



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

If calling please ask for: Democratic Services

13 September 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, 18 September 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, 18 September 2019 in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am**

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**greater WELLINGTON**

**REGIONAL COUNCIL**

**Te Pane Matua Taiao**

**Please note that these minutes remain unconfirmed until the meeting of the Sustainable Transport Committee on 18 September 2019.**

**Report 19.359**

7/08/2019

File: CCAB-20-786

**Public minutes of the Sustainable Transport Committee meeting held on Wednesday 7 August 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, Kedgley, Laban, Laidlaw (until 11.52am), Lamason, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

**Public Business**

Marama Tuuta opened the meeting with a karakia.

**1 Apologies**

There were no apologies.

**2 Declarations of conflict of interest**

Cr McKinnon expressed an interest in item 9 – *Notice of motion: Cr Daran Ponter.*

**3 Public Participation**

Public participants were heard in the following order:

Michael Gibson presented a petition, for which he was the sole signatory, requesting that the Audit Office be requested to prepare a report on the operation by GWRC of the contracts for bus services in Wellington City. Mr Gibson also tabled additional information.

The meeting adjourned at 9.50am, and reconvened at 9.50am.

Gillian Tompsett spoke about an increase in emissions in the Wellington bus network, and the idling of buses at the Seatoun terminus.

Sarah Free spoke to agenda items 6, 8 and 9.

Kara Lipski spoke regarding off peak bus and train services, and tabled supporting information.

Mike Mellor spoke to agenda items 9 and 10.

**Noted:** At the conclusion of Mr Gibson's presentation of his petition the Committee Chairperson read to the meeting a letter from the Controller and Auditor-General, dated 25 September 2018, regarding the implementation of the new bus network and services in Wellington City. The Chairperson noted that the letter is available on the website of the Office of the Controller and Auditor-General.

**4 Confirmation of the minutes of 19 June 2019**

*Moved* (Cr Lamason/ Cr McKinnon)

*That the Committee confirms the minutes of the meeting of 19 June 2019, Report 19.278.*

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

**Report 19.290** File ref: CCAB-20-729

*Moved* (Cr Gaylor/ Cr Brash)

*That the Committee:*

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

The motion was **CARRIED**.

The meeting adjourned at 10.35am and reconvened at 10.50am.

**6 Public Transport – operational performance**

**Report 19.293** File ref: CCAB-20-744

*Moved* (Cr Blakeley/ Cr Brash)

*That the Committee:*

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

3. *Agrees that the annual customer satisfaction survey results be published on the Metlink website.*

The motion was **CARRIED**.

7 **Metlink service activities**

**Report 19.294**

File ref: CCAB-20-743

*Moved*

*(Cr Blakeley/ Cr Staples)*

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Supports the establishment of a Metlink Operations Centre.*
4. *Requests that officers present a business case and project plan to this Committee prior to the implementation of a Metlink Operations Centre.*
5. *Agrees in principle to amend routes 30x and 31x so that morning services travel via Rongotai Road.*
6. *Agrees that any changes to route 30x and 31x be deferred pending completion of the Bus Network Review for the Eastern Suburbs.*
7. *Notes that currently discretion is being exercised by bus drivers on morning services on routes 30x and 31x.*
8. *Requests that officers formalise the discretion applied by bus drivers, with the bus operator.*

The motion was **CARRIED**.

8 **Post implementation review – next steps programme**

Anthony Cross, Technical Lead, Metlink Bus Network Review, introduced the report.

**Report 19.295**

File ref: CCAB-20-742

*Moved*

*(Cr McKinnon/Cr Gaylor)*

*That the Committee:*

1. *Receives the report.*
2. *Notes that an interim report on the Eastern Suburbs engagement process will be available at the September meeting.*

3. *Notes that planning is well underway for engaging with bus customers in the Southern, Western and Northern Suburbs of Wellington City (including those who live in other parts of the Region) during September.*
4. *Agrees to amend the Terms of Reference to remove: Bus Fleet composition and ownership; and Depots and other operator-owned assets, from the scope of the Post implementation review Metlink bus transformation stage 2.*

The motion was **CARRIED**.

9 **Notice of motion: Cr Daran Ponter**

Having previously declared an interest Cr McKinnon left the table and took no part in the discussion and voting on this item.

**Report 19.325**

File ref: CCAB-20-769

*Moved*

*(Cr Ponter/ Cr Blakeley)*

*That the Committee:*

- a. *Notes that on 22 June 2019 the Wellington Airport Company Limited communicated to Greater Wellington Regional Councillors that, inter alia: “Wellington Airport is in favour of public transport to and from the airport, however, our view and our experience from overseas is that it must be fast, direct and reliable.”*
- b. *Invites the Chief Executive, Greater Wellington Regional Council, to engage with the Wellington Airport Company and bus operators on:*
  - i. *Public transport route options to / and from Wellington Airport;*
  - ii. *The Wellington Airport Company’s willingness to remove toll charges on public transport services (no including taxi or share ride services); and*
  - iii. *The Wellington Airport Company’s willingness to give public transport prime access for entry and exit to the Airport main foyer.*

*Moved as an amendment (to be an additional motion)*

*(Cr Kedgley/ Cr Staples)*

- c. *Urges the Wellington City Council, as a shareholder in the Wellington Airport Company, to give priority to improving public transport accessibility at Wellington Airport.*

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

**Noted:** Cr Laidlaw departed the meeting at 11.52am, during the debate on the above item.

10 **General Managers’ Report to the Sustainable Transport Committee meeting on 7 August 2019**

**Report 19.299**

File ref: CCAB-20-741

Moved

(Cr Donaldson/ Cr Brash)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that the national bus driver shortages are impacting the operation of the Metlink public transport network.*
4. *Notes that a significant short term increase in driver resources is required to alleviate cancelled services on our public transport network.*
5. *Requests the Chief Executive, in partnership with our bus operators, to write to the Minister of Immigration requesting that urban bus driving be recognised as a Skill Shortage by Immigration New Zealand.*

The motion was put to the vote in parts. Parts 1 to 4 were put to the vote and were **CARRIED**. Part 5 was put to the vote and was **LOST**.

**11 Exclusion of the public**

An updated report was tabled.

**Report 19.326**

Moved

(Cr Donaldson/ Cr Brash)

That the Committee:

1. *Excludes the public from the following part of the proceedings of this meeting, namely:  
Fleet capacity and renewal - rail*

*The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:*

<b>General subject of each matter to be considered:</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Ground under section 48(1) for the passing of this resolution</b>
---------------------------------------------------------	----------------------------------------------------------------------	----------------------------------------------------------------------

<i>Fleet capacity and renewal - rail</i>	<i>Certain information contained in this report relates to future rail service procurement and contracting in the Wellington Region. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington Regional</i>	<i>That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under</i>
------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*Council (GWRC) to carry on section 7(2)(i) of the Act (i.e. to negotiations with potential suppliers carry out negotiations without of rolling stock for the Metlink public prejudice). transport network. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.*

*2.Permits Doug Weir, Practice Leader – Public Transport, Stantec, to remain at this meeting after the public has been excluded because of his knowledge of matters related to GWRC’s fleet capacity and renewal. His knowledge will be of assistance in relation to the matter to be discussed. This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.*

The motion was **CARRIED**.

The public part of the meeting closed at 12.23pm.

Cr B Donaldson  
(Chair)

Date:



**greater WELLINGTON**  
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**Please note that these minutes remain unconfirmed until the meeting of the Sustainable Transport Committee on 18 September 2019.**

**The matters referred to in these minutes were considered by the Sustainable Transport Committee on 7 August 2019 in public excluded business. These minutes do not require confidentiality and may be considered in the public part of the meeting.**

**Report PE19.360**

7/08/2019

File: CCAB-20-787

**Public excluded minutes of the Sustainable Transport Committee meeting held on Wednesday 7 August 2019, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 12.23pm**

**Present**

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw (from 12.57pm), Lamason, McKinnon, Ogden (until 12.42pm), Ponter, Staples, and Swain.

Marama Tuuta.

**Public Excluded Business**

**1 Fleet capacity and renewal - rail**

*Moved*

*(Cr Gaylor/ Cr Staples)*

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Endorses the draft Business Case for Longer Distance Rolling Stock attached as Attachment 1 to this report.*
- 4. Notes that the endorsed draft Business Case for Longer Distance Rolling Stock will be sent to stakeholders for comment.*

5. *Notes that, following consideration of stakeholder comment, a final business case will be presented to Council for consideration and endorsement prior to submission to the NZ Transport Agency.*
6. *Requests that officers prepare an implementation plan for the business case procurement process.*

The motion was **CARRIED**.

**Noted:** Cr Laidlaw joined the public excluded part of the meeting and Cr Ogden left the meeting during the discussion on this item.

The public excluded part of the meeting closed at 1.09pm.

