



**Report**            **04.323**  
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**Committee**       **Passenger Transport**  
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## **Divisional Report**

### **1. Purpose**

To provide the Committee with information on a range of transport topics not otherwise covered elsewhere in the meeting's order paper.

### **2. Financial performance (Rhona Nicol)**

For the 11 months ended 31 May 2004 the division is showing an operating surplus of \$212,951 which represents a \$720,267 favourable variance on the budgeted deficit of \$507,315.

Major elements of the \$720,267 favourable variance are as follows:

- Bus contract, \$605k favourable - impact of patronage growth funding credits for additional Hutt Valley services
- Rail contract inflation payments below budget for 2002/03 and 2003/04, \$420k favourable
- Trolley bus inflation, underestimation for years 2001, 2002 & 2003, \$814k unfavourable
- Kick-start bus services, \$866k favourable - non-implementation of new kick-start services and the cost of kick-start projects coming in below budget
- English Electric refurbishment, \$129k favourable – delay in project
- Integrated ticketing, \$222k favourable – delay in project
- Carpark developments, \$107k favourable – budget for this was being used to fund the infrastructure for the new Hutt Valley services, which has now received funded via patronage growth funding credits
- Rail station upgrades, \$138k favourable – delay in project

- Investigation into a new Porirua interchange, \$181k favourable – delay in project
- Service level payment to WCC for the Wellington interchange, \$374k favourable – budget over stated as used development costs rather than service agreement costs plus also receiving patronage growth credits to fund some of these costs
- Bus priority measures, \$133k favourable – work on Dixon/Manners St bus lanes now being funded via patronage growth funding credits
- Personnel security, \$125k unfavourable – costs of providing CCTV and security guards at stations and rail carparks greater than originally anticipated
- Rail options study, \$150k unfavourable – unbudgeted expenditure
- Marketing and communications, \$333k favourable – funding has been provided by Transfund for promotional work, which was not anticipated within the budget. Plus patronage growth credits are being used to fund the system identifier work and the Hutt Valley promotion of new services.
- Patronage growth revenue, \$1,570k unfavourable – Qualifying expenditure are not as great as anticipated eg kick-start projects (see above comment).

### 3. Service failures (Carolyn Lefebvre)

The table below shows the levels of bus service delays for the month of April 2004.

In Service Failures Resulting in 11 Minute + Delays					
April 2004					
Operator	Total Service Failures	% of Total Services	Total At Fault Service Failures	% of Total Service	No of Events/Incidents
Runciman Motors	Nil	0	0	0	0
Community Coach Services	Nil	0	0	0	0
Mana/Newlands	6	0.03	5	0.02	1
Cityline	24	0.1	24	0.1	0
Stagecoach	60	0.16	45	0.12	9
Event/Incident Details	6/04/2004 Power failure affects Island Bay trolley service 1700-1940 7/04/2004 Traffic congestion affects services 8/04/2004 Traffic congestion affects services (build up to Easter break) 14/04/2004 Police enforce road closure 1600-1700 19/04/2004 Lambton Quay closed due to fire from 1755 22/04/2004 Traffic accident at bus tunnel 620-730 23/04/2004 Overhead network damaged by third party 27/04/2004 Traffic congestion affects services 30/04/2004 Traffic congestion affects services				

#### **4. Harbour ferry services (Dave Watson)**

There is now a possible alternative harbour ferry service with the announcement of a hovercraft being brought to Wellington. The Committee's decision to investigate the possibility of a trial Petone to Wellington ferry service now needs to factor in this new initiative.

Staff will need to gain some understanding of the practicalities of operating a hovercraft between Petone and Wellington. The hovercraft owners need to establish the extent of their proposed commercial services. Both these considerations would then need to be factored into any proposed competitive tender before the Committee's current resolutions could be actioned.

#### **5. HRC Accessible Land Transport submission (Dave Watson)**

Members of the Committee have received copies of HRC "Consultation Report April 2004" on the Inquiry into Accessible Public Land Transport. Submissions on the issue are required by the 31 August deadline. Our submission is not yet complete so it will be presented to the August meeting of the Committee for adoption.

#### **6. Wellington QPA (Carolyn Lefebvre)**

The Wellington City Passenger Transport Plan 2004-2009 was tabled at this meeting (**attachment 1**). It was fully supported as the way forward and agreed that the QPA was the appropriate group to champion the vision. Further work would be required and the timescale was urgent to elevate the proposals into the recently announced government/council funding review. A working group is to be set up to add detail into the document, and this will be brought back to both Greater Wellington's Passenger Transport Committee and Wellington City Council's Infrastructure Committee as soon as possible.

#### **7. Total Mobility (Chrissy Dowland)**

On 4 June Wellington hosted a national meeting of all the regional Total Mobility officers.

