



**greater WELLINGTON**  
REGIONAL COUNCIL  
Te Pane Matua Taiao

If calling please ask for: Democratic Services

14 June 2019

## **Sustainable Transport Committee**

Order Paper for the meeting of the Sustainable Transport Committee to be held in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington

**Wednesday, 19 June 2019 at 9.30am**

### **Membership**

Cr Donaldson (Chair)  
Cr Ponter (Deputy Chair)

Cr Blakeley  
Cr Gaylor  
Cr Laban  
Cr Lamason  
Cr Ogden  
Cr Swain

Cr Brash  
Cr Kedgley  
Cr Laidlaw  
Cr McKinnon  
Cr Staples

Marama Tuuta

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

# Sustainable Transport Committee

**Order Paper for the meeting to be held on Wednesday, 19 June 2019  
in the Council Chamber, Greater Wellington Regional Council, Level  
2, 15 Walter Street, Te Aro, Wellington at 9.30am**

## Public Business

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| 3. Public participation   |                      |                 |
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**Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 19 June 2019**

**Report 19.180**

8/05/2019

File: CCAB-20-701

**Minutes of the Sustainable Transport Committee meeting held on Wednesday 8 May 2019, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am**

**Present**

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor (from 9.37am), Kedgley, Laidlaw, Lamason, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

**Public Business**

**1 Apologies**

*Moved*

*(Cr Lamason/ Cr Staples)*

*That the Committee accepts the apology for absence from Councillor Laban.*

The motion was **CARRIED**.

**2 Declarations of conflict of interest**

There were no declarations of conflict of interest.

3 **Public Participation**

Kara Lipski spoke on the bus service to Strathmore Park, bus emissions/pollutants, and bus noise.

Tony Randle raised safety concerns about the location of bus interchange Stops A and B at Johnsonville Mall

**Noted:** Cr Gaylor arrived at the meeting during Public participation.

4 **Confirmation of the minutes of 20 March 2019**

*Moved* (Cr Blakeley/ Cr Lamason)

*That the Committee confirms the minutes of the meeting of 20 March 2019, Report 19.104.*

The motion was **CARRIED**.

5 **Action items from previous Sustainable Transport Committee meetings**

Greg Pollock, General Manager, Public Transport, tabled a report on air quality in the CBD, before and after bus fleet changes.

**Report 19.170** File ref: CCAB-20-697

*Moved* (Cr Staples/ Cr Lamason)

*That the Committee:*

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

The motion was **CARRIED**.

6 **Public Transport Plan review - update**

Paul Kos, Manager, Public Transport Planning, introduced the report

**Report 19.130** File ref: CCAB-20-683

*Moved* (Cr Gaylor/ Cr Brash)

*That the Committee:*

1. *Receives the report.*

2. *Notes the content of the report.*
3. *Agrees to delay the development and release of a draft PT Plan for public consultation until the new Council triennium.*
4. *Notes that variations to the 2014 PT Plan can be made at any time.*

Moved as an amendment (to be an additional motion)

*Moved* (Cr Ponter/ Cr Blakeley)

5. *That GWRC advises Wellington City Council of its preferred bus priority measures in advance of the review of the PT Plan.*

The amendment was **CARRIED** and became part of the substantive motion.

The substantive motion was put to the vote and was **CARRIED**.

## 7 **Public Transport – operational performance**

Jonathon Gear, Business Performance and Insights Manager, introduced the report

The meeting adjourned from 10.55am to 11.14am during questions on the report.

### **Report 19.131**

File ref: CCAB-20-684

*Moved*

(Cr Donaldson/ Cr Blakeley)

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes the operational performance report attached as Attachment 2 to this report.*
4. *Agrees that the route 23Z (Station to Zoo) bus trial should continue until the completion of the post implementation review.*

The motion was **CARRIED**.

**Noted:** Councillor Laidlaw returned to the meeting at 11.29am, during the consideration of the above item.

## 8 **Metlink service activities**

Rhona Hewitt, Manager, Business Network and Infrastructure (Acting), introduced the report

**Report 19.132**

File ref: CCAB-20-685

*Moved*

*(Cr Brash/ Cr Lamason)*

*That the Committee:*

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

The motion was **CARRIED**.

**Noted:** Councillor Laidlaw left the meeting at 11.40am and returned at 11.49am.

9 **Post implementation review Metlink bus transformation, Stage Two: update**

Wayne Hastie, General Manager, Strategic Programmes, introduced the report.

**Report 19.133**

File ref: CCAB-20-695

*Moved*

*(Cr Staples/ Cr Ponter)*

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Notes that analysis of the engagement feedback for the Eastern Suburbs phase of the Network Design review is intended to be completed by the end of August 2019, with service change recommendations to follow in September 2019.*
- 4. Notes that service changes arising from Eastern Suburbs recommendations in the final report on Network Design review will not be possible until the beginning of Term 2, 2020, due to eighteen week lead-in time required for changes to NZ Bus-operated services.*
- 5. Notes that the Southern, Western and Northern phases of the Wellington City Network Design review are intended to be completed by December 2019.*
- 6. Notes that planning for the Network Design review for the rest of the region, and other phases of the post implementation review, will be the subject of further update reports to the Sustainable Transport Committee.*
- 7. Notes that notwithstanding the timelines set out above, interim changes may be implemented as part of Business As Usual in the second half of 2019.*

The motion was **CARRIED**.

10 **General Managers' report to the Sustainable Transport Committee meeting on 8 May 2019**

Greg Pollock, General Manager, Public Transport, spoke to the report.

**Report 19.122**

File ref: CCAB-20-680

*Moved*

*(Cr Donaldson/ Cr Ogden)*

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report*
- 3. Congratulates staff for their efforts in ensuring the successful transition to the new meal breaks legislation.*

The motion was **CARRIED**.

The meeting closed at 12.25pm

Cr B Donaldson  
(Chair)

Date:



**Report** 19.208  
Date 14 June 2019  
File CCAB-20-729

**Committee** Sustainable Transport Committee  
**Authors** Greg Pollock, General Manager, Public Transport  
Wayne Hastie, General Manager, Strategic Programmes  
Luke Troy, General Manager, Strategy

## Action items from previous meetings

**Attachment 1** lists items raised at Sustainable Transport Committee meetings that require actions or follow-ups from officers. All action items include an outline of current status and a brief comment. Once the items have been completed and reported to the Committee they will be removed from the list.

No decision is being sought in this report. This report is for the Committee's information only.

## Recommendations

*That the Committee:*

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

Report approved by:  
**Greg Pollock**  
General Manager, Public  
Transport

Report approved by:  
**Wayne Hastie**  
General Manager, Strategic  
Programmes

Report approved by:  
**Luke Troy**  
General Manager, Strategy

**Attachment 1:** Action items from previous meetings

**Action items from previous Sustainable Transport Committee meetings**

| <b>Meeting date</b> | <b>Action item</b>  | <b>Status and comment</b>  |
|---------------------|---|--|
| 9 May 2018          | <p><b>Resolution</b></p> <p><i>Requests officers work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>  | <p><b>Status:</b> <i>In progress</i></p> <p><b>Comments:</b></p> <p>In May 2019, letter sent to Ministry of Transport and NZ Transport Agency to advise them of our willingness to work with them to develop nationwide tailpipe testing of bus emissions.</p> <p>NZTA has since advised that it aims to develop a co-ordinated and integrated plan.</p> |
| 30 October 2018     | <p><b>Resolution</b></p> <p><i>Agrees to consider route and service option changes for Churton Park as part of the post-implementation review to commence in the first quarter of 2019, including the feasibility of looping the off-peak Route Number 60 service via the Churton Park shops.</i></p> | <p><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b></p> <p>Will be considered as scheduled.</p>   |
| 20 February 2019    | <p><b>Resolution</b></p> <p><i>Requests the Chief Executive to convene a forum of all relevant stakeholders to seek a coordinated national approach to resolving driver shortages.</i></p>  | <p><b>Status:</b> <i>In progress</i></p> <p><b>Comments:</b></p> <p>See update in section 2.3.1 of Report 19.122. Will be arranged following a regional forum on 26 June.</p>  |
| 20 February 2019    | <p><b>Noted</b></p> <p>The Committee requested that officers consider a more direct level of engagement with customers following further trials of the double-decker bus wrapping.</p>  | <p><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b></p> <p>Will be actioned following further trials</p>  |
| 20 March 2019       | <p><b>Noted</b></p> <p>The Committee requested that officers provide the Committee with details of the priority list for placement of additional Real Time Information signs.</p>   | <p><b>Status:</b> <i>Completed</i></p> <p><b>Comments:</b></p> <p>See Report 19.226</p>  |

**Report** 19-184  
**Date** 12 June 2019  
**File** CCAB-20-723

**Committee** Sustainable Transport  
**Author** Kirsty Barr, Travel Choice Coordinator, Regional Transport

## Reporting on Movin' March Programme 2019

### 1. Purpose

To inform the Sustainable Transport Committee of the aims, outcomes and outputs of the Movin' March Programme for 2019.

### 2. Background

#### 2.1 What is Movin' March?

Movin' March is an annual month-long campaign delivered in partnership with local councils throughout the Wellington region. It is open to all Year 0-8 primary schools (ages 5-13yrs) and provides a range of competitions, incentives and resources to encourage and celebrate active travel modes to school (walking, biking and scooting).

#### 2.2 Why Movin' March?

The use of active travel modes to/from school has declined significantly since the early 1980s when it was considered "normal" to walk or bike to school. Now driving has become the norm despite evidence showing that children would rather walk or bike to school if they had the choice.

The evaluation surveys for Movin' March show a readiness to reverse this trend with 45% of our surveyed schools saying they took part because they wanted to encourage more active transport. Similarly, 46% of surveyed parents said they live just 1km or less from their school, a perfect walking, biking or scooting distance.

The most recent Government Policy Statement (GPS) on Land Transport identifies active and public transport modes as being high priorities for New Zealand. GWRC receives funding from NZTA to deliver demand management and road safety programmes which align with these and other high level strategies. Movin' March connects with other GW led travel behaviour change programmes such as the Pedal Ready cycle skills training programme, the *Active Travel Action* curriculum resource (a joint Greater Wellington and Enviroschools initiative) and future possibilities to link school and workplace travel demand management projects.

There is broad evidence that documents the many benefits of active transport which are set out in further detail in Figure 1 of **Attachment 1** to this Report.

### **2.3 How does Movin' March work?**

Movin' March provides a suite of resources, incentives, competitions and forums for families and school communities to encourage active travel modes to school (walking, biking and scootering). These include;

- **For schools:** A website ([www.movinmarch.com](http://www.movinmarch.com)) with a dedicated page for teachers which has everything from lesson plans to competition details. Prize packs are sent to participating schools, to help run activities and motivate students.
- **For parents:** A parent Facebook photo competition runs over the whole month with daily family-pass prizes being awarded. A “Share your Story” blog competition encourages families to share how they experience any benefits or overcome obstacles in their active journeys.
- **For students:** The “WOW” Passport Challenge is the main competition that motivates student involvement over the month. Their active journeys are counted on a card putting them in the draw to win one of 6 \$300 Avanti vouchers (see Figure 2, **Attachment 1**). Many senior student committees lead school events, while an Art Challenge is open to students of all ages (see Figure 4, **Attachment 1**).

## **3. Movin' March Results**

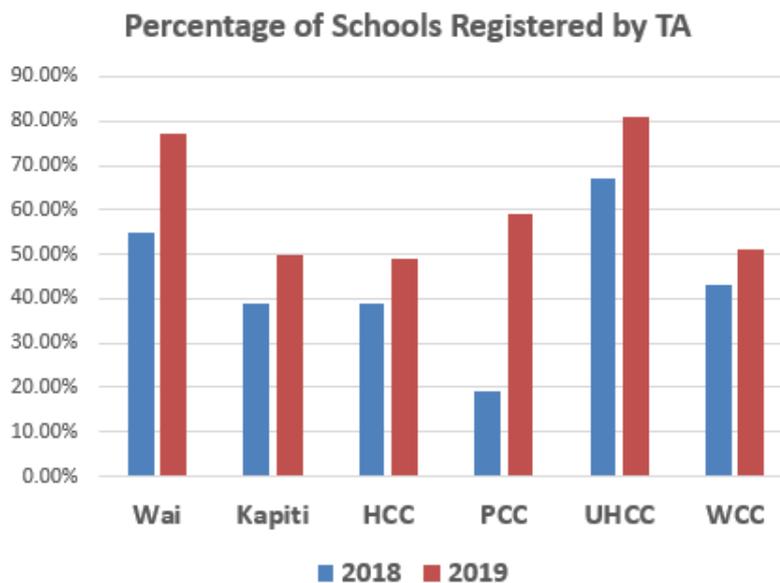
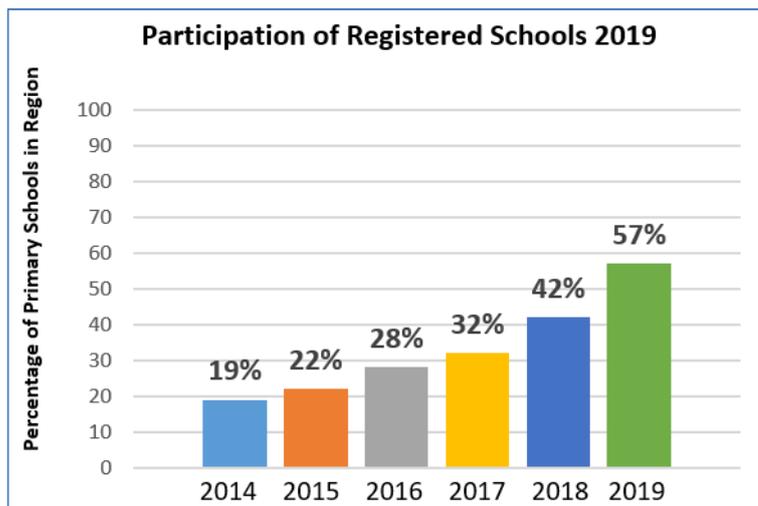
Movin' March is in its tenth year and the campaign's emphasis is on normalising active modes by encouraging walking or “wheeling” (biking, scooting) together as a family or suggesting that parents *allow* their older children to walk or bike where safe, building their confidence and independence. We know that broadening parents' travel choices has an impact on school congestion and ‘chaos’ issues and can alleviate road safety concerns for school communities.

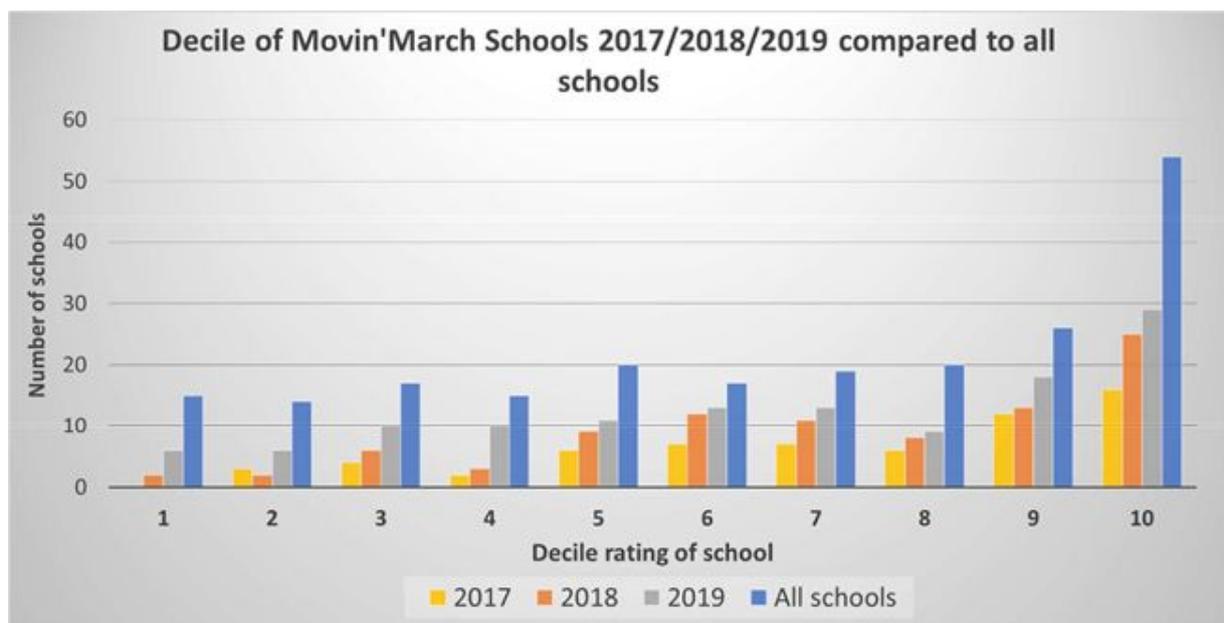
### **3.1 Focus for 2019 – What was planned:**

- Increase the number of schools registering: While this has been steadily increasing since 2010, we are always looking for ways to engage with new schools.
- More engagement: We wanted to foster a sense of belonging and community for lower decile schools that were new to “Movin' March”.
- A re-design of the Movin' March website, producing more promotional videos and including more Te Reo Māori.
- Improve social media engagement by increasing the frequency of prizes and competitions for families through a daily Facebook prize ([www.facebook.com/movinmarch/](http://www.facebook.com/movinmarch/)) and a “Share your Story” blog page [www.movinmarch.com/blog](http://www.movinmarch.com/blog).
- Expand our “Movin' March Roving Reporter” coverage to increase social and print media exposure, better reflect the diversity of our region and to help promote future campaigns.

### 3.2 Outcomes 2019 – What resulted:

- **More participation:**
  - More than half of all primary schools (57%) in the Wellington region registered for Movin' March, representing a 37% increase on last year (see below).
  - 33,762 students potentially exposed to Movin' March in 2019.
  - An increase in school participation across every Territorial Authority (see below).
- **Better representation:** There were 40% more Porirua schools and 30% more new schools on board in 2019. Overall we had more lower-decile schools taking part than ever before, putting us on-target with reflecting the average decile rating throughout the region (see below).





- **More active journeys:** There was a 78% increase in the number of walking and wheeling journeys in this year's campaign with 105,798 active journeys being counted over the month.
- **More print coverage and social media engagement:** We have doubled the number of print media articles in 2019 (21 items) compared to last year (9 items). We also collected a much wider range of images and stories which better reflected the different socio-cultural communities in our region. There was an exponential increase in the quality and quantity of social media engagement which is covered in 6.1 below.
- **Positive Feedback:** Every year we seek feedback from school staff, parents and, for the first time in 2019, students – with the latter attracting over 400 responses. Highlights are given in Appendix 2.
- **Unintended benefits:** Some of the gains we learned about in 2019 but didn't plan for were:
  - An East Porirua school noticed how ticking off journeys on Movin' March passports acted as a welcome for their students each morning and also gave staff a chance to talk more with whānau, strengthening links with their community. After Movin' March they decided to set up a regular "breakfast club" to keep these benefits alive.
  - Schools told us how the programme gave their senior students leadership opportunities; one school devised their own display project for older students to motivate younger ones to walk/wheel for their health, while teachers at another school noticed how older students leapt at the chance to take responsibility: "suddenly all our scooter and skater boys wanted to show leadership".

- A Wellington school that won the highest participation rate for its area spent their prize on purchasing more scooter parks as a result of high scooter numbers during Movin' March.
- A plethora of good news stories from families and school communities telling rich and compelling stories of how walking and wheeling has a positive impact (see “my children cried the day I had to drive” and other stories on page 3 of [Attachment 1](#)).

### 3.3 Changes Beyond March and Goals for 2020:

We asked school staff what benefits they noticed as a result of this initiative:

- 29% of survey participants said there was less congestion
- 25% noticed improved road safety
- 23% saw better social interaction between staff and families

Other benefits are given in Figure 7, [Attachment 1](#). Measuring more permanent change is important to assess whether campaigns such as Movin' March can have longer-lasting effects on travel choices.

The wider objective of the Movin' March programme is to create *year-round* change, and plans to create an online travel data tool for schools is underway in partnership with the New Zealand Transport Agency (NZTA).

