



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

If calling please ask for: Democratic Services

2 August 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, 7 August 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, 7 August 2019 in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am

Public Business

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2. Declarations of conflict of interest		
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Public Excluded Business

12. Fleet capacity and renewal - rail	Report PE19.308 (Attachment 1 to come)	68
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Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 7 August 2019.

Report 19.278

19/06/2019

File: CCAB-20-734

Public minutes of the Sustainable Transport Committee meeting held on Wednesday 19 June 2019, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am

Present

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Lamason, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

Public Business

1 Apologies

Moved

(Cr Blakeley/ Cr Lamason)

That the Committee accepts the apology for absence from Councillor Laidlaw.

The motion was **CARRIED**.

2 Declarations of conflict of interest

There were no declarations of conflict of interest.

3 Public Participation

Public participants were heard in the following order:

Chris Horne and Pauline Swann spoke about the route 21 and 22 bus services and bus livery.

Kris Erikson spoke about congestion charging.

Mike Mellor spoke to all items on the agenda.

Tony Randall spoke about the Johnsonville bus interchange

4 **Confirmation of the minutes of 8 May 2019**

Moved (Cr Staples/ Cr Gaylor)

That the Committee confirms the minutes of the meeting of 8 May 2019, Report 19.180.

The motion was **CARRIED**.

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

Report 19.208 File ref: CCAB-20-729

Moved (Cr Lamason/ Cr Blakeley)

That the Committee:

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

The motion was **CARRIED**.

6 **Reporting on Movin' March Programme 2019**

Kirsty Barr, Travel Choice Coordinator, Regional Transport, spoke to the report.

Report 19.184 File ref: CCAB-20-723

Moved (Cr Lamason/ Cr Gaylor)

That the Committee:

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

The motion was **CARRIED**.

The Committee accorded priority to agenda item 9 – Post Implementation Review – next steps programme.

7 Post Implementation Review – next steps programme

Anthony Cross, Technical Lead, Metlink Bus Network Review, introduced the report. Carl Davidson, Director of Strategy and Insight, Research First Limited, outlined the research engagement approach for the review.

Report 19.230 File ref: CCAB-20-711

Moved (Cr Brash/ Cr Blakeley)

That the Committee:

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

The motion was **CARRIED**.

8 Public Transport – operational performance

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

Report 19.223 File ref: CCAB-20-707

Moved (Cr Donaldson/Cr Ponter)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Requests that officers prepare a presentation for the next Committee meeting to report on performance trends and insights on the bus network 12 months since “go live”.*

The motion was **CARRIED**.

The meeting adjourned at 11.01am and resumed at 11.22am.

9 Metlink service activities

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

Report 19.226 File ref: CCAB-20-708

Moved (Cr McKinnon/ Cr Blakeley)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees with the proposed installation of an RTI display screen at Strathmore Park as set out in section 3.2 of this report.*
4. *Requests officers to meet with the Johnsonville Community Association to view the concerns raised in the report (section 3.6.3), allowing time for a full discussion on these issues, reporting on the outcome at the next Committee meeting.*

The motion was **CARRIED**.

Noted: The Committee requested that officers report to the next Committee meeting on the use of the Public Works Act 1981 to secure land required for Public Transport use.

10 Notices of motion: Cr Daran Ponter

Report 19.256

File ref: CCAB-20-270

Moved

(Cr Ponter/ Cr McKinnon)

That the Committee:

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

The motion was **CARRIED**.

Moved

(Cr Ponter/ Cr McKinnon)

That the Committee:

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

The motion was **CARRIED**.

11 General Managers' Report to the Sustainable Transport Committee meeting on 19 June 2019

Greg Pollock, General Manager, Public Transport, introduced the report.

Report 19.204

File ref: CCAB-20-705

Moved

(Cr Gaylor/ Cr Staples)

That the Committee:

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

The meeting closed at 1.03pm

Cr B Donaldson
(Chair)

Date:



Report 19.290
Date 27 June 2019
File CCAB-20-729

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

Action items from previous meetings

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

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

Recommendations

That the Committee:

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

Report approved by:
Greg Pollock
General Manager, Public
Transport

Report approved by:
Wayne Hastie
General Manager, Strategic
Programmes

Report approved by:
Luke Troy
General Manager, Strategy

Attachment 1: Action items from previous meetings

Attachment 1 to Report 19.290

Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
9 May 2018	<p>Resolution</p> <p><i>Requests officers work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>	<p>Status: <i>In progress</i></p> <p>Comments:</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>Resolution</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>Status: <i>Awaiting action</i></p> <p>Comments:</p> <p>Will be considered as scheduled.</p>
20 February 2019	<p>Resolution</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>Status: <i>In progress</i></p> <p>Comments:</p> <p>See update in section 2.3.1 of Report 19.122. Will be arranged following a regional forum on 26 June.</p>
20 February 2019	<p>Noted</p> <p>The Committee requested that officers consider a more direct level of engagement with customers following further trials of the double-decker bus wrapping.</p>	<p>Status: <i>Awaiting action</i></p> <p>Comments:</p> <p>Will be actioned following further trials</p>
19 June 2019	<p>Noted</p> <p>The Committee requested that officers report to the next Committee meeting on the use of the Public Works Act 1981 to secure land required for Public Transport use.</p>	<p>Status: <i>In progress</i></p> <p>Comments:</p> <p>Will be discussed at the workshop following this meeting</p>
19 June 2019	<p>Resolution</p> <p><i>Requests the Chief Executive to request that the Chief Executive, Wellington City Council, take</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p>

