users reported that convenience and using shared micro-mobility for fun/recreation were the positive impacts of shared micro-mobility schemes in Wellington City. Although reported less frequently, convenience and using shared micro-mobility for fun/recreation were also reported as positive impacts by nearly half of non-users and those who used both shared e-bikes and e-scooters.
- Environmental benefits and reduced demand for parking were also frequently reported positive impacts of the schemes by both users and non-users of shared micro-mobility.

- Approximately one-fifth to one-quarter reported that reduced car ownership, health and fitness, and equity and accessibility are the positive impacts of using shared micro-mobility (Table 6).

Table 6. Residents' perceptions of positive impacts of shared micro-mobility impacts in Wellington City

	Non-users	Shared e-scooter users	Shared e-scooter and e-bike users
	n=462	n=182	n=143
<b>Perceived positive impacts of shared micro-mobility in Wellington City</b>			
Convenience	58%	75%	58%
Fun/recreation	49%	71%	44%
Environmental benefits	45%	56%	49%
Reduced demand for parking	44%	47%	46%
Reduced traffic congestion	37%	41%	52%
Affordability	22%	37%	32%
Equity and accessibility	20%	25%	26%
Health and fitness	20%	23%	29%
Reduced car ownership	22%	19%	27%
I do not believe the programme provides any positive impacts	9%	2%	1%
I believe the programme has a negative impact on Wellington	10%	1%	1%
Other (please specify)	1%	1%	1%

## Summary

Reviewing and assessing usage of shared micro-mobility in this section showed that over 2.5 million shared e-scooter trips were made in Wellington City over a 2.5-year period and nearly 20,000 shared e-bike trips were made in the city between February to September 2023. Most shared micro-mobility trips were up to 2 km or up to 10 minutes.

Most shared micro-mobility users were young adults, males and those who lived in central Wellington. Only one-fifth of users used shared micro-mobility on a weekly basis whereas the remaining users used them very infrequently. Nearly half of users used shared micro-mobility just for fun or recreation.

One-third of non-users reported no interest in using those transport options and fewer than one in ten reported intentions to use those transport options in the future.



# Safety

Shared micro-mobility evaluation 2023 included analysis of safety of e-scooters and e-bikes in Wellington City using data from various sources. The analysis included ACC data (injury claims data and cost, injury diagnosis, claims involving pedestrians and vulnerable users), reported incidents, perceived safety of riding and encountering shared micro-mobility, and onsite observations of poor parking behaviour.

## Accident Compensation Corporation claims, treatment costs and injuries

ACC data from Wellington City used in this analysis included new claims for e-bikes and e-scooters and related treatment costs and injury diagnoses. ACC data covered the period of 1 January 2021 to 24 October 2023 (34 months) and included both shared and privately owned micro-mobility devices.

Key findings from the analysis of ACC data during the 2021-2023 period are presented Table 7 and summarised here:

- 761 new claims (on average 269 claims per year) with \$1.7 million injury treatment costs for e-scooters.
- 187 new claims (on average 66 claims per year) with \$571,210 injury treatment costs for e-bikes.
- Most claims for e-scooters and e-bikes have resulted from injuries that are usually not life-threatening including soft tissue injuries, fractures or dislocations, and lacerations, punctures, or stings.
- Concussions, which may have a life-changing outcome, were reported in 52 claims involving e-scooters and no claims involving e-bikes.
- Overall, the proportion of claims with injuries that involved pedestrians were 5% of e-scooters claims and 4% of e-bikes claims.

Table 7. ACC data for Wellington City: New claims, treatment costs and injuries related to e-scooter and e-bike use (January 2021- October 2023)

	E-scooters (privately owned and shared)		E-bikes (privately owned and shared)	
	Total over the 34-month period	Average per year	Total over the 34-month period	Average per year
New claims	761	269	187	66
Injury treatment costs	\$1,699,30	\$600,460	\$571,210	\$201,840
Soft tissue injury	355	125	122	43
Fracture / dislocation	161	57	31	11
Laceration / puncture / sting	128	45	17	6
Concussion	52	18	0	0
Dental injury	37	13	0	0
Other / Unknown	28	10	17	6
Number of ACC claims involving pedestrians	41	14	<8	<3

It is important to acknowledge limitations of ACC data used in this analysis:

- ACC data does not distinguish between shared and privately owned micro-mobility devices, since that information is not collected by ACC and is not usually mentioned in the accident description of the claims.
- The number of ACC claims is usually less than the actual number of incidents. For example, based on the NZTA Waka Kotahi safety review<sup>16</sup> an approximate ratio of one ACC claim per 3 incidents was observed on the street in the 2020 evaluation.
- The results should be interpreted with caution given that the total number of individuals riding e-scooters and e-bikes (shared or privately owned) in Wellington City during the period covered by ACC data is unknown.

## **Concerns about people with disabilities and other vulnerable road users**

As presented in the NZTA Waka Kotahi Stakeholder Engagement Report<sup>17</sup> (September 2023), engagement with advocacy groups and survey results indicated a notable concern about e-scooters (shared and privately owned) among people with disabilities:

- Advocacy groups argued for the preservation of footpaths for pedestrians, particularly those with disabilities, frail individuals, and small children.
- Submissions highlighted crashes with seven people citing being hit by e-scooters and five reporting incidents caused by stationary scooters.
- Many disabled and older individuals express feeling unsafe due to e-scooters, especially those with visual impairments who face increased injury risks.

## **Incidents reported by shared micro-mobility providers**

Operators' customer support as well as the Council's Freshservice channels are the sources of information about incidents related to shared micro-mobility services in Wellington City.

Reports from both shared micro-mobility providers show that majority of reported incidents were either near misses or minor incidents. The operators can provide the specific information upon request.

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<sup>16</sup> [Safety review - E-Scooters \(Declaration Not to be Motor Vehicles\) Notice 2018 Review \(nzta.govt.nz\)](#)

<sup>17</sup> [Stakeholder engagement report - E-Scooters \(Declaration Not to be Motor Vehicles\) Notice 2018 Review \(nzta.govt.nz\)](#)

## Onsite observations

Images of shared micro-mobility devices presented in this section were taken by WCC officers at different sites in Wellington City in 2023. The images show identified deployment spaces for Beam and Flamingo shared e-bikes (Figure 18), examples of incidents of fallen shared e-bikes (Figure 19), and examples of inappropriate parking of shared e-scooters in Wellington City (Figure 20).



Figure 18. Identified deployment spaces in Victoria Street and Oriental Parade



Figure 19. Fallen device incidents



Figure 20. Inappropriate parking and parking in banned areas

## Perceived safety of using shared micro-mobility devices

Data on the perceptions of the safety of shared micro-mobility riders, and pedestrians when they encounter shared micro-mobility, were collected in the Pōneke Shared Micro-Mobility Survey conducted in December 2023.

Key findings are:

- Among those who used shared e-scooters, 67% of participants reported feeling safe or very safe riding shared e-scooters, while 12% reported feeling unsafe or very unsafe (Figure 21).
- Among those who used shared e-bikes, 75% of participants reported feeling safe or very safe riding shared e-bikes, while 7% reported feeling unsafe or very unsafe (Figure 21).

**?** Overall, how safe do you feel when riding a Beam/Flamingo e-scooter?

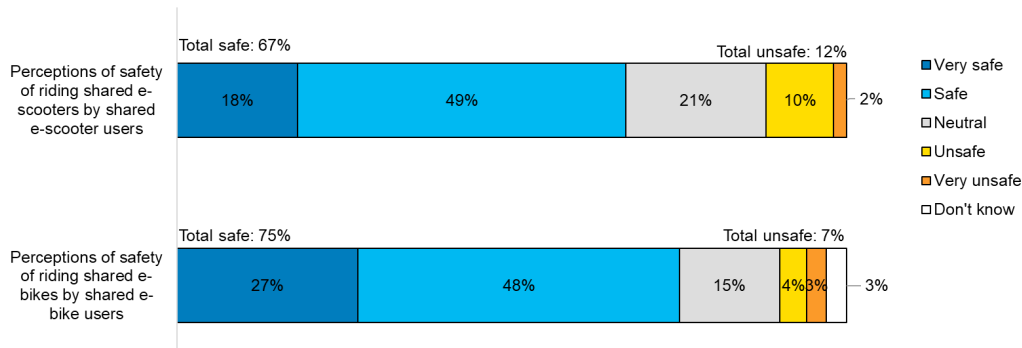


Figure 21. Perceived safety of riding shared e-scooters and e-bikes by Wellington City residents who use shared micro-mobility

## Perceived safety of encountering shared micro-mobility

- More than half of non-users reported feeling unsafe or very unsafe as pedestrians when encountering shared e-scooters on footpaths (54%) or encountering shared e-bikes (55%) whereas one-fifth reported feeling safe or very safe in such encounters.
- Among shared micro-mobility users, approximately one-third expressed safety concerns about encountering shared e-scooters (24%-32%) or e-bikes (30%-35%).
- Approximately one-quarter to one-third of e-scooter users reported feeling very safe or safe when encountering shared e-bikes or e-scooters as pedestrians. Around half of those who used both shared e-scooter and e-bike reported feeling very safe or safe when encountering shared e-bikes (49%) or e-scooters (54%) as pedestrians (Table 8).

Table 8. Perceived safety of encountering e-scooter and e-bike as a pedestrian

	Encountering shared e-scooters		Encountering shared e-bikes		
	Non-users (n=462)	Shared e-scooter users (n=325)	Non-users (n=462)	Shared e-scooter users (n=182)	Shared e-scooter and e-bike users (n=143)
'Safe' or 'very safe'	20%	42%	18%	22%	49%
'Neutral'	25%	30%	23%	35%	20%
'Unsafe' or 'very unsafe'	53%	28%	55%	34%	29%
'I don't know'	2%	0%	4%	9%	2%



## Summary

Reviewing and assessing safety of shared micro-mobility in this section showed that over a 34-month period (2021-2023), there were a total of 948 new ACC claims in Wellington City related to injuries from both private and shared e-scooters and e-bikes with a total cost of \$2.3 million. Most of those ACC claims involved injuries that are usually not life-threatening, and 52 claims (5% of all claims) reported concussions linked to e-scooter use. The majority of incidents reported by shared micro-mobility providers during the same period were either near misses or minor incidents.

Onsite observations confirmed poor parking behaviours in the city. More than half of non-users reported feeling unsafe as a pedestrian when encountering shared micro-mobility. Approximately half of non-users reported safety concerns as a barrier to their use of shared micro-mobility in Wellington City. Two-thirds of shared e-scooter users and three-quarters of shared e-bike users reported feeling safe riding those devices.

# Cost

For the purpose of this report, the cost of shared micro-mobility in Wellington City was reviewed based on the reports from the operators and data from NZTA Waka Kotahi report in September 2023<sup>18</sup>.

## Cost of shared micro-mobility in Wellington City

The two operators in Wellington City use the same unlock price (\$1) and usage price (\$0.65/min).

Both Beam and Flamingo offer a variety of discounts and deals (Table 9):

- Beam offers discounted pricing per minute to any members of communities who experience transport and/or income inequality through a community services card, super gold card and other options to provide a more affordable access to their devices.
- Flamingo offers a subscription plan Go Pass that includes weekly and monthly riding credit for regular users at highly discounted rates. Flamingo also offers discounted plans for students, retirees, and people on low incomes. This plan results in a 50% saving on all rides. Over the 50-month period between June 2019 and August 2023, riders completed 394,203 trips as part of their community discounts (on average 7884 trips per month) and received discounts over \$700,000 (on average: \$14,000 per month) on trips across Wellington City. Overall, 18% of trips in Wellington City were taken by users on Flamingo’s discounted community plans (between June 2019 and August 2023), with 90% of users of discounted community plans being students.

Table 9. Shared micro-mobility cost of unlocking, using, and discounts.

Operator / Provider	Beam	Flamingo
Unlock price	\$1.00	\$1.00
Price per minute	\$0.65/min	\$0.65/min
Passes	3-day Pass \$12.99 – 100 total minutes Weekly Pass Price/min - \$24.99 for 150 total minutes Monthly Pass Price/min – 74.99 for 400 total minutes Monthly Free Unlock Subscription - \$4.99. \$1 unlock fee is waived for every trip	Go Pass: Includes 45 mins of riding per day and no unlocking fees across all Flamingo scooters and bikes in Wellington and Porirua. 3-Day Pass: \$8.33 per day Weekly Pass: \$4.28 per day Monthly Pass: \$2.99 per day
Discounts and deals	Referral - \$10 each for referrer & refereee  Beam For All – 50% off total trip price. This deal is extended to 6 different pass holders in New Zealand  BeamStars – 5%-25% off on every trip depending on the riders tier	Half price fares for Students, SuperGold, Community Services Card, WCC LeisureCard cardholders. (\$0.50 to unlock, \$0.32 per minute)  Free credit when ending a ride in a Drop Zone, taking a Helmet Selfie and for Good Parking.

<sup>18</sup> Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)

## Comparison of costs of different transport modes

The table below shows a comparison between different transport modes' cost of use based on Wellington prices based on NZTA Waka Kotahi report (2023)<sup>19</sup>.

Table 10. Users' costs for various transport modes (based on Wellington prices). Source: NZTA Waka Kotahi 2023

Mode	Up-front costs (purchase device/car/bike)	Travel costs	Additional costs – charging, warrants, repairs etc	Opportunities for discounts
<b>Rental e-scooter</b>	\$1 to unlock e-scooter	\$0.65 cents per minute	None	Friend discounts / 50% prices for students, SuperGold Card holders or community service card holders
<b>Private e-scooter</b>	\$399 - \$4,799 to buy e-scooter	none	>\$1 per charge, replacing parts between \$20 - \$500 over 3 years)	None
<b>Walking</b>	None	None	None	None
<b>Bike</b>	\$300 - \$12,240 to buy bike	None	Repairs – up to \$250 as needed	None
<b>e-bike</b>	\$2,687 - \$13,499 to buy e-bike	None	>\$1 per charge, repairs (\$100 - \$150 per year)	None
<b>Rental e-bike</b>	\$1 to unlock e-bike	\$0.65 cents per minute	None	Friend discounts / 50% prices for students, SuperGold Card holders or community service card holders
<b>Bus (public transport)</b>	Purchase of travel card (snapper) - \$10	\$1.84 per zone (adult fare)	none	<ul style="list-style-type: none"> <li>Under 13-year-olds = free fares</li> <li>Children = 75% discount on fares</li> <li>19- to 24-year-olds = 50% discount on fares</li> <li>Community Service Card holders = 50% discount on fares</li> <li>Total mobility/ Blind Low Vision NZ member – 50% discount on fares</li> <li>SuperGold Card = free off-peak travel</li> </ul>
<b>Train</b>	Purchase of travel card (snapper) - \$10	Averages \$2 - \$7 10–30-minute trip (i.e. Wellington to Nae Nae \$5.52)	None	<ul style="list-style-type: none"> <li>Under 13-year-olds = free fares</li> <li>Children = 75% discount on fares</li> <li>19- to 24-year-olds = 50% discount on fares</li> <li>Community Service Card holders = 50% discount on fares</li> <li>Total mobility/ Blind Low Vision NZ member – 50% discount on fares</li> <li>SuperGold Card = free off-peak travel</li> </ul>
<b>Car (petrol)</b>	Average: <ul style="list-style-type: none"> <li>\$12,000 for second hand</li> <li>\$45,990 for brand new</li> </ul>	\$0.28 per kilometre	Average: <ul style="list-style-type: none"> <li>Petrol = up to \$3,000 per year</li> <li>Maintenance = \$1,000</li> <li>Insurance = \$1,000</li> <li>Parking = \$500</li> <li>Warrants/rego = \$300</li> </ul>	None

<sup>19</sup> Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review (nzta.govt.nz)



## **Perceptions of costs of shared micro-mobility in Wellington City**

Findings from the Pōneke Shared Micro-Mobility Survey conducted in December 2023 showed that 29% of those who use shared e-bikes and e-scooters and 35% of those who only use shared e-scooters reported that cost is a barrier to use shared micro-mobility in Wellington City. One-fifth of non-users of shared micro-mobility reported that cost is a barrier for them to use the schemes.

### **Summary**

Both shared micro-mobility operators in Wellington City have the same pricing for unlocking devices (\$1) and usage (\$0.65/min) and offer a variety of discounts and deals for specific groups (including students, retired individuals and individuals from low-income households). However, one-fifth to one-quarter of people reported that cost is a barrier to using shared micro-mobility in Wellington City.

## Accessibility to shared micro-mobility

Shared micro-mobility evaluation 2023 included analysis of accessibility of shared e-scooters and e-bikes in Wellington City. Data sources used for this analysis included data from the reports from the two operators (Beam and Flamingo), Ride Report data related to trips' start and end points and deployments, and Pōneke Shared Micro-mobility Survey 2023 for data on perceived accessibility to shared e-scooters and e-bikes in Wellington City.

## Required resources for accessing shared micro-mobility

To access shared micro-mobility in Wellington City, potential users need to have access to the following items<sup>20</sup>:

- A smart phone to be able to download the app.
- Access to mobile phone data in order to use the app.
- Access to a debit card or credit card and bank account to pay a hiring fee.
- Enough money to pay for unlocking the app and paying for the length of the trip.

## Spatial distribution

Based on the current Code of Practice for the micro-mobility share scheme<sup>21</sup>, 25% of the licenced fleet must be distributed to the suburban zones (available via Ride Report) each day.

Flamingo reported achieving this requirement during the 30-month period between 1 March 2021 and 31 August 2023. Overall, 35% of trips using Flamingo micro-mobility devices started, and 39% of such trips ended, in the suburbs. Approximately two-thirds of trips (70%) started and ended in the CBD. Two-thirds (66%) of trips that started in the suburbs ended within the suburbs.

<sup>20</sup> Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review ([nzta.govt.nz](https://nzta.govt.nz))

<sup>21</sup> Electric Scooter Share Code of Practice v7.0 ([wellington.govt.nz](https://wellington.govt.nz)) – item 9.4.1.

### Trip start and end points and redistribution of shared e-scooters

Most trips by shared e-scooters in Wellington City started and ended in the central city (Figure 22). The redistribution of shared e-scooters was mainly in the central city (Figure 23). Note that the scaling system for visualising the distribution presented in Figure 22 is not linear. For example, the three shades of purple colours in Wellington CBD and inner city on these maps represent 3+ to 50 times higher frequency of e-scooter trip start and end points compared to pink cells, and 50+ to 2000+ times higher frequency compared to the orange cells on these maps. Those data show that most shared micro-mobility trips in Wellington City start and end in the city centre and inner city suburbs (Figure 22).