Some of the goals being considered for the 2020 campaign include;

- Incorporating more Te reo Māori on the website, in teacher resources and school communications which is in line with GWRC's new Te Reo and Tikanga Policy.
- Expanding sponsorship opportunities.
- Targeting activities and support for older primary school children to encourage *independent* walking and wheeling to school.
- Further strengthening links to other programmes such as *Active Travel Action* curriculum resource, Pedal Ready and online survey data tools.
- Introducing more environmentally-friendly merchandise, reinforcing a connection between travel choice, climate change and lower carbon emissions.
- Building on this year's social media success through platforms such as the Parent Facebook Photo Competition and “Share your Story” blogs.

## 4. Communication

### 4.1 Local councils and other agencies:

Movin' March has a wide range of resources and incentives – both digital and physical – to communicate to school communities across the region. We work in close partnership with road safety coordinators and travel planners from local councils and involve other agencies such as; Police, NZTA, Sport Wellington, EnviroSchools and media outlets. Close connections with Territorial Authorities means GWRC can better understand the diverse needs and situations of school communities across the region and strengthen these

links together. The benefits of doing this were demonstrated in one lead teacher's comments that "it was great having Kirsty [GWRC] and Bruce [KCDC] attend our school assembly, the children like that connection and that there are others who care about what they are doing".

The ways in which we communicated with local councils and other agencies includes:

- A communications plan outlining the campaign's activities and timeline during promotion, delivery and evaluation phases.
- Reporting on registration numbers to maximise recruitment of new schools.
- Communicating weekly highlights of school activities to raise awareness, increase media exposure and encourage engagement.
- Providing an in-house "Roving Reporter" to attend school events and capture high quality images with local-friendly content for print media and future promotions.
- Sharing and seeking feedback on key results and learnings to help us reflect on the campaign's effectiveness and to plan future campaigns.

#### 4.2 Communications with schools:

Many schools get a high number of requests to engage from a huge number of agencies which is often difficult to manage or sustain. Also, teachers are typically time-poor, so any communications GW has with schools must be highly relevant, timely, brief, and be very flexible. Some of the tools we use to walk this fine line include;

- **Physical resources:** GW provides; prizes to reinforce safety messages and incentivise children, a "School Guide" to give teachers' all they need to know to take part and quickly pass onto their parent communities.
- **Classroom support:** Ideas which teachers can adapt in the classroom to complement the aims of Movin' March, such as GW's *Active Travel Action* curriculum resource.
- **Direct emails with schools:** Providing targeted emails to key staff to help busy staff promote Movin' March by easily copying these into weekly newsletters.
- **Strengthening engagement:** We incentivise schools to run "WOW" (Walk or Wheel) Family Day events with themes such as 'walk your dog to school', fancy feet or dress up your wheels days to encourage whole school communities to get on board. Images and stories from these are shared on council and school social media platforms and print media.
- **Celebrating:** Involving councils and schools to share their Movin' March experiences gives GW worthy insights for future planning. It also gives schools an opportunity to reflect on how vibrant and successful their involvement has been and to acknowledge their efforts. A "School Report" was developed in 2019 for this purpose (see [Attachment 2](#)).
- **Website and Facebook** communications is covered in Engagement 6.1 below.

## 5. Consideration of climate change

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide.

### 5.1 Mitigation assessment

Officers have considered the effect of the matter on the climate and concluded that the matter does not have a significant effect. Movin' March plays a role in influencing travel behaviour and encouraging more use of active transport modes, and therefore has the potential to contribute towards the reduction of emissions in the Wellington region.

Officers note that the matter does not affect the Council's interests in the Emissions Trading Scheme (ETS) and/or the Permanent Forest Sink Initiative (PFSI).

### 5.2 Adaptation assessment

Officers have considered the impacts of climate change in relation to the matter. Officers recommend that climate change will have an impact, but not a material effect on the matter.

## 6. The decision-making process and significance

No decision is being sought in this report.

### 6.1 Engagement

This year we saw a significant shift in the nature of social media and social engagement for Movin' March involving councils, schools, families and other GW social media platforms. Our website page views increased by 46% and the Movin' March Facebook results were even more rewarding ([www.facebook.com/movinmarch/](http://www.facebook.com/movinmarch/)). In 2019 there was a:

- 59% increase in page likes
- 253% increase in organic reach
- 61% increase in engaged users.

The main reasons for this exponential increase include:

- The decision to run a *daily* prize for the Parent's Facebook Photo Competition marked a turning point in driving up social media engagement (increasing the number of entries from 54 in 2018 to 300 in 2019). This not only created a 'buzz'; it provided a forum for sharing lots of organic content.
- Consistent posting prior, during, and post campaign.
- Sharing individual stories from families and schools that others can relate to, are local and relevant and provoke a personal and emotional response (examples of these are on pages 3-4 in [Attachment 1](#)).
- More sharing of posts between schools, councils and GWRC.

Interestingly this result was achieved without a big advertising budget. While some Neighbourly advertisements were placed, the overall cost in 2019 was much lower than 2018 when we used an outside agency to manage our Facebook campaign. This year the introduction of a daily prize together with a "Share your Story" blog targeting parents, created content and connections which resonated not only with our campaign goals but, more importantly, our audiences.

Refer to **Attachment 3** for a summary of our social engagement report.

## 7. Recommendations

*That the Committee:*

1. **Receives the report.**
2. **Notes the content of the report.**
3. **Notes the positive outcomes achieved in the Movin' March programme for 2019.**

Report prepared by:

**Kirsty Barr**  
Travel Choice Coordinator

Report reviewed by:

**Harriet Shelton**  
Manager, Regional Transport  
Planning

Report approved by:

**Luke Troy**  
General Manager, Strategy

**Attachment 1:** Benefits of Active Transport, Movin'March WOW Competition, Movin'March Art Challenge, Movin'March Stories, Highlights from Parent and School Feedback

**Attachment 2:** Movin'March Summary for Schools

**Attachment 3:** Summary of Social Media Engagement

## Benefits of Active Transport

Figure 1:



1. Cooper AR, Wedderkopp N, Wang H, Andersen LB, Froberg K, Page AS. (2006). Active travel to school and cardiovascular fitness in Danish children and adolescents. *Med Sci Sports Exerc.* 38(10):1724-31. PubMed PMID: 17019293.
2. Vinther C. Children who walk to school concentrate better. (2012). *Science Nordic*. Accessed on 18 September 2017 - <http://sciencenordic.com/children-who-walk-school-concentrate-better>
3. Prezza, M. and Pacilli, M. G. (2007). Current fear of crime, sense of community, and loneliness in Italian adolescents: The role of autonomous mobility and play during childhood. *J. Community Psychol.*, 35: 151-170. doi:10.1002/jcop.20140
4. Living Streets UK. (2008). *Backseat Children - how our car dependent culture compromises safety on our streets.* (2008).

## Movin' March "WOW" (Walk or Wheel) Competition

**Figure 2:** Student trips are recorded at school then returned to GWRC to go in the draw to win one of 6 \$300 Avanti vouchers (one for each district).



**Figure 3:** Barbara Donaldson, STC Chair draws the lucky winners from each district



## Movin' March Art Challenge

**Figure 4:** The regional winner in the Movin' March Art Challenge (10-12 yrs) combines her own artwork and design into the colouring-in template (Lyllall Bay School) receiving a \$100 Prezzy card.



## Movin' March Stories: Changing Lives

A range of stories are captured on the Movin' March blog page: (see [www.movinmarch.com/blog](http://www.movinmarch.com/blog)) and in some cases these also ended up in local community newspapers. Some highlights are:

One of the 21 winners of the Parent Facebook Photo Competition commented "The kids were so keen to join in with Movin' March. They cried the day I had to drive!!! It made a difference to me too, I felt much better for the fresh air and exercise....we will be keeping it up."



A Porirua student shared his own touching personal story of how Movin' March made him change his habits and lifestyle in an effort to lose weight and be healthier through walking with his brother to school. His story was posted on as part of our "Share your Story" blog page and then shared on Facebook giving us the highest level of engagement of any one story during the campaign (see <https://www.movinmarch.com/single-post/2019/04/08/Anthony-inspires-through-exercise>).



A mother of a Miramar student talked about overcoming her own anxieties in the face of her daughter's determination to bike to school. Not only did Mum get to witness how her daughter's confidence grew, she says "I'm also proud of myself, because I didn't allow my fears or worries take over the opportunity. I empowered her to give it a go and didn't hold my baby girl back from achieving something she was keen on" (see <https://www.movinmarch.com/single-post/2019/03/25/Biking-to-school-pride>).



**Other Parent Quotes around Travel Behaviour Change:**

“ It’s helped us realise that the distance wasn't actually too far and has given our child more Independence on time management and road safety skills. She has also improved her scooter skills.

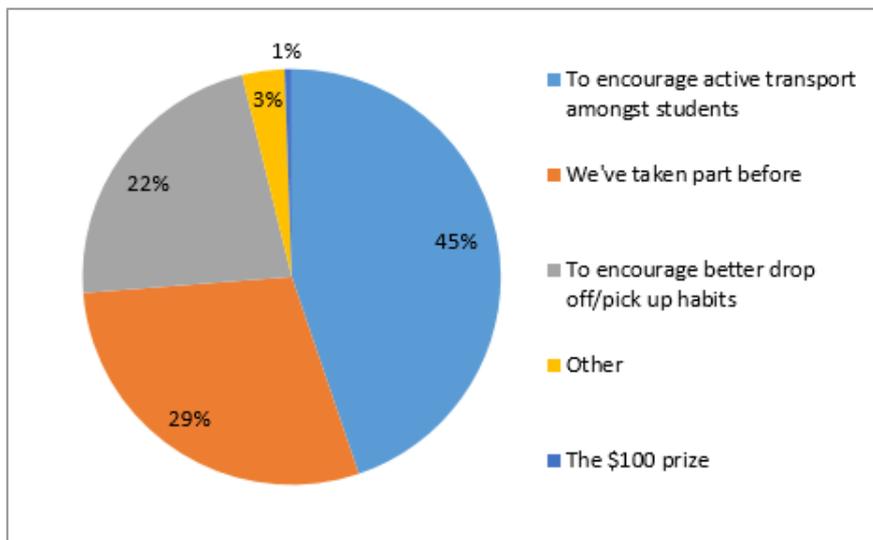
It’s encouraged me to get up first thing on a winter’s morning and go on a 30 min scooter ride around the block with my child – an amazing way to start the day.

My eldest daughter was never interested in walking before... Now she sees walking to school as a way to have a little bit of independence and also a chance to catch up with her friends.

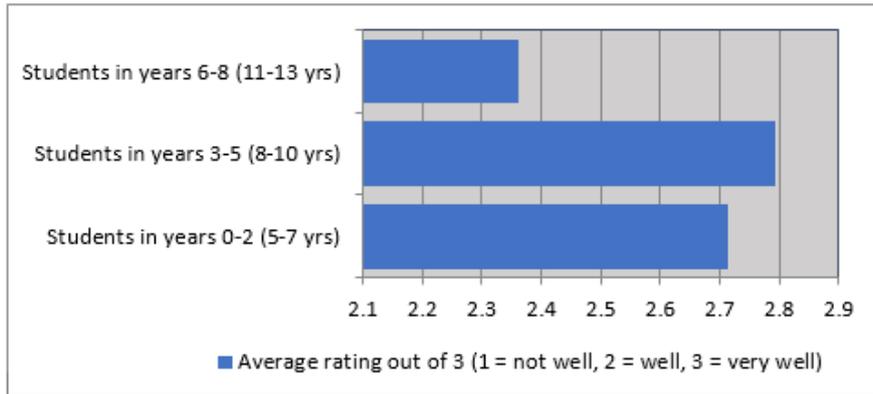
I can see my son's growing confidence as he rides his bike more and it makes for a very fun adventure to and from school.

**Highlights from Parent and School Staff Feedback**

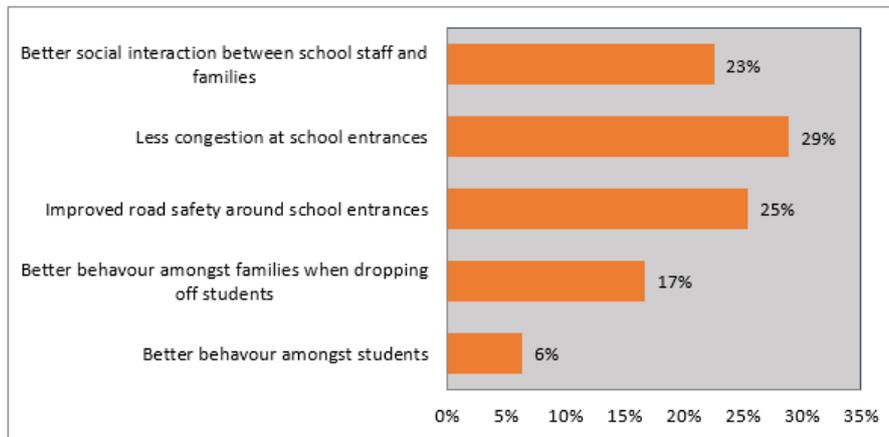
*Figure 5 – Schools: Why did you register for Movin’March?*



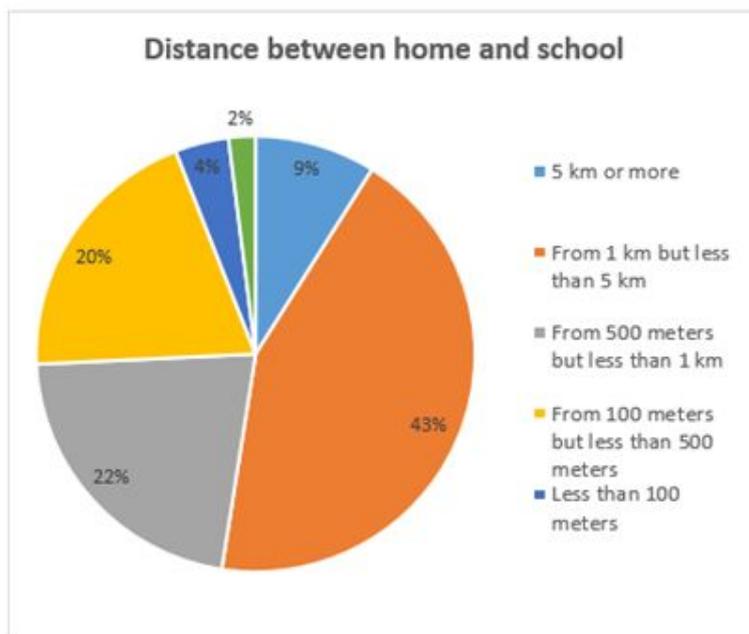
**Figure 6 - Schools:** How well does Movin' March motivate students?



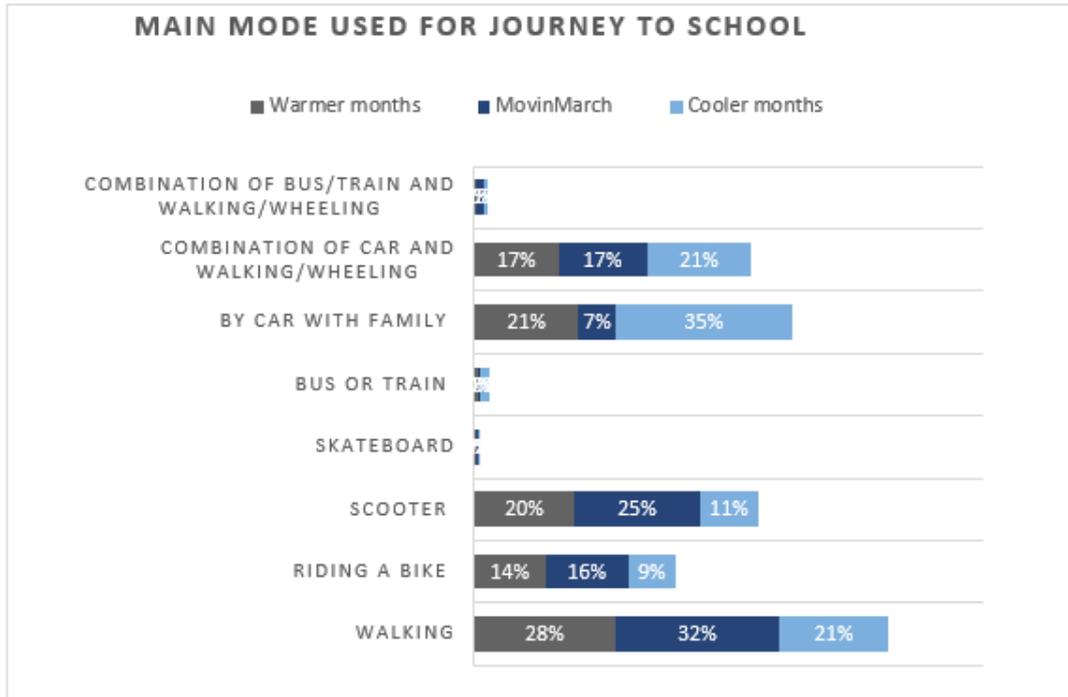
**Figure 7 - Schools:** What were some of the benefits of Movin' March?



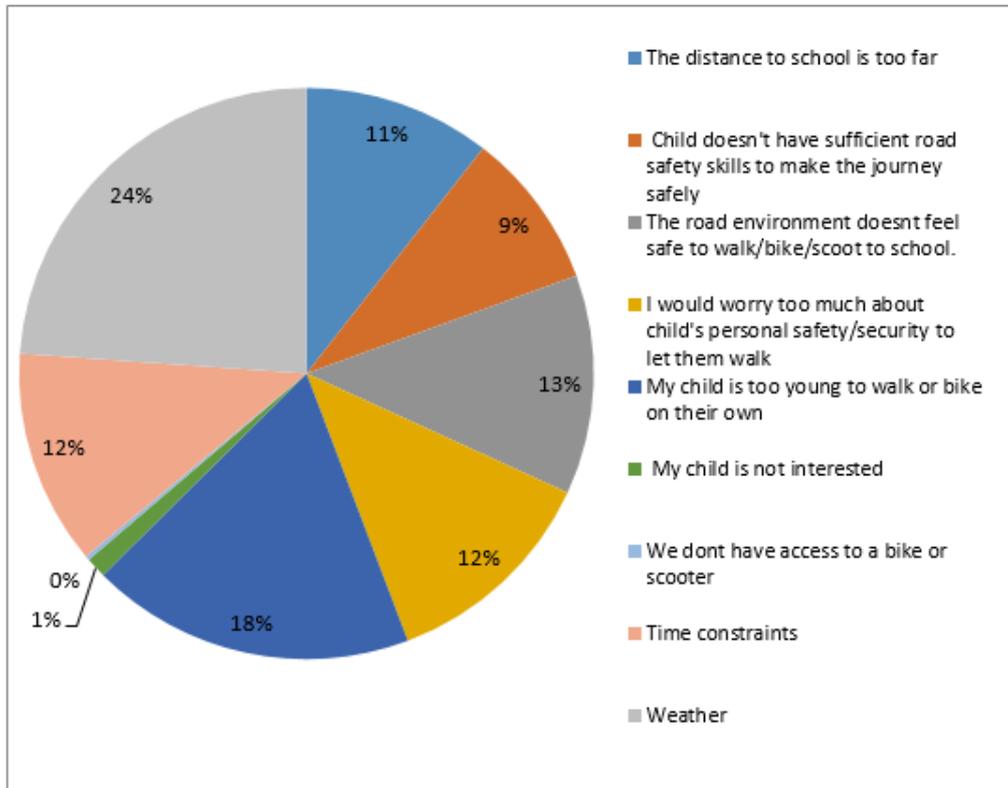
**Figure 8 - Parents:** What is the distance between home and School for your family?