	<i>decisive action to remove the hazard that is slowing journey times on Eastern Suburbs bus services (Routes 2, 12e, 14 and 36) through Kilbirnie Crescent.</i>	
19 June 2019	<p>Resolution</p> <p><i>Requests the Chief Executive to report back to this Committee on the feasibility of moving all morning 30x and 31x services from Cobham Drive, to route via Troy Street, Rongotai Road, Evans Bay Parade, Kilbirnie Crescent, to re-join at Hamilton Road.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See report 19.295</p>



Report 19.293
Date 1 August 2019
File CCAB-20-744

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

Public Transport - operational performance

1. Purpose

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

2. Background

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

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

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

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

3. Operational matters

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

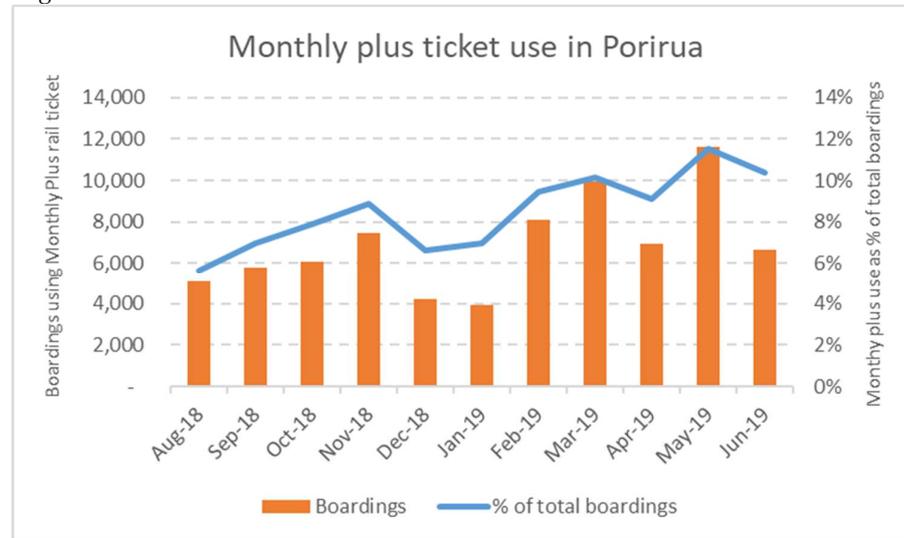
3.1 Decreasing patronage in Porirua

At the last Committee meeting, members requested that officers consider whether the reported decreasing patronage on bus services in Porirua is caused by drivers not logging passenger trips when passengers use monthly plus rail passes (which includes free bus connections to and from rail services).

Officers have contacted the operator of bus services in Porirua to emphasise the importance of capturing passengers regardless of ticket type.

Figure 1 below illustrates the use of monthly plus rail tickets on Porirua bus services. This shows that in August 2018 monthly plus rail tickets accounted for 6% of bus boardings. Since then the use of Monthly plus rail tickets has grown steadily, accounting for 10% of boardings in June 2019. This suggests that either the uptake of Monthly Plus tickets on bus services has grown, or that drivers are now capturing the use of these passes better.

Figure 1



3.2 Performance trends and insights on the bus network

At its last meeting the Committee resolved request that officers prepare a presentation for this Committee meeting to report on performance trends and insights on the bus network 12 months since “go live”. A presentation on performance trends will be made to the Committee at this meeting.

4. Customer experience insights

4.1 Annual customer satisfaction survey results

Each May GWRC commissions an independent survey (through Gravitas Research and Strategy Limited) of customers’ experiences of Metlink public transport in the region. This helps us identify and prioritise improvements for customers, provides performance measures for the GWRC business plans and Annual Report, as well as meeting GWRC’s reporting requirements to the NZ Transport Agency (NZTA) - a co-funder of the Wellington Region’s public transport.

An interim satisfaction survey was also undertaken in November 2018 on bus and rail services to measure the impact of changes introduced to the region’s public transport system in mid-2018. A comparison of the May 2018 and November 2018 results with the most recent May 2019 results is shown below.

This survey has been running since 2014. The independence, thorough on-vehicle surveying method, sample size of approximately 3,500 to 4,000 users and long-running nature of survey ensures a robust benchmarked measure of performance.