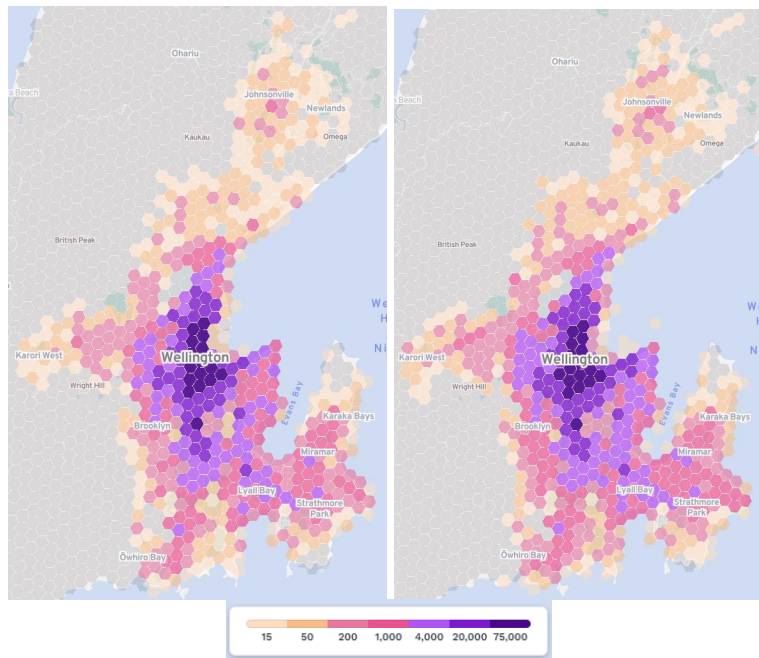


Figure 22. Start (left) and end locations (right) for shared e-scooter trips in Wellington City (includes combined Beam and Flamingo data)

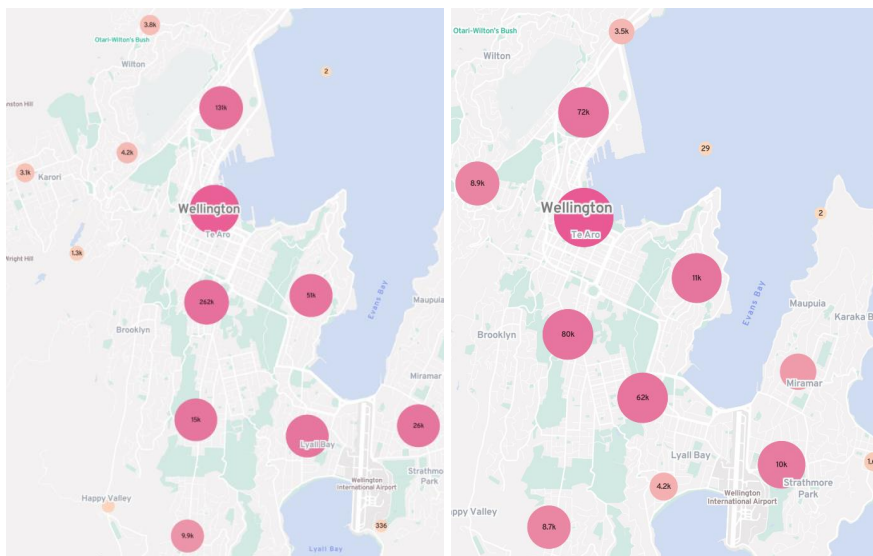


Figure 23. Locations of shared e-scooter deployment in Wellington City by Beam (left) and Flamingo (right)

**Trip start and end points and redistribution of shared e-bikes**

Most shared e-bike trips started and ended in the central city. Note that the scaling system for visualising the distribution of e-bike trip start and end locations used in Figure 24 is not linear, which requires caution with data interpretation based on visual clues as discussed under the previous section (Trip start and end points and redistribution of shared e-scooters).

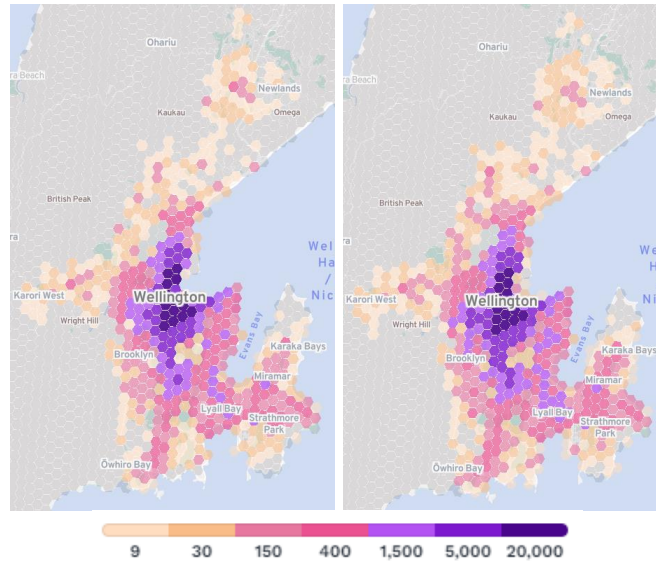


Figure 24. Start (left) and end locations (right) for shared e-bike trips in Wellington City (includes combined Beam and Flamingo data)

The redistribution of shared e-bikes was mainly in the central city, while Flamingo redistributed their shared e-bike fleet slightly more widely compared to Beam in Wellington City (Figure 25).

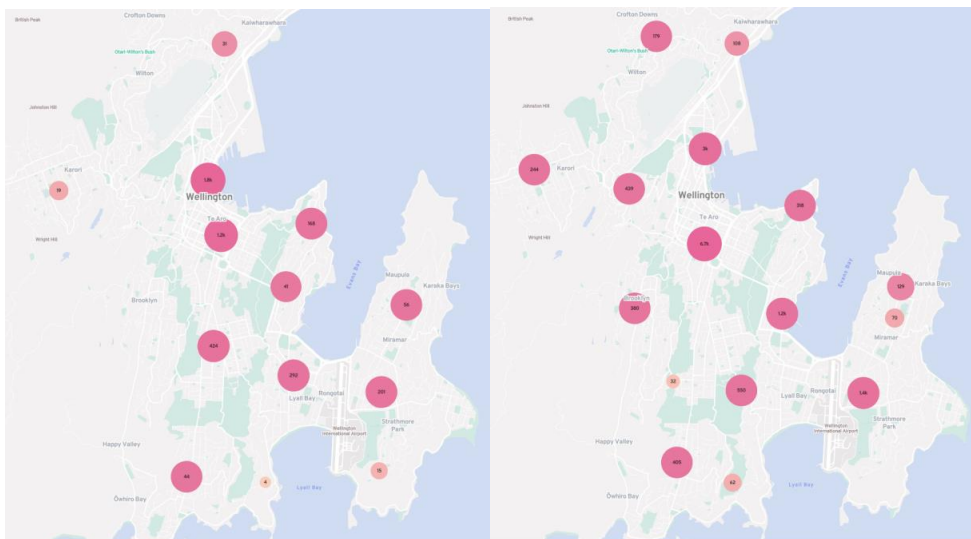


Figure 25. Locations of shared e-bikes deployment in Wellington City by Beam (left) and Flamingo (right)

## Perceived accessibility of shared micro-mobility

Analysis of perceived accessibility of shared micro-mobility in Wellington City showed the following:

- Approximately half of non-users did not know how long they would need to walk to access shared micro-mobility devices near their home (56%) or their workplace or place of study (46%).
- Less than two-thirds (59%) of shared micro-mobility users had an access time of less than 10-minute walk to shared micro-mobility from their home (Figure 26).

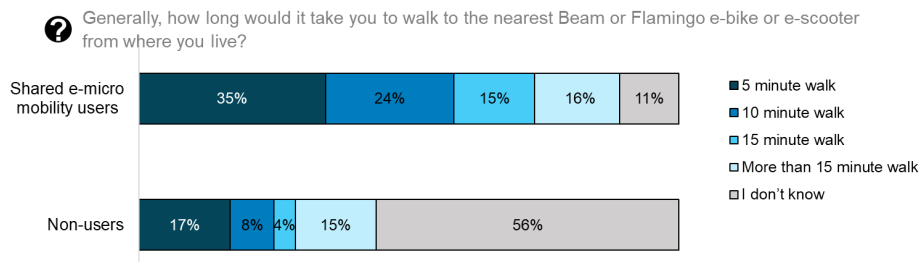


Figure 26. Residents' perceptions of walking time to access to nearest shared micro-mobility from home

Note: In this sample, shared micro-mobility users are all shared e-scooter users among which 44% are also shared e-bike users

- Three-quarters (75%) of shared micro-mobility users reported they need to walk less than 10 minutes to access shared micro-mobility devices from where they work or study (Figure 27).

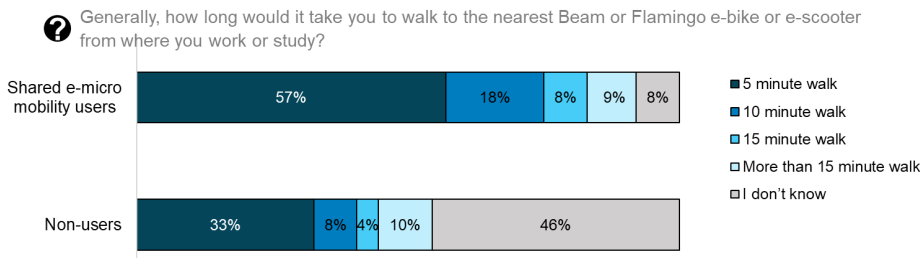


Figure 27. Residents' perceptions of walking time to access to nearest shared micro-mobility from their work or study

Note: In this sample, shared micro-mobility users are all shared e-scooter users among which 44% are also shared e-bike users

## Summary

Prerequisites for using shared micro-mobility are having access to a smart phone, mobile data, debit/credit card and sufficient money to pay for the usage. Most shared micro-mobility trips occurred in the Wellington central business district and inner-city suburbs. Most of users reported they could access shared micro-mobility devices within 10 minutes on foot from their home or place of work or study. Approximately half of non-users were not aware of how long it would take them to access shared micro-mobility devices from their home or from their workplace or place of study.

## Environmental impacts

Shared electric e-scooters and e-bikes are proven to be an efficient means of transportation in promoting emissions reduction objectives. When used as a substitute for journeys typically undertaken by car or bus, electric shared micro-mobility schemes effectively contribute to reducing emissions as they generate no emissions during use and have emissions only associated with the operation of the schemes (i.e., charging and redistributing the devices). Based on a recent review by NZTA Waka Kotahi<sup>22</sup> released in 2023, e-scooters can help reduce emissions. A study in the city of Barcelona showed that shared e-scooters and e-bikes decreased carbon emissions in the city<sup>23</sup>.

When comparing environmental impacts of shared e-scooters versus shared e-bikes, evidence<sup>24</sup> shows that shared e-bikes potentially have lower emissions and better environmental impacts than e-scooters. The evidence showed that Global Warming Potential (GWP) index of the e-bike as 25 g CO<sub>2</sub>/km versus the scooter at 125.39 g CO<sub>2</sub>eq/km.

## Emissions reduction initiatives by shared micro-mobility operators in Wellington City

Shared micro-mobility schemes have emissions associated with the manufacturing and charging of electric micro-mobility devices, devices lifespan, and collection and distribution processes used of operating such schemes.

In Wellington City, both providers of shared e-bikes and e-scooters already have a range of emission-reduction initiatives in place. This specific information can be made available upon request.

## Summary

International evidence indicates that shared e-scooters and e-bikes have potential to decrease carbon emissions in cities, with lower emissions and better environmental outcomes reported for e-bikes compared to e-scooters. Based on the reports from the current operators in Wellington City, environmental impacts of their micro-mobility devices including lifespan, charging, and collection/distribution processes are in line with emission reduction goals of Wellington City.

<sup>22</sup> Effectiveness review - E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 Review ([nzta.govt.nz](https://nzta.govt.nz))

<sup>23</sup> Assessing the Environmental Performance of Micro-mobility Using LCA and Self-Reported Modal Change: The Case of Shared E-bikes, E-Scooters and E-Mopeds in Barcelona (Felipe-Falgas, Madrid-Lopez, Marquet, 2022).

<sup>24</sup> Are e-scooters polluters? The environmental impacts of shared dockless electric scooters (Hollingsworth, Copeland & Johnson, 2019)

## Other factors

Other factors considered in this evaluation included:

- Contribution to mode shift,
- Inclusion,
- Complaints, and
- Support for shared electric micro-mobility schemes in Wellington City.

## Contribution to mode shift

The only available data to assess the contribution of shared micro-mobility schemes to mode shift was self-reported data from Wellington City residents who participated in the Pōneke Shared Micro-Mobility Survey 2023. However, in that dataset there are only 61 shared e-scooter users and 33 shared e-bike users who use those modes on a weekly basis. That sample size is too small to analyse individuals' responses to potential mode shift as a result of their use of shared micro-mobility in Wellington City.

Therefore, currently there is no sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. However, such effects are likely to be minimal given the current availability of devices (a total of 800 shared e-scooters and 200 shared e-bikes), usage (on average 3.4 trips per day per e-scooter and 0.8 trips per day per e-bike), patterns of usage (most current users use these devices only occasionally) and a large number of daily trips using different transport modes both in the central business district and across Wellington City.

## Inclusion

The inclusion evaluation for the purpose of this report considered Māori-related inclusion only. Both shared micro-mobility providers in Wellington City have initiatives and strategies for inclusion of Māori-related content in their schemes:

- Beam has an internal strategy regarding how they support Mana Whenua in Aotearoa.
- All Flamingo's customer communication incorporates Te Reo Māori, including customer support. From a user education perspective, this focus is extended to offer in-app rider training in Te Reo Māori as well as English. The release of the multi-language Flamingo app was aligned with Te Wiki o te Reo Māori (Māori Language Week) in 2021.

## Complaints

Overall, micro-mobility providers reported 891 complaints about shared e-scooters and e-bikes in Wellington City between March 2021 to September 2023 (30-month period; approximately one complaint per day on average). Most complaints (96%) were about inappropriate parking of devices and only few (4%) were about poor riding behaviour (Table 11).



Table 11. Reported complaints by current shared micro-mobility providers in Wellington City (Mar 2021 to Sep 2023)

	Number of complaints
Complaints about inappropriate parking of micro-mobility devices (n)	857
Complaints about poor riding behaviour (n)	34
<b>Total complaints (n)</b>	<b>891</b>

## Support for continuation of shared micro-mobility in Wellington City

More than half of non-users (51%) and the majority of shared e-scooter users (86%) agree that the Council should allow shared e-scooters to continue to operate in the city, with a greater support from younger adults (Table 12).

Table 12. Agreement with continuing e-scooters by population groups

		Non-users n=462	Shared e-scooter users n=325
		% agree	% agree
Total sample		51%	86%
Age			
	18 to 29 years	78%	90%
	30 to 44 years	54%	83%
	45 to 60 years	52%	80%
	60+ years	38%	83%*
Gender			
	Male	50%	81%
	Female	51%	89%
Place of living			
	Pukehīnau – Lambton/Central Wellington	59%	89%
	Takapū – Northern Wellington	51%	79%
	Wharangi – Onslow/Western Wellington	52%	91%
	Paekawakawa – Southern Wellington	51%	81%
	Motukairangi – Eastern Wellington	39%	85%
Frequency of shared e-scooter use			
	Weekly	-	90%
	Monthly	-	87%
	Every 2-5 months	-	87%
	Once every 6 months or less	-	83%

\* Note: Less than 30 respondents in this category

Among non-users more than half (56%) agreed that the Council should allow shared e-bikes to continue to operate in the city, with similar level of support by gender and place of living in Wellington City.



Among the shared e-bike users, majority (86%) supported continuation of shared e-bike scheme in the city, with the greatest level of support from users who lived in central (94%) and southern Wellington (96%). The level of support was similar among the users irrespective of their frequency of use of shared e-bikes. Few respondents in this group were middle-age and older adults hence the age-related differences should not be interpreted based on the available survey data (Table 13).

Table 13. Agreement with continuing e-bikes by population groups

		Non-users	Shared e-bike users
		n=462	n=143
		% agree	% agree
Total sample		56%	86%
Age			
	18 to 29 years	79%	86%
	30 to 44 years	61%	87%
	45 to 60 years	59%	75%*
	60+ years	43%	100%*
Gender			
	Male	54%	84%
	Female	57%	88%
Place of living			
	Pukehinau – Lambton/Central Wellington	61%	94%
	Takapū – Northern Wellington	57%	77%*
	Wharangi – Onslow/Western Wellington	60%	67%*
	Paekawakawa – Southern Wellington	54%	96%*
	Motukairangi – Eastern Wellington	44%	81%*
Frequency of shared e-bike use			
	Weekly	-	87%
	Monthly	-	89%
	Every 2-5 months	-	86%
	Once every 6 months or less	-	84%

\* Note: Less than 30 respondents in this category

## Summary

Currently there is not sufficient evidence to report on potential mode shift (moving more people with fewer vehicles) in the central city or city-wide as a result of existing shared electric micro-mobility schemes in Wellington City. Both current shared micro-mobility operators have strategies and policies for inclusion of Māori language and world view in their operations. Between March 2021 to September 2023, there were 891 complaints (on average 1 per day) about shared e-scooters and e-bikes in Wellington City with most complaints (96%) being about inappropriate parking of devices. Despite those complaints, majority of users and approximately half of non-users agreed that the Council should allow shared micro-mobility schemes to continue operating in Wellington City.

## Summary of findings from shared micro-mobility evaluation 2023

The table below provides a summary of findings related to shared e-scooters and e-bikes in Wellington City based on the data presented in this report.

Table 14. Shared micro-mobility KPIs

Evaluation criteria	Shared micro-mobility devices	
	Shared e-scooters	Shared e-bikes
<b>Availability</b>		
The current number of available devices in Wellington City	800	200
<b>Usage</b>		
Total trips (Feb 2023 to Sep 2023)	548,343	19,862
Median trips per day (Feb 2023 to Sep 2023)	2579	86
Average number of trips per day	2720	83
Average number of trips per device per day	3.4	0.8
Proportions of shared micro-mobility trips during commuting peak time (8-9 am and 3-7 pm)	32%	36%
Trips up to 2 km	76%	66%
Trips up to 10 min	74%	65%
Proportion of users who use shared micro-mobility on a weekly basis	19%	22%
Proportion of trips for fun and recreation (without any specific destination in mind)	47%	41%
Non-users' intention to use shared micro-mobility in the future	7%	7%
<b>Safety</b>		
	<i>Shared and privately owned e-scooters</i>	<i>Shared and privately owned e-bikes</i>
Number of ACC claims (not only shared micro-mobility) (Jan 2021-Oct 2023)	761	187
Cost of injury treatment (ACC) (Jan 2021-Oct 2023)	\$1,699,302	\$571,210
Number of ACC claims involved pedestrians (Jan 2021-Oct 2023)	41	8
Number of concussions (Jan 2021-Oct 2023)	52	0
	Shared e-scooters	Shared e-bikes
Average number of incidents per year reported by operators and FreshService	78	16
Proportion of users who perceived riding micro-mobility devices to be safe or very safe	67%	75%
Proportion of non-users who felt unsafe or very unsafe when encountering shared micro-mobility devices as pedestrians	20%	18%
Where legally allowed to ride	Footpaths Shared paths Road Bus lanes	Cycle lane Shared paths Road Bus lanes
Where they ride (observations)	Everywhere	Everywhere
<b>Cost</b>	<b>Shared e-scooters</b>	<b>Shared e-bikes</b>
Cost	\$1 to unlock 0.65c per min	\$1 to unlock 0.65c per min
<b>Accessibility to shared micro-mobility</b>	<b>Shared e-scooters and e-bikes</b>	
Proportion of users who could access shared micro-mobility within a 10-minute walk from their home	59%	

Proportion of users who could access shared micro-mobility within a 10-minute walk from their place of work or study	75%	
Proportion of non-users who did not know how long it would take them to access shared micro-mobility devices	56% (access from home) 46% (access from work/study)	
<b>Environmental impacts</b>	<b>Shared e-scooters</b>	<b>Shared e-bikes</b>
CO <sub>2</sub> emissions (international data)	125.39 g CO <sub>2</sub> /km	25 g CO <sub>2</sub> /km
Lifespan of shared micro-mobility devices	3-5 years	3-5 years
<b>Other factors</b>	<b>Shared e-scooters</b>	<b>Shared e-bikes</b>
Impact of shared micro-mobility on mode shift in Wellington City	No sufficient data; Likely minimal impact	No sufficient data; Likely minimal impact
Number of complaints for shared micro-mobility in Wellington City	891 complaints in total (on average ~1 complaint per day)	
Proportion of non-users who supported continuation of shared micro-mobility in Wellington City	51%	56%
Proportion of users who supported continuation of shared micro-mobility in Wellington City	86%	86%

## Options for the future of shared micro-mobility in Wellington City

This section presents options for the future of shared micro-mobility schemes in Wellington City, summarises advantages and disadvantages of each option and outlines the recommended option for each micro-mobility device. Options for shared e-scooters and shared e-bikes are summarised in Table 15 and 17, respectively.