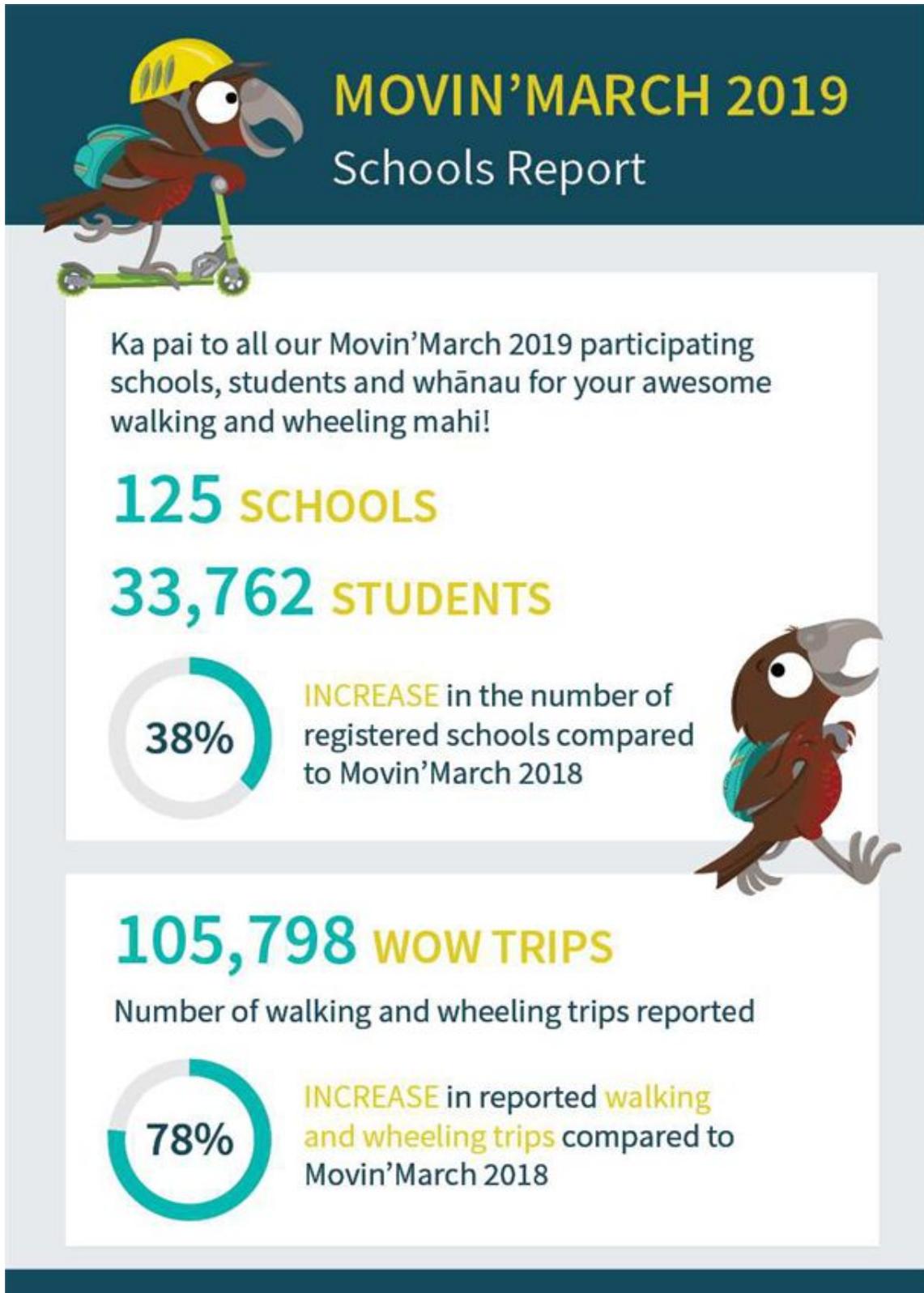
**Figure 9 - Parents:** What is the main mode used for your journey (before during and after Movin'March)?



**Figure 10 - Parents:** What barriers are there to walking/cycling/scooting to School?



## Movin' March Summary for Schools



## 2019 WINNERS

### Schools with the highest **PARTICIPATION** rates\*

\*Based on walking and wheeling trips recorded on WOW passports sent in to Greater Wellington.

**AMESBURY SCHOOL - Wellington City**

> 4,682 trips (16 trips per student)

**GREYTOWN SCHOOL - Wairarapa**

> 2,367 trips (7 trips per student)

**PAPAKOWHAI SCHOOL - Porirua**

> 6,207 trips (13 trips per student)

**RAUMATI SOUTH SCHOOL - Kāpiti Coast**

> 2,651 trips (6 trips per student)

**ST CLAUDINE THEVENET - Hutt City**

> 2,930 trips (12 trips per student)

**TOTARA PARK SCHOOL - Upper Hutt City**

> 1,771 trips (6 trips per student)



Greytown School



Papakowhai School



Raumati South School

## Congratulations to our **WOW CHALLENGE** winners!

### HUTT CITY

- > Kaycie Ulukita - Eastern Hutt School

### UPPER HUTT CITY

- > Deijahnah Rata-Hosay - Fraser Crescent School

### WAIRARAPA

- > Heath Dunnet - Greytown School

### WELLINGTON CITY

- > Lucas - Karori West Normal School

### PORIRUA CITY

- > Stella - Paremata School

### KĀPITI COAST

- > Eli Freshwater - Raumati South School



## Congratulations to our **ART CHALLENGE** winners!

### 5 - 7 YEARS

- > Samantha McNeil - St Brendan's School, Upper Hutt

### 8 - 10 YEARS

- > Sophia Riches - Lyall Bay School, Wellington

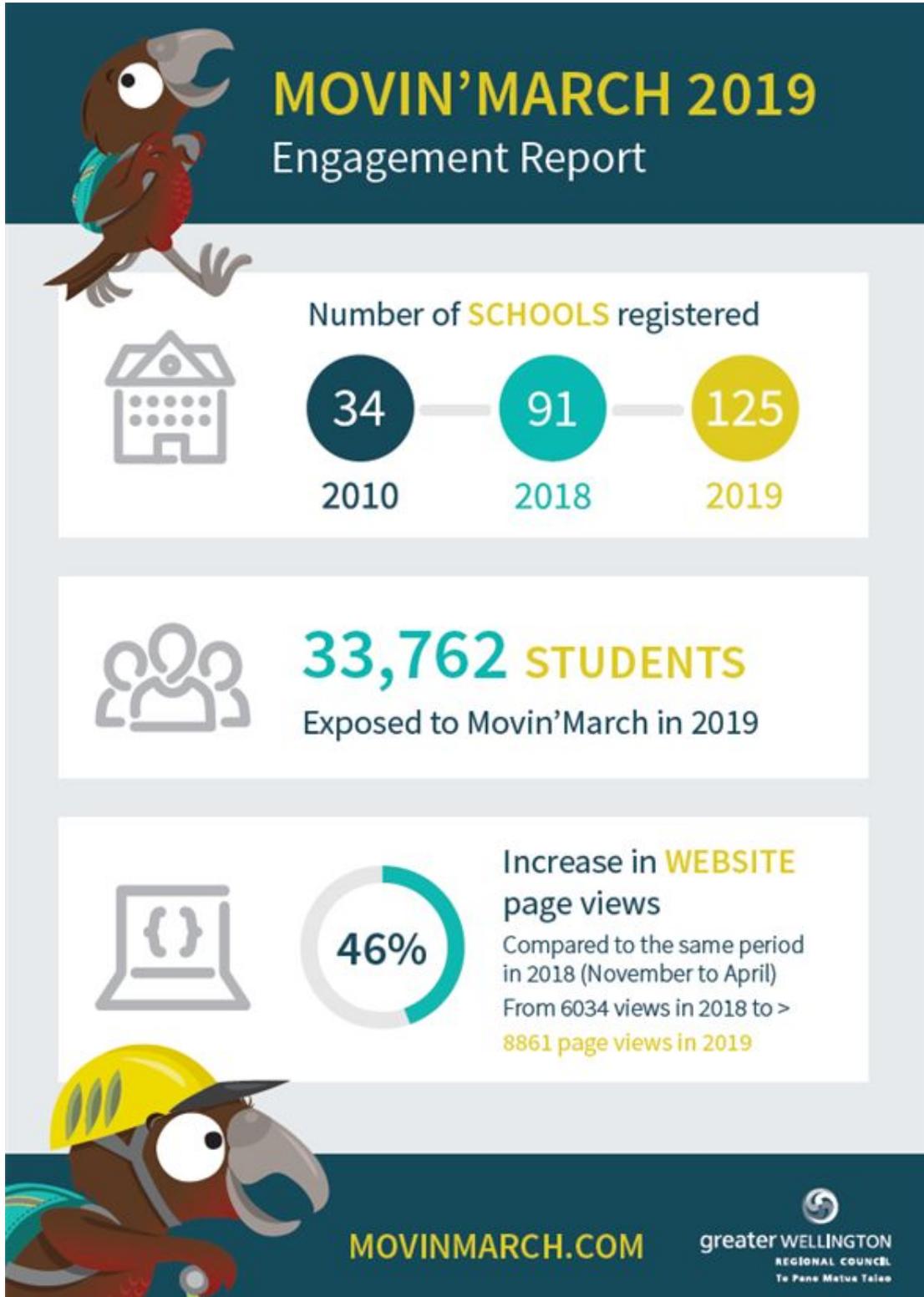
### 11 - 12 YEARS

- > Ella Petrie - Raumati South School, Kāpiti





## Summary of Social Media Engagement



## FACEBOOK ENGAGEMENT

Posting articles, stories and photos helps to increase awareness of Movin' March and the benefits of walking, biking and scooting to school while providing social proof.

Achieving engagement with parents via Facebook helps to develop social norms and peer support for walking, biking and scooting to school.



### Increase in **PAGE LIKES**

From 485 page likes on 1 February 2019 to >  
**772 page likes on 25 April 2019**



### Increase in organic **REACH\***

From 7249 people reached during March 2018 to >  
**25621 people reached during March 2019**

\*The number of people who had any content from our Page or about our Page enter their screen.



### Increase in **ENGAGED USERS\***

From 1933 Engaged Users during March 2018 to >  
**3108 Engaged Users in March 2019**

\*The number of people who engaged with our Page. Engagement includes any click or story". Clicks include likes, shares, comments and link clicks.

## Facebook post **ENGAGEMENT RATE\***

The top two performing posts achieved 15 and 17% engagement compared to an industry average of 0.13%.

Fifty five posts achieved over 10% engagement.

\*The number of people your post reached who then liked, commented, shared or clicked on your post. According to Rival IQ's Social Media Benchmark Report, the average Engagement Rate for Non-profits' Facebook pages is 0.13%.

Disclaimer: Pages with under 1000 followers have higher engagement.



**Movin'March**  
Published by Sustainable Transport (1) - March 11 at 4:05 PM

Thank you Anthony for sharing your inspiring story!

"Everyday since the beginning of the school year I have walked or scooted to school and home...it used to take me 45mins to walk home and now it takes me 20mins. My mum and dad are so proud of me. I am proud of me... Movin'March is really good and fun and something that I can do and helps motivate lots of kids like me to go out and exercise and get nice fresh air in the morning "... See More



MOVINMARCH.COM  
Anthony get's movin'! | Movin'March: Get Moving to School this March in the Wellington Region

Reach – 1,155  
Engagement – 131  
Engagement Rate – 17%



**Movin'March**  
Published by Sustainable Transport (7) - March 27 at 9:00 PM

Nearly 500 students from Papakowhai School were shaking and moving all the way to Aotea Lagoon to mark their first year of taking part in Greater Wellington's Movin'March campaign.



MOVINMARCH.COM  
In the Neighbourhood | Movin'March: Get Moving to School this March in the Wellington Region

Reach – 1,232  
Engagement – 111  
Engagement Rate - 15%

## PHOTO COMPETITION + SHARE YOUR STORY

We received 300 entries to the Movin' March photo competition this year compared to 57 in 2018.

We ran a 'Share Your Story' competition and received some great stories from parents saying how much they loved Movin' March.



*"Movin' March has been so much fun. My two girls (4 and 6) have loved it. I loved having the 20 mins prior to school drop off being happy and active instead of stressful. I said goodbye to much happier kids than when we drove."*

Michelle Robertson



*"Our youngest daughter Jess has discovered a whole new confidence thanks to Movin' March... She started by scootering 300m down the road and by the end of March was scootering the whole 2kms home. She's full of confidence and loves the responsibility now."*

Anna Keane



*"My son who is 8 years old never knew how to ride his bike but during Movin' March he actually did it. If it wasn't for Movin' March my son would still be walking along side me and his brother but now they both bike to and from school."*

Aroha Patene



**Report** 19.223  
**Date** 13 June 2019  
**File** CCAB-20-707

**Committee** Sustainable Transport  
**Author** Jonathan Gear, Business Performance and Insights Manager

## Public Transport - operational performance

### 1. Purpose

To provide the Committee with an update of current operational performance compared to historical trends.

### 2. Background

Metlink now has access to more information than ever before relating to the performance of its public transport network.

Officers have developed a monthly report drawing on available information to provide performance reporting at the level provided in other authorities. To enable the public to easily access this information it will be updated monthly when information becomes available and published on the Metlink website.

This report also provides answers to questions posed by the Committee at the last meeting.

Please note that proposed remedies and actions aimed at improving performance will be reported on via the Metlink service activities report (Report 19.226), which will follow operational reports on the agendas for these meetings.

### 3. Operational matters

The analysis below is to provide answers to questions that have been posed in regards to the new bus network that was introduced in mid-2018.

#### 3.1 Variability of travel times

At the last Committee meeting, members were presented with information on the variability of travel times for routes 1, 2, 3, and 7. The Committee requested that they be provided with variability information for route 24.

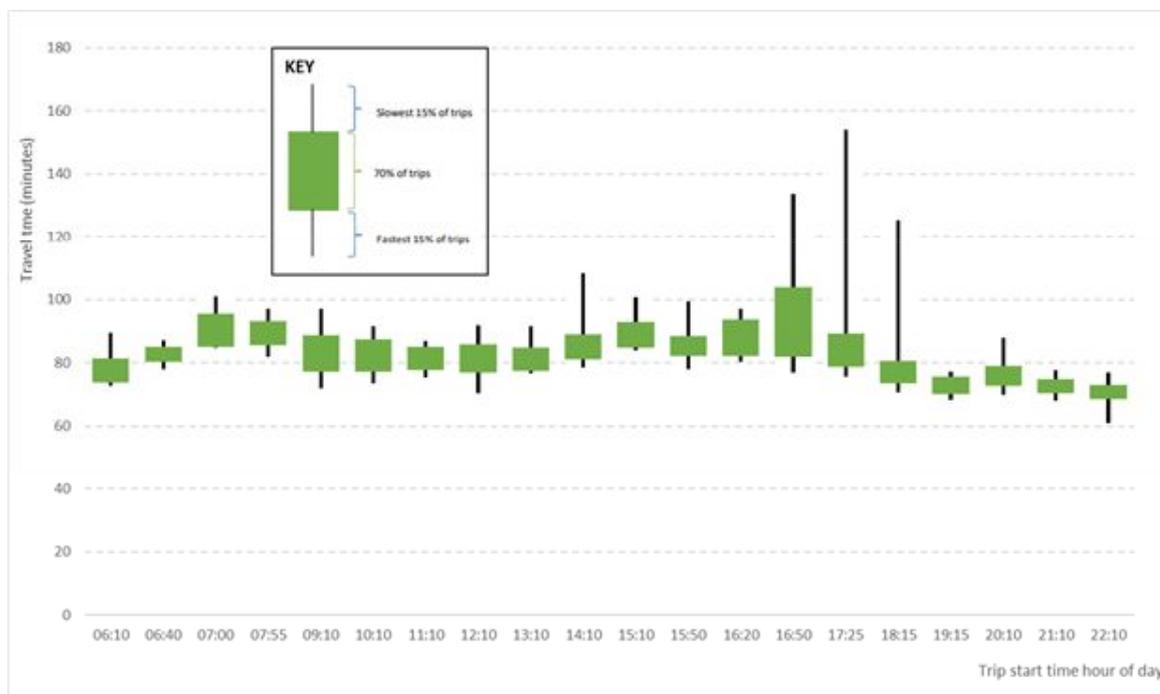
### 3.1.1 Route 24 – travel times

At its last meeting the Committee requested that it to be provided with travel time availability figures for route 24. Route 24 covers Maupuia, Evans Bay, and Broadmeadows.

Officers have prepared the graph below (figure 1) showing the travel time variability for the “Miramar Heights - Kilbirnie - Oriental Bay - Wellington - Khandallah - Broadmeadows – Johnsonville” variant of route 24 during the month of April 2019. Scheduled travel times on this route variant range from 80 to 99 minutes, and the variant services 85 bus stops. The analysis shows that travel times on this route variant range from 61 minutes to 154 minutes, with the median travel time by time of day ranging from 71 minutes to 93 minutes.

Note that traffic conditions on 11 April have resulted in the outliers between 16:50 and 18:15 which was not repeated in other days, therefore when reading the graph focus should place on the green boxes, rather than the outliers. We have been unable to correlate the 11 April figures with any reported traffic issues.

*Figure 1: Travel time variability on Miramar Heights - Kilbirnie - Oriental Bay - Wellington - Khandallah - Broadmeadows – Johnsonville route variant*



### 3.2 Punctuality at destination

At its last meeting the Committee requested to be provided with punctuality at destination (as opposed to origin) data.

Officers have prepared the graph below (figure 2) setting out the percentage of services that were on-time at the origin vs on-time at destination during March, April and May 2019. A service is on-time if it departed the origin or arrived at

the destination between 59 seconds before or 4 minutes 59 seconds after the timetabled time.

Figure 2: Bus services on-time at origin vs destination



The data shows that, for example, in April 0.9% of services left the origin early, 5.7% left late, and the remainder (93.4%) departed on time. At the destination 31.4% of services arrived more than 1 minute earlier than the scheduled time, 11.1% arrive more than 5 minutes late and 57.5% arrived on time.

The data supports the approach that has been taken recently in timetable design where 80th percentile travel times for each service on a route were used to determine end to end travel times by time and day of week. These travel times are drawn from our Real Time Information data and always use school term time data when the system is at full load and traffic congestion is more typical. The expected result of this is that during term time when the network is at full load around 80% of services will arrive at the last stop on or before the

scheduled time and around 20% will arrive after the scheduled time. At lower demand times of the year greater than 80% would be expected to arrive at the last stop before the scheduled time.

#### **4. Customer experience insights**

Over-all bus complaint volumes continue to trend downwards as cancellation rates and punctuality gradually continue to improve.

However, specific services continue to be susceptible to ongoing driver shortages and variable operator performance, which are causing frequent service cancellations, late running and prolonged wait times and capacity issues for customers.

Ongoing pain-points include:

- Route 13 AM peak services impacting Northland;
- AM peak 30x and 31x express services impacting Scorching Bay and Miramar North. The 31x is also experiencing some late running in the PM peak;
- An AM peak 12e service;
- An AM peak 35 service in Hataitai; and
- AM peak 33 and 34 services impacting customers in Chaytor and Glenmore Streets.

Some progress has been made in recent weeks by working closer with NZ Bus to target the improvement of some of the worst punctuality related pain-points, such as the route 31x PM services. Work undertaken is outlined in Section 3.1 of Report 19.226 *Metlink Service Activities*.

#### **5. Monthly operational performance**

##### **5.1 Monthly report**

[Attachment 1](#) to this report contains an overview (including commentary) of Metlink's monthly performance report for the month of April 2019. The May performance report will be provided to members and the public when available. Note that officers expect to have the May performance report completed prior to this meeting (but after the distribution of the order paper).

#### **6. Communication**

Operational performance reports will be placed on the Metlink website.

#### **7. Consideration of climate change**

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

## 8. The decision-making process and significance

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### 8.1 Significance of the decision

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### 8.2 Engagement

Engagement on the matters contained in this report is not necessary.

## 9. Recommendations

*That the Committee:*

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

Report prepared by:

**Jonathon Gear**  
Business Performance and  
Insights Manager

Report prepared by:

**David Boyd**  
Customer Experience  
Manager

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport

**Attachment 1:** Operational performance (April)

# Metlink performance report

Attachment 1 to Report 19.223



April 2019

## Patronage

There are two ways to report on patronage: Passenger boardings and passenger journeys. A passenger journey is calculated by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of visibility on transfers between modes and on rail and ferry services.

### Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.7% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.1% year on year. Boardings growth in Porirua has declined year on year following a historical trend, but this decline may be overstated in the current year due to the assumptions used to map the pre Jul-2018 routes to the new network map.

#### By area for April

|              | Apr-19           | Apr-18           | % Change    |
|--------------|------------------|------------------|-------------|
| Wellington   | 1,458,634        | 1,391,797        | 4.8%        |
| Hutt Valley  | 366,239          | 328,024          | 11.7%       |
| Porirua      | 76,191           | 79,986           | -4.7%       |
| Kapiti       | 48,817           | 40,977           | 19.1%       |
| Wairarapa    | 12,969           | 9,620            | 34.8%       |
| <b>Total</b> | <b>1,962,850</b> | <b>1,850,404</b> | <b>6.1%</b> |

#### By area - year to date (Jul - Apr)

|              | 2018/19           | 2017/18           | % Change    |
|--------------|-------------------|-------------------|-------------|
| Wellington   | 14,913,064        | 14,194,307        | 5.1%        |
| Hutt Valley  | 3,804,696         | 3,695,085         | 3.0%        |
| Porirua      | 795,213           | 917,150           | -13.3%      |
| Kapiti       | 500,569           | 480,348           | 4.2%        |
| Wairarapa    | 137,531           | 151,079           | -9.0%       |
| <b>Total</b> | <b>20,151,073</b> | <b>19,437,969</b> | <b>3.7%</b> |

Note: Bus passenger boardings growth has been impacted by the new route network that was implemented in Jul 2018, with the new network requiring a higher rate of transfers. After accounting for this change in behavior there is still underlying passenger growth on the Metlink bus network, refer to page 20 of the [Sustainable Transport Committee 20 March 2019 Order Paper](#).

### Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 5.8% year on year. The majority of this growth has come from the Kapiti Line (+7.8% year on year) followed by the Hutt Valley Line (+6.6% year on year). Patronage on the Johnsonville Line has declined year on year, impacted by three morning and three evening peak services being replaced by buses (implemented as an interim measure to respond to train staff shortages) and the bus network changes implemented in July 2018.

#### By line for April

|              | Apr-19           | Apr-18           | % Change    |
|--------------|------------------|------------------|-------------|
| Hutt Valley  | 483,956          | 460,293          | 5.1%        |
| Kapiti       | 475,277          | 456,401          | 4.1%        |
| Johnsonville | 117,425          | 122,252          | -3.9%       |
| Wairarapa    | 63,130           | 61,503           | 2.6%        |
| <b>Total</b> | <b>1,139,788</b> | <b>1,100,449</b> | <b>3.6%</b> |

#### By line - year to date (Jul - Apr)

|              | 2018/19           | 2017/18           | % Change    |
|--------------|-------------------|-------------------|-------------|
| Hutt Valley  | 4,976,950         | 4,670,546         | 6.6%        |
| Kapiti       | 4,927,011         | 4,569,401         | 7.8%        |
| Johnsonville | 1,212,404         | 1,240,630         | -2.3%       |
| Wairarapa    | 646,234           | 632,119           | 2.2%        |
| <b>Total</b> | <b>11,762,599</b> | <b>11,112,696</b> | <b>5.8%</b> |

### Ferry Passenger boardings

#### For April

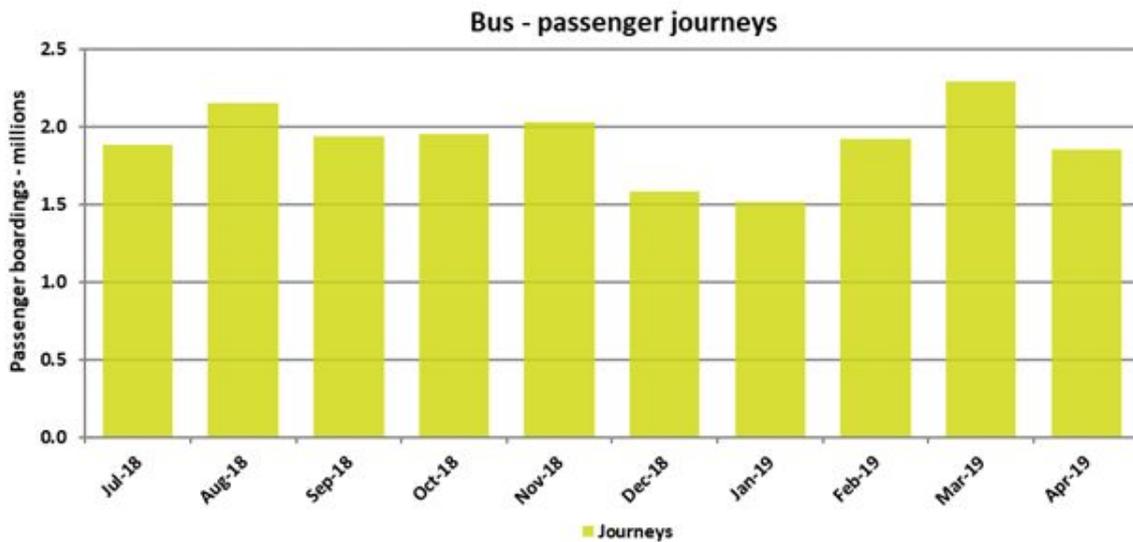
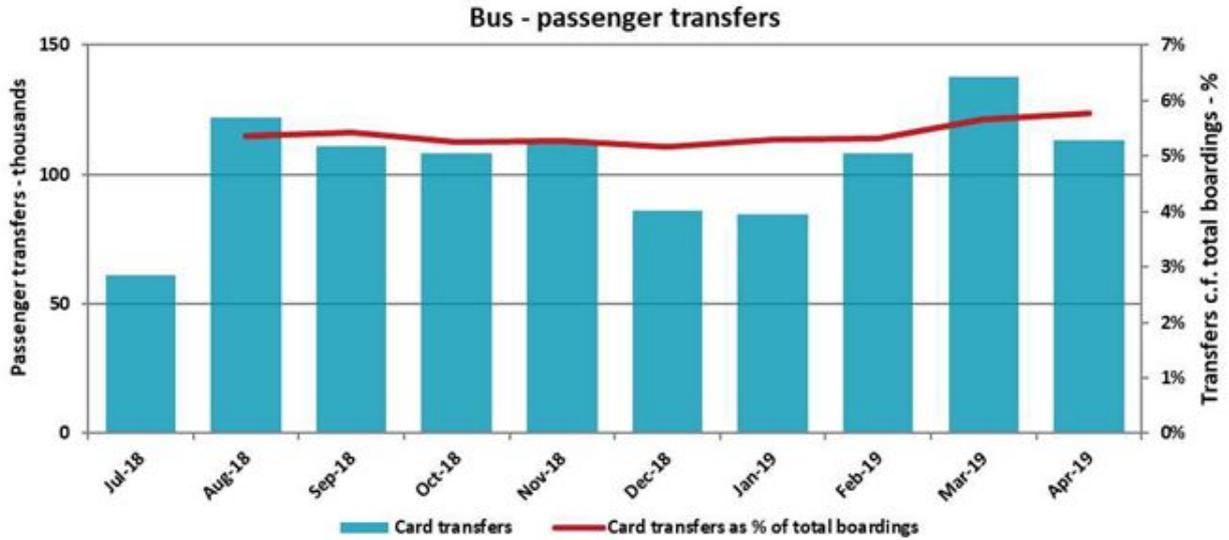
|              | Apr-19        | Apr-18        | % Change     |
|--------------|---------------|---------------|--------------|
| <b>Total</b> | <b>15,265</b> | <b>16,169</b> | <b>-5.6%</b> |

#### Year to date (Jul - Apr)

|              | 2018/19        | 2017/18        | % Change     |
|--------------|----------------|----------------|--------------|
| <b>Total</b> | <b>172,079</b> | <b>177,067</b> | <b>-2.8%</b> |

## Bus Passenger transfers and Journeys

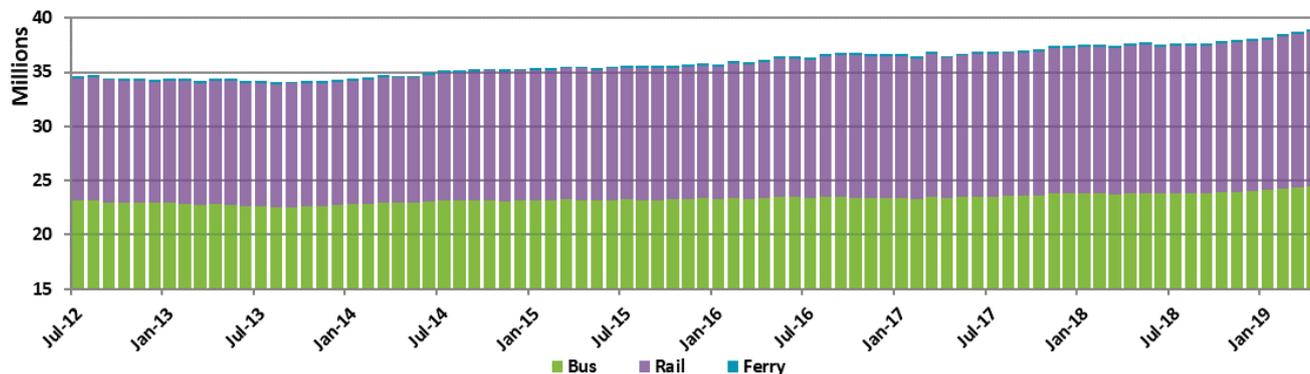
Card transfers account for 5.4% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.8%. Metlink is only able to report on transfer data for all bus services since mid-July 2018 when Snapper was implemented on all Metlink buses.



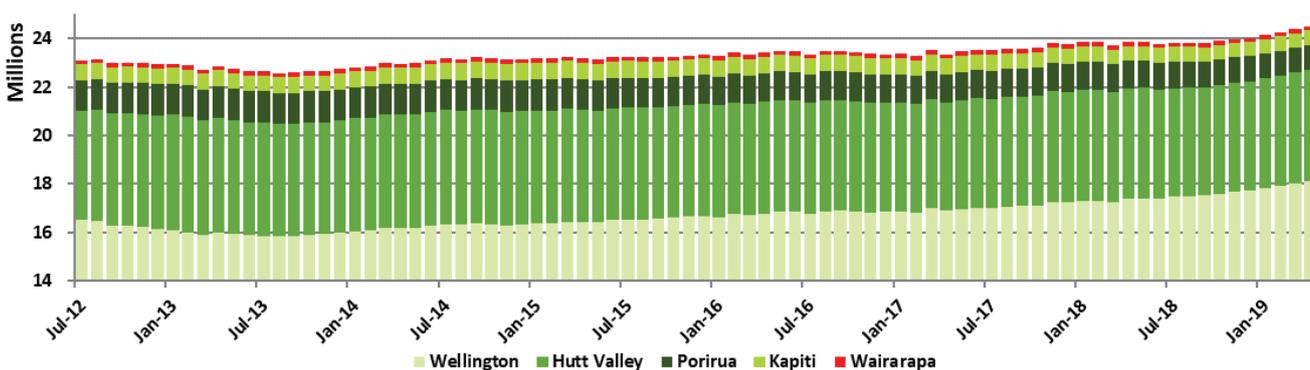
## Passenger boardings trend

The following graphs show the number of passenger boardings using a 12 month rolling total. Boardings growth is occurring on bus and rail. However, ferry boardings are in decline after peaking in the year to January 2018.

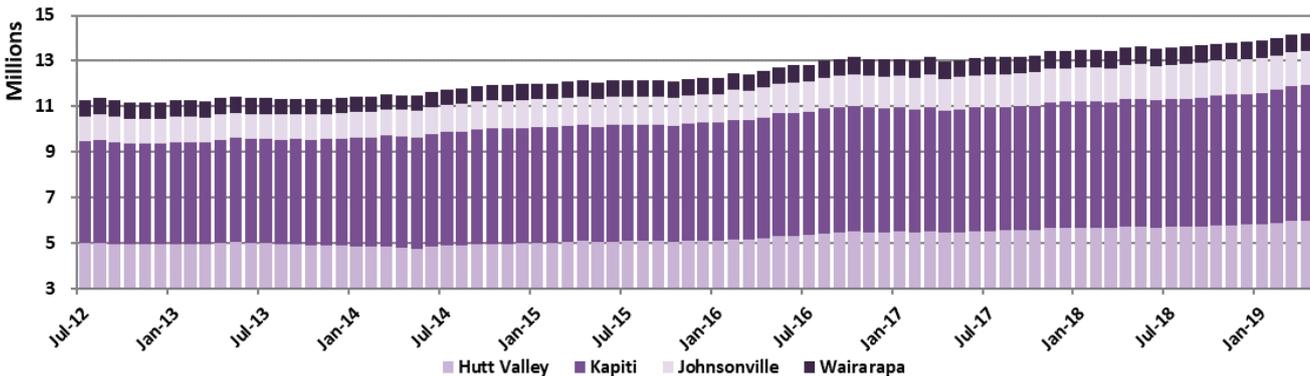
### All modes



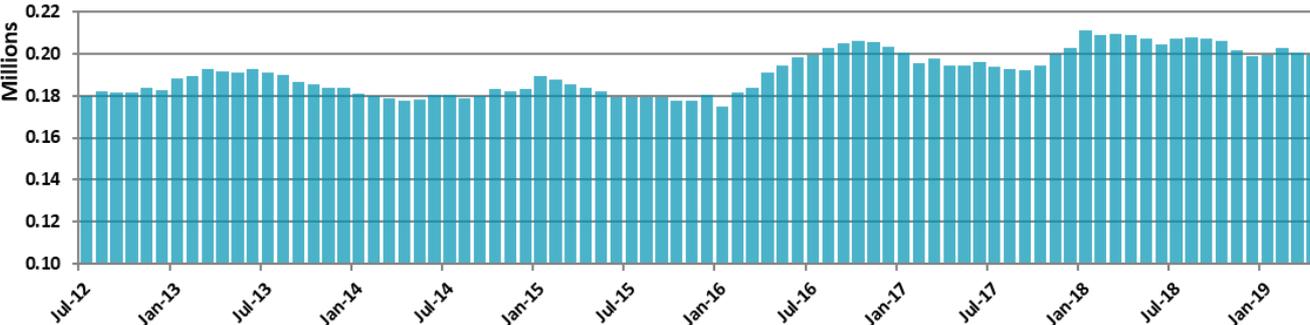
### Bus



### Rail



### Ferry





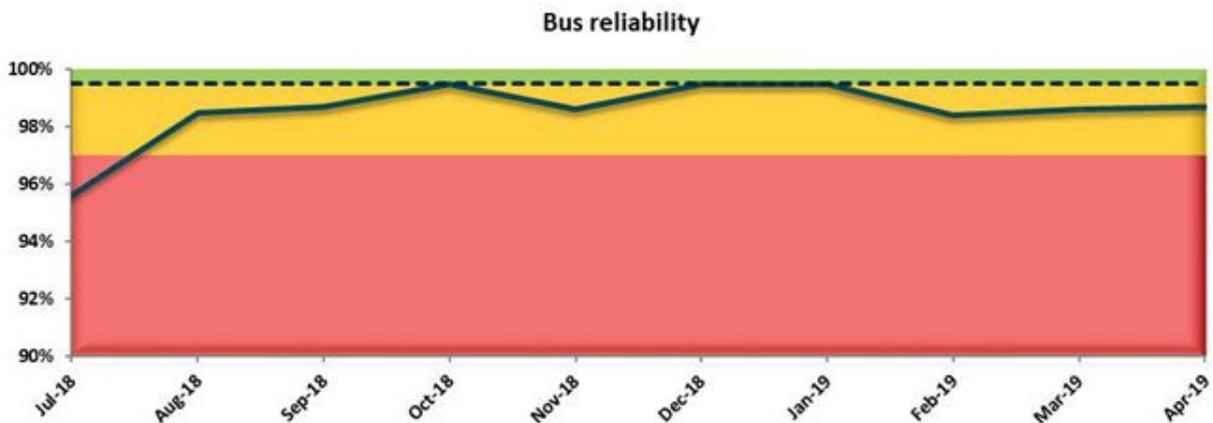
# Bus service delivery

## Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.9% of bus service were delivered reliably in April 2019, and 98.7% were delivered reliably since the new network commenced in Jul 2018. Performance against this metric improved month on month, aided by the school holidays falling during April. Service reliability continues to be impacted by driver shortages. In response to the driver shortages 20 business day services removed from the timetable for East, West & City routes from 31 March 2019.

Reliability - current month

|                                     | Apr-19       |
|-------------------------------------|--------------|
| Wellington City                     |              |
| Newlands & Tawa                     | 99.0%        |
| East, West & City                   | 98.1%        |
| North, South, Khandallah & Brooklyn | 99.1%        |
| Hutt Valley                         | 99.4%        |
| Porirua                             | 99.2%        |
| Kapiti                              | 99.8%        |
| Wairarapa                           | 99.2%        |
| <b>Total</b>                        | <b>98.9%</b> |



## Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality in April was 93.5%, and 92.5% year to date. Newlands & Tawa, Porirua, and Kapiti are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions. The poorest punctuality performance is occurring in the East, West & City sub-region.

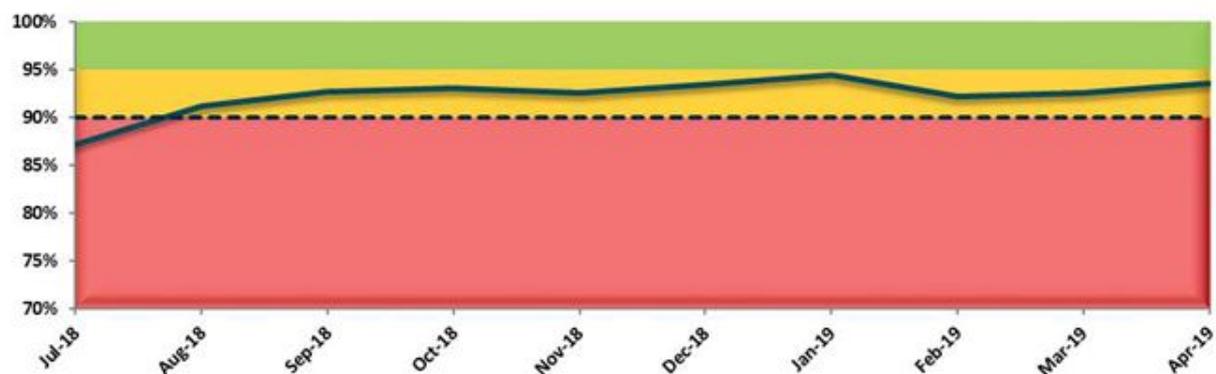
**Punctuality - current month**

|                                     | Apr-19       |
|-------------------------------------|--------------|
| Wellington City                     |              |
| Newlands & Tawa                     | 96.1%        |
| East, West & City                   | 90.4%        |
| North, South, Khandallah & Brooklyn | 94.1%        |
| Hutt Valley                         | 94.6%        |
| Porirua                             | 95.3%        |
| Kapiti                              | 97.8%        |
| Wairarapa                           | 91.3%        |
| <b>Total</b>                        | <b>93.5%</b> |

**Punctuality - year to date (Jul - Apr)**

|                                     | 2018/19      |
|-------------------------------------|--------------|
| Wellington City                     |              |
| Newlands & Tawa                     | 95.8%        |
| East, West & City                   | 89.7%        |
| North, South, Khandallah & Brooklyn | 91.3%        |
| Hutt Valley                         | 93.8%        |
| Porirua                             | 95.4%        |
| Kapiti                              | 97.8%        |
| Wairarapa                           | 92.8%        |
| <b>Total</b>                        | <b>92.5%</b> |

**Bus punctuality**



## Correct bus used

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route. In April 98% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 87%. Recently this improvement has been driven by NZ Bus's introduction of Double Decker's into service.