Cr B Donaldson  
(Chair)

Date:



**Report** 19.385  
Date 12 September 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

## Attachment 1 to Report 19.385

## Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
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>Ongoing</i></p> <p><b>Comments:</b></p> <p>Following a letter from the Ministry of Transport, officers are in the process of preparing information related to preliminary work undertaken by GW on tail pipe testing.</p> <p>We will update the Committee with the Ministry/NZTA's next steps on this project when advised.</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>Completed</i></p> <p><b>Comments:</b></p> <p>Will be considered as part of the Bus Network Review</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>This resolution was made prior to the ERAA coming into effect. Actions to resolve the driver shortages are linked to national preparation to prepare for full implementation of the ERAA on 6 May 2020. Further information on preparations for the ERAA are contained within General Managers' update reports to this Committee.</p>
20 February 2019	<p><b>Noted</b></p> <p><i>The Committee requested that officers consider a more direct level of engagement with customers following further trials of the double-decker bus wrapping.</i></p>	<p><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b></p> <p>Will be actioned following further trials.</p>

<p>19 June 2019</p>	<p><b>Noted</b></p> <p><i>The Committee requested that officers report to to the next Committee meeting on the use of the Public Works Act 1981 to secure land required for Public Transport use.</i></p>	<p><b>Status:</b> <i>Completed.</i></p> <p><b>Comments:</b></p> <p>Is the subject of a report to this meeting</p>
<p>7 August 2019</p>	<p><b>Resolution – Notice of motion – Cr Daran Ponter</b></p> <p>1. <i>Invites the Chief Executive, Greater Wellington Regional Council, to engage with the Wellington Airport Company and bus operators on:</i></p> <ul style="list-style-type: none"> <li><i>i. Public transport route options to / and from Wellington Airport;</i></li> <li><i>ii. The Wellington Airport Company’s willingness to remove toll charges on public transport services (no including taxi or share ride services); and</i></li> <li><i>iii. The Wellington Airport Company’s willingness to give public transport prime access for entry and exit to the Airport main foyer.</i></li> </ul> <p>2. <i>Urges the Wellington City Council, as a shareholder in the Wellington Airport Company, to give priority to improving public transport accessibility at Wellington Airport.</i></p>	<p><b>Status:</b> <i>In progress/completed</i></p> <p><b>Comments:</b></p> <p>Letter sent to Wellington Airport requesting meeting</p> <p>Letter sent to WCC</p>
<p>7 August 2019</p>	<p><b>Resolution – Public Transport – operational performance</b></p> <p><i>Agrees that the annual customer satisfaction survey results be published on the Metlink website.</i></p>	<p><b>Status:</b> <i>Completed</i></p> <p><b>Comments:</b></p>
<p>7 August 2019</p>	<p><b>Resolution – Metlink service activities</b></p> <ul style="list-style-type: none"> <li><i>1. Requests that officers present a business case and project plan to this Committee prior to the implementation of a Metlink Operations Centre.</i></li> <li><i>2. Requests that officers formalise the discretion applied by bus drivers, with the bus operator.</i></li> </ul>	<p><b>Status:</b> <i>In progress/completed</i></p> <p><b>Comments:</b></p> <p>A business case for the MOC is being developed.</p> <p>Discretion formalised from 29 September.</p>



**Report** 19.394  
**Date** 10 September 2019  
**File** CCAB-20-796

**Committee** Sustainable Transport  
**Author** Catherine Jones, Commercial Manager, Public Transport

## 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 19.395), 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.

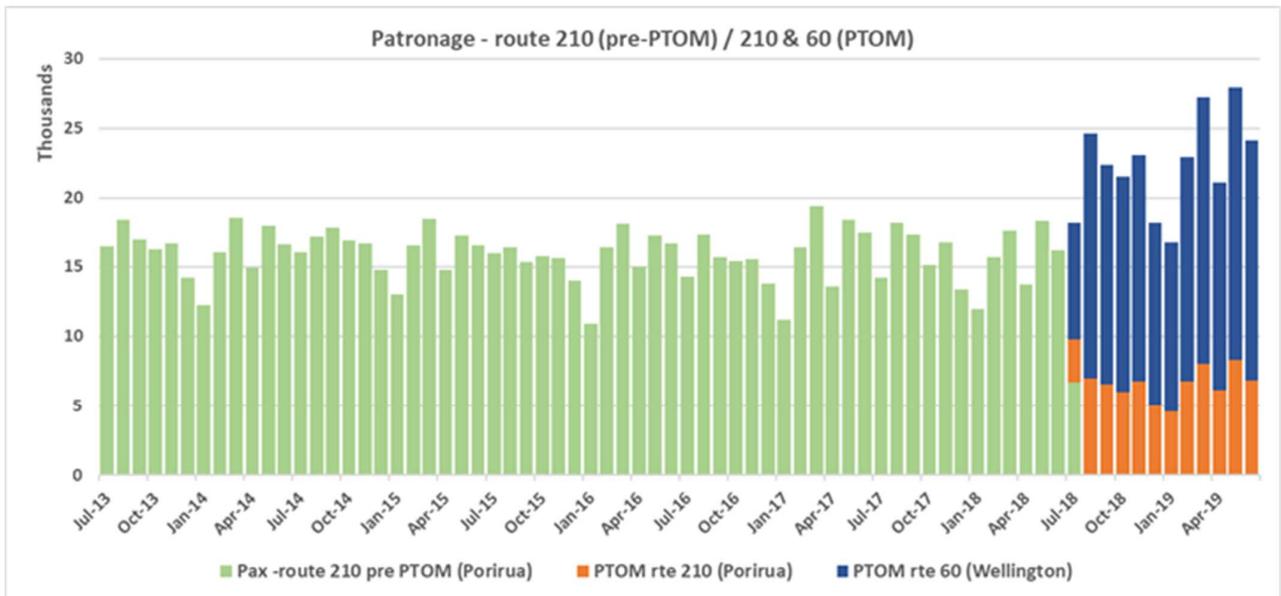
#### 3.1 Patronage in Porirua

At the last Committee meeting, officers advised that there was no evidence that the decrease in bus patronage in the Porirua area is related to the use of monthly plus rail tickets. Officers noted that is more likely to be related to the classification used to determine whether a bus service was a Porirua service or a Wellington City service when mapping old routes to new routes.

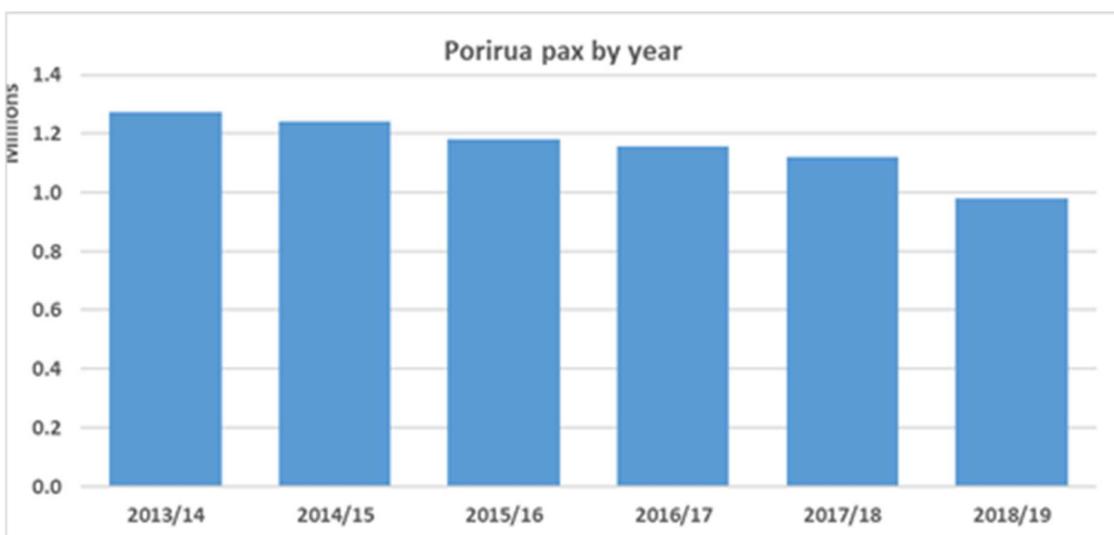
Officers have completed further analysis as follows.