Table 15. Options for the future of shared e-scooters in Wellington City

Options for shared e-scooters	Advantages	Disadvantages
1. Ban e-scooters	<ul style="list-style-type: none"> <li>Reduction of safety-related incidents and reduction in cost related to treatment of injuries from shared e-scooter use.</li> <li>Reduction of complaints about inappropriate parking of shared e-scooters.</li> <li>Walking journeys would not be replaced by shared e-scooter trips.</li> </ul>	<ul style="list-style-type: none"> <li>Removal of one of the transport options that adds to the variety of transport and vibrancy in a modern city.</li> <li>Not taking into account existing support for shared e-scooters by both users and non-users (86% of users and 51% of non-users supported continuing the scheme).</li> </ul>
2. Keep the status quo (currently 800 devices)	<ul style="list-style-type: none"> <li>Maintenance of the current benefits of the available shared e-scooters scheme in the city.</li> <li>Supporting vibrancy of the central city by providing an alternative transport option to access destinations and for fun/recreation.</li> </ul>	<ul style="list-style-type: none"> <li>Continuation of complaints for inappropriate parking of e-scooters in Wellington City.</li> <li>Continuation of pedestrians' safety concerns about encountering e-scooters on footpaths.</li> <li>Not taking full advantage of benefits related to a variety of transport options and accessibility that could be realised by providing a greater number of shared e-scooters in the city.</li> </ul>
3. Increase supply	<ul style="list-style-type: none"> <li>Taking advantage of benefits that shared e-scooter schemes provide in the city, including adding to the vibrancy of the city by increasing alternative transport options and improved accessibility.</li> <li>Supporting the city's goal for reducing transport-related emissions.</li> </ul>	<ul style="list-style-type: none"> <li>Possible increased number of complaints about inappropriate parking of shared e-scooters.</li> <li>Possible increased levels of pedestrians' concerns about encountering shared e-scooters.</li> <li>Possible increase in incidence of crashes and injuries as well as treatment costs related to shared e-scooter use.</li> </ul>
4. Reduce supply	<ul style="list-style-type: none"> <li>Reduction of safety-related incidents and cost of injury treatments related to e-scooters.</li> <li>Reduction in the number of complaints related to inappropriate parking of shared e-scooters.</li> <li>Reduction in the level of pedestrian concerns about encountering e-scooters on city streets.</li> </ul>	<ul style="list-style-type: none"> <li>Potential negative impact on vibrancy of the central city.</li> <li>Reduction of the availability and accessibility of alternative transport options for fun/recreation, for reaching destinations in the central city and accessing public transport hubs.</li> </ul>

Based on the analyses of the four options presented in Table 17, the recommended option for future of e-scooters in Wellington City is **option 3**, increase supply to 1000 devices.

Table 16. Possible options for future of shared e-bikes

Options for share e-bikes	Advantages	Disadvantages
1. Ban e-bikes	<ul style="list-style-type: none"> <li>Reduction of safety-related incidents and reduction in cost related to treatment of injuries from shared e-bike use.</li> <li>Walking journeys would not be replaced by shared e-bike trips.</li> </ul>	<ul style="list-style-type: none"> <li>Removal of one of the transport options that adds to the variety of transport and vibrancy in a modern city.</li> <li>Not taking into account existing support for shared e-bikes by both users and non-users (86% of users and 51% of non-users supported continuing the scheme).</li> </ul>
2. Keep the status quo (up to 300 devices; noting that only 200 are currently deployed)	<ul style="list-style-type: none"> <li>Maintenance of the current benefits of the available shared e-bike scheme in the city.</li> <li>Supporting vibrancy of the central city by providing an alternative transport option to access destinations and for fun/recreation.</li> </ul>	<ul style="list-style-type: none"> <li>Continuation of pedestrians' safety concerns about encountering shared e-bikes.</li> <li>Not taking full advantage of benefits related to a variety of transport options and accessibility that could be realised by providing a greater number of shared e-bikes in the city.</li> </ul>
3. Increase supply	<ul style="list-style-type: none"> <li>Taking advantage of benefits that shared e-bike schemes provide in the city, including adding to the vibrancy of the city by increasing alternative transport options and improved accessibility.</li> <li>Supporting the city's goal for reducing transport-related emissions.</li> </ul>	<ul style="list-style-type: none"> <li>Risk of low usage and/or lack of sufficient demand for shared e-bikes.</li> <li>Possible increased number of complaints about inappropriate parking of shared e-bikes.</li> <li>Possible increase in incidence of crashes and injuries as well as treatment costs related to shared e-bike use.</li> </ul>
4. Reduce supply	<ul style="list-style-type: none"> <li>Reduction of safety-related incidents and cost of injury treatments related to e-bikes.</li> <li>Reduction in the number of complaints related to inappropriate parking of shared e-bikes.</li> </ul>	<ul style="list-style-type: none"> <li>Potential negative impact on vibrancy of the central city.</li> <li>Reduction of the availability and accessibility of alternative transport options for fun/recreation, for reaching destinations in the central city and accessing public transport hubs.</li> </ul>

Based on the analyses of four options presented in Table 16, the recommended option for future of shared e-bikes in Wellington City is **option 2**, keeping the status quo of up to 300 devices.

## Conclusion and recommendations

This report evaluated shared micro-mobility in Wellington City during the 2021-2023 period. The evaluation considered availability, usage, safety, cost, accessibility to shared micro-mobility, environmental impact, and other factors (impact on mode shift, inclusion, complaints, and residents' support) related to shared micro-mobility in Wellington City. This report also discussed various options for the future of shared micro-mobility schemes in Wellington City. The report outlined advantages and disadvantages of each option and recommended preferred options for the future of shared e-scooters and shared e-bikes schemes in Wellington City.

Based on this evaluation it is recommended that the Council:

- 1) continues with the shared electric micro-mobility schemes in Wellington City;
- 2) allows an increase in the number of shared e-scooters from 800 to 1000 in total;
- 3) maintains the current allowance for the number of shared e-bikes at a maximum of 300 in total, noting that only 200 are currently permitted under the operating licenses;
- 4) should investigate providing more dedicated parking areas for shared micro-mobility devices;
- 5) should add in the next licence application that operators should provide evidence that their proposed geo-fencing system will meet the next Code of Practice requirements and include compliance with geo-fencing requirements in the regular monitoring reports; and
- 6) delegate future operational decision-making to officers on the quantity of shared electric micro-mobility devices permitted under licensing arrangements.

# Appendix 1: Key events for shared micro-mobility in Wellington City

This appendix provides a summary of key event related to shared micro-mobility schemes in Wellington City to date.

In 2018, Wellington City Council (the Council) was approached by e-scooter operators seeking licences to operate in the city. Officers brought a paper to the City Strategy Committee in February 2019<sup>25</sup> seeking approval to run a contestable process to select up to two operators to have a limited number of e-scooters on our network for a limited time on a trial basis. A draft code of practice was developed setting out conditions of use for e-scooters. The Committee approved the process and made suggestions on how the code of practice could be altered to assist with the trial (Appendix 2).

The electric scooter share scheme code of practice was released on 17 June 2019<sup>26</sup> for the launch of operators. The Council received interest from five providers to operate in Wellington City. From this Flamingo and Jump were selected to participate in the trial. Both companies were licenced to operate 400 electric scooters for the duration of the trial period (18 months)<sup>27</sup>.

The trial was evaluated from 18 June 2019 to 18 December 2019, with companies allowed to continue operating for a further 12 months while the trial was further evaluated, and long-term policies implemented. The evaluation of e-scooters was undertaken, informed by extensive engagement with the community and analysis of contact centre queries, ACC data, ridership data, and onsite observation. The results of this evaluation period were reported to the Strategy and Policy Committee on 21 May 2020<sup>28</sup>. Following the 18-month trial, officers reported back to the Committee that the trial was successful and with a recommendation to continue with two operators supplying e-scooters to the Wellington market with a three-year licence. In 21 May 2020, the Strategy and the Policy Committee agreed to the continuation of public share electric scooter operations in Wellington and requested officers to progress work to implement this. Considering the results of the initial evaluation, the Committee agreed that public e-scooter sharing scheme operations could continue with minor changes made to the existing operator guidelines/code of practice (Appendix 3).

On 20 November 2020, the Council issued a public Request for Proposal to build upon the success of the shared e-scooter trial period. The intention was to have no more than two licences issued for a duration of three years and to start with total e-scooter cap of 800 devices (400 per operator if two operators are confirmed). Expectations of the operators of shared e-scooters were set out in the Council Code of Practice. The Request for Proposal outlined the evaluation process and criteria by which the proposals would be considered and sought proposals that would:

- Maintain the safety, accessibility, and amenity of pedestrians in Wellington.
- Ensure the safety of shared e-scooter users in Wellington.
- Provide a tailored service unique to the needs of Wellington.
- Improve sustainability of transport choices available to Wellingtonians.
- Reduce the number of car trips in Wellington.
- Provide efficient last mile connections with public transport.

<sup>25</sup> [Agenda of City Strategy Committee - 14 February 2019 \(wellington.govt.nz\)](#)

<sup>26</sup> [SharePoint Online Trove - Electric Scooter Share Code of Practice v3.0 for upload.docx.pdf - All Documents](#)

<sup>27</sup> [Evaluation Report: Public Hire Electric Scooter Proposals \(wellington.govt.nz\)](#)

<sup>28</sup> [Minutes of Strategy and Policy Committee - 21 May 2020 \(wellington.govt.nz\)](#)

Four proposals were received, and these underwent a robust evaluation process in relation to criteria set by the Council, including alignment with the Council's Electric Scooter Share Code of Practice. Following a contestable process, licences were awarded to Beam and Flamingo for 400 scooters each. Both operators demonstrated a strong focus on operations, safety, sustainability, and an ability to meet local requirements as set out in the Code. Beam and Flamingo started operating in March 2021.

On 8 December 2022, the Council agreed that the existing e-scooter licences granted to Beam and Flamingo to be amended to allow up to 150 e-bikes for each operator to be phased in as demand warranted. The Environment and Infrastructure Committee, at its meeting on 8 December 2022 made the following resolutions<sup>29</sup>:

- Agree that the existing e-scooter licences granted to Beam and Flamingo be amended to allow up to 150 e-bikes for each operator to be phased in as demand warrants on a trial basis from 1 January 2023 until the end of the current licence 30 March 2024 or any time that Council chooses.
- Agree that officers will report back to the Committee on the outcome of the trial late in 2023 to inform any future licence beyond 30 March 2024.

Beam and Flamingo launched 50 bikes each from 21 February 2023. Within the first month, there were 5026 trips taken by shared e-bikes. The average daily trips per device for the first month was 1.56. With the agreement to trial shared e-bikes, the Committee agreed that officers will report back on the outcome of the shared e-bike trial late in 2023 to inform any future shared e-bike licence beyond 30 March 2024.

In June 2023 the Council's officers decided to increase the number of e-bikes to 100 by each operator. In December 2023 the Pōneke Shared Micro-Mobility Survey was conducted in Wellington City. The current licence to operate e-scooters and e-bikes in Wellington City has been extended and expires on 1 September 2024. In the extended licence, operators are allowed to provide 100 e-bikes each and build up to 150 e-bikes under guidance from WCC officers.

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<sup>29</sup> [Environment and Infrastructure Committee - Thursday, 8 December 2022 \(wellington.govt.nz\)](https://www.wellington.govt.nz)



## Appendix 2: The City Strategy Committee resolutions (14 February 2019)

The City Strategy Committee meeting on 14<sup>th</sup> February 2019 made the following resolutions:

- Authorises officers to issue up to two licences for public electric scooter share operators, for an evaluation period of 6 months extendible by a further 12 months to enable policy engagement and consultation to occur, noting the option to break this licence at the discretion of officers at any time.
- Agrees the licences include the following conditions:
  - a) Permit an initial maximum of 800 and a minimum of 600 electric scooters across the city.
  - b) Not allow users of public electric scooter share in the following locations:
    - All Botanic Gardens of Wellington.
    - Wellington Botanic Gardens including Rose Garden and Anderson Park (excluding existing vehicle and bike only areas).
    - Bolton Street Cemetery.
    - Otari-Wiltons Bush.
    - Truby King Park (excluding main roadways).
    - Cuba Street Mall.
    - On the waterfront side of Oriental Parade from Chaffers Street to Freyberg Pool to ensure electric scooters use the kerbside cycle path.
    - Golden Mile footpath:
      - Lambton Quay between Whitmore Street and Willis Street.
      - Willis Street between Lambton Quay and Manners Street.
      - Manners Street.
      - Courtenay Place.
  - c) Require operators to pay a share of the cost to deliver a public safety awareness campaign in partnership with the Council. Officers recommend a total investment by operators of \$10,000 with each share determined by the proportion of licenced electric scooters in operation.
  - d) Agree a ban on hiring electric scooters in the Courtenay precinct after 9 pm, Friday to Sunday, and on the eve of public holidays.
- Agrees to delegate authority to officers to place additional conditions on the licence if necessary, during the evaluation period including the ability to revoke the licence.
- Agrees that officers will prepare a paper outlining the initial results of the evaluation no less than six months after the start of the evaluation period, with key findings and recommendations on how to proceed at the end of the evaluation period.
- Agrees that public footpaths are primarily for those on foot, in prams or in vehicles designed to assist with mobility including wheelchairs and mobility scooters.
- Agree to continue to advocate to central government for the rights of e-scooter users to use cycle lanes.

- Agree for Council to make increased efforts to build more paths and lanes for those who want to use sustainable modes of transport including bicycles and e-scooters.
- Note that the Council is committed to undertaking extensive consultation with the community including the disability, children's and older person's communities before the city allows the use of electric scooters permanently in public places in the city.
- Agrees that the criterion for evaluation proposals that relates to operational record be considered as one where operational experience is desirable but is not essential.
- Agrees that officers work with the provider/s so that electric scooters are not ridden on the CBD footpaths or suburban shopping centre footpaths.
- Agrees that the code of practice require provider/s to ensure that electric scooters are not ridden on the CBD footpaths or suburban centre footpaths unless it is unsafe to do otherwise (This resolution was amended in City Strategy Committee on 21/03/2019).
- Agrees that room be left for new operators, who are not ready to participate at the outset of the evaluation.
- Agrees that during any trial each electric scooter has a unique visible registration number. This would help identify improper users more easily.
- Agrees that officers liaise with other potential user groups (e.g. The Miramar Movie Industry, Wellington International Airport, Wellington Hospital and The Universities) to assess options for best practice use, and to establish how best to create a safer environment for future use of electric scooters.
- Agrees that electric scooter use on our Waterfront has a speed restriction the same as cyclists, and that electric scooters are encouraged to keep left.

## Appendix 3: The Strategy and Policy Committee resolutions (21 May 2020)

The Strategy and Policy Committee at its meeting on 21 May 2020 made the following resolutions:

- Agree in principle to the continuation of public share electric scooter operations in Wellington and requests officers to progress work to implement this.
- Agree to allow the existing public share electric scooters to continue operations in Wellington until the end of the current licence period (31 December 2020) unless the Council is ready to call for expressions of interest to operate a longer term scheme sooner, with the following minor amendments to the code of practice:
  - Working with operators to implement low-cost parking solutions until more permanent parking options become available through Innovating Streets or Trading in Public Places Policy work;
  - Improving customer focus when listing contact details as outlined below;
  - Developing equipment and operations that meets the 24-month life cycle criteria outlined in the body of the report. A full schedule will be developed as part of the next tender round; and
  - Utilising geo-fencing technology to enforce a 15 km/h speed limit zone along the waterfront and Oriental Parade shared pathways (where it is safe and practical to do so given the current limits of the technology).
- Agree that officers will undertake a review of the Trading in Public Places Policy, including updating provisions to include public share micro-mobility, and that they will undertake the necessary consultation before seeking approval to adopt recommended changes.
- Agree that officers will update the code of practice for public share micro-mobility which would be used as the basis for selecting and monitoring operators beyond the current licence period.
- Agree that subject to the adoption of the amended Trading in Public Places Policy the Council will call for expressions of interest to operate public share e-scooter schemes from 2021 and beyond, with favourable consideration given to using local or NZ owned companies/operators.
- Agree that officers will develop a micro-mobility parking plan to be managed through the Innovating Streets and traffic resolution process before November 2020 and will immediately work with operators in the meantime to investigate low-cost parking solutions.
- Note that the Trading in Public Places Policy only governs how public share schemes are operated and that the use of micro-mobility in the public realm is governed centrally and is subject to the Government's proposed Accessible Streets Regulatory Package and any rule changes that may come from that.
- Ensure Oriental Parade is included as part of the low-cost interim parking solutions as well as future innovating streets micro-mobility parking work. If these interventions are not successful officers will investigate implementing no hire and no de-hire zones along Oriental Parade.
- Agree that as part of the work into extending a public share e-scooter scheme and as part of the preparations for the Long-term Plan that officers will provide costings

and an analysis (as prepared by Let's Get Wellington Moving's City Streets package) of the implications for rapidly extending the cycling and micro-mobility infrastructure network in Wellington and will develop a further programme of safer speeds around the city.

- Agree, in addition to recommendation 7, to accelerate this process by prioritising conversations immediately with New Zealand owned and operated companies that are already providing smart City infrastructure to allow secure parking and charging of micro-mobility devices.
- Agree that for any future contracts to provide e-scooter public share schemes criteria for the tender process will give higher weightings to those companies that can demonstrate good end of life plans for the scooters that include dismantling, reuse, and recycling of parts.

**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

**[wellington.govt.nz](http://wellington.govt.nz)**

# Code of Practice

## Micromobility Share Schemes

This code applies to the trading in public places of micromobility vehicles in Wellington City and was made under the Public Places Bylaw 2022 and Trading and Events in Public Places Policy 2022.

### Version control

Version	Date	Notes
Draft 1.0	18/02/2019	First draft based on WCC dock less bike share document
Draft 1.1	20/02/2019	Revised on feedback from Council officers
Draft 1.2	21/02/2019	Revised on feedback from Council legal team
Draft 2.0	21/02/2019	First version sent to operators
Draft 2.1	22/03/2019	Revised to reflect Councillor resolutions
Draft 2.2	02/04/2019	Included table of contents
Draft 3.0	17/06/2019	Released for launch of operations
Draft 4.0	31/01/2020	Updated data requirements
Draft 5.0	12/6/2020	Updated specific conditions
Draft 6.0	09/10/2020	Updated conditions and fees
Draft 6.1	18/11/2020	Revised on feedback from Council officers
Draft 7.0	25/2/2020	Updated to reflect new operating period
Draft 7.1	27/01/2023	Updated to incorporate share e-bikes as well as e-scooters
Draft 8.0	09/04/2024	Revised for new Licence period

This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the [Wellington Public Places Bylaw 2022](#).

This document is administered by Wellington City Council’s Climate Change Response team. For further information please contact [climateaction@wcc.govt.nz](mailto:climateaction@wcc.govt.nz).

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## **1. Introduction**

- 1.1 Micromobility share schemes have the potential to reduce car trips within the central city, and provide another option to walking, biking, and taking the bus.
- 1.2 Safety remains our primary objective so people can use and enjoy the city's public spaces, including roads and walkways. Alongside this, streets must be made more accessible for people on foot, especially vulnerable users including children, older people and people who are less mobile and/or have a disability. Micromobility share schemes must work for everyone without adversely affecting or causing a danger or nuisance to other people.
- 1.3 This Code of Practice outlines the requirements for micromobility hire companies, and the recommendations that companies are expected to follow as part of providing safe and effective share schemes.
- 1.4 This Code of Practice will be reviewed and updated as required so that it continues to reflect best practice and the interests of the community. Micromobility share companies should check the Council's website for the most up-to-date version.
- 1.5 It is important to note that Wellington City Council needs to be flexible and able to respond to changes in consumer demand and the use of transport options like electric micromobility vehicles, and how this may change over time.
- 1.6 For the purpose of this Code of Practice, Wellington City Council refers to the Council and its Council Controlled Organisations, and any person or organisation delegated by the Council to act on its behalf.

## **2. Aim and scope**

- 2.1 A key aim of this Code of Practice is to ensure that micromobility share schemes are well-designed and work in harmony within the city and with other transport modes.
- 2.2 This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the Wellington Public Places Bylaw 2022.