**Correct bus used - current month**

|                                     | Apr-19     |
|-------------------------------------|------------|
| Wellington City                     |            |
| Newlands & Tawa                     | 100%       |
| East, West & City                   | 98%        |
| North, South, Khandallah & Brooklyn | 96%        |
| Hutt Valley                         | 97%        |
| Porirua                             | 100%       |
| Kapiti                              | 100%       |
| Wairarapa                           | 99%        |
| <b>Total</b>                        | <b>98%</b> |

**Correct bus used - year to date (Jul - Apr)**

|                                     | 2018/19    |
|-------------------------------------|------------|
| Wellington City                     |            |
| Newlands & Tawa                     | 98%        |
| East, West & City                   | 73%        |
| North, South, Khandallah & Brooklyn | 91%        |
| Hutt Valley                         | 93%        |
| Porirua                             | 99%        |
| Kapiti                              | 99%        |
| Wairarapa                           | 96%        |
| <b>Total</b>                        | <b>87%</b> |



# Rail service delivery

## Reliability

The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

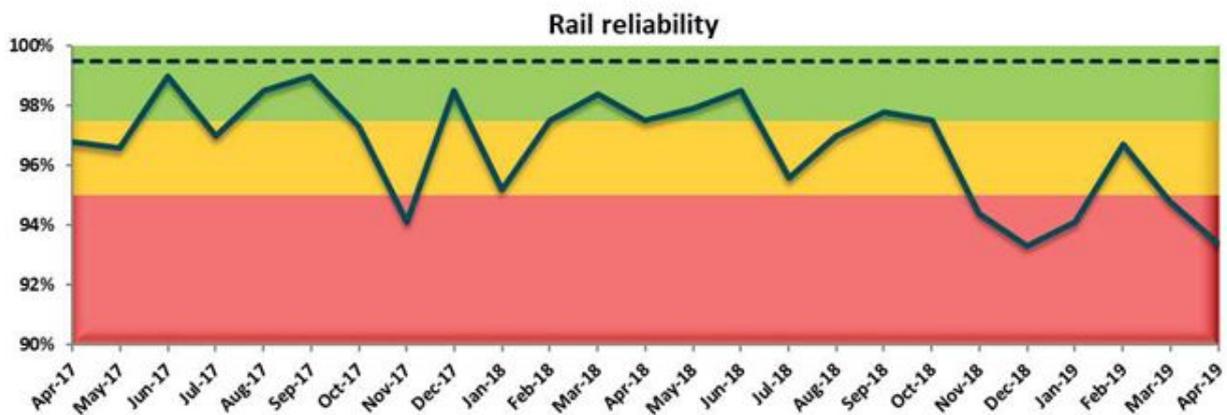
Rail service reliability is 93.4% in April, and 95.5% year to date. Reliability on the Johnsonville line has declined more than other Lines as the operator aims to minimize the number of passengers impacted by un-reliable services. Performance across all lines has declined (year to date and current month) as staff shortages and maintenance issues have impacted on service delivery. The rail operator has started notifying passengers during weekdays when reduced consist (aka train length) will be running on the Kapiti, Hutt Valley, and Johnsonville lines.

Reliability - current month

|              | Apr-19       | Apr-18       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 95.5%        | 97.0%        | -1.5%        |
| Kapiti       | 95.5%        | 96.9%        | -1.4%        |
| Johnsonville | 87.5%        | 99.3%        | -11.8%       |
| Wairarapa    | 94.1%        | 95.5%        | -1.4%        |
| <b>Total</b> | <b>93.4%</b> | <b>97.5%</b> | <b>-4.1%</b> |

Reliability - year to date (Jul - Apr)

|              | 2018/19      | 2017/18      | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 95.7%        | 97.2%        | -1.5%        |
| Kapiti       | 96.2%        | 97.3%        | -1.1%        |
| Johnsonville | 94.4%        | 97.8%        | -3.4%        |
| Wairarapa    | 92.8%        | 94.8%        | -2.0%        |
| <b>Total</b> | <b>95.5%</b> | <b>97.3%</b> | <b>-1.8%</b> |



## Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

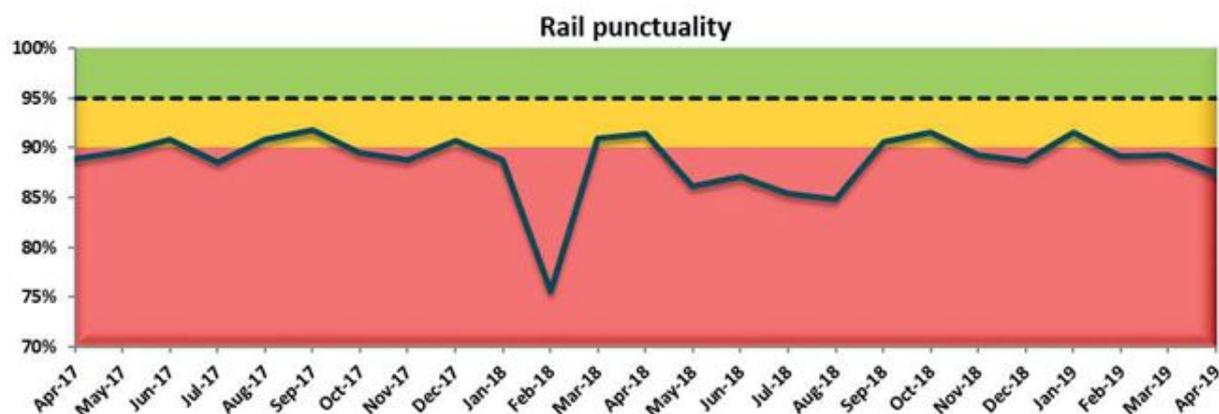
Punctuality was affected by maintenance and staff shortages issues during April. The maintenance issues have resulted in shorter trains and thus higher loadings per carriage increasing the time taken for passengers to board and alight. February 2018 punctuality was adversely affected by speed restrictions at Wellington station, following overhead damage.

**Punctuality - current month**

|              | Apr-19       | Apr-18       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 85.7%        | 90.3%        | -4.6%        |
| Kapiti       | 84.5%        | 90.4%        | -5.9%        |
| Johnsonville | 97.4%        | 97.3%        | 0.1%         |
| Wairarapa    | 52.7%        | 61.4%        | -8.7%        |
| <b>Total</b> | <b>87.5%</b> | <b>91.4%</b> | <b>-3.9%</b> |

**Punctuality - year to date (Jul - Apr)**

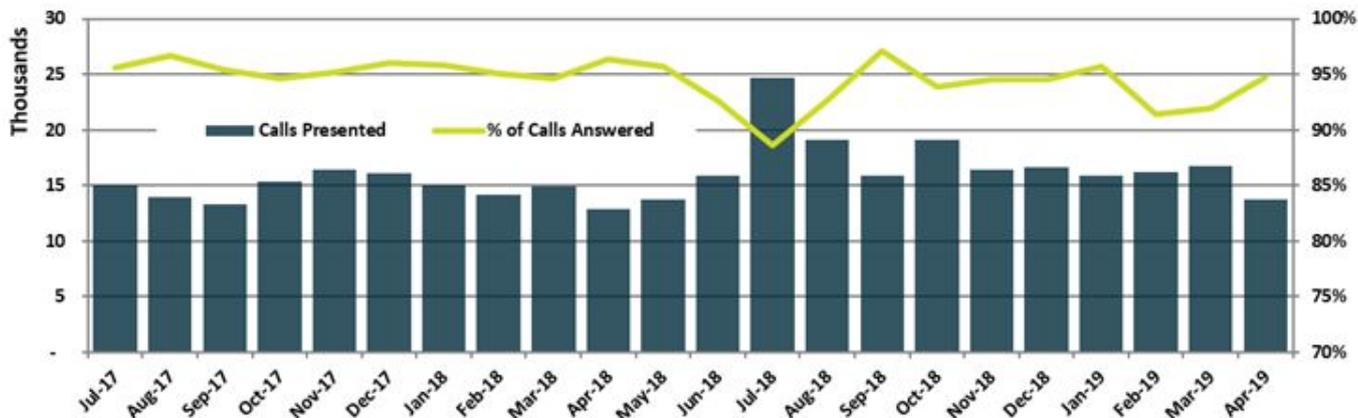
|              | 2018/19      | 2017/18      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 89.2%        | 87.0%        | 2.2%        |
| Kapiti       | 83.8%        | 87.1%        | -3.3%       |
| Johnsonville | 97.2%        | 97.6%        | -0.4%       |
| Wairarapa    | 58.0%        | 45.1%        | 12.9%       |
| <b>Total</b> | <b>88.8%</b> | <b>88.7%</b> | <b>0.1%</b> |



# Customer Contact

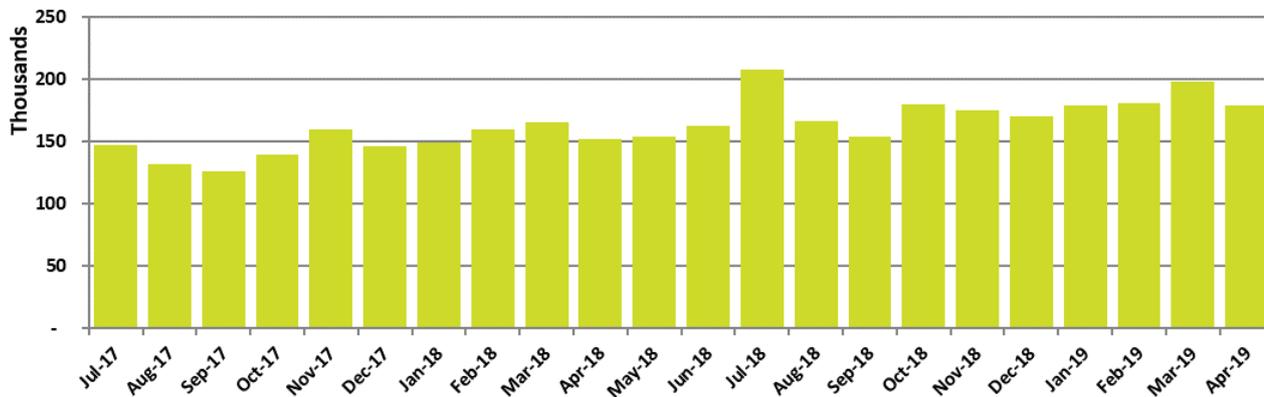
## Call centre incoming calls

94.7% of the 13,686 calls received in Apr-19 were answered. Calls answered fell below average in February and March 2019 as cancellations and schools starting back contributed to an increase in call volumes.



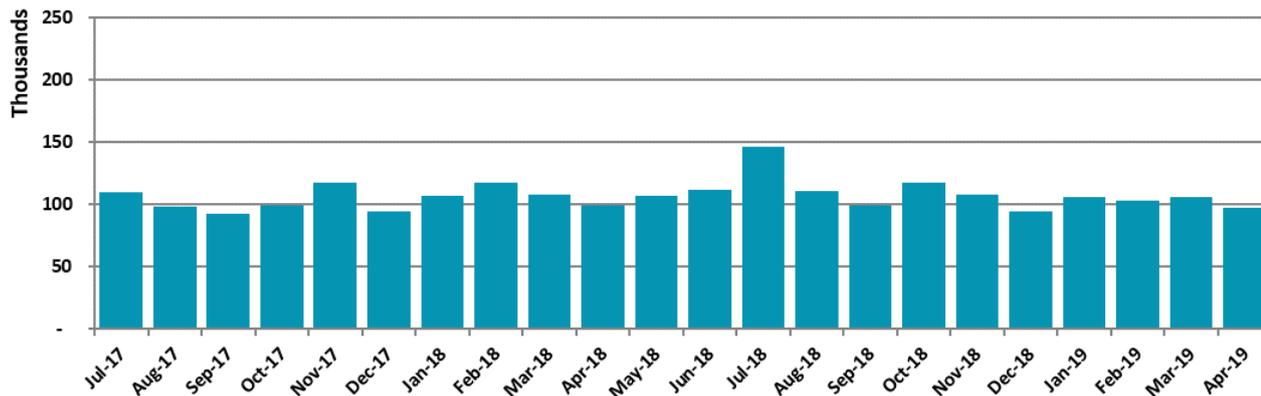
## Metlink app – unique users

In Apr-19 there were 179,000 unique users of the Metlink app. This is an 18% increase against Apr-18.



## Metlink website – unique users

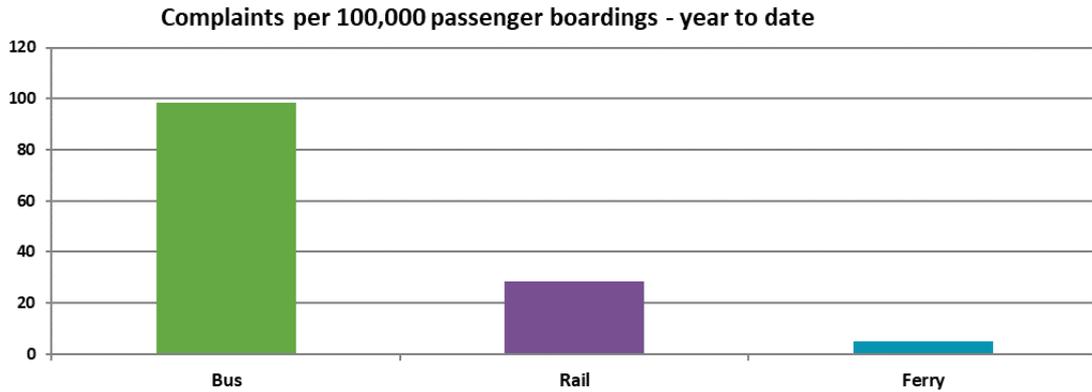
In Apr-19 there were 97,000 unique users of the Metlink website. This is a 3% decrease against Apr-18.



# Complaints

## Complaints volume

To compare complaint volumes, Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.



## Bus complaints

Bus complaints have increased by 154% on the same period for the previous year. Higher cancellations during February and March 2019 resulted in increased complaints. Relatively lower complaints were anticipated during April 2019 due to school holidays falling during the month.

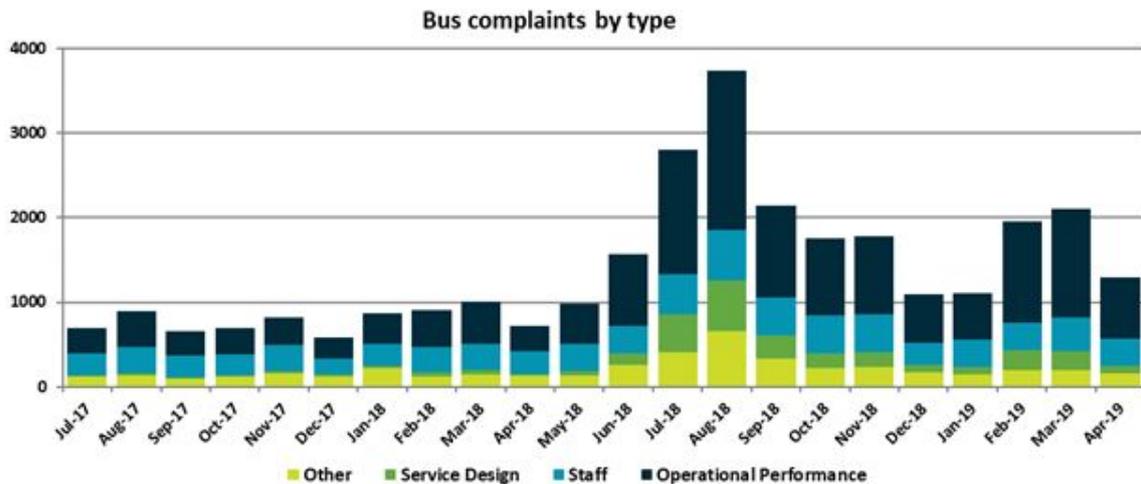
Bus complaints for current month

|                                   | Apr-19       | Apr-18     | % Change     |
|-----------------------------------|--------------|------------|--------------|
| Wellington                        |              |            |              |
| Newlands, Tawa                    | 33           |            |              |
| East-West, City                   | 607          |            |              |
| North-south, Khandallah, Brooklyn | 408          |            |              |
| Hutt Valley                       | 185          |            |              |
| Porirua                           | 51           |            |              |
| Kapiti                            | 12           |            |              |
| Wairarapa                         | 3            |            |              |
| <b>Total</b>                      | <b>1,299</b> | <b>714</b> | <b>81.9%</b> |

Bus complaints - year to date (Jul - Apr)

|                                   | 2018/19       | 2017/18      | % Change      |
|-----------------------------------|---------------|--------------|---------------|
| Wellington                        |               |              |               |
| Newlands, Tawa                    | 490           |              |               |
| East-West, City                   | 7,920         |              |               |
| North-south, Khandallah, Brooklyn | 8,267         |              |               |
| Hutt Valley                       | 2,702         |              |               |
| Porirua                           | 172           |              |               |
| Kapiti                            | 280           |              |               |
| Wairarapa                         | 14            |              |               |
| <b>Total</b>                      | <b>19,845</b> | <b>7,825</b> | <b>153.6%</b> |

Area split not available prior to July 2018



## Rail complaints

Rail complaints have increased by 55% on the same period for the previous year.

Complaints volumes have increased on the Hutt Valley line as bus replacements required for the traction upgrade are regularly impacting on passengers' travel. Three morning and three evening peak services are being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaints volumes. Overall complaints have increased across the Hutt Valley, Kapiti, and Johnsonville lines due to the increase in services running with reduced capacity.

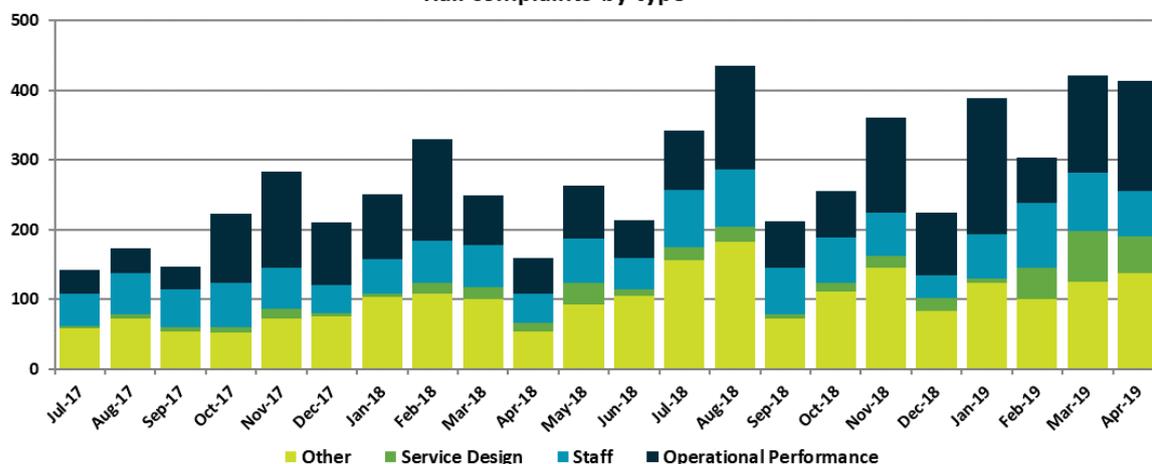
Rail complaints current month

|              | Apr-19     | Apr-18     | % Change      |
|--------------|------------|------------|---------------|
| Hutt Valley  | 191        | 55         | 247.3%        |
| Kapiti       | 129        | 49         | 163.3%        |
| Johnsonville | 30         | 13         | 130.8%        |
| Wairarapa    | 23         | 19         | 21.1%         |
| General      | 41         | 23         | 78.3%         |
| <b>Total</b> | <b>414</b> | <b>159</b> | <b>160.4%</b> |

Rail complaints - year to date (Jul - Apr)

|              | 2018/19      | 2017/18      | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 1,149        | 658          | 74.6%        |
| Kapiti       | 1,180        | 693          | 70.3%        |
| Johnsonville | 304          | 143          | 112.6%       |
| Wairarapa    | 263          | 330          | -20.3%       |
| General      | 463          | 344          | 34.6%        |
| <b>Total</b> | <b>3,359</b> | <b>2,168</b> | <b>54.9%</b> |

Rail complaints by type





**Report** 19.226  
**Date** 13 June 2019  
**File** CCAB-20-708

**Committee** Sustainable Transport  
**Author** Rhona Hewitt, Manager Bus and Ferry - Networks and Infrastructure  
Angus Gabara, Manager, Rail Operations  
David Boyd, Manager, Customer Experience

## Metlink service activities

### 1. Purpose

To provide the Committee with an update of service activities planned or undertaken by Metlink.

