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Committee Sustainable Transport Committee

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## General Managers' report to the Sustainable Transport Committee

### 1. Purpose

To inform the Committee of Greater Wellington Regional Council (GWRC)'s activities relating to the Committee's areas of responsibility.

### 2. Metlink Public Transport

#### 2.1 PT network development and planning

##### 2.1.1 PTOM

##### (a) Rail contract

The new performance-based rail partnering contract with Transdev was officially signed on 10 March 2015. A ceremony to mark signing of the contract took place on 15 March 2015 with senior representatives from Transdev SA and Hyundai Rotem and embassy representatives from France and South Korea. The projected savings over the 15 year term of the contract exceed \$100 million when compared with the Long-term Plan.

Transition planning and activities are well underway for the targeted operational commencement date of Sunday 3 July 2016.

##### (b) Bus contracts

Good progress is being made on the Request for Tender (RFT) for bus services. However, due to the complexity of the bus tenders the release of the RFT has been deferred until mid-year to allow greater time for all participants and thereby ensure a more robust process.

##### (c) New Wellington Bus network

Programming of civil works for the new Wellington network has started. The new Mark Ave terminal point bus stops and turn-around

for the route A - Grenada Village extension will be constructed this financial year. Current services do not extend to this location, so this infrastructure is required prior to the implementation of the new network in 2018.

(d) **Business readiness**

Good systems are in place to ensure that all changes required to GWRC policies, systems and processes for effective operation of the new rail partnering contract are identified and implemented. Much of this work is also relevant for future bus contracts.

**2.1.2 Integrated fares and ticketing**

Good progress is being made on integrated fares and ticketing.

The National Ticketing Partnership programme is starting to bed-in with a clear governance structure and all regions and the NZ Transport Agency (including subsidiary NZ Transport Ticketing Ltd) actively involved in the process. The current focus is on understanding the needs of each region, as a precursor to developing a pathway towards a national solution for ticketing.

Following last month's endorsement of the Fares and Products Transition Strategy, the focus for fares has moved to implementation around fare media changes (such as branding) and working with the new rail operator in preparation for commencement of the new contract.

**2.1.3 Variation to the Regional Public Transport Plan (the PT Plan)**

The Council adopted Variation 1 to the PT Plan in February 2016. Variation 1 makes minor changes to the Regional Public Transport Plan to ensure consistency with GWRC's bus services tender process.

A copy of the Variation 1 is available on the GWRC website [www.gw.govt.nz/rptp/](http://www.gw.govt.nz/rptp/) and at reception in Shed 39 and the Masterton office.

**2.1.4 Service planning and reviews**

The Hutt service review has moved into the implementation phase. Updates on the Wairarapa and Kapiti service reviews will be provided in the May report.

**2.2 Rail operations**

**2.2.1 Service performance**

(a) **Patronage**

Year-to-date 2015/16 patronage to February is up 4% compared with 2014/15. Patronage in February increased by 18% as compared to February 2015, partially as a result of additional patronage relating to the Edinburgh Tattoo.

(b) **Punctuality and reliability**

Year-to-date 2015/16 reliability to January is high with 99.7% of all scheduled services being delivered.

Year-to-date 2015/16 punctuality to January (on-time to 5 minutes) was at 93.7% overall.

(c) **Johnsonville noise**

All Johnsonville services are running with Matangi 2 trains fitted with wheel noise dampers and some with on-board flange lubricators. Over time, considerable effort has gone into reducing the noise and improvements have been made with positive feedback received from some residents. However, feedback from other residents suggests that we need to keep looking at ways to further reduce the noise levels. A noise monitoring station has been commissioned which will soon give us the ability to objectively monitor noise levels and measure the benefits of further initiatives.

2.2.2 **Asset management**

(a) **Rolling stock**

The Matangi 2 project has commissioned 20 units into passenger service. The Matangi 1 upgrade project has been completed with all operating Matangi trains now fitted with SD10 automatic couplers.

Ganz Mavag trains are nearing the end of their operating life in Wellington and will be phased out completely by June 2016.