## **3. Licence applications**

- 3.1 Micromobility companies must apply to operate in Wellington by receiving a Licence to Trade in Public Places.
- 3.2 When applying through the procurement process, operators must include a plan that shows how their proposed scheme will adhere to this Code of Practice. The plan also needs to include how they will close their operation if it no longer meets the code and their licence to operate is revoked.
- 3.3 Micromobility companies will work with the Council to agree on a scheme size that is fit for purpose for Wellington.
- 3.4 Applications must include up-to-date references and contact details of referees.

## **4. Communications**

- 4.1 Clear and open lines of communication must be maintained with the Council.



- 4.2. Micromobility companies must get approval from the Council for their promotions or media that specifically mention Wellington City Council, its Council Controlled Organisations and Council activities.
- 4.3. The Council will work with micromobility companies on media related to Council events and promotions.
- 4.4. The following reporting requirements are to be shared with Council within the specified timeframes in the table below. Additional information may be requested from the operator whenever necessary.

Frequency	Information required																																
<b>Within 24 hours</b>	<ul style="list-style-type: none"> <li>The operator must notify the council within 24 hours if they become aware of an accident involving a Micromobility device(s) and provide details on the incident.</li> <li>The operator must notify Council of any potential systemic hardware or software issues and what will be done to remedy the issue.</li> </ul>																																
<b>Monthly</b>	<ul style="list-style-type: none"> <li>Redistribution/deployment locations.</li> <li>Record of complaints received, and response time logs for the month(including complaints received associated with poor riding behaviour/bad parking).</li> <li>Complaints that are opened, closed and outstanding for the month.</li> <li>Incidents for the month, that must be reported using the following criteria: <ul style="list-style-type: none"> <li><b>Minor</b> - Injuries or ailments not requiring medical treatment apart from minor first aid.</li> <li><b>Moderate</b> - Minor injury or medical treatment case requiring A&amp;E.</li> <li><b>Significant</b> - Serious injury causing hospitalisation or multiple medical treatment cases.</li> <li><b>Major</b> - Life threatening injury or multiple serious injuries causing hospitalisation.</li> <li><b>Severe</b> - Death or multiple life-threatening injuries.</li> </ul> </li> </ul> <table border="1" data-bbox="459 1323 1286 1482"> <thead> <tr> <th>Type</th> <th>Minor</th> <th>Moderate</th> <th>Significant</th> <th>Major</th> <th>Severe</th> <th>Total</th> <th>Incidents per Trip</th> </tr> </thead> <tbody> <tr> <td>Scooter</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Bike</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>How the operator has promoted equity over the last month, including supporting more vulnerable groups such those with disabilities and people on lower income etc. Additionally, how equity has been promoted with different population groups, such as Māori and Pacifica.</li> <li>Events from the last month and any upcoming events (school events, safety training etc.)</li> <li>Sustainability information or updates from the last month</li> <li>Any updates to hardware, safety subscriptions, business development from the last month</li> </ul>	Type	Minor	Moderate	Significant	Major	Severe	Total	Incidents per Trip	Scooter								Bike								Total							
Type	Minor	Moderate	Significant	Major	Severe	Total	Incidents per Trip																										
Scooter																																	
Bike																																	
Total																																	
<b>Quarterly</b>	<ul style="list-style-type: none"> <li>Evidence of how the operator’s proposed geo-fencing system is adhering to compliance requirements as outlined in item 6.18.</li> <li>10% audit of end of trip photos taken from the previous month prior to the quarterly report</li> <li>End-of-life recycling or disposal plan to be shared every 6 months.</li> </ul>																																

## 5. Safety and maintenance

- 5.1. Micromobility companies must comply with relevant New Zealand health and safety regulations and hold public liability insurance to the amount set out in the Council's Trading in Public Places Policy, valid throughout the full period of the licence. A copy of the insurance certificate is to be provided to the Council as part of a licence application.
- 5.2. All micromobility vehicles must have front and rear lights. Lights must stay on at all times.
- 5.3. Provision of bikes must be accompanied by complementary helmets for riders to use during their ride. Helmets provided must meet and display stickers that communicate adherence to one or more approved standard of safety and quality. The approved standards options are ASTM F1447-2006, AS/NZS 2063:2008, NZS 5439 or AS 2063.2
- 5.4. Micromobility companies must have steps in place to encourage riders to comply with all relevant provisions of the Land Transport (Road User) Rule 2004.
- 5.5. Micromobility vehicles must comply with Waka Kotahi NZ Transport Agency's definition of a [low-powered vehicle](#). Micromobility vehicles must be maintained at a high quality and fit for purpose so they can withstand constant public use and exposure to the elements, while continuing to meet rider safety and comfort standards. Micromobility vehicles should have:
  - 5.5.1. Smart technology with an active Global Positioning System (GPS) and wireless connectivity/diagnostics that can identify mechanical failure and tipped-over vehicles
  - 5.5.2. The micromobility vehicle equipment must contain integrated location technology and on-board wireless diagnostics to identify software and mechanical failure and enable preventative maintenance.
  - 5.5.3. Any micromobility device reported or believed to be inoperable will be remotely locked, until the device is removed and repaired.
  - 5.5.4. Every micromobility vehicle will prominently display a unique identification number that is a minimum 100pt font size or appropriate font size to be viewable at 5m distance. It must be high contrast and prominently displayed at all times.
  - 5.5.5. Micromobility companies must show how they will ensure that all their micromobility vehicles are maintained to these standards.
- 5.6. Companies must ensure their micromobility vehicles continue to comply with legal standards and requirements. At a minimum, micromobility vehicles should be fully serviced every six months, with regular checks and repairs throughout the year. All repairs must be completed as soon as possible following notification of any issues. All mechanical services and repairs must be logged and available for review by the Council whenever requested or to an agreed reporting schedule.
- 5.7. The Council retains the right to require companies to inspect their micromobility fleets and provide assurances to the Council's satisfaction that the fleets are safe to operate. The Council may require a fleet to be removed from circulation immediately if it is unsafe. Failure to remedy any issue to the Council's satisfaction may result in suspension or cancellation of the licence.

## 6. Operations

- 6.1. Micromobility share schemes can only be operated in Wellington City with a licence granted under the Public Places 2022 Bylaw.

- 6.2. The Council reserves the right to limit the number of micromobility share companies operating in the city and the number of micromobility vehicles.
- 6.3. The Council reserves the right to enforce a minimum number and a maximum number of micromobility vehicles per company.
- 6.4. Micromobility share schemes must not cause disruption or nuisance to the street environment or have a negative impact on other people who use these public spaces, including people with impaired vision and/or other disabilities. Micromobility company websites should have up-to-date information for customers about safe and considerate riding, including giving way to pedestrians on footpaths or other shared spaces.
- 6.5. Micromobility companies should be able to monitor their micromobility vehicles remotely at all times, including whether they have fallen over, to ensure micromobility vehicles are not abandoned around the city, or causing a nuisance.
- 6.6. Micromobility vehicles should always be parked where they do not create hazards for pedestrians or block vehicle access. Information on good parking behaviour must be communicated to customers.
- 6.7. For Micromobility operators - non-compliant locations for deployment include, but are not limited to:
  - Footpaths where there is less than 1.8m clearance.
- 6.7.1. For Micromobility operators - non-compliant locations for parking include, but are not limited to:
  - Where the device has been parked in the centre of a footpath.
  - Near intersections, vehicle crossings, traffic islands, driveways, accessways, or service lanes.
  - Obstructing or blocking pedestrian flow or access to amenities.
  - Obstructing or blocking emergency exits, stairs or entry / exit to a building.
- 6.7.2. Operators are required to conduct a quarterly 10% audit of end of trip parking photo locations and issue infringement notices for non-compliant parking as outlined above.
- 6.8. Damaged micromobility vehicles parked in a non-compliant manner or location must be removed by the micromobility company within the timeframes specified in item 7.3. If not, micromobility vehicles will be removed by the Council. The removal cost is \$371 per micromobility vehicle, and this will be passed on to the companies when vehicle are returned to them. This cost may change over time at the Council's discretion.
- 6.9. If a micromobility vehicle is left for more than 24 hours in an area where micromobility vehicles are not licenced to be used (including geofenced areas, no parking zones or waterways), it must be moved by the micromobility company or the Council may remove the micromobility vehicle at the company's expense.
- 6.10. Micromobility companies will have systems that incentivise good parking behaviour and penalise non-compliance.
- 6.11. If drop zones are not being adequately utilised council will work with the operators to improve their utilisation through increasing the user incentive for ending trips in drop zones or creating no parking zones.
- 6.12. Any specific infrastructure improvements required for successful operations would need to be considered and approved by the Council.
- 6.13. Micromobility companies must have capability to redistribute their micromobility vehicles around the city to avoid bunching, particularly in advance of major events or at the Council's request.

- 6.14. Parking requirements will be subject to change by the Council in order to manage the numbers of micromobility vehicles on the city’s streets.
- 6.15. Micromobility companies must provide the Council with up-to-date and relevant contact details for their operational staff who have responsibility for resolving issues.
- 6.16. Micromobility companies are required to use geo-fencing technology to control rider access to certain areas in the city, which would be agreed with the Council.
- 6.17. Public share bikes must adhere to regulations for bicycles set by Waka Kotahi that legally prohibit riding bicycles on pedestrian only footpaths. Except for shared paths, bicycles in use must remain on cycleways or the general traffic lanes.
- 6.18. Riding or parking micromobility vehicles are not permitted in the designated areas listed below:

Location	Riding ban	Parking ban	Restriction
Wellington Botanic Gardens including the Rose Garden and Anderson Park	✓	✓	No parking or riding in any area except vehicle and/or bike only areas
Bolton Street Cemetery	✓	✓	No parking or riding in any area
Otari-Wilton's Bush	✓	✓	No parking or riding in any area
Truby King Park (excluding main roads)	✓	✓	No parking or riding in any area except on main roads
Cuba Street Mall	✓	✓	No parking or riding in any area
Waterfront side of Oriental Parade from Herd Street to Freyberg Pool	✓	✓	No parking or riding in any area except the Oriental Parade cycle path
Lambton Quay footpath between Whitmore Street and Willis Street	✓	✓	No parking or riding on the footpath; riding on the road is allowed
Willis Street footpath between Lambton Quay and Manners Street	✓	✓	No parking or riding on the footpath; riding on the road is allowed
Manners Street footpath	✓	✓	No parking or riding on the footpath; riding on the road is allowed
Courtenay Place footpath	✓	✓	No parking or riding on the footpath; riding on the road is allowed

- 6.19. The minimum parking compliance is 92%, unless in a designated parking area, where the minimum parking compliance is 95% for these areas.

**7. Customer experience and education**

- 7.1. Micromobility companies must provide 24-hour communication channels for customers, including a clearly displayed telephone number on their website, apps and micromobility vehicles.
- 7.2. Micromobility companies are required to have a process for dealing with complaints and be able to provide the Council with a record of complaints received and response time logs when requested.
- 7.3. When an incident is reported to the Council's call center and forwarded to the micromobility company, the company must promptly inform the Council of how the issue was resolved within the specified timeframes, corresponding to the location of the incident as highlighted below. Resolved means that the device is no longer parked or left in a non-complaint manner.

**Pukehīnau/Lambton General Ward - Timeframes:**

Matter	Incident response and feedback to the Council
Urgent safety issue	90 minutes
Routine incident/complaint	10 hours

**All other Wellington Wards - Timeframes:**

Matter	Incident response and feedback to the Council
Urgent safety issue	2 hours
Routine incident/complaint	12 hours

7.4. The following suburbs are in Pukehīnau/Lambton General Ward:

- Aro Valley
- Highbury
- Kelburn
- Mount Cook
- Mount Victoria
- Oriental Bay
- Pipitea
- Te Aro
- Thorndon
- Wellington Central
- Newtown

7.5. An urgent incident is considered anything that is:

- Obstructing pathways or roads and impedes the passage of individuals or vehicles.
- Potentially threatening the natural environment or personal safety.
- Poses an increased threat to pedestrians, particularly those who use mobility aids such as wheelchairs, walkers, canes, or those with visual or auditory impairments who may not be able to detect or react to approaching vehicles.
- Obstructing an emergency passage (in/out of a building/fire escape).

7.6. Customers must agree to the company's terms and conditions for using micromobility vehicles at the point of hire. The terms must promote safe and legal riding, and good parking behaviour.

## 8. Data requirements

8.1. All personal information must be collected, processed and stored in accordance with the requirements of the New Zealand Privacy Act 2020.

8.2. If requested, anonymised, non-commercially sensitive data collected by micromobility companies must be shared with the Council to assist with ongoing transport planning, facility improvements and the development of an micromobility share policy. The following table sets out the minimum data requirements.

	Format	Description
Company name	[company name]	n/a
Trip record number	xxx0001, xxx0002, xxx0003, ...	3-letter company acronym + consecutive trip #

Trip duration	MM:SS	n/a
Trip distance	KM	n/a
Start date	MM, DD, YYYY	n/a
Start time	HH:MM:SS (00:00:00 – 23:59:59)	n/a
End date	MM, DD, YYYY	n/a
End time	HH:MM:SS (00:00:00 – 23:59:59)	n/a
Start location	GPS location	n/a
End location	GPS location	n/a
Micromobility ID number	xxxx1, xxxx2, ...	Unique identifier for every micromobility, determined by company

8.3. It is also useful for the Council to have the following information (provided by micromobility companies on request):

- scooter and bike routes
- deployment locations report and map
- number of customer issues and complaints that are opened, closed and outstanding
- number of urgent issues and routine incidents dealt with under item 7.3 (within 10 hours and 12 hours)
- number and location (latitude and longitude) of reported crashes and the circumstances if known.

8.4. The Council can request micromobility companies to provide real-time information on their fleets through a documented application program interface (API). Data published to the API may include (but is not limited to) the following information in real time for every micromobility:

- micromobility identification number
- GPS co-ordinate
- availability start date
- availability start time
- battery level.

The Council will contract a third-party software vendor to provide data management services and will be required to share data collected by the micromobility companies with the third-party software vendor. The Council will share this data using the Mobility Data Specification (MDS) Provider Application Program Interface (API). More information found at <https://github.com/openmobilityfoundation/mobility-data-specification/tree/main/provider>

The micromobility company will be required to:

- populate all required fields in the Provider API
- Status API data should include all relevant vehiclestate values, including "available" and "unavailable" vehicles on the street. The vehicle state values should represent the appropriate real world/operational state of the vehicles as defined by MDS. Similarly, event type fields should be populated to represent the appropriate real world/operational reason underlying the vehicle state. All changes in vehicle state should have a valid prior vehicle state as outlined in MDS. More information on vehicle state can be found at <https://github.com/openmobilityfoundation/mobility-data-specification/blob/main/general-information.md#vehicle-states>

- populate the parking\_verification\_URL field if the scooter company develops the capability to report on this field
- update the MDS status endpoint provided to the third-party software company with real-time information at least every 10 minutes
- implement any changes to the required field as formalised through the MDS GitHub Repository within 45 business days of receiving a formal notice from the Council.

The Council will:

- use a third-party vendor to conduct an audit on the MDS API of micromobility companies to ensure compliance with the specification as a condition of launching the scooter share scheme
- provide formal notice to micromobility companies from time to time to implement changes to the required field through the MDS GitHub Repository.

- 8.5. Customer data integration and transfer may be required in the future, both with Greater Wellington Regional Council’s journey planning platforms and Waka Kotahi NZ Transport Agency’s Mobility as a Service project (as digital capabilities are extended). The Council may update this condition if or when required.
- 8.6. The Council reserves the right to display information about micromobility share companies on the Council’s websites and apps.

## 9. Specific Conditions

- 9.1. Micromobility companies will use geo-fencing technology to ensure that micromobility devices cannot be hired in the Courtenay precinct (as outlined in Appendix 2) during the following times:
- 9pm Thursday – 6am Friday
  - 9pm Friday – 6am Saturday
  - 9pm Saturday – 6am Sunday
  - 9pm on the eve of public holidays observed in Wellington until 6am on the day of that public holiday.
- 9.2. Micromobility companies will ensure that all their micromobility vehicles have a unique and visible registration number that enables public reporting of unsafe rider behaviour. The unique identification number must high contrast and be a minimum 100pt font size or appropriate font size to be viewable at 5m distance.
- 9.3. Micromobility companies must contact the following organisations and providers about any access requirements or restrictions for micromobility vehicles on their land or facilities, and report back to the Council using the form below. This process must occur at the beginning of each new licence period.

Location	Riding ban	Parking ban	Deployment ban	Outcome of discussion
NZ Parliament Buildings	x	✓	✓	
Wellington Railway Station	✓	✓	✓	No scooters inside the station building

Te Papa	x	✓	x	No parking near front door and red gates to left of entrance
Victoria University (all campuses)	✓	✓	✓	
Massey University	x	x	x	Discussions remain ongoing
Wellington International Airport	x	✓	✓	List any restrictions
Sky Stadium	x	x	x	No scooters past the ticket gates
Basin Reserve	x	✓	✓	Ground closes at 9pm; no riding during events
Wellington Regional Hospital	x	✓	✓	Low speed zone across hospital grounds; no parking across emergency services access ways

- 9.4. Micromobility companies will work with the Council to manage their scooter redistribution plan for the city.
- 9.4.1. 25% of the deployed fleet must be distributed to the suburban zones (available via Ride Report) each day.
- 9.5. Per item 6.3 of the Council’s [Trading and Events in Public Places Policy](#), micromobility companies must ensure the minimum footpath widths are adhered to. The Policy specifically outlines that the minimum width that must be maintained for the continuous accessible path of travel is 1.8m. Where the Council has widened the footpaths to improve the pedestrian experience, such as the Golden Mile, the minimum width may be wider.
- 9.6. People riding micromobility vehicles on the waterfront must be encouraged by the scooter hire companies to keep left and not exceed the posted speed limit.
- 9.7. Micromobility companies will ensure that the 15km/h speed restriction is enforced on all their micromobility vehicles as set out in the shapes available via the operators Ride Report account.
- 9.8. Micromobility companies must develop and implement operational plans that will:
- ensure their micromobility vehicles are designed to last at least two years on Wellington’s streets.
  - ensure all their company vehicles are electric, with a focus on using electric vehicles wherever possible.
  - ensure the deployment of swappable batteries occurs as soon as possible.
  - ensure all scooters, equipment and parts have an end-of-life recycling or disposal plan. This plan is to be shared with Council every 6 months through monthly reporting.

## **10. Integration with Waka Kotahi NZ Transport Agency’s Mobility Marketplace**

- 10.1. Waka Kotahi NZ Transport Agency is piloting a Mobility as a Service (MaaS) project, which brings together any legal transport operators into a Mobility Marketplace. The Mobility Marketplace is powered by a real-time data processing platform and operates on open data principles.
- 10.2. Operators of new transport services, including micromobility share, should have the technological capability to integrate their services into this Mobility Marketplace, allowing customers to view all transport choices, in one place.



- 10.3. An open data contract will need to be established with Waka Kotahi to enable data to pass through the MaaS platform in an open licence agreement. The information outlined in Appendix 1 will then be pushed to a central MaaS Platform using an API (note: this feed could be pulled directly from the micromobility companies' existing apps).