Ms Jan Mackay, Senior Advisor, Infrastructure and Services of the MOT was present to speak about the progress of the Total Mobility review undertaken by Transfund. Ms Mackay advised that interested parties at government level felt that the review had not been undertaken widely enough, and new terms of reference would now be written so the project will recommence and encompass a much wider scope. Findings from the existing work will therefore be withheld until the extent of the wider review has been defined and the work completed. It is anticipated that this review will be completed in around 12 months time. The Total Mobility officers requested that they be included in the project as a reference group as they felt they were able to offer a wealth of practical experience and represented all regions.

Tim Reddish, Executive Director of The Taxi Federation and his consultant Barbara Gladding, Director of Chrysalis Social Marketing Limited, presented the new Total Mobility training DVD for the taxi industry which has recently been completed. This excellent training resource has been prepared to train drivers providing taxi services for people with special needs. It was agreed that the DVD would be accepted by Regional Council officers' as a basis for Total Mobility training nationally. The officers requested that the Federation include them as part of their "Training the Trainers" initiatives which will start later this year.

## **8. Wairarapa review (Anthony Cross)**

The Council has asked for a review of Wairarapa public transport services to be brought forward to the 2004/05 financial year.

This review will clearly raise expectations about what improvements might be made to Wairarapa public transport services. The current services (summarised in **attachment 2**) are reasonably minimal and any improvements will increase net costs significantly, especially given the route distances involved and the limited revenue potential given the small population base.

No formal work has yet been done on this project. I hope to report a proposed work programme and timeline to the next meeting of the Committee. In the meantime, Councillors need to consider the following issues, and may wish to discuss them in a workshop prior to initiating the public participation process.

Firstly, I believe that this exercise should be more than a "bus service review". In the Hutt Valley review the rail service was taken as a given. Although our market research and public input obviously touched on some concerns about the train service, we did not attempt to address those as part of that exercise. In the case of the Wairarapa, we can expect concerns about the physical accessibility of the trains and about the limitations of the train timetable to be much more significant concerns.

Secondly, as in all parts of the region, there will be transport needs in the Wairarapa which conventional public transport will not be able to satisfy. This will particularly be the case for residents who do not live in the region's towns or on the main roads between them. Consideration of these needs is within GW's "sustainable region" brief but because it falls outside our traditional transport function, Councillors will need to give some thought as to whether our transport role should be expanded to address these issues and, if so, will need to think in terms of funding such activities through the LTCCP.

## **9. Wainuiomata (Anthony Cross)**

Some refinement of the new Wainuiomata North routes will take place with effect from Monday 21 June, in response to public feedback since their introduction on 11 April.

Route 160, which serves Parkway (but not the Parkway “loop”), Wellington Road (except north of Norfolk Street) and Wise Street, will no longer terminate in The Strand but in Fitzherbert Road.

Route 165, which serves all the areas served by route 160, but also includes the Parkway Loop and the north end of Wellington Road beyond Norfolk Street, will continue to serve “The Village” to provide a link between the north and south ends of Wainuiomata, but will also no longer serve “The Strand” and will no longer operate via Bell Road in Gracefield.

Route 170, which serves Wainuiomata Road, “The Village”, Homedale, Wood Hatton and Hine Road, will not be affected.

These changes will address the two issues about which there has been the most feedback. The timetable will not change in the meantime, although some improvements have been made to its layout, once again in response to feedback.

Some issues remain with the Wainuiomata North routes, and we will consider further refinements to the timetable to address these as much as possible. However, all the options we have considered so far, or which have been suggested to us, will solve one problem and create another. Unfortunately, Wainuiomata is one of the worst examples in the region of the pattern of development making it extremely difficult to satisfy the competing objectives of maximum coverage (minimum walking distance), maximum span of operation (ie, evening and weekend services), frequency of service, directness of route, convenient connections with train services and efficient utilisation of buses and drivers. Unfortunately it is not possible to satisfy all these objectives and still keep the service reasonably affordable to ratepayers.

There has been some comment that fewer people are using the Wainuiomata buses than previously. However, in the case of the Wainuiomata North routes, 160 and 165, this is absolutely to be expected. The former routes 60 and 61 that served Wainuiomata North also provided the service along Wainuiomata Road. Wainuiomata Road is now served by the more direct Wainuiomata South service, route 170. The balance between the Wainuiomata North and Wainuiomata South services, in terms of their respective catchment areas, has changed considerably and we would therefore have expected patronage on the Wainuiomata North services to have reduced relative to the Wainuiomata South service.

## **10. Johnsonville/Churton Park/Newlands service changes (Anthony Cross)**

As a result of the recent re-tendering of all bus services in the Newlands, Churton Park and Johnsonville areas, a number of changes were made to route 53 Johnsonville West and route 54 Churton Park with effect from Monday 31 May 2004.