(b) **Stations**

New CCTV systems are to be installed at Maymorn, Heretaunga, Wallaceville, Paekakariki and Ngauranga which will include CCTV coverage, emergency help points and a public announcement system.

Two new litter bins have been installed at Mana station and budgets are being reviewed with the intention of introducing bins at all stations over the next 5 years.

The Johnsonville station building was repainted with the roof and gutters being assessed for water tightness and blockages. A new tenant has re-opened the ticket kiosk to serve coffee, drinks and confectionary, and has also applied to sell tickets.

Porirua station has a new tenant who has renovated the old signals room into a fully functioning café selling coffee, drinks and snacks and commenced trading on Monday 7 March. Early indications are that customers appreciate the service being offered.

(c) **Park and ride**

**Petone**

The new Petone park and ride opened for public use on Monday 7 March with a total of 210 new parking spaces. By the end of first week the car park was three-quarters full.

**Paraparaumu**

The Paraparaumu car park extension was opened just before Christmas and provides 125 new parking spaces. The car park is fully lit with LED lamps and is covered by CCTV. A new pedestrian

crossing was also installed on Hinemoa Street to provide safe access to the rail station.

### Waikanae

The cultural impact assessment has now been received which allows the application to be lodged with the Archaeological Authority. Once this process is complete, it will enable the test holes to be dug, finalisation of the drainage design and construction consent submission. It is expected the carpark will be completed mid-2016.

#### (d) Subways and bridges

Work will begin on the Ava pedestrian foot bridge as part of the coming Easter Block of Line. Contractors will be closing the Ava north bridge from Wednesday 23 March until further notice. Alternative access to the station is provided by the Ava south bridge which is unaffected by these works. Posters have been erected and a letterbox drop with information will be carried out in the local area.

### 2.2.3 KiwiRail Network

Since Christmas, work has continued on reducing speed restrictions on the Wairarapa Line with Temporary Speed Restrictions (TSRs) reduced to less than 5 minutes in both directions. This is significant as the agreed level of delays written into the timetable is 6 minutes and TSRs have been consistently around 8 minutes for over a year. Work to de-stress the track is also reducing some of the Heat 40 sites.

### 2.2.4 Operations

#### (a) Service changes

Service improvements to a number of Hutt Valley routes are scheduled to be implemented on 5 June 2016. These include additional services between Riverstone Terraces and Upper Hutt, and improved connections for Hutt Valley morning school bus services that leave from the railway station.

#### (b) Special Events and Road Closures

In the last month, road closures for annual events including the Martinborough Fair, Island Bay Festival, the Chinese New Year Parade, Round the Bays and the Petone Village Fair went ahead as planned with bus services using the same diversion routes as previous years.

Minor road works have continued with agencies and contractors making use of the warmer weather, resulting in constant minor disruptions to public transport services. Some examples are the weekend over-night closures of the Urban Motorway and the closure of a bus stop at Lambton Interchange for construction work at Rutherford House.

Upcoming events include the Weetbix Kids Tryathon in Kilbirnie and in Lower Hutt, and the March Madness Fair in Upper Hutt, which will involve bus diversions.

## Royal Edinburgh Military Tattoo review

The Royal Edinburgh Military Tattoo was held over 4 nights from 18 - 21 February 2016 and a number of extra bus services and additional rail capacity were put in place before and after the event to help get people to and from the Stadium, including shuttle buses between the stadium and Courtenay Place. Service information was published on the Metlink website and made available to ticket holders through the event organisers.

## ANZAC Day planning

ANZAC Day commemorations will again this year be held at Pukeahu Memorial Park and a large crowd of 20,000 is predicted to attend. Public transport for those attending the Dawn Service is likely to consist of special rail services on the Kapiti, Johnsonville and Hutt Valley Lines with a free shuttle service from Wellington Railway Station to Pukeahu Memorial Park. Twenty shuttle buses have been secured to run this service at this point. As there is no major Street Parade planned this year there will be significantly less disruption to transport in Wellington City compared to last year.

### (c) Discounted fares trial

GO Wellington and Newlands weekend bus fares were made cheaper for a four week period in the lead up to Christmas 2015 as part of a positive Wellington City Council initiative to encourage more shoppers and diners to come into the central city. The City Council had budgeted \$200,000 for the initiative which came in under budget at \$160,000.