### 2. Background

This report provides an update of service activities planned or undertaken by Metlink. The matters in this report are driven by planned works and matters arising out of the operational performance reports set out in the order papers for these Committee meetings.

This report covers bus, ferry and rail operations as required.

### 3. Bus operations

#### 3.1 Network changes

##### 3.1.1 Investigation of service performance packages

Metlink's focus since the last meeting has been working with operators to identify and investigate opportunities for further service performance packages. The aim being to implement these packages prior to or as part of future reschedules needed to move from the interim Employment Relations Amendment Act 'meal and rest break' arrangement to full compliance.

##### (a) Tranzurban

For Tranzurban this includes:

- Adjustments to a number of school bus routes to improve route coverage, improved consistency of morning and afternoon routes, and better matching of vehicle size to capacity requirements

- Reviewing and adjusting bus sizes on some public bus route trips to ensure that the right capacity is in place at peak times between Wellington city and suburbs
- Addressing the issue of late running Brooklyn routes 17e and 29e from the city in the afternoon, which then conflicts with routes 17 and 29 causing congestion and delays at the Brooklyn bus interchange.

It is anticipated that the above changes will be implemented for the start of Term 4 2019.

The next phase of work is to again review timetable travel times to identify whether further adjustments are required to improve reliability and punctuality. The timing for implementation of any adjustments will be dependent on whether additional resources (drivers and buses) are required to enable the changes.

(b) NZ Bus

For NZ Bus this includes:

- Re-allocation of vehicle sizes on some trips to improve capacity, and remove single door vehicles from Wellington city trips (changes implemented 9 June 2019)
- Identifying options which can be implemented quickly to improve performance on specific trips significantly affecting customers. For example route 13 7.25AM and route 31x 5.35PM trips have been changed to different shifts to ensure they start the trip on time. Monitoring shows these changes have improved performance on these trips. NZ Bus is currently working through the other high priority trips and intends to bring in improvements to most if not all of the remaining trips from 24 June 2019.

*Table 1 – high priority trips significantly affecting customers*

| Route | Start time | End time | Trips not run | Depart variance <sup>(a)</sup> | Travel variance <sup>(b)</sup> | Pax <sup>(c)</sup> | Monthly avg of complaints per 1000 journeys by route <sup>(d)</sup> |
|-------|------------|----------|---------------|--------------------------------|--------------------------------|--------------------|---|
| 13    | 7:25       | 7:51     | 8%            | 8.9                            | -2.6                           | 40                 | 8.93  |
| 13    | 8:25       | 8:52     | 17%           | 8.6                            | -2                             | 18                 | 8.93  |
| 13    | 17:40      | 18:05    | 0%            | 9.8                            | -0.4                           | 22                 | 8.93  |
| 21    | 8:30       | 8:55     | 33%           | 16.8                           | 1.9                            | 31                 | 1.33  |
| 21    | 8:40       | 8:50     | 17%           | 9.6                            | 2.2                            | 49                 | 1.33  |
| 21    | 9:40       | 10:04    | 17%           | 8.8                            | 1.7                            | 31                 | 1.33  |
| 33    | 7:21       | 7:49     | 8%            | 0.8                            | 7.4                            | 54                 | 1.59  |
| 33    | 16:45      | 17:13    | 0%            | 9.6                            | 4.6                            | 44                 | 1.59  |
| 33    | 17:25      | 17:56    | 8%            | 9.6                            | 3                              | 49                 | 1.59  |
| 34    | 8:51       | 9:16     | 0%            | 8.1                            | -1.1                           | 20                 | 3.17  |
| 34    | 17:35      | 18:03    | 0%            | 7.9                            | 2.2                            | 39                 | 3.17  |

|     |       |       |     |      |      |    |      |
|-----|-------|-------|-----|------|------|----|------|
| 37  | 17:28 | 17:59 | 0%  | 8.1  | 3.8  | 32 | 2.36 |
| 31x | 17:35 | 18:13 | 25% | 14.7 | 1.5  | 42 | 5.78 |
| 31x | 17:55 | 18:33 | 17% | 9    | -2.3 | 22 | 5.78 |
| 782 | 7:55  | 8:30  | 8%  | 10.5 | 1.5  | 27 | 3.54 |

- a) Average variance at origin in minutes between 6 May & 31 May 2019
- b) Average travel time variance compared to timetable between 6 May & 21 May 2019
- c) Passenger demand 85<sup>th</sup> percentile during March 2019
- d) Monthly average of complaints per 1000 journeys for Feb – April 2019 by route. In comparison the monthly average across all bus routes over same period was 0.88%

The general cause to the performance issues with these trips is the late running of previous trips due to insufficient travel time on previous trip and/or insufficient repositioning time allocated being between trips.

- On 7 June Metlink provided NZ Bus with a package of draft timetable changes for review and modelling to ascertain potential resourcing impacts. The aim of the package is to further improve reliability and punctuality, have capacity for busy months of February and March, and align its implementation with Employment Relations Amendment Act compliance rostering changes. Timing of implementation of all or some of the package of improvements will be dependent on the availability of resources.

#### (c) Uzabus

For Uzabus this includes:

- Improved linking of trips at Paraparaumu Station to enable customers to continue across to Coastlands (without changing buses) on designated inbound trips with a minimal dwell time at Paraparaumu Station.
- Improved links between Coastlands and Otaki, retiming of a route 280 trip so customers can reliably transfer onto the route 290 to Otaki
- minor operational improvements on some school trips

It is expected that the above changes will be implemented from 25 August 2019, but the timing is dependent on Uzabus implementing its rostering changes for Employment Relations Amendment Act compliance at the same time.

#### 3.1.2 Continuation of Route 23z trial

At its last meeting, the Committee resolved that the route 23z (Wellington Station to Wellington Zoo) trial would be extended until routes are reviewed as part of the post implementation review of bus services in Wellington city.

As well as assessing patronage trends, this review will engage with customers, community and stakeholders through focus groups, community workshops and public meetings, to gather insight and engage in the co-design of possible route and service level changes.

Patronage of the 23z service has been measured as part of the trial and we believe that over-all it has met its targets, with higher than targeted patronage

in summer months likely to balance out lower than targeted patronage in winter months. Visitors to Wellington Zoo using bus services, as measured by Wellington Zoo, has also increased to meet the trial target. We will continue to monitor bus patronage as part of the network review.

### 3.1.3 Change to routing of Route 14 through Hataitai

Following a request from the community and the outcome of a subsequent targeted survey with the Hataitai community and bus users, from 9 June the route 14 now travels via Waipapa Rd when travelling to and from Kilbirnie.

## 3.2 Real Time Information – installation at Strathmore Park

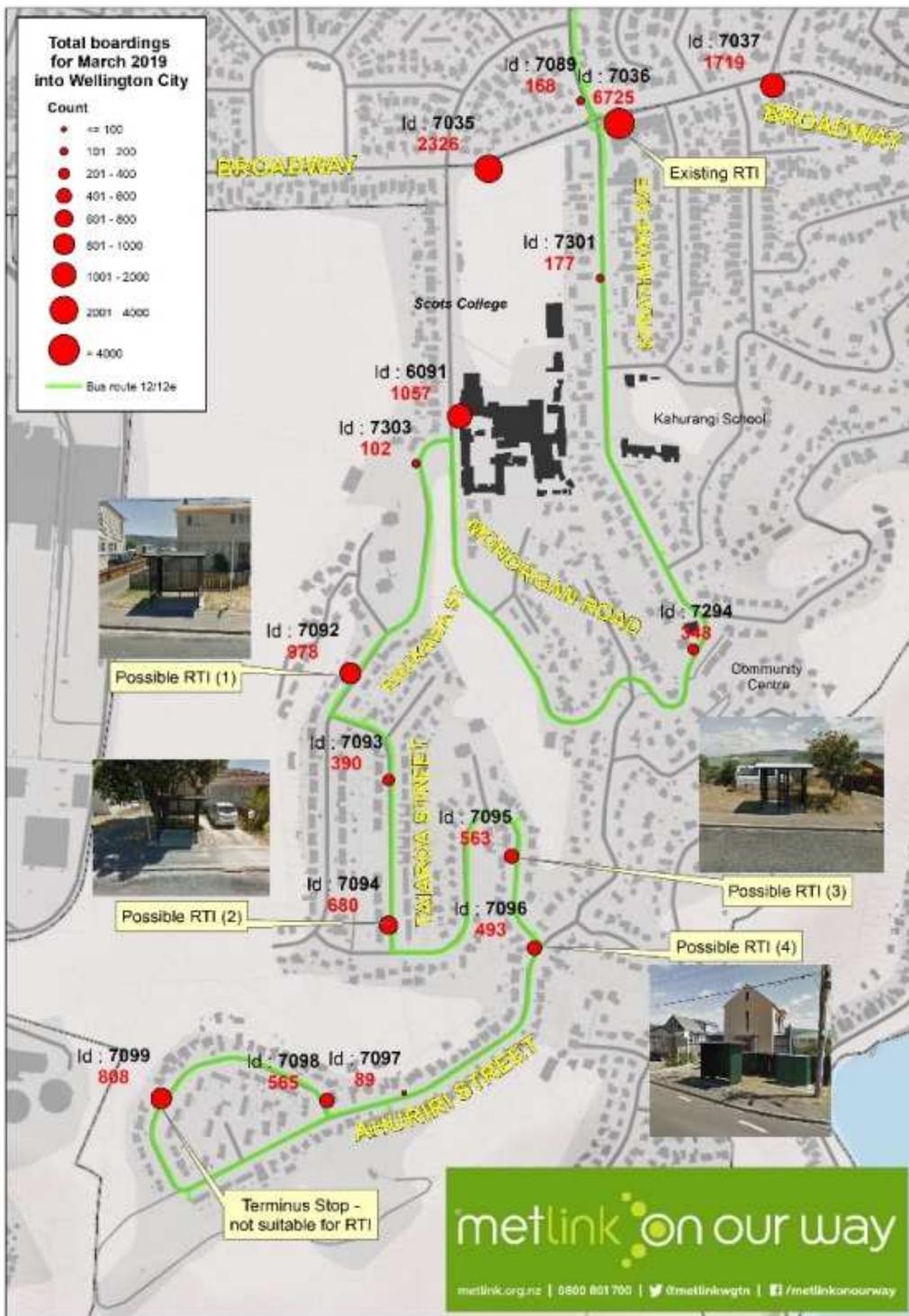
Following requests from Councillors, officers engaged with the Strathmore Park community to discuss the proposed installation of an on-street real time information display screen in their community. Following a meeting with the community and a review of installation feasibility of sites, four potential locations were identified.

Through a local community survey the bus stop near 40 Ruakawa Street has been identified as the preferred location (Option 1 on the map below).

Planning for the screen installation is underway and the community will be kept up to date once an indicative timeline has been developed with the various parties involved in getting the screen installed and operating (GWRC, Vix, Wellington Electricity, Meridian, Kordia, and a civil contractor).

The cost will be in the order of \$30k and installation could take around 3 months.

Map: Strathmore Park – potential RTI display locations



### 3.3 Real Time Information displays - priority list of locations

This Committee has previously requested a list of the bus stops that have been categorised as requiring RTI displays which currently do not have one.

Under current policy bus stops which fall into categories 4 and 5 would be eligible for a display. However, in practice, displays may not be able to be installed at all of these bus stops due to constraints, such as footpath space displays and proximity to power.

The table below lists the 23 category 4 and 5 bus stops that currently do not have an RTI display.

| Bus Stop Number | Bus Stop Name                                 | Passenger boardings March 2019 | Suitable for an RTI Display | Comments   |
|-----------------|---|--------------------------------|-----------------------------|--|
| 7025            | Rongotai Road at Childers Terrace             | 7,809                          | Yes                         | Preferred location would be rear of path, however this is close to residential property.   |
| 4328            | Karori Road opposite St Teresa's School       | 5,852                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 7918            | John Street at Adelaide Road (near 11)        | 5,021                          | Yes                         | Further investigation required to establish if display could be mounted onto the canopy of Countdown                             |
| 5913            | The Terrace at Dalmuir Lane                   | 4,346                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 6913            | Taranaki Street (near 217)                    | 3,085                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 7020            | Constable Street at Riddiford Street          | 2,936                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 4325            | Karori Normal School - Karori Road (opposite) | 2,914                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 4331            | Karori Park Pavilion - Karori Road            | 2,839                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 7122            | Rintoul Street at Waripori Street             | 2,839                          | Yes                         | Detail installation plans and costings required before confirmation  |
| 5508            | Lambton Quay at Hunter Street                 | 30,587                         | TBC                         | Further investigation required as bespoke option needs to be created for site due to narrow footpath and overhead canopy,        |
| 7134            | The Parade at Humber Street (near 300)        | 6,536                          | TBC                         | Further investigation required, may require change to bus stop layout due to constrained location                                |
| 7240            | Darlington Road (near 104)                    | 5,486                          | TBC                         | Further investigation required, may require change to bus stop layout due to constrained location. Adshel located at the head of |
| 4329            | Karori Road opposite Richmond Avenue          | 4,464                          | TBC                         | Further investigation required, may require change to bus stop layout due to constrained location and proximity to a shop canopy |
| 6911            | Taranaki Street at Frederick Street           | 4,365                          | TBC                         | Further investigation required, may require change to bus stop layout due to current shelter location at the head of stop        |
| 7718            | Ohiro Road at Tanera Crescent                 | 4,200                          | TBC                         | Further investigation required, may require change to bus stop layout due to constrained location                                |
| 7042            | Seatoun Park - Hector Street                  | 3,315                          | TBC                         | Further investigation required, may require change to bus stop layout due to constrained location                                |
| 7123            | Luxford Street at Rintoul Street              | 2,661                          | TBC                         | Further investigation required, may require change to bus stop layout due to current shelter location at the head of stop        |
| 7125            | Adelaide Road (near 500)                      | 2,520                          | TBC                         | Further investigation required including change to stop layout, dsite difficult due to new housing development                   |
| 7033            | Hobart Street at Broadway                     | 5,420                          | No                          | Bus stop location complicated with driveways, not suitable for an RTI  |
| 7022            | Constable Street at Coromandel Street         | 4,418                          | No                          | Further investigation required including change to stop layout   |
| 7016            | Adelaide Road opposite Hospital Road          | 3,594                          | No                          | Bus stop location complicated with driveways, not suitable for an RTI  |
| 7214            | Pirie Street at Porritt Avenue (near 66)      | 2,877                          | No                          | Further investigation required including change to stop layout   |
| 7711            | Willis Street - Abel Smith Street             | 2,806                          | No                          | Further investigation required including change to stop layout   |

### 3.4 Real Time Information – performance and improvements

#### 3.4.1 Current tracking and performance

The RTI system is generally tracking between 95% and 98% of timetabled bus services each day. As noted below, ongoing actions are being taken to further improve tracking.

#### 3.4.2 Display of 'DUE' on RTI – factors impacting time to clear down

The RTI roadside displays 'clear down' the DUE for a service once the vehicle delivering the service has been observed by the central servers to have left or passed the Geofence associated with a stop and passed that information to the display. This applies to both the roadside displays and also the Metlink website/application RTI data.

The size and location of the Geofence and the Latency associated with communicating bus location to the central servers, processing the data on those servers and passing the data back to the signs means under normal operation clear down of DUE can be as short as a few seconds after the vehicle has left the stop or as long as 60 seconds.

There are several additional factors that can result in DUE displaying to customers for a longer time:

1. Stops with nearby downstream traffic lights or congestion – this can mean the service remains within the Geofence for some time after it has actually left the stop headsign and RTI is uncertain if the service is still at the stop or left. There are many examples of stops within 50m of traffic signals where this is a factor.
2. Stops with Geofence default size overrides to make them larger (due to geography effects on GPS or a large physically distributed vehicle stop zone). Again the vehicle can still be within the Geofence for some time after service has actually departed the stop. Examples include all the Wellington Station stops.
3. When services run outside of normal tolerances – such as late running services bunching up with other instances of the same service, ghost buses that are not being tracked or anything else that results in RTI not being able to correctly predict location can actually mean the DUE for a service being displayed on a roadside sign could be for another instance of a service on the same Route about to arrive at the stop; rather than the one that has just departed. This is difficult for customers to know at the stop. Examples include high frequency routes such as routes 2 and 3 where there are many service instances in a short period of time.

#### 3.4.3 Improvements and actions since last report

All RTI action undertaken in late April and May focused on the delivery and support of the Employment Relations Amendment Act changes. This included:

- **Increase the Cross Journey Timeout period in RTI to 40 minutes.** This function allows for more flexibility in tracking buses that are impacted by delays and rest breaks, as well as lessening the impact of late running buses for users of On-street Displays.
- **Use of the Lead in Deadrun information to provide more accurate calculations.** This function accounts for repositioning buses, increasing the accuracy of predictions on On-street Displays.

#### 3.4.4 Ongoing and future improvements

In June, a VIX engineer has been on site to assist with key RTI issues. These include:

- Detailing the complexity and impacts of the on-bus RTI system start-up process and achieving service tracking from the Origin Stop. These details will allow the support team to better identify issues and inform key stakeholders around the impact of ‘Cold Starts’ (i.e. where buses that have

been completely shut down, start up and depart the first stop of their trip before the RTI system is able to detect them).

- Provide detail on the process that occurs when updating the on-bus systems (for timetable or hardware updates). This will allow for better understanding of the impact of this process on operators and provide for migration of common issues.
- Work with key officers to better understand the functions and capabilities of the operator reporting portal (Horizon system).

### **3.5 Fleet**

#### **3.5.1 Eastbourne bus corridor clearance –update**

As reported to the previous Committee meeting, before double-decker buses commence operation on the Eastbourne bus routes some adjustments to infrastructure and trees are required. These adjustments are expected to be completed in July 2019. As part of this work, GWRC and Hutt City Council will be consulting with affected residents over a number of road marking changes required to move the buses away from trees and the removal of six poorly formed trees along the road corridor.

#### **3.5.2 Mid-life update programme**

There is a contractual requirement for all buses to have a mid-life update when they are 8-10 years old (from new). The planning process has commenced for the mid-life update programme of 16 of the NZ Bus Large Vehicle (LV) buses that fit within this age range.

The mid-life update programme is a significant piece of work; it will involve the replacement of seats, internal linings and improvements to the layout of the priority seating area. The cost for this work is built into the contracts with NZ Bus and does not represent an additional cost to GWRC.

It is not known at this point how long this update will take, as it will be hampered by the lack of LV sized buses. With a limited spare pool, the operational focus will be to ensure that customers are able to access a correct sized bus, rather than accelerate the mid-life update, which takes buses out of service.

#### **3.5.3 Reinstatement of seats - complete**

All 17 buses that required seat reinstatement have been completed. The last bus was completed on 6 June 2019.

### **3.6 Bus Interchanges**

#### **3.6.1 Wellington City bus network key bus interchanges - progress since last update**

Work is underway on the Kilbirnie median pedestrian barrier fence which is due for completion towards the end of July.

Plans are now complete for Karori Stop A and Johnsonville Stop A, with work on Karori dependent on service providers undertaking service relocation work so that a pole can be removed from site.