The biggest change to routes in the Porirua area under the new bus network were:

- Pre-PTOM, route 210 used to run from Titahi Bay to Johnsonville, and all patronage was reported under ‘Porirua’.
- Since 15 July 2018, the new PTOM route 210 only runs from Titahi Bay to Porirua (reported under unit 13, ‘Porirua’), and a new route 60 was created to run from Porirua to Johnsonville (reported under unit 18, ‘Wellington’)

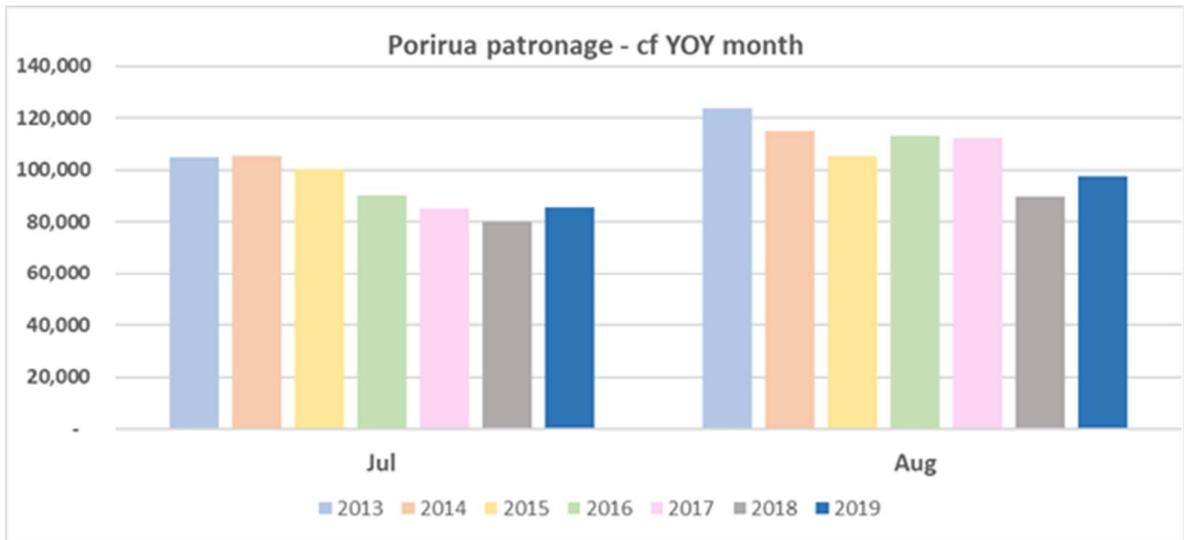


Historically, Porirua bus patronage (pax) was declining over time as shown in the graph below. This graph is based on actual reported patronage by



operators up until 2017/18 with PTOM data used for 2018/19:

The graph below shows that Porirua bus patronage in both July 2019 and August 2019 have increased on the equivalent PTOM period last year. Officers also consider that this patronage growth is conservative due to some technical issues experienced with the use of the ticketing system as the PTOM Network



commenced.

### 3.2 Car parking in Wellington City

At its last meeting, this Committee requested that officers investigated whether there has been any increase in the incidence of car parking in Wellington City following the implementation of the new bus network.

Officers have asked WCC if parking surveys have shown a change in parking patterns following the roll out of the new bus network in July 2018. They have responded that they do not have data to ascertain if there have been parking changes since the bus changeover. This is due to the locations where commuters are parking, informal park and ride, coupon parking areas and unrestricted areas. These areas are not regularly tracked, monitored or surveyed. Paid on-street parking that is monitored is not generally used by commuters due to time restrictions. The Clifton off street parking building managed by WCC was full before the bus network changes and there has been no change to this.

## 4. Monthly operational performance

### 4.1 Monthly report

**Attachment 1** (to come) to this report contains an overview (including commentary) of Metlink’s monthly performance report for the month of August 2019. The August performance report will be completed prior to this meeting (but after the distribution of the order paper).

## **5. Customer experience insights**

### **5.1 Wellington city bus services**

Over-all bus complaint volumes continue to trend downwards, especially on services run by NZ Bus.

NZ Bus are now performing with improved consistency, with most former punctuality and cancellation related painpoints (on routes 12e, 13, 31x, 33, 34, 35) being addressed. While passengers are still experiencing some cancellations on the morning 30x services from Moa Point and Scorching Bay, cancellations are reducing gradually.

The impact on customers of planned suspensions on some Tranzurban services (routes 19e, 23e and 29e) have been minimised by targeting services with lower capacity and providing customers with information about alternative bus services. Though some impacts have been observed - including some early morning peak buses being more crowded and some longer waits between services for Melrose and Houghton Bay in the afternoon peak - there has been no over-all increase in complaints and enquiries for these services.

## **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:

**Catherine Jones**  
Commercial Manager

Report prepared by:

**David Boyd**  
Customer Experience  
Manager

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport

**Attachment 1:** Operational performance – August (to come)



<b>Report</b>	<b>19.395</b>
Date	11 September 2019
File	CCAB-20-797
<b>Committee</b>	<b>Sustainable Transport</b>
<b>Author</b>	<b>Rhona Hewitt, Manager, Bus and Ferry - Networks and Infrastructure</b> <b>Angus Gabara, Manager, Rail Operations</b> <b>David Boyd, Manager, Customer Experience</b>

## 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 Planned service improvement packages

##### 3.1.1 NZ Bus

On 21 August, Council considered a report which sought endorsement of the principles to be used by officers to guide the development of amendments to current NZ Bus timetables for planned for implementation on 26 January 2020 (see report 19.306). The following change principles were endorsed by Council.

Timetable amendments should:

- Provide additional in-service run time with the aim of moving to an environment where 8 out of 10 trips arrive at their destination on or before their scheduled time;
- Balance extent of improvements within the given driver and bus constraints. This means that proposed timetables may not provide

capacity to meet the patronage growth that may occur in February/March 2019.

- Consider the re-allocation of resources from areas of low demand to areas of higher demand;
- Adjust departure times and vehicle sizes to better match capacity to demand; and
- Provide a strong foundation for service delivery, including driver break requirements, and changes arising from the Bus Network Review.

On 6 September, officers provided NZ Bus with timetable packages developed in accordance with principles outlined above.

### 3.1.2 Tranzurban

Planned service changes are listed below.

- From 29 September 2019 minor route and timetable adjustments are scheduled for Wairarapa.
- From 13 October 2019 the following changes are scheduled:
  - Wellington: bus stop changes and minor route changes at Kingston; a number of Wellington school services changes (most of the changes are intended to improve capacity and coverage for school services to Onslow and Newlands Colleges)
  - Porirua: minor route change at Aotea College
  - Hutt Valley: minor route changes at Pinehaven; change to bus departure time at the request of Avalon Intermediate.

### 3.1.3 Mana

We are working with Mana on the extension of Woodridge services (routes 52 and 57) to provide increased coverage of this rapidly growing new suburb. Subject to necessary WCC bus stop and shelter consents we hope to extend the bus route further along Woodridge Drive from late November 2019.

## 3.2 Morning 30x and 31x services

At its last meeting, this Committee resolved that officers formalise the discretion of bus drivers to choose whether to go via Cobham Drive or Rongotai Road based on traffic conditions.

From 29 September the bus operator will formally be given the discretion to choose between the two route options.

## 3.3 Real Time Information – installation of display at Strathmore Park

The real time information pole and display screen have been installed at the Ruakawa Street bus stop. We are currently waiting on Wellington Electricity and Northpower to provide the electrical power connection. Once we have a date for the power connection to be complete officers will contact the

Strathmore community to provide an update on when the display screen will go-live.

### **3.4 Real Time Information – performance and improvements**

#### **3.4.1 Current tracking and performance**

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

The planned October delivery to GWRC by the system vendor of several improvements following investigative work in July is still on track. These can then be rolled out in a controlled way. These are outlined below:

- **Vehicle Cold Start Tracking.** This is a package of several improvements to on bus software that will reduce the incidence of failures to track a service for the first few stops.
- **Network Update Uptakes.** Some on bus software improvements were also identified that would increase the speed with which network (physical bus network) updates are processed. This will reduce the occurrence of untracked trips when trip details change.

#### **3.4.2 Improvements and actions since last report**

RTI work undertaken in August has focused on two distinct streams of work:

1. **Planning associated with the RTI Central Server Hardware and Software that is nearing end of life being upgraded and replaced**

As reported, the current RTI Central Servers reach the end of their life at the end of 2019. The Operating System software running on them also reaches the end of support by Microsoft at the end of 2019. An indicative Business Case with a preferred option has been accepted, and detailed planning and scoping work is now underway to validate that option.

2. **Intermittent Tracking Fault work around**

Remote monitoring work to identify and understand the causes of the random intermittent tracking dropouts by the RTI on-bus equipment has identified an underlying cause. A rare event (<0.01% of messages exchanged) was causing the RTI unit to lose its connection with the Snapper unit and the key Route and Trip information it obtains from the Snapper console. We are currently trialling a work-around, distributed across all operators, to evaluate the effectiveness of the solution.

#### **3.4.3 Ongoing and future improvements**

In September we expect to:

- **Confirm the RTI Central Server Hardware and Operating System upgrade project option and detailed timelines.**

- Complete the Intermittent Tracking Fault trial and roll out to the fleet if effective.
- Prepare for rolling out the Vehicle Cold Start Tracking and Network Update Uptake on bus software updates when they arrive.

### **3.5 Fleet**

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

The introduction of double decker buses to Eastbourne is currently planned for 23 September, subject to weather. This is a delay from the planned 26 August go-live, due to the clearance work taking longer than anticipated. Reasons for the delay include weather, the need to work with Hutt City Council to schedule road markings and minor additional clearance work identified by the operator. Posters are currently advertising that double deckers are coming to Eastbourne in September.

#### **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 continues for the mid-life update programme of 34 of the NZ Bus Large Vehicle buses that fit within this this age range.

#### **3.5.3 Interim fleet – bike racks**

There are currently 84 buses in the interim fleet. These buses are all in the NZ Bus fleet and are not fitted with bike racks.

Eighteen of the 84 buses are planned to become a permanent part of the NZ Bus fleet (as previously agreed by Council see Report RPE 19.188). These 18 buses will be fitted with bike racks as part of the conversion to permanent fleet at no cost to GWRC. Bike racks could be fitted to these buses now at no cost.

The remaining 66 interim buses could be fitted with bike racks. It is expected that all of these 66 buses will be in service for at least 18 months to allow for the procurement of the new fleet.