During the period of reduced weekend fares there was 9.8% increase in patronage during the weekends when compared with the same period the previous year. However there was a similar increase in patronage back in 2012, showing that there can be considerable variability in bus usage. On the basis of the recorded variability, it is concluded that the relationship between the reduced fares and patronage over the trial period was inconclusive.

## 2.2.5 Asset management

### (a) Bus Shelters

This year's programme provides for 14 new bus shelters to be installed. The locations for the shelters was determined using the Council approved bus stop prioritisation process. Shelter installation is subject to consultation with local residents and commercial business property owners adjacent to the proposed shelter locations, and progress is summarised in the following table:

Lower Hutt	6 shelters	5 complete 1 in consultation process
Upper Hutt	1 shelter	To be installed by end of March
Porirua	6 shelters	2 complete 2 to be installed by end of March and 1 by end of May 1 in consultation process.
Wairarapa	1 shelter	Complete

## 2.3 Metlink customer services and information

### 2.3.1 New Metlink website

#### (a) Metlink website

The Metlink website is undergoing an makeover to ensure that it has all of the functionality required when the new rail contract commences and the TransMetro website is removed. The work includes:

- providing operator access so they can update travel information
- the ability to send delays and service updates out as text, tweets and emails
- online monthly pass purchase.

### 2.3.2 Real-time information (RTI)

Work continues on improving the tracking of buses in the RTI system with data upgrades and a trial of a wiring configuration of the bus equipment to improve new data upload times.

### 2.3.3 Printed timetable and publications

Reprints of the R110 Upper Hutt, R210 Western Porirua, R220 Porirua East, R250 Paraparaumu South, R280 Waikanae and Wellington Harbour Ferry were completed this month with more reprints due to take place in April, May and June.

### 2.3.4 Media and events

#### (a) Recent events

##### Double Decker bus demo

On 10<sup>th</sup> February over 70 VIPs and staff took up the opportunity to ride on the new Double Decker bus. It then travelled the Golden Mile for the general public to 'test drive'. This received moderate media coverage online and print coverage. The jumbotron banner on metlink.org.nz as well as social media were used to profile the bus. A video has also been used in social media to promote the benefits of the integration of Double Decker buses into the Wellington fleet.

(b) Upcoming events

- Metlink City Safari – May
- Waikanae Park and Ride opening – mid year
- Last Ganz Train – June
- Electric vehicle symposium – 27 June

(c) Upcoming marketing activity

- The Greater Transport, Greater Wellington promotional campaign will be in market late April and early May. The campaign objectives are to communicate the past and future public transport improvements and benefits as well as the changes coming up for rail customers. A combination of web, video, social, posters and fliers will be used to reach customers and staff.
- Ticket rebrand

We have almost completed redesign of the new Metlink branded tickets. The first of the new tickets should be in use within the next week. New look, same ticket posters are in trains informing customers of the change. A banner on the website has had almost 4,000 click throughs.