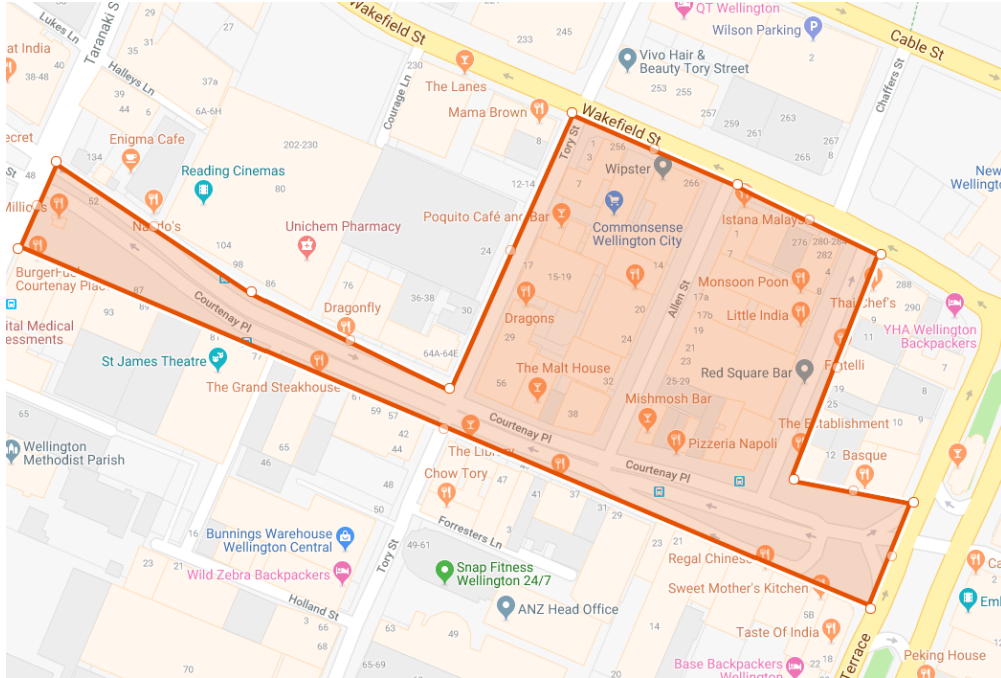
## **11.Licence fees**

- 11.1. There is no licence application fee for micromobility share companies.
- 11.2. If a licence is granted, scooter share companies will be required to pay the following fees:
- \$615, GST inclusive for a licence up to 36 months in duration
  - \$25 bond, GST inclusive per licensed micromobility (this will be returned when the licence period ends)
  - 15 cents, GST inclusive per scooter or bike trip taken in Wellington City – subject to negotiation and change.

## **12. Appendix 1: Information requirements for MaaS integration**

1. Real-time micromobility vehicle locations. Update frequency <10s.
  - a. Must contain:
    - i. Micromobility vehicle identifier
    - ii. Lat/Long location
    - iii. Accurate speed
  - b. Would ideally contain:
    - i. Compass/directional information
  
2. On-demand availability information.
  - a. Request
    - i. Current location for all available
  - b. Reply
    - i. Booking is possible: Yes/No
    - ii. Current location of all 'available' micromobility vehicles
    - iii. Estimated cost of the journey
  
3. On-demand booking request.
  - a. Request
    - i. Lat/Long of the origin
  - b. Reply
    - i. Booking identifier (if successful)
    - ii. Micromobility vehicle identifier - matching the one in the real-time micromobility vehicle position
  
4. On-demand status.
  - a. Request
    - i. Booking identifier returned by the booking request
  - b. Reply
    - Statuses as:
      - i. BOOKED
      - ii. INVALID
      - iii. CANCELLED
  
5. On-demand cancel.
  - a. Request
    - i. Booking identifier returned by the booking request

### 13. Appendix 2: Courtenay precinct



Tracking changes to Micromobility Share Scheme - Code of Practice

Location within CoP	Existing CoP wording	Changes to revised CoP	Change	Justification for change
<b>Introduction page</b>	This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the Wellington Public Places Bylaw 2022.	This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the <a href="#">Wellington Public Places Bylaw 2022</a> .	Included link to Bylaw info	WCC Policy & Research team sent links and highlighted it would be good to include this.
<b>Clause 2.2.</b>	This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the Wellington Public Places Bylaw 2022 (previously the Wellington Consolidated Bylaw 2008, Part 5: Public Places).	This Code of Practice applies to all micromobility share companies. It sets out the operational and safety standards they must comply with in order to be issued a licence and maintain approval to operate under the Wellington Public Places Bylaw 2022.	Removed the (previously the Wellington Consolidated Bylaw 2008, Part 5: Public Places).	WCC Policy & Research team highlighted that there is no need to include the sentence about what the Bylaw used to be named.
<b>Clause 3.1.</b>	Before launching a micromobility share scheme, companies must apply to the Council for a licence to operate.	Micromobility companies must apply to operate in Wellington by receiving a Licence to Trade in Public Places.	Wording updated to provide more clarity based on actual process that occurs through procurement.	Wording updated to provide more clarity based on actual process that occurs through procurement, as the old wording was not the actual situation that was occurring.
<b>Clause 3.2.</b>	The licence application must include a plan that shows how their proposed scheme will adhere to this Code of Practice. The plan also needs to include how they will close their operation if it no longer meets the code and their licence to operate is revoked.	When applying through the procurement process, operators must include a plan that shows how their proposed scheme will adhere to this Code of Practice. The plan also needs to include how they will close their	Wording updated to provide more clarity based on actual process that occurs	Wording updated to provide more clarity based on actual process that occurs through procurement.

		operation if it no longer meets the code and their licence to operate is revoked.	through procurement.	
<b>Clause 4.4.</b>	N/A – added new content.	The following reporting requirements are to be shared with Council within the specified timeframes in the table below. Additional information may be requested from the operator whenever necessary. <i>Table included but too large to include in this document.</i>	Table included to CoP that highlights specific reporting requirements that operators need to adhere to.	WCC City Insights team highlighted several gaps within the current CoP associated with reporting requirements that operators need to share with Council. The updates were also based on information within the Auckland City Council CoP to guide which specific information should be included as well.
<b>Clause 5.5.4.</b>	Every micromobility vehicle will prominently display an 0800 number for public use with a minimum 30pt font size.	Every micromobility vehicle will prominently display a unique identification number that is a minimum 100pt font size or appropriate font size to be viewable at 5m distance. It must be high contrast and prominently displayed at all times.	Changed requirements to enhance visibility for public. Included further details for physical requirements on where the identification number is displayed too	Auckland City Council have the same requirements and therefore it has been included in the WCC CoP to enhance visibility for public. WCC Connected Communities team also agreed with making these changes from an accessibility viewpoint.
<b>Clause 6.7.</b>	N/A – added new sentence	For Micromobility operators - non-compliant locations for deployment include, but are not limited to: <ul style="list-style-type: none"> <li>• Footpaths where there is less than 1.8m clearance.</li> </ul>	Added information to make it clearer on what is required regarding non-compliant deployment	This aligns with the footpath requirements as outlined in the WCC Trading in Public places document.

			for Micromobility operators.	
<b>Clause 6.7.1.</b>	N/A – added new sentence	<p>For Micromobility operators - non-compliant locations for parking include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Where the device has been parked in the centre of a footpath.</li> <li>• Near intersections, vehicle crossings, traffic islands, driveways, accessways, or service lanes.</li> <li>• Obstructing or blocking pedestrian flow or access to amenities.</li> <li>• Obstructing or blocking emergency exits, stairs or entry / exit to a building.</li> </ul>	Added information to make it clearer on what is required regarding non-compliant parking for Micromobility operators and riders.	This has been included to help keep operators accountable by highlighting what is expected from them and their riders.
<b>Clause 6.7.2.</b>	N/A – added new sentence	Operators are required to conduct a quarterly 10% audit of end of trip parking photo locations and issue infringement notices for non-compliant parking as outlined above.	Added information to make it clearer on how Council will be assessing operators' compliance with non-compliant parking as	Added information to make it clearer on how Council will be assessing operators' compliance with non-compliant parking as outlined in clause 6.7.

			outlined in clause 6.7.													
<b>Clause 6.9. (previously 6.8)</b>	If a micromobility vehicle is left for more than three consecutive days in an area where micromobility vehicles are not licenced to be used, it must be moved by the micromobility company or the Council may remove the micromobility vehicle at the company's expense.	If a micromobility vehicle is left for more than 24 hours in an area where micromobility vehicles are not licenced to be used (including geofenced area, no parking zones or waterways), it must be moved by the micromobility company or the Council may remove the micromobility vehicle at the company's expense.	Changing timeframe from 3 days to 24 hours.	Changing to help reduce disruptions associated with incorrectly parked devices. Including additional information in the definition of <i>not licenced to be used</i> to provide more clarity too.												
<b>Clause 6.19</b>	N/A – added new sentence.	The minimum parking compliance is 92%, unless in a designated parking area, where the minimum parking compliance is 95% for these areas.	Added sentence associated with percentage target to be achieved by operators to keep them accountable.	For the end of trip photos that will now be required, these parking compliance targets must be met.  This percentage target is based on information as highlighted within the Auckland City Council Parking CoP - <a href="https://www.aucklandcouncil.govt.nz/licences-regulations/Documents/micromobility-parking-deployment-requirements.pdf">https://www.aucklandcouncil.govt.nz/licences-regulations/Documents/micromobility-parking-deployment-requirements.pdf</a> . These percentage targets will be monitored through the quarterly end of trip photo audit that is also being requested to be provided to WCC from the operators.												
<b>Clause 7.3.</b>	When an incident is logged by the Council's call centre and referred to the micromobility company, the company must promptly advise the Council how the matter was resolved within the following timeframes:  <table border="1" data-bbox="488 1201 857 1342"> <thead> <tr> <th>Matter</th> <th>Incident response and feedback to the Council</th> </tr> </thead> <tbody> <tr> <td>Urgent safety issue</td> <td>2 hours</td> </tr> </tbody> </table>	Matter	Incident response and feedback to the Council	Urgent safety issue	2 hours	When an incident is reported to the Council's call center and forwarded to the micromobility company, the company must promptly inform the Council of how the issue was resolved within the specified timeframes, corresponding to the location of the incident as highlighted below. Resolved means that the device is no longer parked or left in a non-complaint manner.	Changing wording of 7.3. and including different timeframes based on the location where an incident has occurred.	Based on FreshService information from Courtenay Place – the maximum average time it takes for operators to make communications with WCC is 9.62 hours (see information below). This is why the change has occurred to the requirements for any incidents that occur in the Pukehinau/Lambton General Ward areas.  <table border="1" data-bbox="1368 1230 1709 1342"> <tbody> <tr> <td>Urgent</td> <td>1.82</td> </tr> <tr> <td>High</td> <td>6.29</td> </tr> <tr> <td>Medium</td> <td>1.60</td> </tr> <tr> <td>Low</td> <td>9.62</td> </tr> </tbody> </table>	Urgent	1.82	High	6.29	Medium	1.60	Low	9.62
Matter	Incident response and feedback to the Council															
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	<table border="1"> <tr> <td>Routine incident/complaint</td> <td>12 hours</td> </tr> </table>	Routine incident/complaint	12 hours	<p>Pukehinau/Lambton General Ward - Timeframes:</p> <table border="1"> <tr> <td>Matter</td> <td>Incident response and feedback to the Council</td> </tr> <tr> <td>Urgent safety issue</td> <td>90 minutes</td> </tr> <tr> <td>Routine incident/complaint</td> <td>10 hours</td> </tr> </table> <p>All other Wellington Wards - Timeframes:</p> <table border="1"> <tr> <td>Matter</td> <td>Incident response and feedback to the Council</td> </tr> <tr> <td>Urgent safety issue</td> <td>2 hours</td> </tr> <tr> <td>Routine incident/complaint</td> <td>12 hours</td> </tr> </table>	Matter	Incident response and feedback to the Council	Urgent safety issue	90 minutes	Routine incident/complaint	10 hours	Matter	Incident response and feedback to the Council	Urgent safety issue	2 hours	Routine incident/complaint	12 hours		
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<p><b>Clause 7.4.</b></p>	<p>Added new Clause 7.4. to CoP</p>	<p>The following suburbs are in Pukehinau/Lambton General Ward:</p> <ul style="list-style-type: none"> <li>- Aro Valley</li> <li>- Highbury</li> <li>- Kelburn</li> <li>- Mount Cook</li> <li>- Mount Victoria</li> <li>- Oriental Bay</li> <li>- Pipitea</li> <li>- Te Aro</li> <li>- Thorndon</li> </ul>	<p>Added new Clause 7.4. to CoP</p>	<p>Added new 7.4. Clause to CoP – to provide more information to the changes in clause 7.3 after feedback from interal WCC staff that this needed to be clearer.</p> <p>Newtown was also included in this ward, as although it is not officially within the Lambton General Ward – the evaluation report from the City Insights team, highlights high micromobility usage throughout Newtown – hence being important to include.</p>														



		<ul style="list-style-type: none"> <li>- Wellington Central</li> <li>- Newtown</li> </ul>		
<b>Clause 7.5. (previously 7.4.)</b>	<p>An urgent incident is considered anything that is:</p> <ul style="list-style-type: none"> <li>- Blocking a footpath/road and doesn't leave enough room for someone in a wheelchair to get past safely</li> <li>- Potentially threatening the natural environment or personal safety</li> <li>- Obstructing an emergency passage (in/out of a building/fire escape)</li> </ul>	<p>An urgent incident is considered anything that is:</p> <ul style="list-style-type: none"> <li>- Obstructing pathways or roads and impedes the passage of individuals or vehicles.</li> <li>- Potentially threatening the natural environment or personal safety.</li> <li>- Poses an increased threat to pedestrians, particularly those who use mobility aids such as wheelchairs, walkers, canes, or those with visual or auditory impairments who may not be able to detect or react to approaching vehicles.</li> <li>- Obstructing an emergency passage (in/out of a building/fire escape).</li> </ul>	<p>Changing definitions to have a greater focus on accessibility</p>	<p>Changed to make the definition focused more towards accessibility as a priority based on experience and feedback so far.</p>
<b>Clause 8.3.</b>	<p>It is also useful for the Council to have the following information (provided by micromobility companies on request):</p> <ul style="list-style-type: none"> <li>- scooter and bike routes</li> <li>- deployment locations report and map</li> <li>- number of customer issues and complaints that are opened, closed and outstanding</li> <li>- number of urgent issues and routine incidents dealt with under item 7.3 (within two hours and 12 hours)</li> <li>- number of reported crashes and the circumstances if known.</li> </ul>	<p>It is also useful for the Council to have the following information (provided by micromobility companies on request):</p> <ul style="list-style-type: none"> <li>- scooter and bike routes</li> <li>- deployment locations report and map</li> <li>- number of customer issues and complaints that are opened, closed and outstanding</li> <li>- number of urgent issues and routine incidents dealt with under item 7.3 (within 10 hours and 12 hours)</li> </ul>	<p>Including italics text: number and <i>location (latitude and longitude)</i> of reported crashes and the circumstances if known.</p> <p>Changing time in the brackets associated with item 7.3</p>	<p>RideReport highlighted that it would be beneficial to include location (latitude and longitude information) and gives future opportunities to visualize and analyse the data in connection with ridership activity.</p>

		<ul style="list-style-type: none"> <li>- number and location (latitude and longitude) of reported crashes and the circumstances if known.</li> </ul>	to say 10 hours not two – to reflect updates to clause 7.3.	
<b>Clause 9.1.</b>	<p>Micromobility companies will use geo-fencing technology to ensure that micromobility devices cannot be hired in the Courtenay precinct (as outlined in Appendix 2) during the following times:</p> <ul style="list-style-type: none"> <li>- 9pm Friday – 6am Saturday</li> <li>- 9pm Saturday – 6am Sunday</li> <li>- 9pm Sunday – 6am Monday</li> <li>- 9pm on the eve of public holidays observed in Wellington until 6am on the day of that public holiday.</li> </ul>	<p>Micromobility companies will use geo-fencing technology to ensure that micromobility devices cannot be hired in the Courtenay precinct (as outlined in Appendix 2) during the following times:</p> <ul style="list-style-type: none"> <li>- 9pm Thursday – 6am Friday</li> <li>- 9pm Friday – 6am Saturday</li> <li>- 9pm Saturday – 6am Sunday</li> <li>- 9pm on the eve of public holidays observed in Wellington until 6am on the day of that public holiday.</li> </ul>	<p>Include Thursday evening in the restrictions on Courtenay place and remove Sunday evening</p>	<p>This change has occurred based on RideReport trip data from December 2023. It highlights Thursday trip numbers and Sunday trip numbers. The reason for this change is that Thursday evenings have consistently higher total trips on Courtenay Place, in comparison to Sunday evenings on Courtenay Place.</p> <p>Thursday 7 Dec - 55 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Thursday 14 Dec - 49 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Thursday 21 Dec - 36 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Thursday 28 Dec - 41 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Sunday 10 Dec – 18 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Sunday 17 Dec - 25 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Sunday 24 Dec - 31 Total Trips for scooters and e-bikes on Courtenay Place</p> <p>Sunday 31 Dec - 57 Total Trips for scooters and e-bikes on Courtenay Place</p>

<b>Clause 9.2.</b>	Micromobility companies will ensure that all their micromobility vehicles have a unique and visible registration number that enables public reporting of unsafe rider behaviour.	Micromobility companies will ensure that all their micromobility vehicles have a unique and visible registration number that enables public reporting of unsafe rider behaviour. The unique identification number must high contrast and be a minimum 100pt font size or appropriate font size to be viewable at 5m distance.	Include more specific details about visibility requirements	Adding more specific details about visibility requirements. WCC Accessibility Analyst also agrees with the updated requirements as well.
<b>Clause 9.4.1.</b>	25% of the licenced fleet must be distributed to the suburban zones (available via Ride Report) each day.	25% of the deployed fleet must be distributed to the suburban zones (available via Ride Report) each day.	Changed the wording from licenced fleet to deployed fleet	RideReport suggested that it is better to have this wording, as having licenced fleet requirements can become difficult in low ridership periods (such as winter). For example, if an operator is deploying under their licensed fleet number, then it means they need to deploy a higher % of vehicles in the suburban zones to comply.
<b>Clause 9.5.</b>	Per item 6.3 of the Council's Trading and Events in Public Places Policy, micromobility companies must ensure the minimum footpath widths are adhered to.	Per item 6.3 of the Council's Trading and Events in Public Places Policy, micromobility companies must ensure the minimum footpath widths are adhered to. The Policy specifically outlines that the minimum width that must be maintained for the continuous accessible path of travel is 1.8m. Where the Council has widened the footpaths to improve the pedestrian experience, such as the Golden Mile, the minimum width may be wider.	Include more specific details from Trading and Events in Public Places Policy	Text from Trading and Events in Public Places Policy included to highlight what the specific requirements are from within the document. Make it clearer what is required from the operators. Auckland City Council also have similar requirements as outlined in the <a href="#">Micromobility Parking and Deployment Requirements</a> document.
<b>Clause 9.8.</b>	Micromobility companies must develop and implement operational plans that will:	Micromobility companies must develop and implement operational plans that will: - ensure all their company vehicles are electric, with a	Change the specific details of electric bikes to	Change the specific details to be broader around electric vehicle requirements for operators.  Change the specific details of the requirements for the end-of-life recycling or disposal plan –

	<ul style="list-style-type: none"> <li>- ensure all their company vehicles are electric, with a focus on using electric bikes where possible</li> <li>- ensure all scooters, equipment and parts have an end-of-life recycling or disposal plan.</li> </ul>	<p>focus on using electric vehicles wherever possible.</p> <ul style="list-style-type: none"> <li>- ensure all scooters, equipment and parts have an end-of-life recycling or disposal plan. This plan is to be shared with Council every 6 months through monthly reporting.</li> </ul>	<p>electric vehicles</p> <p>Change the specific details of the requirements for the end-of-life recycling or disposal plan</p>	<p>operators need to report this and provide updates on this every 6 months.</p>
<b>Clause 11.2.</b>	<p>If a licence is granted, scooter share companies will be required to pay the following fees:</p> <ul style="list-style-type: none"> <li>- \$615 for a licence up to 36 months in duration</li> <li>- \$25 bond per licensed micromobility (this will be returned when the licence period ends)</li> <li>- 11 cents per scooter or bike trip taken in Wellington City – subject to negotiation and change.</li> </ul>	<p>If a licence is granted, scooter share companies will be required to pay the following fees:</p> <ul style="list-style-type: none"> <li>- \$615, GST inclusive for a licence up to 36 months in duration</li> <li>- \$25 bond , GST inclusive per licensed micromobility (this will be returned when the licence period ends)</li> <li>- 15 cents, GST inclusive per scooter or bike trip taken in Wellington City – subject to negotiation and change.</li> </ul>	<p>Changed fee per vehicle trip from 11c to 15c</p> <p>Added GST inclusive to all of the figures</p>	<p>The change of fee per vehicle trip – 15c is aligned to other councils that charge a similar fee structure (Dunedin Council currently charge 13c and Tauranga Council charge 20c – therefore 15c is a mid-point between these two figures).</p> <p>Added GST inclusive to each of the figures in alignment with advice from the WCC Finance team to help give more clarity for operators moving forward.</p>

# ACTIONS TRACKING AND FORWARD PROGRAMME

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## Purpose

1. This report provides an update on which previous committee decisions have been implemented and which are still outstanding. It also provides a list of items scheduled to be considered at the next two meetings (hui).