For 51 of the 66 remaining buses the cost to fit bike racks would be lower as these bike racks will be able to be transferred to NZ Bus's new fleet, which are required to be fitted with bike racks. Bike racks could be fitted to these buses now at an estimated cost of \$90,000 (plus GST). This covers the cost for the mount that is fixed to the interim bus and cannot be transferred to the new replacement bus.

For the remaining 15 interim buses without bike racks the estimated cost to fit a bike rack (the cost for the mount and the bike rack), is \$50,000 (plus GST).

The total estimated cost to fit bike racks on the entire interim fleet is \$140,000 (plus GST). There is no allocated budget for this cost. If the Committee wishes to pursue this matter, approval needs to be sought from Council.

It is estimated that it could take 6 months to fit bike racks to the entire interim fleet.

### 3.5.4 Interim fleet – external livery

The cost to paint and fully brand the exterior of the 66 interim buses is estimated at \$792,000 (plus GST). There is no allocated budget for this cost. If the Committee wishes to pursue this matter, approval needs to be sought from Council.

It is estimated that this entire process would take in excess of 36 months. This is due to resource constraints, time taken to paint buses and competing bus improvement programmes.

## 3.6 Bus Interchanges

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

The work to install the Kilbirnie median pedestrian barrier fence is now complete.



Construction at Johnsonville Stop A commenced on 24 July and is now progressing well. Some in-ground utility service issues have been identified which have caused some minor construction delays. However, with site progress to date and weather permitting, completion is still on schedule for mid-October/early November.



Preliminary work at Karori Stop A in order to facilitate the service relocations and the removal of the utility pole is complete. The construction at the main bus stop will commence shortly with completion expected to be late November.



(a) Wellington Interchange – improvements

Scoping works for improvements to the Wellington Interchange are still progressing and will inform an options report to the Committee once concluded.

3.6.2 Johnsonville bus interchange – walkover with the Johnsonville Community Association

Following the site meeting on the 30 July, officers requested information from WCC on the decision to bring forward the installation of a signalised crossing close to the bus hub on Moorefield Road. On 27 August WCC advised that it had reviewed the Johnsonville Community Association (JCA) request, and concluded due to road width constraints the installation of the crossing was not feasible before the mall redevelopment.

On 28 August a GWRC officer attended the JCA meeting. At this meeting an update was provided on the response from WCC regarding installation of a signalised crossing, the continuation of the construction and intention to operate the new bus stop A at the library from late October/ early November, and safety related issues raised by JCA members.

It was agreed at the meeting that GWRC officers would undertake additional passenger site surveys, review numbers of customers transferring between stops A and B, and refer to data from previous surveys to see if any shift in behaviour had taken place. The results from this investigation will be provided to the JCA.

### 3.6.3 Porirua Station bus facilities renewals

Stage one of the renewal work, to reconstruct the roadway and kerb line was undertaken in 2015. Budget has been allocated in this financial year of the Long-term Plan to undertake stage two, renewing the poor condition customer focussed assets, such as shelter and lighting.

NZTA has advised us that its contribution to funding of this project will not be available until the next National Land Transport Programme (2021/22).

In order for this project to be ready to progress as soon as funding becomes available, work has commenced on preliminary designs, particularly looking into the layout of the bus stops and near-by 'kiss and ride' parking. Future layout options will be presented shortly to PCC officers for discussion.

## 3.7 Other infrastructure

### 3.7.1 Restroom facilities in the network

Following completion of the stocktake of restroom facilities available to drivers across the region, work on scoping the next steps has started; this will include such matters as assessing both operational and infrastructure requirements, and looking at practices in other areas (in New Zealand and overseas).

In addition, an assessment of the Karori driver restroom is underway to understand the scale of work and cost to get this restroom operational.

### 3.7.2 Improvements to manoeuvrability of buses

To assist buses to safely and efficiently move around the roading network work is ongoing to improve the layout of bus stops and roading infrastructure. Work is currently underway on the following:

- (a) **Island Bay Terminus – Reef Street**  
Stantec has been engaged to investigate options for improving operations at Reef Street.
- (b) **Kelburn Parade roundabout**  
Stantec are currently investigating options to improve the safety and ability for buses to complete a u-turn at the Kelburn Parade (near Victoria University) roundabout. A traffic resolution proposal will go to WCC's September City Strategy Committee to extend the two bus stops on Kelburn Parade at Victoria University
- (c) **Churton Park Terminus – Melksham Drive**  
Construction drawings are currently being developed to construct a bus terminus under the high voltage power lines on Melksham Drive, Churton Park. Construction has been pencilled in for summer 2019/20.
- (d) **Tawa Intermediate/College Bus Stops**  
Construction drawings are currently being developed to construct a bus stop layby on Duncan Street as well as intersection improvements

to the McLellan Street/Hinau Street intersection to ensure buses are able to manoeuvre through the intersection without mounting the kerb.

(e) **Kingston Terminus**

From Sunday 13 October, bus stop allocation will be amended at the Kingston Terminus following feedback from the local community. Stop C, outside the Kingston Shops, will be used for route 7 services heading to Wellington. The real time information display relocation is near completion, and will be operational prior to the changes going live.

(f) **Aotea College**

From Sunday 13 October, the Aotea College bus stop currently located within the school grounds will be relocated to Frances Brown Avenue following a request from the school.

**4. Rail operations**

**4.1 15 August rail disruptions**

On 15 August, KiwiRail contractors, working overnight to renew the overhead traction system on the Hutt Valley Line, inadvertently caused widespread disruption when commuter services resumed in the morning.

KiwiRail apologised for the disruption and worked hard to restore the system as quickly as possible. KiwiRail has put in place a number of contractor initiatives and post work inspection rules to ensure this type of disruption does not happen again.

**4.2 KiwiRail network renewal and upgrades**

**4.2.1 Trentham to Upper Hutt duplication**

The design is well advanced. A signalling supplier has been engaged and is working on the detailed design. Tenders for civil construction are being evaluated and KiwiRail anticipates a commencement of physical works in October.



**Image taken from Digital Engineering 3D model of Wallaceville level crossing**

#### **4.2.2 Remutuka tunnels track renewal**

Various options for efficient and safe track removal and replacement are being developed. Replacing nearly 9 km of track in a narrow space without ongoing disruption to services requires specifically designed high output plant and machinery. Major works packages are likely to target extended blocks-of-line over Christmas/New Year shut downs.

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

At its last meeting, this Committee endorsed the draft Business Case for Longer Distance Rolling Stock. The draft Business Case has been sent to key stakeholders for comment. A final Business Case will be sent to the Council for endorsement on 2 October. Following endorsement, the final Business Case will be submitted to the NZ Transport Agency.

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

Following a successful and ongoing driver recruitment campaign, full rail services returned to the Johnsonville Line during August 2019.

#### **4.5 Park and ride**

There is now a sub-soil solution designed to resolve the ground water issue being faced at the Paremata park and ride extension. Unfortunately, implementation is likely to delay the opening of the Paremata park and ride extension until November.

In late September, we intend to partially open the Waterloo park and ride extension, which should provide approximately 60 parks.

#### **4.6 New bicycle parking prototype**



Our new bicycle parking rack prototype installed at Paraparaumu train station, is receiving attention from the NZTA and most importantly our customers. A recent NZTA publication for active communities made the following statements:

*“Inspired by other bike racks around Wellington it features a Dutch-style two-tier bike rack which is surrounded by a three-sided bus stop style shelter to provide a safe, secure place to store 24 bikes at the station.*

*The facility is designed to accommodate bikes of different sizes and types. The top rack is gas assisted and the bottom rack features a roller mechanism, both designed to assist with putting a bike into the rack.*

*The bike racks are a great way to make it easier for people to actively travel their ‘first mile’ connection between home and work.”*

Plans are underway to roll out more of the new bike racks across our network as budget and prototype modifications allow.

## **5. Customer experience initiatives**

### **5.1 Strathmore Park Snapper card trial**

A trial has been underway since July 2019 to test whether distribution of Snapper cards at no cost will encourage people with lower household incomes and a preference for cash payment to adopt Snapper payment. In the case of Strathmore Park, this could help to improve access to public transport services by enabling lower fares and free transfers.

As of the end of August:

- 73 Snapper cards have been distributed to residents (from the 100 available)
- 40% (29) of the issued Snapper cards are being actively used
- There has been a 2% decrease in cash fares for Strathmore Park bus services during the off-peak.

A full report on the performance of the trial, with recommendations for whether it could be expanded to other communities will be delivered in October.

## **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 to recommend that Council approves funding to fit the entire interim fleet with bike racks at an estimated cost of \$140,000 (plus GST).*

Report prepared by:

**Rhona Hewitt**  
Manager, Bus Network  
and Infrastructure

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** 19.399  
**Date** 11 September 2019  
**File** CCAB-20-798

**Committee** Sustainable Transport  
**Author** Anthony Cross, Technical Design Lead, Bus Network review

## Post Implementation Review - next steps programme

### 1. Purpose

To provide an update on the Bus Network Review (BNR) and other elements of the Post-Implementation Review (PIR) next steps programme.

### 2. Background

The PIR next steps programme combines a number of management activities 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 for Wellington city.