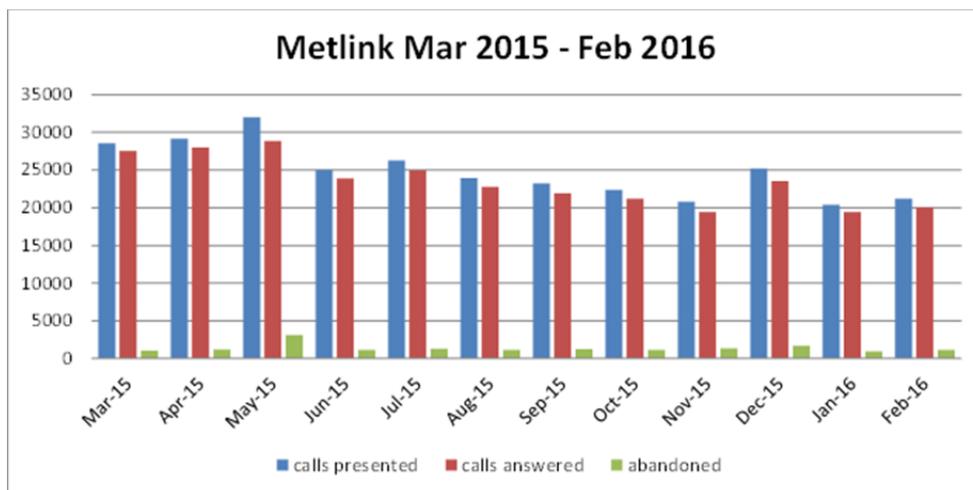
2.3.5 Social media – year to date

The Metlink Twitter handle is @metlinkwgn.

Metlink tweets have earned 103.6k impressions (number of times users saw a tweet) so far in 2016 and the number of subscribers has risen to 6857.

2.3.6 Customer Contact Centre

Call Volumes & Service Levels



	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
calls presented	28562	29184	31982	25020	26272	23945	23217	22365	20792	25208	20385	21243
calls answered	27517	27975	28841	23899	24981	22764	21945	21184	19463	23513	19435	20074
abandoned	1044	1209	3141	1121	1291	1180	1272	1181	1329	1695	950	1169

Call volumes during February increased by 4.2% with the abandonment rate increasing by 1.2% from January to 5.5%. This can be attributed to an increase in call volumes as a result of enquiries regarding the Edinburgh Military Tattoo event which attracted visitors who were unfamiliar with the City or the Metlink network. Thursday 18th of February saw the highest volume of calls which coincided with the first night (1126 calls with 142 or 12.6% relating to the event).

## 2.4 Total Mobility

### 2.4.1 Service Performance

Patronage for the month of January 2016 was down 4%, representing 836 taxi trips across the region, however patronage returned to a level consistent with 2014/15 from February 2016.

Year-to-date 2015/16 Total Mobility patronage to February 2016 is down 2% compared with 2014/15.

### 2.4.2 Wheelchair Hoist Funding

In March 2016 GWRC procured the installation of two new wheelchair hoists to increase the proportion of wheelchair accessible vehicles to 5% of the entire fleet.

The newly installed wheelchair hoists have directly improved service levels in the Wellington and Hutt areas however there remains a challenge in meeting customer demand in the Porirua area. This is also a general shortage across the entire region during evenings and weekends.

Officers are currently investigating alternative delivery models and are in the process of drafting a Total Mobility Procurement Strategy that addresses these coverage issues.

## 3. Regional Transport Planning

### 3.1 Ngauranga to Airport (N2A) - 'Let's get Wellington moving'

The three partner agencies (NZ Transport Agency, GWRC, and WCC) continue working together on this programme. Key progress updates over the past month include:

- The contract for the transport modelling as part of the suite of decision support tools has been awarded to consultants Beca and GHD. Data collection for the model is now in progress, due for completion by the end of April 2016.
- Preparation work for the first phase of engagement is being finalised and a public conversation is expected to begin in early April. This first engagement and communications phase will include a new interactive website, online questions, face to face meetings, market research, social media, editorial and advertising. Several focus groups were held in early March to help guide the development of engagement material and questions. This phase of engagement will focus on defining the problem and understanding what things are most important to people about how the

city looks, feels and functions. Feedback from the regional community will be used to develop a set of guiding principles that will then be used to guide the development of scenarios and potential solutions through the remainder of the project.

### 3.2 Regional Transport Resilience Programme Business Case

Resilience is one of four regional problems identified in the Regional Land Transport Plan 2015. In response to this it was agreed that there needed to be a project that established a business case in relation to regional transport resilience.

The purpose of the project is to identify, rank and agree priority areas of the land transport network that are subject to resilience issues in the Wellington Region.

The Programme Business Case (PBC) will cover the entire Wellington regional boundary area and will include the state highway network, the local road network it connects to and public transport (including rail).