## Why this report is being considered

2. This report is considered at every ordinary meeting and assists in monitoring progress on previous decisions and planning for future meetings.

Author	Tian Daniels, Democracy Advisor
Authoriser	Liam Hodgetts, Chief Planning Officer

## Taunakitanga | Officers' Recommendations

Officers recommend the following motion:

That the Kōrau Tūāpapa | Environment and Infrastructure Committee:

1. Receive the information.

## Key points



3. Resolutions expected to be completed by this meeting date or in the next three months have been attached below.
4. If members have questions about specific resolutions, the best place to ask is through the written Q&A process.
5. This body passed 53 resolutions in Poutū-te-rangi 2024 (March 2024):
  - 3 are complete and 50 are still in progress.
6. 79 in progress resolutions were carried forward from previous reports:
  - 24 are now complete and 55 are still in progress.
7. The following items are scheduled to go to the Committee's next two hui:  
Rāapa, 5 Pīpiri 2024 (Wednesday, 5 June 2024):
  - Water Services Bylaw review - recommendations following consultation.
  - Regional Collaboration Water Services Delivery Plan
  - Proposed Road Stopping Land Exchange - Ngatiapa Street
  - Half Cost Path Policy Review 2024
  - Collections & Organics Options and Update report  
Rāpare, 1 Here-turi-kōkā 2024 (Thursday, 1 August 2024)
  - Housing Action Plan 6-monthly report
  - Fale Trust Key Terms and Operational Principles
  - Collections Implementation Plan report
  - Collection and Transportation of Waste Bylaw review

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### **Takenga mai | Background**

8. The purpose of the actions tracking report is to ensure that all resolutions are being actioned over time. It does not take the place of performance monitoring or full updates. The Committee could resolve to receive a full update report on an item, if it wishes.
9. Resolutions from relevant decision-making bodies in previous trienniums are also included.
10. The forward programme is a working document and subject to change on a regular basis.

### **Attachments**

- Attachment 1. Actions Tracking Completed [↓](#) 
- Attachment 2. Actions Tracking In Progress [↓](#) 

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Date	ID	Title	Clause number	Clause	Status	Comment
23/06/2022	178	2.1 Approval of Proposed District Plan for Public Notification	20	Agree that officers report back early in the new triennium on the short stay accommodation market in Wellington provided by AirBnB and other providers, and the effectiveness of options used here in New Zealand and abroad to manage and or regulate the short stay accommodation market provided by AirBnB and other providers.	Completed	Completed as part of the Rating Policy Review in late 2023.
27/04/2023	1469	2.2 Climate Adaptation Community Engagement Roadmap	4	Direct officers to proceed implementing the first three phases of the Roadmap which includes: a. Phase 1 – Scoping and groundwork b. Phase 2 – City-wide engagement on education of impacts c. Phase 3 – Public consultation on the draft Adaptation Framework that will guide how and where the local adaptation planning (phases 4-6) are implemented.	Completed	New staff to support the delivery have been appointed and the delivery of actions in phases 1 and 2 are being progressed. Update 5/3/2024 - Phase 1 and 2 are underway. Phase 3 will be undertaken in the second half of this calendar year.
27/04/2023	1470	2.2 Climate Adaptation Community Engagement Roadmap	5	Direct officers to report back on the progress of the Roadmap delivery to the Kōrau Tūāpapa   Environment and Infrastructure Committee as part of quarterly Te Atakura Reporting processes and/or at key milestones.	Completed	Update 5/3/24 - Q2 report includes an update on the adaptation work programme including the Roadmap

Date	ID	Title	Clause number	Clause	Status	Comment
27/04/2023	1471	2.2 Climate Adaptation Community Engagement Roadmap	6	Direct officers to ensure that from the outset, a structure for the programme will be created which strongly and specifically reflects our partnership agreement, guaranteeing mana whenua decision-making rights throughout. Mana whenua and Māori values will be embedded into the approach, and sufficient time and support (financial if necessary) to mana whenua will be provided to allow for meaningful engagement. This will mitigate any potential limitations in our current consultation framework and ensure that the engagement process recognises Māori rangatiratanga over their own lands, resources, and taonga.	Completed	Staff have been appointed and advice from Mataaho Aronui is guiding the approach.
27/04/2023	1472	2.2 Climate Adaptation Community Engagement Roadmap	7	Agree to recommend to Kōrau Tōtōpū   Long-term Plan, Finance, and Performance Committee that priority is given to funding parts 4 to 6 of the programme in the Long-term Plan in order to speed up implementation of the Adaptation Roadmap.	Completed	In progress as part of the LTP Update 5/3/24 - the proposed LTP budgets include funding for phases 4-6 of the Roadmap, with a plan to run a formal community planning process with 1-2 communities over the first three years of the LTP



Date	ID	Title	Clause number	Clause	Status	Comment
14/09/2023	2166	2.1 Zero Waste Programme - Collections and Processing Business Case	8	<p>Agree to include the short listed options for new waste collection service configuration shown in the table below and detailed in the attached business case, as well as a status quo “do nothing” option, in the Long-term Plan 2024-34 consultation document:  Option   Rubbish   Recycling   Organics  D Fortnightly 120L wheelie bin Fortnightly 240L wheelie bin excl glass + four-weekly 80L wheelie bin Weekly 80L food and garden wheelie bin  E Fortnightly 120L wheelie bin Fortnightly 240L wheelie bin + fortnightly 45L glass only crate Weekly 23L food only  F (preferred) Fortnightly 120L wheelie bin Fortnightly 140L wheelie bin + fortnightly 45L glass only crate Weekly 80L food and garden wheelie bin</p>	Completed	16/4/24 The 2024-34 LTP consultation is now underway with potential changes to the waste collection services being one of three key issues being consulted on. It's noted that the options and their configuration have changed slightly from September 2023 due to legal advice received.
14/09/2023	2171	2.1 Zero Waste Programme - Collections and Processing Business Case	13	<p>Agree to consult on a change to the Revenue and Financing Policy to introduce a new targeted rate to fund organics and rubbish collection starting in 2026/27 as part of the Long-term Plan 2024-34 consultation.</p>	Completed	16/4/24 The 2024-34 LTP consultation is now underway with potential changes to the waste collection services being one of three key issues being consulted on. The consultation includes the potential introduction of a targeted rate.

Date	ID	Title	Clause number	Clause	Status	Comment
14/09/2023	2173	2.1 Zero Waste Programme - Collections and Processing Business Case	15	Agree to include the following operating costs for new collections services in the Long-term Plan 2024-34 budget for consultation (adjusted for household growth and inflation): 2023/24 \$0.6 million 2024/25 \$0.9 million 2025/26 \$1.6 million 2026/27 \$26.4million 2027/28 \$26.3 million 2028/29 \$26.3 million 2029/30 \$26.8 million 2030/31 \$27.5 million 2031/32 \$28.3 million 2032/33 \$29.1 million 2033/34 \$32.1 million	Completed	16/4/24 Updated costs have been included in the 2024-34 LTP consultation. The costs have changed slightly since September 2023 due to further analysis and modelling work being completed.
14/09/2023	2187	2.1 Zero Waste Programme - Collections and Processing Business Case	28	Agree to begin a regional procurement process for a regional organics processing solution, which could involve constructing a facility that is jointly owned with other councils, partnering with a waste management company to build a new facility, or a contractual agreement to process organic material at a privately owned facility.	Completed	16/4/24 A regional procurement process for an organics processing solution is underway.
30/11/2023	2728	3.4 Civic Administration Building demolition	2	Note there is currently \$8.4m allocated in the 2024/25 budget for the demolition of the Civic Administration Building (CAB)	Completed	
30/11/2023	2729	3.4 Civic Administration Building demolition	3	Agree to bring forward \$2.4m of this funding into 2023/24 to enable the first stages of CAB demolition to begin	Completed	
1/02/2024	2873	2.1 Lifting the Creek - remediation of the closed landfill in Haewai / Houghton Valley	1	Receive the information and thank the petitioners	Completed	
1/02/2024	2878	3.1 Half Cost Path Policy Review 2023	1	Receive the information.	Completed	

Date	ID	Title	Clause number	Clause	Status	Comment
1/02/2024	2879	3.1 Half Cost Path Policy Review 2023	2	Note that officers have undertaken a review of the Half Cost Path Policy (the policy) and recommend that the Council revokes the policy.	Completed	
1/02/2024	2880	3.1 Half Cost Path Policy Review 2023	3	Agree to undertake public consultation on the Statement of Proposal to revoke the policy (attachment one).	Completed	
1/02/2024	2881	3.1 Half Cost Path Policy Review 2023	4	Agree to delegate authority to the Chair of the Committee to make amendments and any editorial changes as necessary to the Statement of Proposal.	Completed	
1/02/2024	2882	3.1 Half Cost Path Policy Review 2023	5	Direct officers to include a specific question in the consultation on the issue of payment for maintenance or replacement of retaining walls on road reserve.	Completed	
1/02/2024	2883	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	1	Receive the information.	Completed	
1/02/2024	2884	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	2	Note that, as required under the Waste Minimisation Act 2008, in order to receive ongoing waste levy funding from the Ministry for the Environment to carry out waste minimisation projects and activities, all councils are required to review and update their Waste Management and Minimisation Plans every six years.	Completed	
1/02/2024	2885	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	3	Agree to revoke the existing Wellington Region Waste Management and Minimisation Plan 2017-2023.	Completed	
1/02/2024	2886	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	4	Note on 4 December 2023, the Wellington Region Waste Management and Minimisation Joint Committee recommended all eight Wellington councils adopt the Wellington Region Waste Management and Minimisation Plan 2023-2029	Completed	

Date	ID	Title	Clause number	Clause	Status	Comment
1/02/2024	2887	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	5	Agree to adopt the proposed Wellington Region Waste Management and Minimisation Plan 2023-2029, as Wellington City Council's Waste Management and Minimisation Plan for the period 2023-2029 as required under the Waste Minimisation Act 2008.	Completed	
1/02/2024	2888	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	6	Agree to delegate authority to the Kōrau Tūāpapa   Environment and Infrastructure Committee Chair to make amendments to the Wellington City Council's Waste Management and Minimisation Plan for the period 2023-2029 where those amendments are limited to changes to other council's local action plans.	Completed	
1/02/2024	2890	3.3 Actions Tracking and Forward Programme	1	Receive the information.	Completed	
14/03/2024	3082	2.1 Regional collaboration on a water services delivery plan	1	Receives the information	Completed	
14/03/2024	3087	2.2 Proposed District Plan Intensification Decisions	1	Receive the information	Completed	
14/03/2024	3134	2.3 Actions Tracking and Forward Programme	1	Receive the information.	Completed	

Date	ID	Title	Clause number	Clause	Status	Comment
24/06/2021	114	3.2: Approval of 30-year Spatial Plan	6	Agree that officers will report on the implementation of the Spatial Plan and the supporting Action Plan on an annual basis, or more regularly as required.	In progress	Progress on implementing the Spatial Plan's actions will be reported on in September 2024. Decisions on the Proposed District Plan Intensification Planning Instrument are due end of April 2024
24/06/2021	115	3.2: Approval of 30-year Spatial Plan	14	Agree that Council will seek to get the agreement of Kāinga Ora to develop at least one Specified Development Project through under the Urban Development Act 2020 to facilitate more affordable and sustainable housing.	In progress	Officers are waiting for the Kāinga Ora review to conclude, and be advised on the approach and priorities of the new Central Government.
24/06/2021	119	3.2: Approval of 30-year Spatial Plan	29	Request officers report back on the capacity to implement the National Policy Statement on Indigenous Biodiversity once it is released, as well as options for incentivising maintenance of Significant Natural Areas (SNAs), such as a rates rebate on the percentage of private land designated as a Significant Natural Area.	In progress	Decisions on the NPS-IB are due to be taken by the Council once the Government's position on these matters is made clear.
23/09/2021	127	2.2 Frank Kitts Car Park and Fale Malae	6	Agree that if the Fale Malae project goes ahead on Frank Kitts Park that compensatory open green space will be created elsewhere in the central city which will be designed in line with Water Sensitive Urban Design principles and that the overall objective of the Council's planning work is to significantly increase the amount of green open space overall. Note that part of the Fale Malae will be open space.	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
						As discussed at the Environment and Infrastructure Committee (08.06.23), if and when Resource Consent is granted for the car park demolition and the wider park redevelopment works Council will undertake an investigation to assess what relocation options there are available at the time. Please note however that no guarantees can be made that suitable relocation options can be found for the existing tenants.
						In terms of timing, Council expects to lodge the Resource Consent mid 2024 with a decision expected to take up to 18 months.
23/09/2021	128	2.2 Frank Kitts Car Park and Fale Malae	8	Direct officers to assist the eight businesses connected to the Frank Kitts car park with relocation.	In progress	We will provide updates to the businesses as we progress and will notify them of when we intend to lodge the Resource Consent.
27/10/2021	130	2.1 Let's Get Wellington Moving - Golden Mile Single Stage Business Case	5	Require LGWM to engage closely with the local business community on design and delivery implementation to ensure the needs of business are as best as possible met through detailed design of the project.	In progress	RETIRED - LGWM dissolved in March 2024.
27/10/2021	131	2.1 Let's Get Wellington Moving - Golden Mile Single Stage Business Case	7	Note the funding allocation report will need to explicitly incorporate the loss of parking revenue to Council.	In progress	RETIRED - LGWM dissolved in March 2024.
27/10/2021	133	2.3 Te Whanganui-a-Tara Whaitua Implementation Programme And Te Mahere Wai O Te Kāhui Taiao	2	Note that officers will continue to work with Greater Wellington Regional Council to understand the impact of the Te Whanganui-ā-Tara Whaitua Implementation Plan and will report back on implementation to the Committee.	In progress	A review is in progress of those actions attributed to the Council Report back scheduled for the 2022-25 triennium
10/11/2021	140	2.2 Fossil Fuel Free Central City	5	Agree that officers investigate opportunities for low traffic streets in areas outside of the scope of LGWM, in line with Council's strategic vision and within current programmes of work and budgets.	In progress	A low traffic street trial is underway as part of the Kilbirnie Connections Project and post installation survey has just opened for feedback. (April 2024)
10/11/2021	141	2.2 Fossil Fuel Free Central City	7	Agree to open up Dixon Street (Taranaki Street - Victoria Street) as budgeted in the Pōneke Promise and agree to open up Cuba Street (Ghuznee Street - Vivian Street) to people by limiting private vehicle access, for consideration in the LTP 24-34 process.	In progress	RETIRED - Dixon St project is complete. Cuba St project has been suspended and is awaiting LTP decisions. (April 2024)

Date	ID	Title	Clause number	Clause	Status	Comment
24/11/2021	144	3.1 Evans Bay Parade Stage 2 - Greta Point to Cobham Drive	5	Note that Council officers intend to bring a paper to the Pūrora Hātepe   Regulatory Processes Committee outlining parking restrictions for the marina and public boat ramp areas. This expenditure is not included in the current budget.	In progress	Finalising parking layout and working through how the different areas can be enforced. Aiming for a Report to Regs Committee Aug-Sept 2024.
12/05/2022	153	2.4 Wellington Central City Green Network Plan Update	5	Note that officers will continue to work with mana whenua as a part of our partnership and engagements around the Open Space and Recreation Strategy and through the LGWM Iwi Partnership Working Group to ensure that their values and aspirations are incorporated into the delivery of the Green Network Plan objectives and targets	In progress	RETIRED. LGWM disbanded. Work will continue with our Tākai Here partners as we roll out city wide open space improvements.
12/05/2022	154	2.4 Wellington Central City Green Network Plan Update	6	Note that officers are developing a business case as input into the 2024/25-34 LTP.	In progress	Target delivery options being developed. Partially included in the draft LTP LoS.
23/06/2022	177	2.1 Approval of Proposed District Plan for Public Notification	19	Request that officers investigate options to incentivise development on underdeveloped land as part of the wider review of the Rating Policy, including land value only rating (as recommended by the Productivity Commission) and a targeted rate on underdeveloped land in the city centre, metropolitan, local and neighbourhood centres.	In progress	Has been consulted on and will be continued further after LTP

Date	ID	Title	Clause number	Clause	Status	Comment
27/04/2022	333	Lane, Mount Cook	2 (c)	<p>Recommend to Council that it:</p> <p>a. Declare that an approximately 7.24m<sup>2</sup> (subject to survey) part of fee simple land adjoining the Hanson Street service lane and being Lot 3 DP 67283, ROT WN36C/236 and part of Part Lot 1 DP 8308, ROT WN379/283 (the Land) is not required for a public work and is surplus to operational requirements.</p> <p>b. Agree to dispose of the Land to the adjoining owner of 25 Hanson Street (Lot 1 DP 358660, ROT 238839), for amalgamation with that property.</p> <p>c. Delegate to the Chief Executive Officer the power to conclude all matters in relation to the disposal of the Land, including all legislative matters, issuing relevant public notices, negotiating the terms of the sale or exchange, imposing any reasonable covenants, and anything else necessary.</p> <p>d. Note that the Land comprises isolation strips that are only 400 millimetres wide</p>	In progress	10/04/2024 Council has now received the settlement amount (\$195,500.00). Council lawyers are now arranging the new titles, needed before the disposal project can be 100% closed off.
15/09/2022	769	2.1 Approach to Speed Management	8	Note that the next Council will consider the feedback from the consultation and make decisions on safe and appropriate speed limits considering feedback from the public.	In progress	The consultation on this has been retracted. Council is awaiting policy announcements from the Minister.
15/09/2022	770	2.1 Approach to Speed Management	9	Agree that officers will work with mana whenua and Waka Kotahi to implement bilingual Te Reo traffic signs to support this mahi where possible in accordance with the vision of Te Tauihu, Wellington City Council's Te Reo Policy.	In progress	7/03/24 WCC is awaiting the results of He Tohu Huarahi. Waka Kotahi has undertaken the first phase of the He Tohu Huarahi Māori Bilingual Traffic Signs programme work and in 2024 will undertake a process to consider and, where appropriate, implement the rest of the signs from 2024. This is subject to funding.