### 3. Bus Network Review engagement update

The community drop-in phase of the engagement process was completed<sup>1</sup> on Saturday 14 September; an online survey will be open until 22 September.

Research company Research First was engaged to help up us with the engagement process and their summary report on the insights from the Eastern Suburbs will be made available on the Metlink website<sup>2</sup>.

To date, the project team has captured over 1,400 customer and bus driver stories through focus groups, charrettes (large focus groups), community drop-ins and two online surveys.

#### Community engagement

Below is a summary of the community engagement events that have been held:

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<sup>1</sup> For Wellington City. The engagement process for the rest of the region is still being planned and will not occur until early 2019.

<sup>2</sup> <https://www.metlink.org.nz/on-our-way/bus-network-review/>

<b>Location</b>	<b>No. of attendees:</b>
Focus Groups (including charrettes)	182
Disability Focus Groups	30
Strathmore Park (2 sessions)	64
Kilbirnie (2 sessions)	53
Hataitai (2 sessions)	41
Miramar (2 sessions)	92
Newtown	67
Brooklyn	42
Karori	61
Wilton	68
Johnsonville	41
Island Bay	39
Te Aro, Thistle Hall	20
Pipitea, Rutherford House	30
Khandallah	TBC
<b>Total (excl Khandallah)</b>	<b>830</b>

At the time of writing this report, the Khandallah drop-in event has not taken place. An update on attendee numbers will be provided at the meeting.

A mix of local communication channels, social media, word of mouth and digital advertising options have proven to be successful at driving attendance numbers in a short period of time. The most effective in the Eastern Suburbs were: social media (20%), word of mouth (18%), posters in public places and bus stops (14%) and mailbox drops (12%).

#### **Online survey**

As at 9 September, we have had over 680 submissions through the online portal.

#### **Bus drivers and their unions**

We have held highly worthwhile drop-in sessions with bus drivers at three depots so far – Kilbirnie (NZ Bus), Rongotai (Tranzurban) and Newlands (Mana Coach Services) – as well as a very useful meeting with Tramways Union representatives. Feedback from these sessions will be incorporated into the final Wellington City report.

## **4. Customer insights - Eastern Suburbs**

The Eastern Suburbs were considered first in this project because of the nature and volume of feedback received since the network changes were implemented, which suggested that the most significant network issues were occurring in this part of the City.

The customer insights that have been provided by customers through focus groups, charrettes and community drop-ins, have been captured and summarised in the Research First report which will shortly be made available on the Metlink website<sup>3</sup>. It is important that we acknowledge the significant impact that the

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<sup>3</sup> <https://www.metlink.org.nz/on-our-way/bus-network-review/>

2018 network changes had on the lives of many of our customers, and the effort that they have put into participating in our engagement process even though in many cases they may have given feedback one or more times already.

There has been some positive feedback about the changes, especially among focus group and charrette participants who were not self-selecting, and particularly in relation to the provision of weekend services where they were not provided previously. As with all consultations, however, those who are unhappy with the changes are more motivated to participate in the drop-in sessions than those who are generally happy, and this is reflected in the higher numbers attending some drop-in events relative to others.

## 5. Eastern Suburbs – key themes

Whilst the community engagement was focused on the network design elements (bus routes, connections and timetables) many people naturally wanted to discuss other issues. All feedback was captured. The most frequent themes arising from the engagement in relation to network design were:

### **The requirement to transfer at hubs to complete relatively short journeys:**

The fact that those transfers have not been delivered consistently and reliably in practice has meant that customers walk or drive to the Miramar hub in particular, travel by other means including by car for their whole journey, and in some cases don't travel at all. Customers are concerned about safety, security and comfort at hubs, especially at night, as well as getting to and from the hubs, especially Kilbirnie. Transferring between buses is also a key concern for many members of the Eastern suburbs community including school children, older customers and disabled passengers. Transferring increases uncertainty and journey times and risks delays. As a result many have sought alternative means of transport where they have the option. In addition, customers did not feel safe at the hubs, either on a personal level or were concerned about road safety.

### **The loss of one-bus access from Strathmore Park and Miramar to Newtown and Wellington Hospital:**

To a lesser extent this is an issue from Seatoun also, as well as from Kilbirnie and Lyall Bay to lower Adelaide Rd and the Basin Reserve.

### **The loss of one-bus access from the north end of Miramar to the Golden Mile and Wellington Station:**

This would have been much less of an issue if connections at Miramar had been reliable and dependable.

### **Express buses 30x and 31x between Miramar Peninsula suburbs and the central city:**

Issues included the reductions in frequency and capacity, increases in journey time (at least in part due to the use of double deckers on route 31x), problems getting on the bus at some central city stops and short-distance riders using the services as restrictions have been removed.

### **Capacity issues, particularly on route 2 through Hataitai:**

This was raised in terms of overcrowded buses, full buses not stopping, inability to get seats (particularly important for disabled customers) and cancellations.

This would influence the travel behaviours of many customers and their likelihood to cancel travel or make alternative arrangements. Route 2 which is under pressure in the middle of the day and at weekends as well as in peak periods, for various reasons including the fact that it is increasingly used by customers travelling to and from the airport since changes to the Airport Flyer service.

**School-related travel issues:**

This includes the requirements of parents of younger children travelling after the school drop-off and before the school pick-up, as well as older students getting to and from school on time, including journeys that are more difficult due to bus route changes (especially affecting Basin Reserve schools and Rongotai College).

There are other route, timetable and network issues which are smaller in scale but which will be addressed in the full BNR report.

**Operational issues:**

As was expected, there was considerable feedback about operational issues, including late-running, crowded and cancelled buses, problems with real-time information (RTI) displays (“ghost buses” in particular) and parking issues in Miramar and Kilbirnie town centres which have been exacerbated by the bus service changes.

## **6. Bus Network Review - next steps**

Once all the community engagement has been completed on 22 September when the online survey closes, the next phase will be to carefully analyse and theme the data from the various feedback channels so that robust recommendations can be made in the final report that is due in December.

Between September and December we expect to make customer feedback data available so that people are able to see the totality of comments made about routes and buses in their neighbourhoods.

Recommendations for route and network changes will be developed as a suggested whole of the city solution.

**Final Report**

The final report in December will include more detailed analysis and background information such as:

- Performance of the network against Regional Public Transport Plan (RPTP) and Bus Transformation Programme objectives
- Insights from all parts of the Wellington City
- Analysis of all online submissions
- Bus driver feedback
- Before and after patronage data
- Before and after network maps

Additional insights will be fed back to appropriate parties including:

- Metlink Infrastructure and Service Delivery teams

- Joint WCC / GW Bus Priority Project team
- Let's Get Wellington Moving project team

### **Implementation plan**

An implementation plan will be developed which will set out the priority order in which changes might be implemented as and when resources (in particular, sufficient bus drivers) allow. Where possible, this plan will identify “quick wins” which may be implemented as soon as possible, especially where they are not reliant on additional bus drivers to ensure consistently reliable operation.

## **7. Risks**

Risks which have been identified include:

1. Confusion for Metlink customers and community stakeholders regarding the difference between ongoing service delivery changes and changes arising from the Bus Network Review. An example of this would be the timetable changes scheduled for Tranzurban services in October 2019 and NZ Bus services in January 2020.
2. Concerns about delays in “fixing” the network due to the time taken between recommended service changes and implementation, given the bus driver shortage.
3. Risk of implementation delays due to the process of securing funding through the 2020/21 Annual Plan process.

In addition to ensuring that operational planning and the Bus Network Review teams are closely aligned, these risks will need to be appropriately managed through communications from both the business as usual and Bus Network Review teams so as to avoid further confusion.

## **8. Communications**

There will be a media release associated with this report. In addition, we will announce to participants when the Eastern Suburbs research report is available.

A communications plan for next stage of the project is being developed to ensure interested stakeholders, including media, have relevant information about the engagement process, including feedback themes and responses to canvassed route improvements.

As we move into this next phase, it is important to continue the practice of reflecting back to the communities we have engaged with, their feedback and aggregated responses to canvassed route improvements.

## **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

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.*
3. *Notes that reports from the engagement process (focus groups, drop-in workshops and online surveys) will be posted on the Metlink website when finalised.*
4. *Notes that recommendations on any changes to Eastern Suburbs bus routes and timetables, taking into account the feedback received through the engagement process, will be included in the final Wellington City Bus Network Review report due in December 2019.*

Report prepared by:

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

Report approved by:

**Wayne Hastie**  
General Manager  
Strategic Programmes



**Report** 19.384  
**Date** 10 September 2019  
**File** CCAB-20-791

**Committee** Sustainable Transport  
**Author** Paul Kos, Manager, Public Transport Policy

## Free Christmas Day travel

### 1. Purpose

This report seeks the Sustainable Transport Committee's (the Committee) endorsement to provide free Metlink travel on bus and rail services on Christmas Day, in line with last year's approach.

### 2. Background

Free travel on Christmas Day was made available to customers on Metlink rail and bus services last year (2018). This followed past general practice on rail and bus in the pre-PTOM environment.

Under the PTOM contracting environment, Greater Wellington Regional Council (GWRC) has revenue responsibility for all Metlink bus and rail services.

