



Update for Eastbourne Community Board



East By West Ferries
August 2023

Company overview

Company

- ▶ Started operating in 1989, after a gap of 40 years.
- ▶ One boat service initially, second boat added 2008, third boat added last year.
- ▶ 18-19 staff

Operation

- ▶ Weekdays. 15 return sailings/day.
- ▶ Weekends & public holidays. 5-10 return sailings
- ▶ 9,500 harbour crossings per year.
- ▶ 50-60% commuter in winter vs. 60-70% visitor in summer

Broader context

- ▶ We're the smallest operator on Metlink's PT network, but consistently a top performer
- ▶ Wellington wharf infrastructure is a challenge and less fit for purpose
- ▶ Wellington comparatively underserved by waterborne transport.

Last couple of years

- ▶ Introduction of Ika Rere.
 - ▶ Long commissioning process. Longer stabilisation process.
 - ▶ Lots of incremental change, plenty of learning, ironing-out wrinkles
- ▶ Refit of Cobar Cat
 - ▶ First major refit since launch.
 - ▶ Deferred maintenance meant lots to do
 - ▶ Held-over engine replacement
- ▶ Substantial impact from Covid-19 (over 24 months) & cost increases (over 36+ months)
 - ▶ We met the resource challenge. Zero service cancellations due to staff shortages.
 - ▶ 80% impact to patronage through Omicron waves, Parliament protest, poor winter.
 - ▶ A huge margin squeeze. Opex costs up 90%. Fare revenue up 8%.
- ▶ Performance remains high
 - ▶ SLAs reliably over 95%
 - ▶ Patronage now back to pre-covid (+5%)
 - ▶ Maritime safety audit passed with 25% improvement. Nearing best practice.

Ika Rere

- ▶ First year of service.
 - ▶ Outperforming all its design criteria.
 - ▶ Overachieving its business case.
 - ▶ 220,000kg less carbon emitted.
- ▶ Not everything has been perfect.
 - ▶ Furniture was a last-minute rush & we're planning replacement.
 - ▶ Improving accessibility frustrating re. wharf changes.
 - ▶ A few other design changes identified through use.
- ▶ Significant operational learnings from use - applied over to diesel vessels.
- ▶ Many technical learnings. One major service interruption, two minor service interruptions.
- ▶ Some work to Days Bay wharf still required for full use.
- ▶ East By West significantly ahead of other operators.

Next three months

- ▶ Background
 - ▶ Capital spend on Ika Rere requires growth to use all three boats so we can meet financial obligations.
 - ▶ Budget23 changes have resulted in huge uncertainty to patronage & revenue.
 - ▶ Engagement survey to Eastern Bays residents has provided valuable insight.
- ▶ Seatoun service vs. service expansion to Days Bay
 - ▶ Seatoun wharf requires changes for us to be able to use. Likely high cancellation rate regardless.
 - ▶ Focus firstly on ensuring main service remains stable & viable over expansion to a second service.
- ▶ Service expansion trials - 15% uptick needed to breakeven, goal of 25% to hit growth requirement.
 - ▶ Increase in daily services (+25% more sailings, peak service every 20 minutes, midday direct).
 - ▶ First/last mile trials between Eastbourne & Days Bay wharf (shuttle, carpooling, micromobility).
 - ▶ Fare adjustments from 1 Sept. EBW part-funding the impact to our regular commuters.
- ▶ 18-month trial underway to manage a sustainable increase to Matiu/Somes visitation.
- ▶ Back to a two-boat service on weekends from 23 September through to April 2-24.
- ▶ Thursday & Friday late sailing from 12 November.

Next six months

- ▶ Continuation/expansion/permanency of trials?
 - ▶ Ultimately a case of “use it or lose it”.
 - ▶ October-ish for shuttle trial.
 - ▶ December-ish for timetable & pricing.
- ▶ Nov23 launch of commentated harbour tour.
 - ▶ Pitched as zero emissions on Ika Rere. 10.15am & 12.45pm.
 - ▶ Available to cruise ship tours and public excursions. Not public transport trips.
 - ▶ Doing this helps us keep PT fares low.
- ▶ Jan24 trial of off-peak shuttle.
 - ▶ Weekends & public holidays.
 - ▶ Running between Days Bay and Burdan’s Gate.
 - ▶ Can purchase a bundled experience or a shuttle “upgrade” to ferry ticket or a single shuttle fare onboard.
- ▶ Shuttle trials designed to inform business case for fully integrated bus/ferry service for Eastern Bays.
- ▶ Greater Wellington’s 10-year planning process has commenced & includes us (RPTP & LTP).

Next twelve months & beyond

- ▶ Shelly Bay stop-in for construction workforce (2x am & 2x pm stops on current sailings).
- ▶ RPTP/LTP - Business case and budget has been completed for for e-ferry #2 & Shelly Bay integration.
 - ▶ Decision making & funding approval now through 1 Jul 24.
 - ▶ Three vessels. Two electric & Cobar Cat with new engines.
 - ▶ Shuttle integration
 - ▶ Integrated ferry/shuttle service for Eastern Bays (Point Howard | Days Bay | Muritai).
 - ▶ Integrated ferry/shuttle service for Seatoun/Miramar, commercial shuttles for Airport & Weta Cave visitors.
 - ▶ Service profile.
 - ▶ Queens Wharf | Shelly Bay | Matiu/Somes | Days Bay (and then back again).
 - ▶ Service speed 20 knots (currently 15 knots) maintains 25-min cross harbour trip.
 - ▶ 30 sailings/day (6.00am to 10.00pm).
 - ▶ Service to commence Jan 2026.
- ▶ RPTP/LTP - Exploration of standalone Queens Wharf - Miramar service.
 - ▶ 2x larger e-ferries.
 - ▶ Further back in process. Requires service design / public consultation / business-casing
- ▶ Two major Metlink projects coming up that include East By West
 - ▶ National Ticketing Solution (Snapper replacement) rollout 2025
 - ▶ Real Time Information system (screens & messaging) rollout 2024/25