(a) Wellington Interchange - improvements

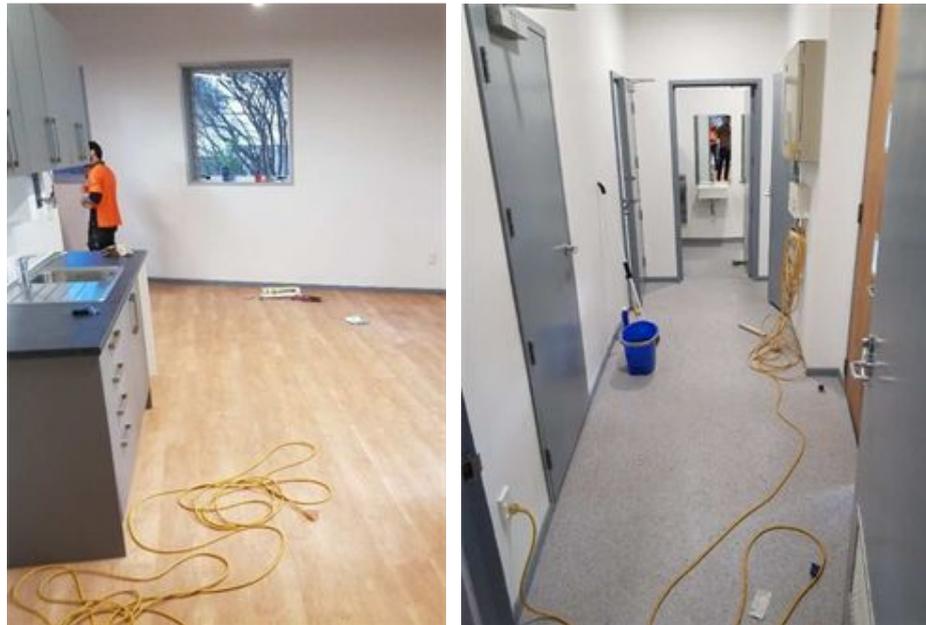
Scoping work for improvements to the Wellington Interchange is well advanced and will inform an options report to the Committee. This options report had been scheduled for early June, however due to the complexities identified by our operational and urban design consultants, this will now be delayed to the August meeting.

(b) Wellington Interchange - lease with WCC

As advised at the previous Committee meeting, GWRC had been seeking a lease agreement from WCC over the wider Wellington Interchange facility. Since that report, WCC officers have indicated that WCC may no longer wish to pursue this path. In the interim, GWRC has completed a project to upgrade the drivers' facility at the interchange. GWRC and WCC have agreed to work together at an officer level to explore long-term options for the future of this site.

(c) Wellington interchange – Driver Facility

The fit-out of the driver facility is nearing completion and is expected to be available for driver use in the next few weeks. Prior to use bus operators will be required to agree, and comply ongoing, with a specific facilities protocol relating to the driver facility which will covers such matter as access, behaviour, faults and damage reporting, and additional cleaning and maintenance costs resulting from misuse.



3.6.2 Road safety audit – key bus interchanges

The key bus interchange road safety audit has now been completed and signed off by all required parties, including input from WCC's Safety Engineer. The completed audit report has been submitted to the NZ Transport Agency for final acceptance.

### 3.6.3 Johnsonville bus interchange

#### (a) Response to the Johnsonville Community Association

At the last Committee meeting, Tony Randle on behalf of the Johnsonville Community Association (JCA) raised two issues regarding bus operations in the Johnsonville CBD, one concerning the timing for the opening of permanent Stop A in conjunction with the new library, the other regarding the future use of two bus stops on Johnsonville Road.

James Meffan, Project Manager attended the JCA monthly meeting on 29 May, below is a summary of the matters discussed:

#### Stop A – safety concerns

- GWRC has considered JCA’s concerns around pedestrian crossing safety once the permanent bus Stop A goes live outside the new library. We have noted JCA’s request that we keep operating out of the temporary Stop A in the mall carpark until a signalised crossing is installed.
- We intend to go ahead with our plans to align the opening of new Stop A with the library opening as we do not feel that to do otherwise will deliver the desired safety outcomes for the following reasons:
  - a. There is, and will remain, a safe zebra crossing available approximately 25m south of the carpark entrance. Note that people already choose to jaywalk across the road, even though neither library nor permanent bus stop are yet in operation. Some more people will no doubt choose to follow this direct “desire line” across the road when the library opens in December 2019. Assuming the permanent stop comes into operation simultaneously with the library, while the stop may contribute to the numbers electing not to use the pedestrian crossing, it will not be the cause of dangerous behaviour. Other measures need to be explored with the Road Controlling Authority to try to limit this pedestrian behaviour, especially given there is a safe alternative within close proximity available;
  - b. Building the new Stop A but leaving it unused is likely to cause confusion for customers, possibly leading to increased rather than reduced pedestrian road crossings;
  - c. When permanent Stop A comes into operation bus traffic exiting the mall carpark will significantly reduce. The JCA fed back a concern that (particularly right-turning) bus traffic creates a hazardous environment for other road users (including pedestrians crossing directly from the mouth of carpark). We feel that on balance safety will best be served by moving buses to permanent Stop A and thus removing the need to operate through, and out of, the carpark rather than retaining the temporary Stop A in the carpark.

#### Two bus stops on Johnsonville Road that JCA considers should be released for car parking

- GWRC intends to apply for a traffic resolution to create a fourth stop (Stop D) for the bus interchange on the south-bound side of Moorefield Rd, just before the intersection with Broderick Rd. The two stops in

question on Johnsonville Rd will become an integral part of the service pattern.

- As it may take some time to gain approval for the Traffic Resolution and to mobilise for construction, GWRC is happy to explore with WCC the option for interim signage that more specifically identifies when the stops are currently needed for buses and frees them up for car parking in between times. However, the stops are currently used by some school services and will be needed for future plans, so GWRC will not agree to a permanent change to car parks.

#### Additional Stop D

- Increasing the number of stops at the bus interchange improves operational efficiency and thus improves and future-proves the resilience and capacity of the network. In simple terms, splitting peak services across two stops makes for twice as efficient loading and unloading.
- Concerns have been raised about the proximity of the head of Stop B to the carpark exit, due to impeded sight lines for exiting traffic. If we move the head of the stop back we will cut into our already constrained dwell and layover space at Stop B. Creating Stop D will give us the operational and layover space we need now and into the future, meaning any safety improvements to Stop B will not have a consequent negative impact on operations.
- Stop D offers a more usable operational space and would also allow us to install much better shelter facilities and associated amenities (see the new shelters outside Wellington Hospital for an example of what would likely be installed). We will also need an alternative to Stop B if and when the mall development takes place, which would naturally be the proposed Stop D location. Setting this up now will allow us to give customers a more seamless, less disruptive experience when the time comes. The proposal to develop Stop D will be articulated in a Traffic Resolution report for presentation to WCC's City Strategy Committee.

#### 3.6.4 Restroom facilities in the network

Officers have recently completed a stocktake of restroom facilities for drivers located on the Wellington City bus network. Three types of restroom facilities have been identified:

1. WCC assets, formerly maintained by GO Wellington
2. Facilities maintained by third parties that operators can access
3. Facilities no longer used (due to change of operator) but usable.

We are currently working with operators to identify those areas/routes that do not have driver restroom facilities, or easily accessible facilities.

## **4. Rail operations**

### **4.1 Service capacity**

Although vehicle availability has improved over the last few weeks, when train patronage has increased by 6% and 8% during peak times, we need to consistently see as many trains out on the network as possible which requires a

high performing vehicle maintenance operation. To this end, and in partnership with Transdev Wellington and Hyundai-Rotem Wellington we have commenced an improvement programme to increase performance at Wellington's maintenance depot. The programme is designed to ensure a sustainable high level of fleet availability and reliability, and comes at no extra cost to ratepayers.

#### **4.2 KiwiRail network upgrades**

Concepts and digital models using laser scan data are progressing for some stages of the double tracking between Trentham and Upper Hutt allowing engineering review and market approaches for design and construction.

The wider suite of projects will contribute to ensuring there is sufficient network capacity to respond to the substantial rail patronage growth we are achieving.



**Concept of new platform and proposed underpass at Trentham Station**

#### **4.3 Business Case for Long Distance Rolling Stock**

The draft Business Case for the Long Distance Rolling Stock is in the process of being updated to include provisions for track, signalling and depot upgrades. These additional provisions and costs are required if we are to deliver higher frequency services on the longer distance journeys the new trains are proposed to be used for. The likely preferred option would see the procurement of at least 15 four-car dual mode long distance multiple units to operate Wairarapa and Manawatu commuter services.

Officers expect to submit the business case to the NZ Transport Agency by the end of July 2019.

#### **4.4 Johnsonville Line bus replacements**

Bus replacements continue on the Johnsonville Line during the morning and afternoon peak on the Johnsonville Line due to a driver shortage. This driver shortage is forecast to continue until mid-2019. The operator is actively monitoring capacity on the replacement buses and the trains operating either side of the bus replaced services. Rail services will be added back in as driver resources normalise – however, this may fluctuate over the rest of the year. We will continue to impress upon the operator the importance of timely and concise communication with customers over this period.

**4.5 Park and ride**

The final stage of the Porirua park and ride extension (stage three) should be largely complete by mid-June adding 170 spaces. In response to customer requests, the necessary remarking of lines close to the station subway will include trialling ‘parents with infants/expectant mother’ priority parking spaces.



Paremata park and ride extension is progressing to plan and expected to be open in August with an additional 77 carparks.

Demolition of the depot buildings on the Waterloo site are now complete and resurfacing works will commence in July.

**4.6 Wairarapa**

The nine-carriage train on the 4.25pm Wairarapa service from Wellington commenced on 15 April. The nine-carriage train provides an additional 65 seats on the busiest Wairarapa service.



**4.7 Wellington Station Signage and Public Address upgrade**

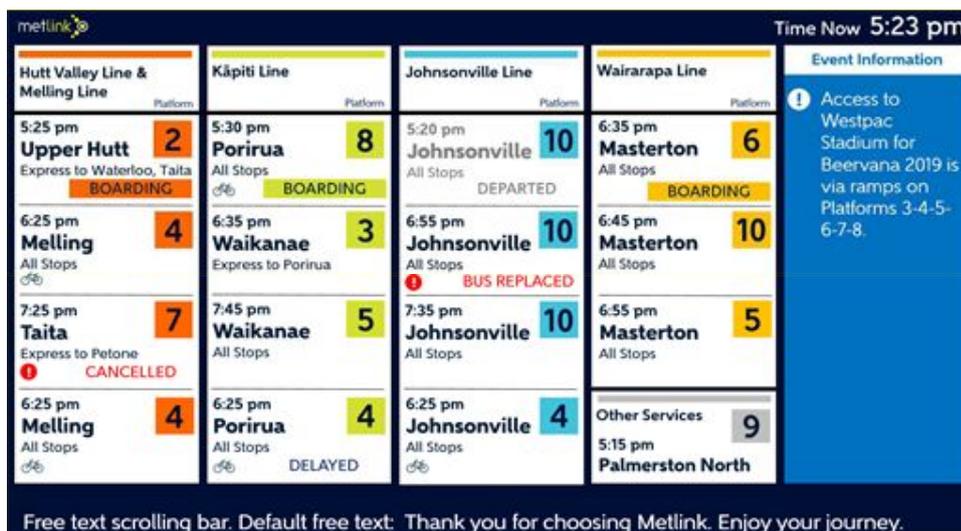
Metlink is planning to upgrade the signage and public address systems at Wellington Station.

The design for the signage information has been based on railway station signage recently developed for Flinders Station in Melbourne, which was designed and thoroughly tested with customers to ensure optimal usability.

The platform departure boards will be full colour double sided high resolution screens:



Departure boards inside the station building will be 55” full colour high resolution displays, while the main concourse will feature a full colour LED 2.0m x 3.5m double sided “Jumbotron”.



Ramps leading to the platforms, from the stadium, will also have LED text-based screens and the public address system will be completely renewed.

We are aiming for the system to be live during November 2019.

## 5. Customer experience initiatives

As part of Metlink’s increasing focus on providing more customer centred services, a number of initiatives are being undertaken on a trial basis with customers to test new products and services.

### 5.1 On bus announcements system

A trial for an on-bus announcement system prototype is now under way. The system is required to help people who are blind and people who are not familiar with Wellington public transport to confidently navigate the network by knowing when the next stop is coming up. The system can also display messages and information about Metlink.

The trial started on 28 May with three chartered services for representatives from the disability community and Public Transport Reference Group and is continuing to run in public for a up to four weeks on an electric double decker bus servicing routes 1 and 32x. During this time, customers are being observed and asked for feedback on the system.

The trial is part of a customer centred design approach, which involves engaging public transport users, including members of the blind community, early and often in the design process to help ensure the final system meets their needs.

The test will inform a detailed specification for the system which will be procured and rolled out across all new buses on the Metlink fleet, from 2020. Provision has already been made for screens and speakers on all new buses released since May 2018.

## **5.2 Strathmore Park – free Snapper card trial**

150 free Snapper cards (100 adult and 50 child cards) have been made available and are being distributed to residents in Strathmore Park via four drop in sessions held at the Strathmore and Raukawa community centres and Kahurangi school commencing June 7 2019, in a trial to determine whether removing the initial \$10 set up cost of purchasing a Snapper card will encourage the adoption of Snapper payment. Two of the four drop-in sessions have been held and approximately half of the cards have been distributed.

The trial is in response to an observation that low Snapper adoption and the higher cost of cash payment have been a barrier to accessing bus services and transfers to Newtown for some people in Strathmore Park. The use of cash has prevented them from benefiting from lower fares and free transfers that Snapper allows.

Following on from the initial workshops, on-going distribution of the cards to be managed by community centre staff, with a hand-out resource available covering information from the workshop.

The trial will run for three months. If a significant number of people adopt and continue to use the Snapper cards, consideration can be given to distributing free cards to other communities where cash payment preference is a barrier to fully realising the benefits of public transport.

## **6. Communication**

Key decisions arising from this report will be the subject of a news release from GWRC.

## **7. Consideration of climate change**

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

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

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### **8.1 Significance of the decision**

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### **8.2 Engagement**

Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

## **9. Recommendations**

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees with the proposed installation of an RTI display screen at Strathmore Park as set out in section 3.2 of this report.*

Report prepared by:

**Rhona Hewitt**  
Manager, Bus Network  
and Infrastructure  
(Acting)

Report prepared by:

**Angus Gabara**  
Manager, Rail  
Operations, Public  
Transport

Report prepared by:

**David Boyd**  
Manager, Customer  
Experience

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



**Report** 19.230  
**Date** 11 June 2019  
**File** CCAB-20-711

**Committee** Sustainable Transport  
**Author** Anthony Cross, Technical Lead, Metlink Bus Network Review

## Post Implementation Review - next steps programme

### 1. Purpose

To provide an update on next steps following the the post-implementation review (PIR) of the Metlink bus transformation programme with a particular focus on the Bus Network Review (BNR).

### 2. Background

The PIR Next Steps Programme combines a number of management activities being initiated by GWRC as a result of the recommendations made by the LEK Post Implementation Review in late 2018. The largest and most significant (in terms of community interest) is the Bus Network Review which will be reported on going forward. Other areas will be brought to the Committee as appropriate.

The planning phase of the programme has now been completed.

### 3. Metlink Bus Network Review project

Since the last Committee meeting Karen Jenkinson has been engaged as communications advisor on the project team and Research First has been appointed to lead the community engagement and co-design sessions in the Eastern Suburbs.

In non-technical terms, the review is intended to answer the following questions:

“If the new network was operating reliably and as intended:

- does it meet the planned objectives?
- what issues would still need to be addressed in terms of routes, connections, frequency and hours of operation?

- what changes can be recommended for the network after balancing customer feedback and requests, social benefits and value for money considerations?”

The scope of the review includes bus routes (the roads and streets they use); frequency of services at different times of day and days of the week; infrastructure (stops and shelters) especially at both formal and informal transfer points; span of operation (operating hours); capacity (enough space on buses at busy times) and timetables (including, for example, serving Wellington Hospital at times which suit shift workers). The review will be largely focussed on Wellington City given that most of the post-implementation issues have arisen there, but will also cover the rest of the region at a later date and in less detail.

The following have been determined to be out of scope:

- Operational performance
- Network changes already planned
- Implementation of recommended service changes including any detailed business cases which may be required - this will be a Business as Usual (BAU) activity
- Through-routing of services (e.g. Johnsonville to Island Bay via the city on route 1) in principle, although there may be recommendations to change which destinations are linked on either side of the city
- School bus services
- Bus stops strategy (i.e. their spacing and ideal locations)
- Customer data and information channels

However, recommendations may be made in the Bus Network Review report on some of these matters where they have an ongoing impact on the functioning of the network (e.g. management of timetabled connections at designated transfer points). Some of these issues may require considerable further work as part of BAU.

#### **4. Customer and community engagement (Network Design)**

In the last update to the committee the high level engagement process was outlined.

The engagement process will be carried out in two stages for each part of Wellington City (Northern, Southern, Western and Northern Suburbs – refer to the map in [Attachment 1](#) to this Report).

Firstly, there will be focus groups and charrettes (large focus groups) to ascertain the views of a group of bus users who will be invited by Research First using standard recruitment techniques. It is important that these

participants are randomly selected so that Research First is able to run a controlled co-design process to provide a balance of customer perspectives and expectations. For example, we are more likely to hear from people who are happy or agnostic about the network and service changes through this process, whereas at the drop-in events we are much more likely to hear from people who are not happy with the new network.

Participants will be able to give feedback of particular relevance to their suburb, demographic or type of public transport use – e.g. a retired person using the bus to get from Roseneath to the supermarket in Kilbirnie in the middle of the day; a public-transport dependent person living in Strathmore Park and needing to get to work in Newtown at the weekend, or a peak-time-only customer commuting from Seatoun to work in Molesworth St.

In addition, there will be four focus groups (one for each part of the city) specifically to get feedback and input from people with disabilities.

With the agreement of the relevant bus companies and driver unions (where appropriate), we will also hold a number of focus groups with bus drivers, to understand from their perspective, how the network operates and how it might be improved, given that drivers have more interaction with customers than anyone else and have a wealth of knowledge of the journeys their customers make and what changes or improvements they would like to see.

The focus groups and charrettes, which will begin in the Eastern Suburbs on 18 June and run until late July, will inform the second stage of the engagement process, consisting of a number of well-publicised community drop-in sessions that will be held for two days in each area. These, along with a parallel online virtual drop-in programme, will ensure that as many people as possible are able to contribute to the design of their bus network – what works well for them and what improvements could be made.

Each session will be held for two consecutive days – either a Friday and Saturday or a Sunday and Monday. The timeframes for the Eastern Suburbs sessions are set out in the following table:

| Open Sessions        | Hataitai / Roseneath            | Kilbirnie / Lyall Bay             | Strathmore Park                        | Miramar                       |
|----------------------|---------------------------------|-----------------------------------|--|-------------------------------|
| Likely drop-in dates | 2 days between 19 and 22 July   | 2 days between 19 and 22 July     | 2 days between 12 and 15 July          | 2 days between 12 and 15 July |
| Likely venue         | Hataitai Community Centre (TBC) | Recreation Centre / Library (TBC) | Strathmore Park Community Centre (TBC) | TBC                           |
| Public Meetings      | 1 TBC                           | 1 TBC                             | 1 TBC                                  | 1 TBC                         |

With regard to Councillor-led public meetings, we anticipate holding one in each of the areas where a community drop-in session is held. These will be an opportunity to give attendees an early indication of the nature of the feedback received through the engagement process. The tight timeframes and limited project resources will necessarily limit the number of engagement activities and events, including public meetings, which are able to be held.

A representative of Research First will be at the Committee meeting to answer questions about their methodology.

## 5. Engagement Levels

The level of engagement will vary slightly between areas, based on communities of interest, the structure of local bus routes and the perceived level of concern about the new network.

| Engagement Type             | Eastern | Southern | Northern | Western |
|-----------------------------|---------|----------|----------|---------|
| Charrette (invitation only) | 1       | 1        | 1        | 1       |
| Community Drop Ins          | 4       | 3        | 2        | 2       |
| Focus Groups                | 2       | 1        | 1        | 1       |
| On Line Drop In             | 1       | 1        | 1        | 1       |
| Public meetings             | 4       | 3        | 2        | 2       |

## 6. Risks

Risks which have been identified include:

- Confusion for stakeholders and participants in the engagement process regarding the difference between service delivery (operational performance) and design (the network as planned and intended).
- Concerns about delays in “fixing” the network due to the time taken for the engagement process and for implementation of any recommended service changes, including securing funding through the 2020/21 Annual Plan process.

## 7. Communication strategy

A comprehensive communications plan has been written and submitted to the programme board. The purpose of the communications strategy is to:

- Provide a genuine opportunity for customers and communities to tell us what they want and need, so that the Council can improve the design of the bus network and service levels
- Create awareness of the opportunity for the public and key stakeholders to engage, especially through drop-ins and online
- Reflect the genuine desire by the Greater Wellington Regional Council to co-design and be authentic with the community

## **8. Communication**

No communication of the matters contained in this report is necessary at this time.