A decision is required to confirm that free travel on Metlink rail and bus services should apply for Christmas Day 2019.

No decision is required for Ferry services, as East by West Ferries do not operate on Christmas Day. Wairarapa rail services also do not operate on Christmas Day.

### 3. Comment

#### 3.1 Benefits

Free travel on Christmas Day has been the norm for Metlink rail services for some time – providing both customer and operational benefits.

For the customer, free travel on Christmas Day is a goodwill gesture that gives families, and customers who do not normally (or cannot afford to) travel on public transport a chance to experience public transport and get around the Region to visit family and friends. Free travel on Christmas Day also removes the need for ticket inspectors. Train managers are still required for basic operational and safety reasons.

For bus, the practice of free travel on Christmas Day was an intermittent experience for both customers and operators under pre-PTOM contracts. This changed last year with the move to PTOM and the Committee decision to provide free fares on all Metlink bus and rail services – the benefits being:

- Consistency - provides a consistent experience for customers, which accords with Policy 1(c) of the Regional Public Transport Plan
- Social and promotional - provides travel options and experiences for some customers who normally will not or cannot afford to travel
- Reputational – expression of goodwill for an appropriate occasion
- Operational – mainly for rail due to no need for ticket inspectors.

### **3.2 Costs**

Based on a typical Sunday public transport travel experience, it is expected that free travel on Christmas Day will result in a modest revenue loss, between \$30,000 to \$45,000.

Reported figures for last year were slightly less, at around \$28,000.

### **3.3 Ticketing**

For ticketing on bus, the approach will be the same as it is now. Customers using Snapper will be encouraged to maintain their existing behaviour by tagging on and tagging off, but no fare will be charged. Customers not using Snapper will be recorded by the driver as they board the bus. A specific change request will be made to Snapper to implement the proposed approach.

For rail, customers will not be required to present paper tickets. Counts will still be provided by Transdev (part of the train manager role).

## **4. Communication**

Subject to the Committee’s endorsement, the approach will be communicated to the general public, rail and bus operators and to Snapper.

Communications will also cover off where services are not operating, known service disruptions, including Blocks of Line on rail. To date, we are expecting services to be run on all electrified lines during Christmas Day. There will be no services (including bus replacements) operating on the Wairarapa line on Christmas Day.

Fares information on the Metlink website will be updated to reflect the decision.

## **5. Consideration of climate change**

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

Officers recommend that the matter will have no effect on climate change and requires no further assessment in accordance with the Climate Change Consideration Guide.

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

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

The matter requiring decision in this report has 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.

### **6.1 Significance of the decision**

Part 6 requires Greater Wellington Regional Council 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.

### **6.2 Engagement**

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

## **7. Recommendations**

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees to provide free travel on Christmas Day on Metlink bus and rail services.*
4. *Notes that the expected cost of providing free travel on Christmas Day can be met from existing public transport budgets.*
5. *Notes that the proposed approach will ensure a more consistent customer experience across the public transport network in accordance with Policy 1(c) of the Regional Public Transport Plan.*
6. *Notes that officers will communicate the Committee's decision to Metlink bus and rail operators and to Snapper for implementation.*

7. *Notes that the fares information on the Metlink website will be updated to reflect the Committee's decision, along with any service disruptions affecting the scope of services available on Christmas Day.*

Report approved by:

**Paul Kos**  
Manager, Public  
Transport Policy

Report approved by:

**Greg Pollock**  
General Manager,  
Public Transport



**Report** 19.421  
**Date** 12 September 2019  
**File** CCAB-20-806

**Committee** Sustainable Transport Committee

## Notices of motion: Cr Daran Ponter

Councillor Ponter has given notice of his intention to move two motions at the Sustainable Transport Committee's meeting on 18 September 2019. Information provided by Cr Ponter relating to his intended motions is contained in [Attachments 1 and 2](#).

### Motion One

*That the Committee:*

- a. *Notes that hubbing is extremely unpopular with Wellington commuters – in large part because the City does not have the service frequency and the network is not managed in a disciplined enough fashion to provide for timely connections.*
- b. *Notes that when the new bus network was originally proposed the percentage of people likely to have to transfer was as high as 20-25%.*
- c. *Notes that following public consultation the amount of hubbing was reduced to approximately 7% (up from 4% under the old network), but that even at this level the need to hub remains a sore point with many commuters.*
- d. *Notes that Mass Rapid Transit has the potential to revisit the issue of forced transfers on the Wellington commuting public by connecting local buses to a central spine and forcing many people who currently have a direct service into the City, to have to transfer.*
- e. *Requests the Chief Executive, Greater Wellington Regional Council, to request the Let's Get Wellington Moving project team to deliver a report in tandem with the Business Case for Mass Rapid Transit, which:*

- i. *details the extent of potential transfers for Wellington commuters using the Mass Rapid Transit system (and any differences between the three identified modes – light rail; trackless trams and bus rapid transit);*
- ii. *how the extent of transferring might be reduced or minimised; and*
- iii. *how the transferring might be better accommodated (transfer times, transfer experience, etc.).*

## **Motion Two**

*That the Committee:*

- a. *Notes that cycling is prohibited by Wellington City Council in the Lambton Interchange, but cycles/scooters continue to use this area as a short cut.*
- b. *Notes that this situation is the source of concern for Wellington bus drivers.*
- c. *Notes that because riding a bike or a scooter through a prohibited area is a moving violation this is a matter for Police enforcement, rather than Wellington City Council enforcement.*
- d. *Invites the Chief Executive, Greater Wellington Regional Council, to formally write to the Wellington City Council and the New Zealand Police, requesting stronger enforcement of the biking prohibition in place through the Lambton Interchange.*

## Notice of Motion – For Sustainable Transport Committee Meeting on Wednesday 18th September 2019

### Mass Rapid Transit: Transfers

#### Purpose

1. This motion:
  - a. **Note** that hubbing is extremely unpopular with Wellington commuters – in large part because the City does not have the service frequency and the network is not managed in a disciplined enough fashion to provide for timely connections;
  - b. **Notes** that Mass Rapid Transit has the potential to revisit the issue of forced transfers on the Wellington commuting public by connecting local buses to a central spine and forcing many people who currently have a direct service into the City, to have to transfer;
  - c. **Requests** the Chief Executive, Greater Wellington Regional Council, to request the Let's Get Wellington Moving project team to deliver a report in tandem with the Business Case for Mass Rapid Transit, which:
    - i. details the extent of potential transfers for Wellington commuters using the Mass Rapid Transit system (and the extent of transfer differences between the three identified modes – light rail; trackless trams and buss rapid transit);
    - ii. how the extent of transferring might be reduced or minimised; and
    - iii. how the transferring might be better accommodated (transfer times, transfer experience etc).

#### Background

2. When the new bus network was originally proposed as many as 25% of journeys were going to involve hubbing. Wellingtonians reacted strongly to these more extreme hub and spoke proposals and the extent of hubbing was reduced.
3. Under the new bus network hubbing has increased from approximately 4% to approximately 7% of trips. Even at this more modest level Wellingtonians have made their concerns about hubbing / transfers known in no uncertain terms. In part this is due to:
  - a. hubbing being a stronger feature of journeys in some areas (e.g. Eastern suburbs) than others (e.g. Northern suburbs);
  - b. poor connecting services – poor timetabling, lack of frequency, cancelled services, crowded services); and
  - c. poor transfer points (particularly in initial months).

4. A significant amount of feedback to the post-implementation review relates to the desire for through services to be reinstated – on services like the Route 12, 18, 22, 23 and 29.
5. Let's Get Wellington Moving includes provision for Mass Rapid Transit. The presumption is that all modes (light rail, trackless trams, BRT) will all require a degree of hubbing and transferring. It is likely to have greater effect on those communities near the Mass Rapid Transit corridor – i.e. in the Southern and Eastern suburbs.

### **Background**

6. This paper calls for an explicit report from Let's Get Wellington Moving on the likely impact of Mass Rapid Transit modes on the need to hub / transfer in order that Let's Get Wellington Moving partners can be adequately informed in making decisions on different modes.

### **Motion**

#### *7. That the Greater Wellington Regional Council:*

- a. **Notes** that hubbing is extremely unpopular with Wellington commuters – in large part because the City does not have the service frequency and the network is not managed in a disciplined enough fashion to provide for timely connections;
- b. **Notes** that when the new bus network was originally proposed the percentage of people likely to have to transfer was as high as 20-25%;
- c. **Notes** that following public consultation the amount of hubbing was reduced to approximately 7% (up from 4% under the old network), but that even at this level the need to hub remains a sore point with many commuters;
- d. **Notes** that Mass Rapid Transit has the potential to revisit the issue of forced transfers on the Wellington commuting public by connecting local buses to a central spine and forcing many people who currently have a direct service into the City, to have to transfer;
- e. **Requests** the Chief Executive, Greater Wellington Regional Council, to request the Let's Get Wellington Moving project team to deliver a report in tandem with the Business Case for Mass Rapid Transit, which:
  - i. details the extent of potential transfers for Wellington commuters using the Mass Rapid Transit system (and any differences between the three identified modes – light rail; trackless trams and buss rapid transit;
  - ii. how the extent of transferring might be reduced or minimised; and
  - iii. how the transferring might be better accommodated (transfer times, transfer experience etc).