The 7:25 and 7:30 am Churton Park to Courtenay Place and the 5:04 and 5:30 pm Courtenay Place to Churton Park now run express between Lambton

interchange and Churton Park, bypassing the congested Johnsonville hub. To provide replacement capacity between the Johnsonville hub and the city, the Johnsonville West route now, for the first time, has through services to Courtenay Place, at 7:03, 7:33, 8:00 and 8:18 am, with return services from Courtenay Place at 5:06 and 5:25 pm.

Newlands Coach Services also submitted an alternative tender for services on the eastern side of the motorway.

The alternative tender would address issues remaining from the last revision of services in December 2000, by providing Paparangi and Grenada Village with full-time services (ie, evenings and weekends) all of which would be through services to Wellington via Newlands instead of connecting services via Johnsonville hub. This would address the growth of Woodridge by also providing a fulltime service for that area.

The strength of the proposal is that it would give all parts of the area a consistent full-time service for the first time. It consists of two routes that would be interworked to give a high frequency service along the full length of Newlands Road. However, the proposal will be markedly more expensive than the current service in because it doubles the frequency of buses to and from Courtenay Place outside the peaks. It maintains the current 5-6 minute peak frequency along Newlands Road.

The service level (headway or frequency in minutes) for each part of the area would be:

	<b>Monday to Friday peak periods</b>	<b>Monday to Friday interpeak and Saturday daytimes</b>	<b>Evenings and Sunday and public holiday daytimes</b>
Newlands Road (new Routes 55 and 56)	5-6 minutes	15 minutes	30 minutes
Newlands College, Paparangi, Grenada Village (new route 55)	10-12 minutes	30 minutes	60 minutes
Baylands, Woodridge, Stewart Drive (new route 56)	10-12 minutes	30 minutes	60 minutes

Because of the increased cost of the proposed service, and because the new route structure will be significantly different from the current, we will be preparing a public consultation brochure for distribution to all households in the area in the next few weeks. Subject to feedback from the consultation process, implementation will take place once we are confident that our budget can sustain the additional cost of the service.

## **11. Porirua review (Anthony Cross)**

A first stakeholders meeting has been held to discuss the Porirua bus-train interchange project. The next step is to develop a detailed terms of reference for the project which will be reported to the next meetings of this Committee and the Porirua City Council's Infrastructure Committee. The principal stakeholders at this stage are seen to be Porirua City and Greater Wellington Regional Councils, Mana Coach Services and Tranz Metro. We will also be involving Business Porirua on behalf of the city's retailers. I have been involved on GW's behalf in the Porirua City Council's consultation with stakeholders in the pedestrian promenade project that has a number of important synergies with the interchange project.

## **12. Bus priorities (Anthony Cross)**

Wellington City Council's Infrastructure Committee recently resolved to extend the Chaytor Street, Adelaide Road and Kaiwharawhara Road bus lanes, to introduce a new evening peak Karori-bound bus lane along the Glenmore Street horseshoe bend, and to take steps to more effectively enforce the use of bus lanes. The relevant reports are attached, and Stephen Harte of Wellington City Council will be available at the beginning of the Committee's meeting to answer any questions.

## **13. Presentations to city councils - public transport system identifier update (Karen Richardson)**

Over the last few weeks Anthony Cross and I have delivered presentations to HCC, WCC (City Infrastructure Committee and meeting with Kerry Prendergast), KCDC and UHCC (Facilities and Services Committee) about the umbrella brand, as well as the new public transport website and journey planning software. A presentation to PCC will take place on 16 June.

The presentations include information about the reasons for and benefits of an umbrella brand, other public transport improvements that we are making, and the process and approximate date for implementation. The aim is to keep the city councils informed and seek their support for the umbrella brand. The presentations have been very positively received by the city councils and they have welcomed the opportunity to hear about hear about this initiative in advance of its launch.

## **14. Staff changes (Dave Watson)**

This Committee meeting is the last one for Carolyn Lefebvre, she is returning to the UK with her family at the end of July. We wish her well for the future and look forward to a visit from her when she pops in to see her mum and dad, who live in the Wellington region.

Rhona Nicol, the divisional accountant, will be taking up the role vacated by Carolyn, of Manager Procurement, from Monday 5 July. I will then be seeking a replacement divisional accountant.

Two new call centre staff have been recruited to work with the new journey planner and later in the year take part in a Stagecoach inspired marketing campaign. They are Blue Larsen and Alanna Puketapu.

## **15. Communications**

There is nothing additional to communicate.

## **16. Recommendations**

*That the report be received.*

Report prepared by:

**Dave Watson**  
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### **Attachments:**

- 1 - QPA minutes
- 2 - Summary of Existing Wairarapa public transport services