This PBC will consist of the following steps:

- Collate existing risk registers developed by individual councils and identify gaps and consistency issues. Review and add other sources of information (e.g. Lifelines work, 100 Resilient Cities data sets etc)
- Create a regional transport resilience risk register in relation to the regional transport network. Agree this with Regional Transport Committee.
- Develop a simple methodology that rates resiliency by event, the effect of types of events, the consequence of transport network outage and inter-dependencies with other assets and key recovery locations. Agree this with Regional Transport Committee.
- Application of the resilience prioritisation methodology to the regional transport resilience risk register to generate a prioritised list of locations in the region with resilience issues. Agree this with Regional Transport Committee.

NZTA are co-investors and co-project managers and have recently approved funding of \$500,000 for this project. GWRC acts as the regional representative and on behalf of the councils in the region.

### 3.3 LGNZ Regional Sector - Transport Special Interest Group (SIG)

For a number of years regional transport planning and public transport officers from regional and unitary councils around the country have met to exchange and develop best practice and to enable sector collaboration.

This group has recently become more formalised under the auspices of Local Government New Zealand (LGNZ) as a Special Interest Group (SIG). GWRC Chief Executive Greg Campbell is the lead for this particular LGNZ SIG.

The purpose of the LGNZ Regional Sector Transport SIG is to provide a forum for proactive and collaborative effort by regional councils, unitary authorities, Auckland Transport, central government and the transport sector to improve the quality and performance of the land transport system in New Zealand.

The objectives of the Regional Sector Transport SIG are to:

- Provide a collective voice on national, inter-regional and regional transport matters
- Promote a consistent approach across regional strategic transport planning, policy, practices, monitoring and implementation actions
- Promote a collective, consistent and efficient approach in the way regional councils, unitary authorities and Auckland Transport manage public transport with a focus on operations and technical matters
- Enable information and knowledge sharing on national and regional transport developments to promote best planning practice
- Increase the understanding of regional sector issues and emerging challenges
- To advocate and provide guidance to the transport sector on transport matters and issues
- To make appropriate recommendations to regional CEs when necessary

The group meets quarterly and invites representatives from the Ministry of Transport, New Zealand Transport Agency and other central government agencies and organisations to their meetings.

#### **4. Sustainable Transport**

This year's Movin' March programme, promoting active travel to school, has attracted 60 schools to participate. This is an increase on last year's programme where 50 schools participated. Visits to some of the schools taking part reveal high levels of engagement with both teachers, students and their parents. Curriculum materials have been developed to assist schools engage with children about their active travel trips and a competition to determine the school with the highest number of active trips is underway.

The Active a2b Challenge is finished and evaluation surveys go out this week. The Data and Analysis team will be providing a comprehensive analysis of the efficacy of the programme including the scale of social media engagement generated through this year's programme. Incorporating public transport trips alongside active trips has been a new element this year and will continue to be part of the programme for future years.

The Sustainable Transport team is working with the Public Transport Group to work towards a test of bike racks on buses with a bus operator. This test phase is a precursor to a trial. A visit to New Plymouth to discuss the experience of the New Plymouth Regional Council who brought in bike racks on buses over two years ago, was extremely useful. It revealed many issues that need to be examined in-house before any test is undertaken. This includes assessing policy requirements, weight restrictions, liability issues, training needs as well as communications.

Our partner for the Let's Carpool website, Auckland Transport, has lodged a Request for Information on the GETS website to begin a process of assessing alternative technology options for promoting carpooling. The current software behind the Let's Carpool website is costly and cumbersome and it is hoped that eventually at least one if not two apps may be the way in which carpooling is promoted across the country.

## **5. Responses to public participation- 16 February 2016**

Kevin O’Sullivan (Secretary) and Chris Morley (Vice President), Wellington Branch, New Zealand Tramways and Public Passenger Transport Union, addressed the committee on their concerns about the protection of bus drivers’ terms and conditions of employment when new contracts are negotiated and tendered under the current PTOM process.

Officers are currently working up advice on the issue for discussion with Councillors.

## **6. The decision-making process and significance**

No decision is being sought in this report.

## **7. Engagement**

Engagement on this matter is unnecessary.

## **8. Recommendations**

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report.*

Report approved by:

**Wayne Hastie**  
General Manager  
Public Transport

Report approved by:

**Luke Troy**  
General Manager  
Strategy