Date	ID	Title	Clause number	Clause	Status	Comment
15/09/2022	781	2.4 Future Access Road between Strathmore and Moa Point	3	Agree that Council includes the acquisition and construction of a public road in the 30 Year Infrastructure Strategy for consultation through, and consideration at, the next LTP.	In progress	Discussions with WIAL continue alongside their terminal expansion plans.
15/09/2022	783	2.4 Future Access Road between Strathmore and Moa Point	5	Note Officers will continue engaging with WIAL on Stewart Duff Drive, and work towards a solution if public access through this road is restricted as WIAL plan their airport terminal expansion.	In progress	Discussions with WIAL continue alongside their terminal expansion plans.
15/09/2022	801	2.7 Newtown to City bike and bus improvements - traffic resolution approval	7	Request officers report back to Council on the initial monitoring and evaluation of the impacts of the Newtown to City bike and bus improvements, particularly the economic impacts on businesses within 6 months of installation being complete.	In progress	A 'Changing Lanes' retail report was published in September 2023 and an updated version of the report is being worked on for 2024. We are currently waiting for updated data. Monitoring and evaluation data for the route is currently being compiled, with a report expected to be ready in Q4 of this 23/24.
15/09/2022	802	2.7 Newtown to City bike and bus improvements - traffic resolution approval	9	Request that officers investigate improvements to the bike network that will provide alternatives to the waterfront route.	In progress	Minor work improvements to improve an alternative waterfront route are being developed. Alternative cycling corridors may be considered in 24/25 year as part of the Harbour Quays project that WCC will be leading in partnership with Greater Wellington.
24/08/2022	816	2.5 Let's Get Wellington Moving - Aotea Quay Roundabout Notification and Traffic Resolution Approva	4	Request officers investigate options to improve wayfinding signage encouraging pedestrians to use Hutt Road/Thorndon Quay rather than Aotea Quay	In progress	[23/01/23] Delayed due to termination of Kiwirail's IReX project.
8/12/2022	968	2.2 E-Bike Share Trial Scheme	3	Agree that officers will report back to committee on the outcome of the trial late in 2023 to inform any future licence beyond 30 March 2024	In progress	The Environment and Infrastructure Committee will receive a report on the continuation of shared micromobility at its meeting of 24 April 2024
16/03/2023	1390	2.1 Major slip events of July & August 2022	2	Note that Officers will undertake a review of the available budgets for resilience activities in time for the next LTP with a view on ensuring that funds are deployed into climate change adaption strategies as well as mitigation.	In progress	29.11.23 Progress is underway via the LTP to put in sufficient funding for this activity

Date	ID	Title	Clause number	Clause	Status	Comment
8/06/2023	1677	2.3 Frank Kitts Park Development Plan and Fale Malae	2	Agree to the preferred development plan for Frank Kitts Park and request officers to prepare resource consent submission.	In progress	Resource Consent preparations currently underway. Aiming for submission by end of 2024.
8/06/2023	1680	2.3 Frank Kitts Park Development Plan and Fale Malae	5	Note that officers will come back to Council to seek the approval of the Key Commercial Terms and Operational Principles that would inform a lease between Council and the Fale Malae Trust, prior to Resource Consent.	In progress	Council decision for this scheduled for August 2024.
8/06/2023	1684	2.1 Wellington City Council Housing Action Plan 2023 - 2025	2 a-c	Rental Housing a) Direct officers to report back to the Kōrau Tūāpapa   Environment & Infrastructure Committee on the pilot programme agreed with MBIE to inspect rental properties in 2024 in time for Long Term Plan discussions to assess whether additional resourcing is needed to run the scheme on a permanent basis. b) Organise two meetings annually between the Council and renting organisations to evaluate the health of homes in the city with a report going to the Committee outlining the experience of renters once a year. c) Direct officers to provide a stocktake of legislation and standards pertaining to renting that need to be amended and advocated for by elected members, for example reform of the Residential Tenancies Act, Income Related Rent Subsidies and the Health Act that will improve the quality of life for renters.	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.

Date	ID	Title	Clause number	Clause	Status	Comment
8/06/2023	1685	2.1 Wellington City Council Housing Action Plan 2023 - 2025	2 d-f	Planning for Growth d) Agree to investigate the possibility of including a Papakāinga chapter in the District Plan, likely to be introduced in late 2024 once the district plan is operative. e) Agree to develop targets for public and affordable housing along the Mass Rapid Transit route. f) Request officers bring advice on how to implement the Urban Design Panel that include recommendations on who pays, as part of the LTP 2024.	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.
8/06/2023	1686	2.1 Wellington City Council Housing Action Plan 2023 - 2025	2 g-h	Consenting and Compliance improvements (also note change of title in this section to include compliance) g) Consider and advise on appropriate improvements in the consenting function to assist owners of earthquake buildings and those wanting to build affordable and public housing. h) Scope and cost for Council approval an advocacy programme to the Government with technical support from officers on the following matters relating to the Building Act and Code: i. Improving fire safety in multi-storey developments ii. Increasing universal design and ensuring accessibility for all iii. Assessing whether requirements around earthquake resilience are fit for purpose and affordable for owners iv. Increasing standards for sustainability and to reduce the carbon footprint of all buildings. v. Stronger penalties for non-compliant building	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.

Date	ID	Title	Clause number	Clause	Status	Comment
8/06/2023	1687	Housing Action Plan 2023 - 2025	2 i-m	<p>Mana Whenua and Māori Housing</p> <p>i) This programme supports whānau Māori achieving housing security, with a focus on increasing Māori home ownership and long-term rentals in Te Whanganui-a-Tara.</p> <p>j) Assisting with establishing or re-establishing marae within the city and associated (kaumātua) housing traditionally coupled with marae.</p> <p>k) Supporting mana whenua to create wāhi kāinga, whenua kāinga, and papakāinga within Te Whanganui-a-Tara.</p> <p>l) Collaborating with mana whenua to establish housing solutions allowing Māori to transition into a whare they own.</p> <p>m) Providing whanau with better access to support that helps them get into and out of temporary/emergency housing as their needs change.</p>	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.

Date	ID	Title	Clause number	Clause	Status	Comment
8/06/2023	1689	2.1 Wellington City Council Housing Action Plan 2023 - 2025	2 o-s	<p><b>Affordable Housing</b></p> <p>o) Provide advice on how local and central government can encourage more co-housing developments in the city by the end of 2024 from a policy, consenting and funding perspective.</p> <p>p) Add Polytechnics and organisations representing young people not in tertiary education to regular forums to address housing for young people.</p> <p>q) Advocate to the government for financial support to scale up the Te Kāinga programme.</p> <p>r) Direct officers to provide advice on how to scale up the Warm Up Wellington and the Home Energy programmes to improve the environmental performance of more Wellington homes in time for the Long-term Plan.</p> <p>s) Advocate to Government to undertake the requisite analysis to support the development of a more culturally diverse finance system with appropriate services and products and to identify barriers that stop people</p>	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.
8/06/2023	1693	2.1 Wellington City Council Housing Action Plan 2023 - 2025	4	Agree to find at least the equivalent-size green space as the Old Johnsonville Library site, in the Johnsonville metropolitan centre.	In progress	15/04/2024 - procurement process for ex Jville Library site will commence mid 2024, officers to provide advice on whether proceeds can be used for investment in green space as requested by Cllrs in Nov 23 EIC.
8/06/2023	1695	2.5 Chaytor Street, Raroa Crescent, Curtis Street, Karori - Safety Improvements Options	2	Note that Council Officers will progress with the preferred safety improvements Option 1: Traffic calming combination.	In progress	29.08.23 Progress is underway to implement this option in 23/24
8/06/2023	1701	3. Public Excluded	2	Note that, following the meeting, the information that can be released pertaining to the resolutions will be made publically available for item 3.1 Te Kāinga Update and Review.	In progress	15/04/2024, commercial negotiations ongoing. Not ready for release.

Date	ID	Title	Clause number	Clause	Status	Comment
3/08/2023	1849	2.1 Proposed Land Acquisition - Kaiwharawhara	2	Recommend that Te Kaunihera o Pōneke   Council agree to acquire approximately 98m <sup>2</sup> of land being part of 1 Curnow Way, Kaiwharawhara, legally described at Lot 15 DP 321404 and held on ROT 85348 (the Land).	In progress	16/04/24 - Waiting on new title to be issued before progressing to settlement (est. before end of this FY).
3/08/2023	1856	2.2 Frank Kitts Park Playground Options	4	Agree to delegate to the Chief Executive to review the public release of the decisions and report by 31 December 2023.	In progress	Playground opened. Release planned post project completion to enable full reconciliation of costs.
14/09/2023	2165	2.1 Zero Waste Programme - Collections and Processing Business Case	7	Request that officers report back prior to the final approval of the 2024-34 Long-term Plan (likely May 2024) with updated details on these changes to levels of service including: a) the progress of the regional organics processing procurement process b) a procurement approach for a new collections contract to implement the councillor selected preferred option, including detailed specifications such as bin types and truck fleet requirements. c) Updated cost estimates for the proposed changes to levels of service, including both operating and capital costs. d) Additional information about the implementation of these change to levels of service, including proposals for phasing the transition	In progress	16.4.24 Officers will report back to the Long-term Plan Finance and Performance Committee on 30th May 2024.
14/09/2023	2178	2.1 Zero Waste Programme - Collections and Processing Business Case	20	Agree to continue our funding application to the Ministry of the Environment for \$4.7M contribution to the roll out of changes to collections services, including \$4M the cost of new organics bins, to be reimbursed on receipt of payment.	In progress	16/4/24 The funding application for new organics bins and implementation costs is still in progress.

Date	ID	Title	Clause number	Clause	Status	Comment
14/09/2023	2184	2.1 Zero Waste Programme - Collections and Processing Business Case	25	Agree to continue working with our regional partners Hutt City Council and Porirua City Council on the procurement of an organics waste processing facility.	In progress	16/04/24 Staff from the three councils are working together on MfE funding applications and the joint procurement for a regional organics processing solution. The Registration of Interest stage is currently underway, and officers have facilitated part suppliers connecting with other part suppliers to produce a total solution. The ROI closes 20/5/24. Post-LTP decisions it is intended that a joint Request for Proposal will be put to market as the next stage of the procurement process.
14/09/2023	2185	2.1 Zero Waste Programme - Collections and Processing Business Case	26	Agree to continue the joint funding application to Ministry of the Environment for \$35M contribution to the new regional organics waste processing facility.	In progress	16/4/24 The Expression of Interest for the regional organics processing facility has been submitted and the three councils are currently working on application documents to be submitted to MfE.
14/09/2023	2194	2.1 Zero Waste Programme - Collections and Processing Business Case	35	Agree to investigate transporting collected organic material to existing facilities in the North Island until the new regional facility is operational, the estimated cost of which is included in the operational costs in resolution 15.	In progress	16/4/24 The potential for interim organic processing solutions was included in the Request for Information which closed on 5/2/24. The outcome of this will be included in the report provided to the Long-term Plan Finance and Performance Committee on 30/5/24.
14/09/2023	2197	2.1 Zero Waste Programme - Collections and Processing Business Case	38	Note that the procurement process will be structured to enable smaller operators to bid for parts of any wider contract, as part of the Broader Outcomes strategy. This may allow some organic material to be processed locally in the interim to reduce the amount of material that needs to be transported long distances to existing out of region facilities. Any bids for local processing will be considered alongside all other proposals and will consider the net cost and net environmental effects.	In progress	16/4/24 The Registration of Interest closes on 20/5/24, however through this process officers have facilitated part suppliers connect with other part suppliers to achieve a total solution.

Date	ID	Title	Clause number	Clause	Status	Comment
14/09/2023	2204	2.2 Zero Waste Programme - Resource Recovery Network Expansion Business Case	5	<p>Agree to investigate an option that will meet the objectives of the Te Kopahou Track Network Plan (including the entrance carpark to 221 &amp; 223 Happy Valley Rd.) and an expansion of the resource recovery hub (option C) on the same site for inclusion in the detailed business case in May 2024. This will be considered alongside other options.</p> <p>5A) Instruct officers to explore all four options in the detailed business case due in May 2024.</p>	In progress	16/4/24 The resource recovery hub (Tip Shop expansion) has been deferred to the 2027-37 LTP. WCC has commissioned a feasibility assessment report on the Happy Valley Road site, we expect to have the final report in early May 2024.
14/09/2023	2210	2.2 Zero Waste Programme - Resource Recovery Network Expansion Business Case	11	Agree to develop a proposal for two additional resource recovery centres including identifying priority locations, partnering, and operating models in the detailed business case for May 2024.	In progress	Officers are currently working with Sustainability Trust to open the first resource recovery centre this year. Officers will bring back proposals for additional resource recovery centres in 24/25.
30/11/2023	2717	2.1 Quays Please Petition	2	Direct officers to work with partners to prioritise determining the best way to deliver a central city connection for bikes and scooters that connects from the Railway Station to Oriental Bay, that is consistent with resource and staff availability.	In progress	This is being considered as part of the transition of projects from LGWM.
30/11/2023	2722	3.1 Newtown & Berhampore Parking Scheme	5	Agree to officers investigating offering options for lower income groups and options for a subscription payment scheme for residents parking permits to allow people to pay in regular instalments.	In progress	The Regulatory Committee will receive a report on the Newtown & Berhampore Parking Scheme at its meeting of 18 April 2024
30/11/2023	2723	3.1 Newtown & Berhampore Parking Scheme	6	Agree the Newtown and Berhampore Parking Scheme be progressed as outlined in this paper, noting further details will be determined through a Traffic Resolution process in early 2024, and that final decisions resulting in changes are not sought from the Committee today.	In progress	The traffic resolution is advertised. TR157-23 will be taken to Regs Committee in April for consideration.
30/11/2023	2724	3.1 Newtown & Berhampore Parking Scheme	7	Agree to remove electric vehicle priority as an eligibility criterion for a permit and note that this is inconsistent with the Parking Policy	In progress	The traffic resolution has the EV eligibility criterion removed.



Date	ID	Title	Clause number	Clause	Status	Comment
30/11/2023	2725	3.1 Newtown & Berhampore Parking Scheme	8	<p>Agree that officers will undertake a traffic resolution consultation process in early 2024 that broadly follows the preferred option for the Scheme as consulted on, but incorporates into the consultation documents the following changes/proposals:</p> <p>a) Change the length of stay for all proposed restrictions from P120 Resident Permit Exempt to P180 Resident Permit Exempt.</p> <p>b) Change the hours of operation from 8am-8pm Monday to Sunday to 8am-8pm Monday to Friday</p> <p>c) Propose to introduce both the Newtown West and Berhampore zones mid-2024, and to undertake a review of these zones prior to implementing the Newtown East zone in Mid-2025</p> <p>d) Below are three locations near the shopping centre where we will make changes to zone boundaries, so properties are "within zone".</p> <p>i) Constable Street (17, 19, 21, 23, 27, 29 and 33), north side of Constable Street between the library and the petrol station, change the frontage restriction that is currently Resident Permit Zone to P120 Resident Permit Exempt.</p> <p>ii) Adelaide Road (197, 199, 201, 203, 205 and 207),</p>	In progress	The traffic resolution is advertised. TR157-23 will be taken to Regs Committee in April for consideration.
30/11/2023	2726	3.1 Newtown & Berhampore Parking Scheme	9	<p>Direct officers to investigate leasing between 50-60 on-street carparks on the hospital side of Mein St to Wellington Hospital for the exclusive use of hospital staff as a transitional solution for hospital staff carparking. The outcome of this investigation with recommendations to be reported back to committee alongside the results of the wider 6-month parking review.</p>	In progress	<p>Jan 2024</p> <p>The Regulatory Committee will receive a report on the Newtown &amp; Berhampore Parking Scheme at its meeting of 18 April 2024, the report has a recommendation to provide on street parking for Hospital Staff</p>
30/11/2023	2730	3.4 Civic Administration Building demolition	4	<p>Note officers are currently exploring options for demolition – the full cost is expected to be between \$7-13.99m, depending on the option chosen, and the additional up to \$5.59m required will be included in the LTP in the 2025/26 year</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
30/11/2023	2731	3.4 Civic Administration Building demolition	5	Note through the CAB/MOB development procurement process, officers will explore the possibility for MOB demolition to be funded by the successful developer	In progress	CAB/MOB redevelopment tender process underway.
30/11/2023	2732	3.4 Civic Administration Building demolition	6	Note that officers are releasing a tender through a competitive procurement process for the CAB and MOB buildings, seeking proposals that: a. Redevelop CAB; b. Redevelop or strengthen MOB, and include delivery of the Council's Town Hall requirements; c. As far as possible, deliver both buildings in a way that minimises impact on the Town Hall's construction timetable and seeks to align the delivery of MOB with the completion of the Town Hall to minimise costs to the Council; and d. Meet the vision and objectives of the Te Ngākau Civic Precinct Framework	In progress	CAB/MOB redevelopment tender process underway
30/11/2023	2733	3.4 Civic Administration Building demolition	7	Note these tender documents will be released in early December 2023 with selection of the successful tenderer expected by March 2024	In progress	CAB/MOB redevelopment tender process underway
30/11/2023	2734	3.4 Civic Administration Building demolition	8	Note the completion of a development plan for the wider Te Ngākau precinct will be provided to the Council by June 2024, following the completion of a tender process.	In progress	Process to select companies to develop master precinct plan underway.
30/11/2023	2741	3.3 Housing Action Plan 6-monthly report	4	Note that officers will continue with the Rental Inspection Service pilot for a further twelve months, working with key stakeholders to refine the referral process and determine the scale of the issue regarding damp and mouldy homes.	In progress	15/04/2024 An update on the progress of this action will be provided at the August 2024 E&I Committee in the Housing Action Plan 6-monthly report.
30/11/2023	2744	3.5 Old Johnsonville Library	2	Agree to enter a competitive procurement process to select a development partner, including the unsolicited proposal.	In progress	15/04/2024 Council officers are preparing a procurement plan to give effect to this decision.

Date	ID	Title	Clause number	Clause	Status	Comment
30/11/2023	2745	3.5 Old Johnsonville Library	3	<p>Recommend to Council that it:</p> <p>a. Declares the property at 116 Johnsonville Road and 3-5 Broderick Road, Johnsonville being 1,840m2 (subject to survey) described as Lots 3, 4 and 5 DP6130 surplus to requirements;</p> <p>b. Authorises the Chief Executive Officer to dispose of the site for the purpose of achieving outcomes on the site;</p> <p>c. Delegates authority to the Chief Executive Officer to carry out all necessary disposal actions;</p> <p>d. Delegates authority to the Chief Executive Officer to enter into a development agreement for the development of the site.</p> <p>e. Agree that a requirement of the agreement will be that the successful developer has a proven track record of working well with local communities. f. Agree to investigate options for the proceeds of the sale to be used for the purchase of greenspace in the Johnsonville urban area.</p>	In progress	15/04/2024 Paper going to full council on 18th April to affirm this decision.
30/11/2023	2799	3.1 Newtown & Berhampore Parking Scheme	10	Agree that taxi cars and couriers be treated as a business and ranked in parking allocation hierarchy accordingly.	In progress	The traffic resolution TR157-23 will be taken to Regs Committee in April for consideration. It has been made clear in this consultation that taxi and couriers will be treated as business vehicle in the parking eligibility criteria.
30/11/2023	2800	3.1 Newtown & Berhampore Parking Scheme	11	Direct officers to further engage with the Newtown Hospital, Otago University, Mary Potter Hospice, the Salvation Army, local schools, churches and other local communities to work on the short term and long term solutions including options of WCC providing offstreet car park and report back before May 2024.	In progress	Following committee decision on 18 April, officers will work with stakeholders on short and long term parking that could work alongside the Newtown/Berhampore parking scheme
30/11/2023	2801	3.1 Newtown & Berhampore Parking Scheme	12	Agree to apply a 50% discount for parking permits for people who hold a Community Services card and free for disability card holder, subject to legal advice.	In progress	The Regulatory Committee will receive a report on the Newtown & Berhampore Parking Scheme at its meeting of 18 April 2024