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

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### **9.1 Significance of the decision**

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### **9.2 Engagement**

Due to its procedural nature and low significance, no engagement on this matter has been undertaken.

The proposed engagement process for this project has been set out earlier in this report.

## **10. Recommendations**

*That the Committee:*

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

Report prepared by:

**Anthony Cross**  
Technical Lead  
Metlink Bus Network Review

Report approved by:

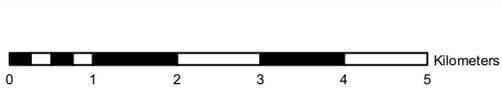
**Wayne Hastie**  
General Manager, Public  
Transport

**Attachment 1:** Map of Wellington City



Suburb Boundaries approved 21 Aug 2003. Minor Boundary Amendments made between 2004 & 2008. Data current: February 2008.

Wellington City Suburbs



**Report** 19.256  
**Date** 19 June 2019  
**File** CCAB-20-270

**Committee** Sustainable Transport Committee

## Notices of motion: Cr Daran Ponter

Councillor Ponter has given notice (refer [Attachment 1](#) and [Attachment 2](#)) of his intention to move two motions at the Sustainable Transport Committee's meeting on 19 June 2019:

### **Motion One: Re-routing of the 30x and 31x services**

*“That the Committee requests the Chief Executive to report back to this Committee on the feasibility of moving all morning 30x and 31x services from Cobham Drive, to route via Troy St, Rongotai Rd, Evans Bay Parade, Kilbirnie Cres, to re-join at Hamilton Rd.”*

### **Motion Two: Removal of hazard on Kilbirnie Crescent**

*“That the Committee requests the Chief Executive to request that the Chief Executive, Wellington City Council, takes decisive action to remove the hazard that is slowing journey times on Eastern suburbs bus services (Routes 2, 12e, 14, and 36) through Kilbirnie Crescent.”*

Attachments 1 and 2 contain background information in support of the above notice.

## Notice of Motion # 1: Re-routing of the 30x and 31x services

### Purpose

1. This motion requests the Chief Executive to report back to the next meeting of this Committee on the feasibility of moving morning 30x and 31x services from Cobham Drive, to route via Troy, Rongotai Rd, Evans Bay Parade, Kilbirnie Cres, to re-join at Hamilton Rd.:

### Background

2. The 30x and 31x services are morning and evening express services to and from the Eastern suburbs.
3. The 30x and 31x currently run down Cobham Drive and turn right at Hamilton Rd, to make their way towards the Mt Victoria Bus Tunnel. Because these are express services there are no pick-up or drop-off stops after Miramar.
4. Due to increasing morning peak hour congestion on Cobham Drive these services can lose as much as 5-10 minutes running time.
5. Under the previous contract for this service, drivers had the ability to divert from the Cobham Drive route to run along Troy, Rongotai Rd, Evans Bay Parade, Kilbirnie Cres, before re-joining the route at Hamilton Rd. Some drivers still take this option although it is not in the Contract.
6. According to passengers on the 30x and 31x this diversion can save 5-10 minutes on the normal journey time.

### Comment

7. This motion requests the Chief Executive to report back to the next meeting of this Committee on the feasibility of rerouting the morning 30x and 31 services via Troy, Rongotai Rd, Evans Bay Parade, Kilbirnie Cres before re-joining the current route at Hamilton Rd.
8. The motion has been prompted by users of the 30x and 31x services.
9. Re-routing the service has no impact on bus stops or on the timetable. The rerouting does not require any change to schedules.

### Motion

10. **direct** the Chief Executive to report back to this Committee on the feasibility of moving all morning 30x and 31x services from Cobham Drive, to route via Troy, Rongotai Rd, Evans Bay Parade, Kilbirnie Cres, to re-join at Hamilton Rd.

### Communication

11. In terms of Council Policy, but not substance, this Motion is considered to be a matter of low significance in terms of the Council's decision-making guidelines.

Mover: Cr Daran Ponter  
Seconder: Cr Ian McKinnon



10 June 2019

## Notice of Motion # 2: Removal of Hazard on Kilbirnie Crescent

### Purpose

1. This motion requests the Chief Executive to request that the Chief Executive, Wellington City Council take decisive action to remove the hazard that is slowing journey times on Eastern suburbs bus services (Routes 2, 12e, 14 and 36) through Kilbirnie Crescent.

### Background

2. In March 2019 a fire gutted the Devyish Superette, in Kilbirnie Crescent, directly opposite the Kilbirnie Aquatic Centre. A neighbouring restaurant was also damaged by fire.
3. As a result of the fire the buildings were structurally unsound. The Wellington City Council responded by cordoning off the buildings and one half of Kilbirnie Crescent, including a Metlink bus stop.
4. Ten weeks later the cordon is still in place, with automated traffic lights to control the traffic. This is causing delays to traffic using Kilbirnie Crescent, including services on Routes 2, 12e, 14 and 36.
5. This appears to be an insurance assessment issue, with the Council unwilling to act to remove the building(s) until the insurance assessment comes in.

### Comment

6. The need to manage public safety is understandable. But the City Council must have the ability to act more decisively in this type of situation. "Orange conning" isn't a response, it simply a mitigation of risk.
7. This motion asks that the Chief Executive write to the CEO, WCC, to take more decisive action to remove the safety risk, and the need to continue with a cordon and traffic lights which are impeding access along Kilbirnie Crescent and causing delays for Eastern suburbs bus commuters.

### Communication

8. In terms of Council Policy, but not substance, this Motion is considered to be a matter of low significance in terms of the Council's decision-making guidelines.

Mover: Cr Daran Ponter  
Seconder: Cr Ian McKinnon



10 June 2019



**Report** 2019.204  
**Date** 13 June 2019  
**File** CCAB-20-705

**Committee** Sustainable Transport  
**Author** Greg Pollock, General Manager, Public Transport  
Wayne Hastie, General Manager, Strategic Programmes  
Luke Troy, General Manager, Strategy

## **General Managers' report to the Sustainable Transport Committee meeting on 19 June 2019**

### **1. Purpose**

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

This report provides information on key work programmes and linkages between transport projects, programmes and the strategic framework. It is complemented from time to time by other reports, such as quarterly and annual reports.

### **2. Key issues**

#### **2.1 Implementation of the new Wellington bus network**

Officers continue to monitor the implementation of the network. A report updating the Committee with progress on the stage two post implementation review is on the agenda for consideration at this meeting (Report 19.230).

A report on operational performance across all public transport modes in the Wellington network is on the agenda for consideration at this meeting (Report 19.223).

In addition, officers have produced a report on Metlink service activities planned or undertaken (Report 19.226).

## **2.2 Driver shortages**

### **2.2.1 Metlink initiatives**

#### **(a) Driving as a career**

As the national driver shortage continues, Metlink has developed a campaign to raise the profile of drivers and building awareness of driving as a career, through our customer engagement operations and customer experience teams.

This reflects both public sentiment to acknowledge drivers, while supplementing the driving career attraction campaigns already in market by operators.

This activity will be supported by a comprehensive programme comprising paid media, collaboration with operators to actively the process of managing leads and applicants and is fully designed to lift driver recruitment volumes.

The campaign will run from mid-June to late August.

#### **(b) NZ Bus**

NZ Bus are focusing considerable efforts on the recruitment of bus drivers. The previous General Managers' report (see report 19.122) outlined the measures undertaken to recruit and train drivers in order to fulfil timetable requirements.

It takes approximately three months to train a bus driver. In addition to this, time is required for the recruitment process. In the short term our customers continue to be impacted by cancelled trips due to lack of drivers.

NZ Bus update us weekly on their driver numbers, this includes drivers in their training school and estimates of when they will be ready to drive in service. Over the next five weeks we understand an additional nine drivers will be leaving the training school and available to drive. This will reduce the shortfall of drivers against the required numbers to operate the timetable to 15.

We note that recruitment actively continues and these figures are a snapshot at this point in time. We should also note that there is also some potential for driver attrition over this time.

#### **(c) Transdev**

Transdev's recruitment campaign has been successful in generating significant interest in becoming a Metlink train driver, with 205 applicants in 18 days following the commencement of their campaign.

Transdev has also received some very positive local media coverage telling the stories of recently qualified new Metlink train drivers.

The bus replaced services on the Johnsonville Line continue. However, planning and forecasting is underway with an aim to return to full peak train services from August 2019.

### **3. Strategic Framework**

#### **3.1 Regional Land Transport Plan (RLTP)**

Development of the next Regional Land Transport Plan 2021 has commenced with early work underway to inform the strategic context and policy framework. A paper will be considered by the Regional Transport Committee in June, setting out the proposed approach for developing the plan.

The proposed approach reflects the joint work being carried out by the regional sector with the NZ Transport Agency (NZTA) and Ministry of Transport on improving the value of RLTPs and the process of developing them.

Through this approach we hope to improve efficiency, reduce churn, produce a better product and improve engagement with NZTA and other national stakeholders. Key aspects of the proposed approach are:

- Releasing the strategic section as an engagement draft in mid-2020, a year ahead of the final submission date, to help drive strategy-led programme development across the region
- A shorter and more succinct document
- Stronger links with land use planning
- Improved consistency of RLTPs across the country, while retaining flexibility to recognise regional differences
- A consistent structure and framework for presenting the strategic direction comprising a 30 year strategic outlook (including headline targets), 10 year investment priorities, and a 3-6 year programme
- A simpler prioritisation approach for major projects.

#### **3.2 Regional Public Transport Plan (PT Plan)**

The Committee at its previous meeting on 8 May 2019 agreed to delay consultation on a revised PT Plan until the new triennium (see Report 19.130).

A revised timeline for the PT Plan review will be reported to the new Council early in the new triennium. In the interim, officers are continuing with background analysis on general policy issues arising from projects such as Let's Get Wellington Moving, the Post Implementation Review, and the revision of the rail plan and the strategic assessment of our bus fleet.

### **4. Significant issues and projects**

#### **4.1 Let's Get Wellington Moving (LGWM)**

Let's Get Wellington Moving is a joint initiative between the Government, Wellington City Council, Greater Wellington Regional Council and the NZ Transport Agency. The programme focuses on the area from Ngauranga Gorge to the airport, encompassing the Wellington Urban Motorway and connections to the central city, hospital, and the eastern and southern suburbs.

On 16 May 2019 the indicative package for LGWM was announced by the Minister of Transport, the Mayor and GWRC Chair. The announcement

signalled the Government's funding preferences for the region through the National Land Transport Fund. Central Government has committed to funding 60% (\$2.2 billion uninflated) of the indicative package (total cost \$3.6 billion uninflated), and Wellington City Council and Greater Wellington now need to consider how they will fund the remaining 40% (\$1.4 billion).

The key components of the indicative package released by the Minister are set out in the table below:

| <b>Component</b>                         | <b>Description</b>   |
|--|--|
| A walkable city                          | Accessibility and amenity improvements, setting safer speeds for vehicles, with further walking improvements included in major components below.   |
| Connected cycleways                      | Cycleways on Featherston St, Thorndon Quay, Courtenay place – Dixon St, Taranaki St, Willis St, Victoria St, Kent and Cambridge Terraces, and Bowen St.  |
| Public transport to and through the city | Dual public transport spine through the central city on the Golden Mile and Waterfront Quays; rail network improvements; and bus priority on Thorndon Quay and Hutt Rd   |
| Smarter transport network                | Full integrated ticketing; transition to integrated transport network operating systems; travel demand management measures including Mobility as a Service, parking policy improvements and education and engagement |
| Rapid transit                            | Provide rapid transit as part of the wider public transport network from the railway station to Newtown and to the airport. The design and preferred mode of rapid transit will be determined by the business case.  |
| Unblocking the Basin Reserve             | At-grade changes to improve reliable access for all modes; and grade separation between north-south movements, east-west movements and any rapid transit corridors.  |
| Extra Mt Victoria Tunnel                 | Extra Mt Victoria Tunnel and widening Ruahine St and Wellington Rd to improve access for public transport and enable dedicated walking and cycling routes.   |

Council will consider the LGWM vision, recommended programme and indicative package at its meeting on 25 June.

LGWM is developing an early delivery programme to help change how people move into and around the city while work is completed on the next steps for the wider programme.

Like all transport projects, the details of the package are subject to the business case process.

#### **4.2 National ticketing – Project NEXT**

Project NEXT is currently in the Procurement phase. The ticketing system will be procured in two parts: one, procurement for the core ticketing solution and related services; and the other, procurement for financial services.

The tender for financial services to procure three separate contract services is progressing to plan. Evaluation has been undertaken in accordance with the agreed methodology which separates quality assessment from pricing assessment. Identification of preferred tenderer for each service is expected to be completed by the end of June. The recommendations will be presented to Council for approval.

Detailed work on the ticketing solution Request for Proposal (RFP) is continuing after the conclusion of the requirements workshops with all participating authorities. Debrief meetings were held with each shortlisted Respondent and these were very well received. The next milestone will be workshops with shortlisted Respondents prior to release of the RFP planned for end of August. We anticipate that the finalisation of the ticketing solution RFP will be completed mid-2020.

Information from successful tenderers will be utilised to best determine roll out times and approaches.

#### **4.3 Employment Relations Amendment Act (rest breaks)**

On 6 May 2019, new rest and meal break changes came into force as part of Employment Relations Amendment Act 2018 (ERAA).

As a result of a new land transport rule which provides flexibility on when breaks can be taken for the next twelve months, there have been no material cancelled services on Metlink contracted public transport services since the implementation of the new legislation

Officers have prepared a framework document for implementation of the ERAA. This document has been shared with other regional authorities through the Transport Sector Interest Group (TSIG) for discussion.

There is a high level acceptance in the TSIG that there should be a consistent approach to implementing the ERAA across the Public Transport sector; partnership of all key stakeholders is a key foundation of this consistent approach.

The degree of work required by all parties to implement the ERAA should not be underestimated. The primary relationship is between our operators and their drivers (the employer and employee) in application of the ERAA. In our

region GWRC is taking a leading role in working with all stakeholders recognising the key part we play in the planning of services and our ability to change these to meet the needs of the ERAA while balancing this against customer demand.

#### **4.4 Metlink policies**

There have been no updates to the conditions of carriage, fares, revenue collection, or other Metlink policies since the last Committee meeting.

#### **4.5 Commercial**

##### **4.5.1 Bus and rail performance**

We have seen improvements in operator reliability and punctuality during April and May. We continue to review recent operator performance and work with operators to facilitate performance improvements. This allows both GWRC and operators to agree on areas of focus and to ensure incentives built into the performance regime are set appropriately to meet customer outcomes.

##### **4.5.2 Event ticketing**

Following a successful trial of the concept in May, Metlink are in discussions with the Hurricanes about options to develop an event ticketing product for next season. Officers intend to prepare a model that can be applied for other event organisers in Wellington region in the long term. Approval of any event ticketing product will be brought to this Committee for consideration.

#### **4.6 Bus priority measures**

A report was presented to Council on 13 June 2019 regarding the approach being undertaken jointly with Wellington City Council to collaboratively deliver a package of bus priority measures to improve reliability and travel times for bus users.

A joint action plan for bus priority measures on the road network will be developed over the coming months and reported back to Greater Wellington and Wellington City Councillors in September.

#### **4.7 Wellington Public Transport Reference Group**

The Group last met on 28 May. Topics of discussion included:

- Metlink's improved website information.
- On bus announcements and being part of the 'proof of concept' testing for requirement gathering and further procurement purposes.
- Bus priority outside of Let's Get Wellington Moving. Identifying the pinch points across the city.

#### **4.8 Travel Choice**

##### *Movin' March*

Final trip numbers for Movin' March are now available: there were 106,000 walking/wheeling trips made by students at 125 schools from around the region in the month. This is a 78% increase on last year. Further details are available in Report 19.184.

*Aotearoa Bike Challenge*

NZCER entered the #bossesonbikes photo competition through the Aotearoa Bike Challenge and won an e-bike for their workplace. The Pedal Ready team followed up with an e-bike training session to ensure all staff know how to use it, and also offer tips on charging and pedalling around the city.

*Multi-modal options*

Staff from NZTA, Ministry of Transport, Wellington City Council and GWRC were invited to bring their bikes and test out the bike racks on Metlink buses at an event in Civic Square on May 10. The aim was to create a no-stress environment for riders to get familiar with the rack mechanism as the racks are progressively rolled out across the Metlink bus network.

Further bus bike rack demonstrations will be held in various locations and at other events during the year.

*Road Safety*

A key road safety focus at present is *conspicuity* – encouraging cyclists to be bright at night. The team have distributed retro reflective material to all our territorial authority road safety partners around the region, and have run quiz competitions to raise awareness of the legal requirements for bike lights, referencing the Consumer Best in Test results for 2019.

We also partnered with WCC and Police at their bicycle lights checkpoints around Wellington City.

*Pedal Ready*

The Pedal Ready team leads the way nationally for cycle skills training of children and adults. We have become the first accredited BikeReady provider for NZTA in the country. Our trainers deliver training in Waikato, Bay of Plenty, Christchurch and Nelson/Marlborough. We also host visitors from around the country who want to replicate our programme.

Year to date numbers of children and adults who have completed pedal ready training are shown below.

|              | Q1 Jul-Sep |         | Q2 Oct-Dec |         | Q3 Jan-Mar |         | Q4 Apr-Jun |         |
|--------------|------------|---------|------------|---------|------------|---------|------------|---------|
|              | Grade 1    | Grade 2 |
| Children     | 1433       | 163     | 544        | 477     | 1478       | 437     | 1096       | 344     |
| Adults       | 23         | 18      | 2          | 3       | 75         | 21      | 23         | 7       |
| <b>Total</b> | 1456       | 181     | 546        | 480     | 1553       | 458     | 1119       | 351     |

## 5. Responses to Public Participation

8 May 2019

**Kara Lipski** spoke to the submission she had distributed. Kara Lipski spoke about the negative impact of the new network on Strathmore Park residents. Kara Lipski also spoke about emissions and noise of buses.

### Response

In relation to Kara Lipski's comments about bus services to Strathmore Park, officers note that services to Strathmore Park will be considered as part of the stage 2 post implementation review - this aligns with the Committee's resolution on 20 March 2019.

Section 3.2 of Report 19.226 sets out the planned installation of a RTI on-street display in Strathmore Park.

In addition, while not the subject of Kara Lipski's submission, it should be noted that officers have commenced a free Snapper card trial in Strathmore Park (see section 5.2 of Report 19.226).

The example of a bus emitting black smoke used by Kara Lipski at the meeting illustrates the need for nationwide emissions testing scheme for buses (as the bus to which Kara Lipski referred was not part of the Metlink fleet). Officers will assist the NZ Transport Agency in the development of a nationwide tailpipe testing of bus emissions.

Bus noise level limits, both internal and external, are included in the GWRC Vehicle Quality Standards (VQS). Noise level tests are required to be provided by the operators for the buses as part of the VQS compliance process. The external noise limits are applicable to a drive by test plus the air brake system. The internal noise limits are based on an average taken from five defined positions in the bus driven on a flat road at 50 and 70 km/h (with the air-conditioning turned off). There is also a maximum noise level limit placed on any individual reading.

**Tony Randle** spoke on behalf on the Johnsonville Community Association (JCA). The JCA are concerned about the placement of Stop A (referred to in 3.4.1 of Metlink Service Activities report) on safety grounds.

### Response

Officers attended the JCA meeting on 29 May to respond to issues raised. Section 3.6.3 of Report 19.226 provides a comprehensive record of matters discussed at that meeting. Note that Tony Randle was not present at the meeting. An email recording matters discussed at that meeting was sent to the JCA.

## 6. The decision-making process and significance

No decision is being sought in this report.

## 6.1 Engagement

Engagement on this matter is not necessary.

## 7. Recommendations

*That the Committee:*

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

Report approved by:

**Greg Pollock**  
General Manager,  
Public Transport

Report approved by:

**Wayne Hastie**  
General Manager,  
Strategic Programmes

Report approved by:

**Luke Troy**  
General Manager,  
Strategy