**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 Penny Gaylor

**9 September 2019**

Attachment 2 to Report 19.421

## Notice of Motion – For Sustainable Transport Committee Meeting on Wednesday 18th September 2019

### Cycles and Lambton Interchange

#### Purpose

1. This motion invites the Chief Executive, Greater Wellington Regional Council to formally write to the Wellington City Council and the New Zealand Police requesting stronger enforcement of the biking prohibition in place through the Lambton Interchange.

#### Background

2. The Lambton Interchange is a no-biking zone. This is because this area is restricted to bus operations, with significant numbers of bus movements.
3. The Wellington City Council is the road controlling authority. However, cycling through the Interchange is a “moving violation” and therefore a Police enforcement matter. The Council has recently provided a route through Bunny Street (Featherston to Molesworth Street) that allows cyclist to access this area of the city without the need to use the Interchange area.
4. Bus drivers complain of having to deal with cyclists and scooterists<sup>1</sup> weaving through what is a bus manoeuvring area – there fear is that someone is going to get killed or badly injured.



#### Comment

5. This motion invites the Chief Executive, Greater Wellington Regional Council to formally write to the Wellington City Council and the New Zealand Police

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<sup>1</sup> Yes, probably a made-up word!

requesting stronger enforcement of the biking prohibition in place through the Lambton Interchange.

**Motion**

6. *That the Greater Wellington Regional Council:*

- a. **Note** that cycling is prohibited by WCC in the Lambton Interchange, but cycles/scooters continue to use this area as a short cut;
- b. **Note** that this situation is the source of concern for Wellington bus drivers;
- c. **Note** that because a riding a bike or a scooter through a prohibited area is a moving violation this is a matter for Police enforcement, rather than WCC enforcement;
- d. **Invite** the Chief Executive, Greater Wellington Regional Council to formally write to the Wellington City Council and the New Zealand Police requesting stronger enforcement of the biking prohibition in place through the Lambton Interchange.

**Communication**

7. 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 Prue Lamason

9 September 2019



Images Source: Oriana Gounder – Metlink Bus Driver



**Report** 2019.383  
**Date** 26 August 2019  
**File** CCAB-20-790

**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 18 September 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 19.399).

A report on operational performance across all public transport modes in the Wellington network is on the agenda for consideration at this meeting (Report 19.394).

In addition, officers have produced a report on Metlink service activities planned or undertaken (Report 19.395).

#### **2.2 Driver shortages**

##### **2.2.1 Metlink and operator – initiatives and update**

Officers are continuing to work with operators to understand what other measures they can take in order to address driver shortages. This report outlines some of the current initiatives:

(a) Driving as a career

As the driver shortage continues, Metlink has extended and intensified its driving as a career campaign. The following measures have been taken, or are scheduled, to take place:

- We have added some additional targeted activity to students and retirees that focused on driving as a great part-time option
- We have extended our digital presence on Facebook through until 14 September (with a possible further extension)
- Currently, we are looking to showcase a driver who has, or is, about to graduate from bus driving school (communications around this will extend to around October/November)
- Advertising on bus backs, which has been in place since the start of the campaign, has been extended for several more months.

It is important that we retain a continued focus on this campaign, with plans being considered that will focus on more targeted marketing and communications activity.

(b) NZ Bus

At a network level, NZ Bus are delivering consistently good service levels in relation to cancelled services. They have achieved a level of recruitment which allows them to deliver their contracted services (minus the current 20 planned suspended trips) with minimum unplanned cancellations.

Officers are currently discussing options and timescales with NZ Bus to reinstate the planned suspended trips.

(c) Tranzurban

Tranzurban are making progress in recruitment and training of drivers and currently have 35 drivers in training with a shortfall of 43.

In partnership with Tranzurban, officers identified and implemented 35 trips to temporarily suspend in Wellington PTOM units. The negative impact this has on some customers has been balanced against providing customers with a consistent view of service levels which allows them to plan ahead.

Since the implementation of these temporary suspensions on 26 August, officers have observed minimal unplanned cancellations on Tranzurban Wellington Units.

(d) Licence processing support

Officers have organised a workshop on the 'P' Endorsement application process. The workshop is scheduled to take place on Friday, 13 September and a senior NZTA manager in licence applications will be presenting to our bus operators. The objective of this workshop is to support our operators to ensure they have all the relevant resources in order to for NZTA to process applications in an efficient way and reduce waiting time for drivers.

(e) **Transdev**

All Johnsonville peak train services resumed in August 2019 after a period of bus replacements for some services. Throughout August there has been a steady improvement in operator reliability and punctuality across the network.

### **3. Strategic Framework**

#### **3.1 Regional Land Transport Plan**

Work continues on the development of the strategic framework for the 2021 Regional Land Transport Plan (RLTP). The 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 as set out in the previous report (see report 19.299).

The strategic framework is the 30 year vision, and strategic objectives, 10 year headline targets for the transport system, and the policies and implementation tools to achieve these. On 10 September the Regional Transport Committee (RTC) workshopped a draft vision and strategic objectives, and key areas for targets. These have been informed by a review of pressures, issues and the policy context, workshops with RTC, and officials from NZTA, councils and KiwiRail.

Next steps involve developing the regional story to provide a broader strategic context for the transport system and beginning engagement with Iwi partners and stakeholder groups.

RTC considered and approved two variations to the current RLTP at its meeting on 10 September. One to add the next phase activities for Let's Get Wellington Moving (LGWM), the early development programme, and further investigation and business cases for the broader LGWM programme. A second variation is to enable the regional implementation of the national Safe networks programme.

#### **3.2 Wellington Regional Public Transport Plan**

There have been no variations to the Wellington Regional Public Transport Plan (PT Plan) since the last Committee meeting.

The process to review the PT Plan will re-start in the new triennium, in accordance with the Committee's decision at its meeting on 8 May 2019 (see Report 19.130). In the interim, officers are continuing with background analysis on general policy issues arising from projects such as LGWM, 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**

Work continues on the next phase of the LGWM programme. Key progress includes:

- The Golden Mile early delivery project is out to tender, with a contract for the single stage business case expected to be let in October. This

work will focus on providing better public transport journeys and a safer, more attractive environment for people along the Golden Mile. Supporting work has commenced on developing a Place and Movement Framework for central Wellington to guide detailed design of the Golden Mile project and other projects.

- The next projects for early delivery will be Thorndon Quay/Hutt Road and safer speeds in the central city
- Significant work has been completed to scope the core components of the LGWM programme, to allow the procurement process for these business cases to get underway. This work has included identifying interdependencies between the core packages and has prioritised scoping the Mass Transit package to allow this component to be released for tender as soon as possible.

Andrew Body, LGWM, Programme Director will be attending this meeting to provide the Committee with an update on the project's structure, governance and milestones.

#### **4.1 National Ticketing Programme – Project NEXT**

At the time of the previous update (7 August 2019), the Request for Proposal for the ticketing solution had been expected to be released to shortlisted suppliers at end of August 2019.

However, release of the Request for Proposal has been delayed to enable further engagement with the participants on the content and scope of the requirements.

#### **4.2 Access Porirua programme business case**

Porirua City Council (PCC), NZTA and GWRC have been working together on a business case to identify transport improvements needed to respond to planned and future residential and business growth, and the anticipated changes from the opening of Transmission Gully on Porirua. The four investment objectives for this work are:

- To improve amenity at growth areas around key public transport nodes
- To maintain private motor vehicle travel time reliability on key routes within Porirua City until 2029
- To improve bus travel time reliability along key corridors within Porirua City
- To improve access to key destinations

The proposed programme is currently being reviewed by officers, before being considered by PCC. The programme has a strong focus on improving public transport, including looking at bus priority measures and improving access to railway stations.

#### **4.3 Employment Relations Amendment Act - rest breaks**

A national workshop to discuss implementation of the ERAA will be held in Wellington on 26 September. GW officers will join representatives from bus operators, bus driver unions and other regional authorities in order to agree a joint approach to implementation.

Following this meeting, GW officers will host a similar meeting at a Regional level to focus on how bus operators and bus driver unions are working together to implement the national agreement.

#### **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.

As with last year, a proposal to offer free travel on Christmas day is being put forward for Committee to consider. This is subject to a separate paper to Committee.

#### **4.5 Bus priority programme**

The aim of the bus prioritisation programme is to move more people using fewer vehicles and make it more attractive to travel by bus than by car. The focus is the bus corridors which are the busiest, slowest and least reliable.

On 27 August, Councillors were provided with an update and overview of the programme.

An Action Plan will provide the strategic direction for bus priority. It will be a public facing document used to tell the story of bus priority and used as the basis for engagement and consultation.

A draft Action Plan is scheduled to be presented to both WCC and this Council for endorsement late 2019.

#### **4.6 Wellington City smarter ways to manage city parking**

Wellington City Council's (WCC) initial public engagement on smarter ways to manage city council controlled parking has concluded. They are currently summarising feedback and will share this with GWRC.