Date	ID	Title	Clause number	Clause	Status	Comment
1/02/2024	2874	2.1 Lifting the Creek - remediation of the closed landfill in Haewai / Houghton Valley	2	Direct Officers to provide the NRP report on the result of Rule 82 for Houghton Bay Landfill.	In progress	12/04/24 Awaiting finalisation of the report.
1/02/2024	2875	2.1 Lifting the Creek - remediation of the closed landfill in Haewai / Houghton Valley	3	Direct Officers to provide clarification on how the proposed fix of the pipe will impact the accumulating leachate in the landfill and whether leachate ingress will be restricted.	In progress	12/04/24 Awaiting finalisation of the report.
1/02/2024	2876	2.1 Lifting the Creek - remediation of the closed landfill in Haewai / Houghton Valley	4	On receipt of the reports, direct Officers to inform council of the recommended level of community engagement required	In progress	12/04/24 Awaiting finalisation of the report.
1/02/2024	2877	2.1 Lifting the Creek - remediation of the closed landfill in Haewai / Houghton Valley	5	On receipt of the reports, direct Officers to inform council if there is an ecological option that can be progressed.	In progress	12/04/24 Awaiting finalisation of the report
1/02/2024	2889	3.2 Adoption of the Wellington Region Waste Management and Minimisation Plan 2023-2029	7	Agree to Delegate to the Chair or Deputy Chair of the Wellington Region Waste Management and Minimisation Joint Committee, the authority to add a foreword to the Plan as part of publication.	In progress	
14/03/2024	3083	2.1 Regional collaboration on a water services delivery plan	2	Notes the Government's intended legislative changes to give effect to its Local Water Done Well policy, including the requirement on councils to develop a water service delivery plan	In progress	
14/03/2024	3084	2.1 Regional collaboration on a water services delivery plan	3	Approves signing of an MoU to jointly develop a water service delivery plan with the other councils within the Wellington region	In progress	
14/03/2024	3085	2.1 Regional collaboration on a water services delivery plan	4	Agrees to delegate authority to the Chief Executive to finalise the MoU, consistent with discussions and any amendments made by council.	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3086	2.1 Regional collaboration on a water services delivery plan	5	Agrees to nominate the Mayor to be council's representative on the Advisory Oversight Group for the joint water service delivery plan process, and Councillor Brown as support and alternate.	In progress	
14/03/2024	3088	2.2 Proposed District Plan Intensification Decisions	2	Receives the Recommendation Reports and Recommendations on Submissions Reports prepared by the Independent Hearings Panel for the hearing of submissions and further submissions on the Proposed District Plan in relation to Hearing Streams 1 to 5 and the 'ISPP Wrap-up Hearing', which are provided at Attachment 1 (Recommendation Reports and Recommendations on Submissions Reports).	In progress	
14/03/2024	3089	2.2 Proposed District Plan Intensification Decisions	3a	Notes that: a. Officers have undertaken a full District Plan Review as directed by the Council on 27 June 2018, resulting in notification of the Proposed District Plan on 18 July 2022;	In progress	
14/03/2024	3090	2.2 Proposed District Plan Intensification Decisions	3b	The Proposed District Plan gives effect to the direction set in the Our City Tomorrow – He Mahere Mokowā mō Pōneke A Spatial Plan for Wellington City 2021, and that the Hearings to date have covered matters that provide for:	In progress	
14/03/2024	3091	2.2 Proposed District Plan Intensification Decisions	3bi	Greater recognition of mana whenua values and the promotion of an active partnership in resource management processes;	In progress	
14/03/2024	3092	2.2 Proposed District Plan Intensification Decisions	3bii	.Upzoning to enable more housing capacity and housing choice in and around the City centre, suburban centres, and the City's train stations;	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3093	2.2 Proposed District Plan Intensification Decisions	3biii	Intensification and more mixed use within the existing urban area which supports the City's goal of becoming carbon neutral by 2050;	In progress	
14/03/2024	3094	2.2 Proposed District Plan Intensification Decisions	3biv	. Focussed character protections in the inner suburbs focused on higher quality character areas;	In progress	
14/03/2024	3095	2.2 Proposed District Plan Intensification Decisions	3bv	A risk-based approach to managing natural hazards, the impacts of sea level rise and climate change that balances intensification with adaptation;	In progress	
14/03/2024	3096	2.2 Proposed District Plan Intensification Decisions	3bvi	The heritage listing of new areas, buildings, objects, archaeological sites, and notable trees to protect them from inappropriate use and development, while enabling their sustainable long term use; and	In progress	
14/03/2024	3097	2.2 Proposed District Plan Intensification Decisions	3bvii	New amenity controls and design guides to ensure high quality urban development;	In progress	
14/03/2024	3098	2.2 Proposed District Plan Intensification Decisions	3c	In accordance with the decision of the Pūroro Āmua – Planning and Environment Committee (disestablished October 2022) two statutory processes under the Resource Management Act 1991 have been followed:	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3099	2.2 Proposed District Plan Intensification Decisions	3ci	The Intensification Streamlined Planning Process, which relates to housing and business intensification provisions and incorporates the legislatively-mandated Medium Density Residential Standards; and	In progress	
14/03/2024	3100	2.2 Proposed District Plan Intensification Decisions	3cii	The Part 1, Schedule 1 process relates to the remaining parts of the PDP not related to intensification, for example residential provisions not relating to intensification, provisions relating to special purpose zones, open space zones and rural areas, temporary activities, signs, notable trees, quarrying, and hazardous substances;	In progress	
14/03/2024	3101	2.2 Proposed District Plan Intensification Decisions	3ciii	The Proposed District Plan provisions approved under the Intensification Streamlined Planning Process will by law be deemed to be approved by the Council and become operative on that notification date;	In progress	
14/03/2024	3102	2.2 Proposed District Plan Intensification Decisions	3civ	The provisions approved under the Part 1 Schedule 1 process will be subject to an appeal period that closes 30 working days after notification of the decisions. If no appeals are received, then the provisions are considered to be beyond challenge and are deemed operative from the closing of the appeal period. Provisions that are appealed will take longer to resolve;	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3103	2.2 Proposed District Plan Intensification Decisions	4	Resolves to adopt and approve the Independent Hearings Panel's recommendations in respect of changes to plan provisions, mapping and Recommendations on Submissions per the Panel's Recommendation Reports and appendices except for the following recommendations:	In progress	
14/03/2024	3104	2.2 Proposed District Plan Intensification Decisions	4a	Matter: Hydraulic Neutrality (application to CCZ) Reject the Independent Hearing Recommendations in report 5C paras 5 and 46; and refer to the Minister an alternative that: Three Waters Chapter rule THW-R6 (Hydraulic neutrality - four or more residential units and non-residential buildings) apply to the City Centre Zone, as notified in the 2022 Proposed District Plan. Reason: Council agrees with the reasons set out in the reporting officer Ms Cook's Section 42A Report - Three Waters paragraph 309, Ms Cook's supplementary planning evidence (in particular para 29), and Ms Cook's Right of Reply (in particular para 26).	In progress	



Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3105	2.2 Proposed District Plan Intensification Decisions	4b	<p>Matter: Adelaide Road area within CCZ  Reject the Independent Hearing Recommendations in Report 4B, para 11 and Report 4B, para 106;  and refer to the Minister an alternative that:  Retains the City Centre zoning and the associated zone-based provisions and associated spatial layers as it relates to Adelaide Road between Rugby St and John Street in the notified 2022 Proposed District Plan.  Reason: Council agrees with the reasons stated in the Hearing Stream 4 Section 42A Report – Part 1 – City Centre Zone, paragraph 118, including Figures 11 and 12.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3106	2.2 Proposed District Plan Intensification Decisions	4c	<p>Matter: walkable catchment around CCZ</p> <p>Reject the Independent Hearing Recommendations in Report 1A as it relates to the City Centre Zone walkable catchment for NPS-UD: paras 6c, 299, 303, 341; Report 2A, as it relates to the Council amendment: paras 687, 696, 701, 703, 704, 707, 724; and Report 4C, para 515 as it relates to maximum height; Report 3B, paras 107, 111, 113 as it relates to Kelburn High Density Residential Zone and viewshafts; and refer to the Minister an alternative that:</p> <p>1. Within a City Centre Zone walkable catchment as shown in the attached map</p> <p>A: The City Centre Zone Walkable Catchment as per Section 42A Report Recommendations, which applies the 15 minute walkable catchment as recommended in Hearing Stream 1 Section 42A report para 360, and with the minor adjustment around Hay Street identified in the Hearing Stream 1</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3107	2.2 Proposed District Plan Intensification Decisions	4d	<p>Matter: Hay Street</p> <p>Reject the Independent Hearing Recommendations in Report 1A, para 6©(vii) for properties south of #7 and #8 Hay Street; Report 1A, para 341(g) for properties south of #7 and #8 Hay Street and Report 2A, para 706 for properties south of #7 and #8 Hay Street;</p> <p>and refer to the Minister an alternative that: The High Density Residential Zone and maximum heights limits are applied to Hay Street in the same way as other area within a walking catchment of the City Centre Zone without any Hay Street exemption.</p> <p>Reason: Council agrees with the reporting officer's evidence in Hearing Stream 1 Section 42A report on plan-wide matters and strategic direction para 90; and in the Hearing Stream 1 Right of Reply evidence from: Mr Wharton (paras 112 – 113); Ms Mandic (Appendix 2); and Ms Hammond (Appendix 3) that the area of Hay Street is within the area of the walkable</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3108	2.2 Proposed District Plan Intensification Decisions	4e	<p>Matter: Character Precincts</p> <p>Reject the Independent Hearing Recommendations in report 2B para 481; report 2A para 823; and Report 4C para 522; and refer to the Minister an alternative that:</p> <p>The extent of Character Precincts remain the same as that in the notified 2022 Proposed District Plan.</p> <p>Areas of extended Character Precincts as recommended by the Independent Hearings Panel that were recommended to be consequentially downzoned to Medium Density Residential Zone from High Density Residential Zone or that has their Medium Density Residential Zone maximum height limits reduced, be reverted back to their notified Medium Density Residential and High Density Residential Zone, with their notified maximum height limits.</p> <p>Consequential on the above relief, the maximum building height within the Berhampore Neighbourhood Centre Zone to retain</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3109	2.2 Proposed District Plan Intensification Decisions	4f	<p>Matter: Moir and Hania street interface</p> <p>Reject the Independent Hearing Recommendations in report 4B para 40;</p> <p>and refer to the Minister an alternative that:</p> <p>The height in relation to boundary controls and building height settings in the City Centre Zone managing the interface of Hania and Moir Streets be returned back to the notified 2022 Proposed District Plan numbers (with the retention of Independent Hearing Panel recommendation for CCZ-S1 to be height thresholds, not maximum heights).</p> <p>Reason: Council agrees with the following submitters to retain the building heights set out in CCZ-S1 and height in relation to boundary controls CCZ-S3 as relates to the area of Hania Street as notified on the edge of the City Centre</p> <p>Zone:</p> <ul style="list-style-type: none"> <li>Wellington City Youth Council #201, Restaurant Brands Limited #349, Fire and Emergency NZ #273, Century Group limited #238.</li> </ul>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3110	2.2 Proposed District Plan Intensification Decisions	4g	<p>Matter: Setbacks for 1-3 residential units Reject the Independent Hearing Recommendations in report 2A para 200 in relation to para 199(m), 419 and 473; and refer to the Minister an alternative that: The development of 1-3 residential units in the Medium and High Density Residential Zones have no minimum front or side yard requirements. Reason: Council agrees with the following submitters' reasons why having no minimum front or side yard setback requirements for the development of 1-3 residential units in the Medium and High Density Residential Zones per the notified 2022 Proposed District Plan is appropriate:</p> <ul style="list-style-type: none"> <li>• Retirement Villages Association of New Zealand Incorporated #350, Kainga Ora #391, Environmental Reference Group #377.</li> </ul>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3111	2.2 Proposed District Plan Intensification Decisions	4h	<p>Matter: Johnsonville Line and its walkable catchments</p> <p>Reject the Independent Hearing Recommendations in reports Report 1A: paras 4, 232, 233, 235, 237, 238, 299 (in relation to Johnsonville Line); Report 2A: paras 31(a), 728, 729, 730; Report 4C: paras 15, 261, 415, 595 (in relation to centres within 10 minutes of Johnsonville Line stations); and any other more general Independent Hearings Panel statements that are contrary to centres within 10 minutes walkable catchment of Johnsonville Line stations having a maximum height standard less than 22 m. and refer to the Minister an alternative that:</p> <p>1. Within the ten minute walkable catchments of the train stations of Crofton Downs, Ngaio, Awarua Street, Simla Crescent, Box Hill, Khandallah and Raroa, as shown in the attached Map B: The Johnsonville Train Line and 10 minute Walkable Catchments from its Stations, which is in turn based on the 2021</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
				Matter: Kapiti Line walkable catchments Reject the Independent Hearing Recommendations in Report 1A, para 317, 312 and 321; and Report 2A, para 739; and refer to the Minister an alternative that: 1. Within the ten minute walkable catchments of the train stations of Takapu Road, Redwood and Linden, as shown in the attached Map C: The Kapiti Train Line and 10 Minute Walkable Catchments from its Stations in the Tawa Suburb, which is in turn based on the 2021 Spatial Plan for Wellington City: Our Plan – Outer Suburbs: • All residential areas are to be High Density Residential Zone, as shown in Map C. Map C also includes the walkable catchments of Tawa and Kenepuru as unchanged from the IHP recommendations, in order to show the collective walkable catchment for these rapid transit stations in the Tawa suburb.		
14/03/2024	3112	2.2 Proposed District Plan Intensification Decisions	4i	• All centres zones within these identified 10 minute	In progress	



Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3113	2.2 Proposed District Plan Intensification Decisions	4j	<p>Matter: Gordon Wilson Flats  Reject the Independent Hearing Recommendations in report 3A para 441;  and refer to the Minister an alternative that:  Heritage building - #299, 320 The Terrace, Gordon Wilson Flats be removed from SCHED1.  Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	
14/03/2024	3114	2.2 Proposed District Plan Intensification Decisions	4k	<p>Matter: Gas Tank  Reject the Independent Hearing Recommendations in report 3A para 475;  and refer to the Minister an alternative that:  Heritage building #511, 139 Park Road, Gas Tank (Former) be removed from SCHED1.  Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3115	2.2 Proposed District Plan Intensification Decisions	4l	<p>Matter: Emeny House Reject the Independent Hearing Recommendations in report 3A para 556; and refer to the Minister an alternative that: Heritage building #415, 1 Ranfurly Terrace, Emeny House (former) be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	
14/03/2024	3116	2.2 Proposed District Plan Intensification Decisions	4m	<p>Matter: Kahn House Reject the Independent Hearing Recommendations in report 3A para 506; and refer to the Minister an alternative that: Heritage building #520, 53 Trelissick Crescent, Kahn House be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3117	2.2 Proposed District Plan Intensification Decisions	4n	<p>Matter: Olympus Apartments Reject the Independent Hearing Recommendations in report 3A para 471; and refer to the Minister an alternative that: Heritage building #510, 280 Oriental Parade, Olympus Apartments be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	
14/03/2024	3118	2.2 Proposed District Plan Intensification Decisions	4o	<p>Matter: Wharenui Apartments Reject the Independent Hearing Recommendations in report 3A para 467; and refer to the Minister an alternative that: Heritage building #509, 274 Oriental Parade, Wharenui Apartments be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3119	2.2 Proposed District Plan Intensification Decisions	4p	<p>Matter: Robert Stout building Reject the Independent Hearing Recommendations in report 3A para 456; and refer to the Minister an alternative that: Heritage building #497, 21 Kelburn Parade, Robert Stout Building be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter</p>	In progress	
14/03/2024	3120	2.2 Proposed District Plan Intensification Decisions	4q	<p>Matter: Primitive Church Reject the Independent Hearing Recommendations in report 3A para 454; and refer to the Minister an alternative that: Heritage building #490, 24 Donald McLean Street, Former Primitive Methodist Church be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3121	2.2 Proposed District Plan Intensification Decisions	4r	<p>Matter: Masonic Hall Reject the Independent Hearing Recommendations in report 3A para 445; and refer to the Minister an alternative that: Heritage building #366, 25-29 Phillip Street, Johnsonville Masonic Hall be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	
14/03/2024	3122	2.2 Proposed District Plan Intensification Decisions	4s	<p>Matter: Star of the Sea Reject the Independent Hearing Recommendations in report 3A para 435; and refer to the Minister an alternative that: Heritage building #120, 69 Tio Tio Road, Our Lady Star of the Sea Chapel and Stellamaris Retreat House be removed from SCHED1. Reason: Council does not consider that retaining the building on the heritage schedule is the most efficient and effective option to give effect to the NPS-UD, because the heritage values are insufficient to justify accommodating historic heritage as a qualifying matter.</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3123	2.2 Proposed District Plan Intensification Decisions	4t	<p>Matter: Kilbirnie plan change</p> <p>Reject the Independent Hearing Recommendations in Report 1A paras 5, 336, 337; and Report 2A paras 690, 711, 712; that alter the Proposed Plan to include a walkable catchment and consequential zoning for Kilbirnie:</p> <p>and refer to the Minister an alternative that: NPS-UD Policy 3(c) will instead be implemented in a Part 1, Schedule 1 district plan change, with early consultation with the community that includes the Independent Hearing Panel's recommended walkable catchment and High Density Residential Zone around Kilbirnie Metropolitan Centre Zone. The plan change will be notified within one year of the Minister's acceptance on this topic.</p> <p>Reason: Council agrees with the view of the reporting officer in the Section 42A Report (Stream 1, Part 1 para 373) that "the Council has not proposed the upzoning at any stage: Draft Spatial Plan, Final Spatial</p>	In progress	
14/03/2024	3124	2.2 Proposed District Plan Intensification Decisions	5	<p>Resolves to publicly notify the decisions on the Proposed District Plan provisions no later than Tuesday 16 April 2024, and serve that decision on every person who made a submission on the matters covered within the first set of hearings;</p>	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3125	2.2 Proposed District Plan Intensification Decisions	6	Resolves that Officers are to report to Kōrau Tūāpapa   Environment and Infrastructure Committee with a paper outlining the process and content for an omnibus plan change to correct any errors or out of scope concerns raised during this process following the conclusion of Schedule 1 part 1 hearings on the District Plan.	In progress	
14/03/2024	3126	2.2 Proposed District Plan Intensification Decisions	7	Resolves that Officers are to report to Kōrau Tūāpapa   Environment and Infrastructure Committee alongside Takai Here partners to detail the process and commitments needed to advance a Te Ao Māori plan change incorporating Papakainga and other areas of interest to Mana Whenua.	In progress	
14/03/2024	3127	2.2 Proposed District Plan Intensification Decisions	8	Delegates to the Manager District Planning the power to correct minor errors to the plan change prior to that public notification, under sch. 1 cl. 95(2)(o) of the RMA; and	In progress	
14/03/2024	3128	2.2 Proposed District Plan Intensification Decisions	9	Delegates to the Chair of the Kōrau Tūāpapa   Environment and Infrastructure Committee to sign and send a letter referring any rejected IHP recommendations with their alternatives and reasons to the Minister of the Environment in accordance with the resolutions of the committee.	In progress	
14/03/2024	3129	2.2 Proposed District Plan Intensification Decisions	10	Instruct officers to report back to the Council on the most suitable zone for the Brooklyn Community Centre land, after consultation with the Brooklyn Community Association.	In progress	

Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3130	2.2 Proposed District Plan Intensification Decisions	11	Instruct officers to report back to the Council on the next steps to protect a route for mass rapid transit, that includes: <ul style="list-style-type: none"> <li>• Let's Get Wellington Moving work done on a preferred mass rapid transit route, stations and mode.</li> <li>• Resources and timeframes required to apply for a designation in the district plan for a mass rapid transit route.</li> <li>• Process options to apply for a designation, including public consultation.</li> <li>• The location(s) where a mass rapid transit route protection could terminate.</li> <li>• How the project would complement work being undertaken by WCC and GWRC on enhanced bus connections.</li> </ul>	In progress	
14/03/2024	3131	2.2 Proposed District Plan Intensification Decisions	12	Instruct officers to report back to Council on how the concerns raised by Save our Venues in submission #445 on the 2022 Proposed District Plan may be addressed to ensure that music and concert venues in the City Centre can continue operating.	In progress	
14/03/2024	3132	2.2 Proposed District Plan Intensification Decisions	13	Instruct officers to report back to Council on the next steps for updating the 'Our City Tomorrow – He Mahere Mokowā A Spatial Plan for Wellington City' to provide a coordinated infrastructure programme to meet the decisions of the Council and Minister through the District Plan, focussing particularly on catchment and area scale stormwater management solutions, including the purpose and function of public spaces and their potential role in the integrated management of water infrastructure and reducing impacts on the stormwater network	In progress	



Date	ID	Title	Clause number	Clause	Status	Comment
14/03/2024	3133	2.2 Proposed District Plan Intensification Decisions	14	Instruct officers to report back to Council on how the district plan Noise chapter should enable broadcasted calls to prayer in the City.	In progress	