This work has strong linkages to LGWM and the bus priority work as it considers trade-offs in the use of road space between different types of parking (e.g. Mobility, short stay, commuter, residents) and other uses such as bus priority lanes, bus stops, and cycle lanes. Workshops with city centre retailers highlighted that high quality, reliable public transport with a good span of operating hours is seen as a critical foundation if parking capacity is to be reduced.

#### **4.7 Travel Choice**

##### *Multi-modal options*

The Kia Eke Paihikara Tātou Greater Welly Bike Fest calendar of cycle events for all ages is filling up. In conjunction with other councils and community partners, the festival will take place throughout the region during the month of October and aims to get more people riding for fun or to commute.

The Women's Cycling Workshops based in Newtown and Naenae have begun, and were covered on RNZ National and in the Guardian UK. The workshops are targeting migrant, former refugee and low income women.

Planning for the 2020 Movin' March active travel to school campaign and promotion of the Active Travel Action school curriculum resource is well in hand.

#### *National rideshare tool*

The licence for the current Smart Travel tool is being renewed on a quarterly basis only. This cost is shared with Auckland Transport, Christchurch City Council and Dunedin City Council. DCC are using the tool most actively at present for a spring multi-modal challenge.

#### *E-bike scheme employer guide*

GWRC is working closely with NZTA to implement an e-Bike purchase scheme for staff. NZTA have produced an [Employer e-Bike purchase support schemes guide](#) for workplaces and an "Invitation to Qualify as a Pre-Qualified Supplier" document is also available on the Government Electronic Tender Service (GETS). Offers from suppliers wishing to participate in the scheme are due on 19 September with a short list of 5-6 suppliers expected by the end of September. GWRC will chose from this list and intend to have bikes available to staff by Christmas.

In an August all-staff survey, 92 GWRC staff indicated interest in purchasing an e-Bike and 48 staff were keen on a regular bike. This is being considered for bike storage design at the new Cuba St premises, and will be explored further in the GWRC Travel Plan for the move.

#### *Workplace Travel Forum*

Wellington region workplace representatives were hosted by the Travel Choice Team on 3 September to discuss walking as an accessible active transport option, bulk purchase of e-Bikes for employees, and October Bike Fest events. A demonstration of how to use a bike rack on a bus was given along with the opportunity to try it out. The forum next plans to meet in December.

#### *Pedal Ready*

Both the GWRC Programme Lead and Coordinator for Pedal Ready are significantly involved in national level BikeReady instructor training (train the trainers). This includes the ongoing development of a BikeReady facilitation guide and other tutor resources. Pedal ready continues to model best practice cycle skills training.

Term 3 has been extremely busy with at least 10 Pedal Ready sessions (two per day) scheduled at Wellington schools.

### **4.8 Wellington Public Transport Reference Group**

The Group last met on 3 September. Topics of discussion included:

- The bus priority partnership between the City and Regional councils
- The bus network review
- Let's Get Wellington Moving

#### 4.9 State highway 58 safety works

Safety upgrades for State Highway 58 between Mt Cecil Road and Transmission Gully have been delayed due to increases in estimated costs and difficulties accessing materials during the final stages of Transmission Gully construction. The construction contract for the first phase of work, between Hayward's Interchange and Mt Cecil Road, is under negotiation and expected to commence soon.

An impact of this is that some safety improvements (stage two) will not be completed in time for the opening of Transmission Gully. However interim improvements on the stage two section will address safety concerns associated with speed, overtaking and driver inattention. These will be completed by March 2020. This includes:

- New right turning bays at Flightys/Murphy's intersection
- Improved signage including advanced warning signs and speed indicator devices
- Better intersection lighting
- Proposed road marking to include double yellow lines.

### 5. Responses to Public Participation

#### 7 August 2019

**Michael Gibson** presented the following petition: *"THAT, in order to inform the voting public for the local elections to be held in October, the Chair of the Sustainable Transport Committee is requested to ask the Audit Office to prepare a report on the operation by the Council of the contracts for bus services in Wellington City."*

Mr Gibson advised that he would like this investigation to take place in order for the public to be assured that performance payments/deductions are being applied properly. In addition, Mr Gibson noted that rates in the Porirua area have seen less of an increase than rates rises for the rest of the Wellington Region

**Response:** Following Mr Gibson's presentation, Councillor Donaldson provided Mr Gibson with a copy of a letter received from the Controller and Auditor General on 25 September 2018. Councillor Donaldson also advised Mr Gibson how rates were determined for areas within the Wellington Region.

**Gillian Tompsett** spoke about the impact of diesel buses in Seatoun, which had been introduced following the decommissioning of trolley buses. Ms Tompsett noted the following areas of concern:

- Information about replacing trolley buses was misleading, residents thought that trolley buses would be replaced with electric buses.
- Diesel buses are noisy, cause vibrations and fumes
- GWRC negligent in contract with NZ Bus as contract requires 50% of its fleet to be new).
- Buses continue to idle in Seatoun.

Ms Tompsett also noted that Seatoun had not been included as a meeting location in current Eastern Suburbs Bus Network Review.

**Response:** These issues have been discussed on-site with residents in an attempt to address these concerns.

**Sarah Free** thanked GWRC for changes made to the Eastern Suburbs services. However, it was noted that the overwhelming feeling in the community was that changes to the network should not have been made in the first place. This is reflected in the recently completed Customer Satisfaction Survey

Sarah Free noted that there had been an increase in rates but a reduction in bus service levels for the Eastern Suburbs.

Sarah Free commented that the drop-in sessions organised for the Eastern Suburbs Bus Network Review had gone very well.

**Response:** Sarah Free's comments have been noted.

**Kara Lipski** provided a handout setting out service reduction in off peak rail and bus services. A reduction in services has an impact on accessibility.

**Response:** Bus services are designed to provide an equitable spread of services across the network that meet demand within resource constraints.

There has not been a decrease in off-peak rail frequency. There has been an increase in inter-peak (9am-3pm) rail services on the Hutt Valley and Kapiti Lines.

**Mike Mellor** commented that the drop-in sessions organised for the Eastern Suburbs Bus Network Review had gone very well. Mike Mellor made the following comments in relation to matters identified in the order paper:

- Route 30x – allowing for discretion in morning services will not solve the problem on this route. Delays on this route are caused by buses stopping at Hataitai and letting people board the service in CBD.
- GWRC should not have made the decision to exclude exempt services from its Regional Public Transport Plan (Auckland Transport's Regional Public Transport Plan includes exempt services).
- Kaiwharawhara railway station should have been used as an emergency station on 3 July (as was intended by Council when it was removed as a station). Kaiwharawhara station should be reinstated.

**Response:** Issues related to route 30x will be considered as part of the Bus Network Review.

Auckland Transport has included some exempt services (essentially ferries) into its network by means of fares or allowing some scheduled connections (e.g. in timetables). These services are not provided under contract to Auckland Transport and are therefore not integral to the Auckland PT network.

GWRC has similar approach to Auckland Transport, by offering operators of exempt services Metlink facilities and systems.

Officers were already working with KiwiRail and Transdev to make Kaiwharawhara Station safe to use for planned off-peak network outages.

The intention is to reduce the need for lengthy bus replacements and bring customers closer to Wellington CBD by train when upgrades are necessary in the Wellington Station area. This will also create the opportunity to potentially use Kaiwharawhara Station during certain unplanned outages.

## **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

**Exclusion of the public****Report 19.422**

*That the Committee:*

*1. Excludes the public from the following part of the proceedings of this meeting, namely:*

*Strategic assessment for transitioning to a zero emission bus fleet  
Round the Bays 2020 – public transport support  
Securing land for public transport purposes*

*The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:*

<b><i>General subject of each matter to be considered:</i></b>	<b><i>Reason for passing this resolution in relation to each matter</i></b>	<b><i>Ground under section 48(1) for the passing of this resolution</i></b>
<i>Strategic assessment for transitioning to a zero emission bus fleet</i>	<i>Certain information contained in this report relates to future bus service procurement and contracting in the Wellington Region. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington Regional Council (GWRC) to carry on negotiations with bus operators and/or other suppliers of future fleet for the Metlink public transport network. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</i>	<i>That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information which good reason for withholding exists under section 7(2)(i) of the Act (i.e. to carry out negotiations without prejudice).</i>
<i>Round the Bays 2020 – public transport support</i>	<i>Information contained in this report relates to potential public transport support for Rounds the Bays 2020. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington Regional Council (GWRC) to carry on negotiations with event</i>	<i>That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information which good reason for withholding exists under section 7(2)(i) of the Act (i.e. to carry out negotiations</i>

*organisers regarding the level of support (if any) to be provided. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information. without prejudice).*

*Securing land for public transport purposes*

*Information in this report contains legal advice obtained in relation to options available to GWRC for securing land for public transport purposes. Release of this information would be likely to prejudice the maintenance of legal professional privilege. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.*

*That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information which good reason for withholding exists under section 7(2)(g) of the Act (i.e. to maintain legal professional privilege).*

- 2. Permits Brannavan Gnanalingam, Senior Associate, Buddle Findlay, and Charlotte von Dadelszen, Partner, Buddle Findlay, to remain at this meeting after the public has been excluded because of their knowledge of matters related to securing of land for public transport purposes. Their knowledge will be of assistance in relation to the matter to be discussed, because it is the subject of the report.*

*This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.*