Summary results – 12 month comparison

- Most the Wellington region’s public transport users continue to be satisfied with their current trip (87%). Overall, this share has declined moderately over the last 12 months. Of the three modes, ferry users remain very satisfied (99%) and have experienced an improved result. Moderate declines in overall trip satisfaction are evident for both bus (91% to 87%) and train customers (92% to 89%). Wellington City bus satisfaction has declined the most (to 85%).
- Customers’ perceptions of the Wellington’s public transport system have declined significantly over the last 12 months, with overall satisfaction down 16 percentage points (from 85% to 69%).
- Bus customers were asked to compare their experience before and after the mid-2018 network changes: 19% believed it was better; 29% believed it was the same; 37% believed it was worse; and 15% could not compare because they were new users of bus services.
- Satisfaction with reliability has been a key influencer in the lower results, having declined significantly over the last 12 months among both bus and train users. Other key influences in declining results over the last 12 months have been perceptions of service capacity (seats available), frequency and the provision of information about delays and disruptions.

The results align with GWRC’s priority activities currently underway to improve the customer experience, including the improvement of operator performance, the Wellington City bus network design review, upgrades to the real-time information technology and improvement to the user experience of the Metlink website and app.

Summary comparison of the May 2018, November 2018 and May 2019 results

	Overall			Bus (Region-wide)			Rail			Ferry		
	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019
Satisfaction with the trip	91%	90%	87%	91%	88%	87%	92%	94%	89%	94%	*	99%
Satisfaction with the Wellington’s public transport system	85%	71%	69%	85%	65%	66%	85%	83%	75%	82%	*	72%

Detailed results for performance by mode, operator across a number of aspects of the customer experience can be viewed in the full survey report, which is available on the Metlink website on: <https://www.metlink.org.nz/on-our-way/performance-of-our-network/#DataAndReports>

4.2 Wellington city bus service experience

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

Targeting of punctuality related pain-points has seen cancellation rates for NZ Bus services (routes 13, 31x, 33, 34, 35) continue to drop, particularly in the evening peak. Morning peak services on route 30x from Scorching Bay and Moa Point continue to be unreliable due to relatively high incidences of cancellation.

Tranzurban service cancellations have steadily increased due to driver shortages, which has affected peak, off peak and weekend services. This has had a particular impact on both the reliability of routes 24 and 25.

5. Monthly operational performance

5.1 Monthly report

[Attachment 1](#) to this report contains an overview (including commentary) of Metlink's monthly performance report for the month of June 2019. The July performance report will be available in mid-August.

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.
3. **Agrees** to publish the annual customer satisfaction survey results on the Metlink website.

Report prepared by:

Jonathon Gear
Business Performance and
Insights Manager

Report prepared by:

David Boyd
Customer Experience
Manager

Report approved by:

Greg Pollock
General Manager, Public
Transport

Attachment 1: Operational performance (June)

Metlink performance report

Attachment 1 to Report 19.293



June 2019

Patronage

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

Bus Passenger boardings

Bus has recorded passenger boardings growth of 4.0% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.2% year on year. Boardings growth in Porirua has declined year on year following an historical trend, but this decline may be overstated in the current year due to the assumptions used to map the pre Jul-2018 routes to the new network map.

By area for June

	Jun-19	Jun-18	% Change
Wellington	1,537,332	1,466,693	4.8%
Hutt Valley	408,103	369,490	10.5%
Porirua	86,098	94,627	-9.0%
Kapiti	56,905	51,896	9.7%
Wairarapa	14,843	14,914	-0.5%
Total	2,103,281	1,997,620	5.3%

By area - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Wellington	18,284,646	17,386,541	5.2%
Hutt Valley	4,685,135	4,501,201	4.1%
Porirua	981,614	1,123,204	-12.6%
Kapiti	624,901	591,569	5.6%
Wairarapa	170,697	184,118	-7.3%
Total	24,746,993	23,786,633	4.0%

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

Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 5.7% year on year. The majority of this growth has come from the Kapiti Line (+7.8% year on year) followed by the Hutt Valley Line (+6.8% year on year). Patronage on the Johnsonville Line has declined year on year, impacted by three morning and three evening peak services being replaced by buses (implemented as an interim measure to respond to train staff shortages) and the bus network changes implemented in July 2018.

By line for June

	Jun-19	Jun-18	% Change
Hutt Valley	491,057	475,673	3.2%
Kapiti	480,748	464,645	3.5%
Johnsonville	112,632	132,124	-14.8%
Wairarapa	60,534	61,289	-1.2%
Total	1,144,971	1,133,731	1.0%

By line - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	6,077,844	5,692,552	6.8%
Kapiti	6,005,874	5,573,698	7.8%
Johnsonville	1,460,727	1,521,742	-4.0%
Wairarapa	779,433	764,874	1.9%
Total	14,323,878	13,552,866	5.7%

Peak rail patronage is up 7.3% year on year, and peak patronage on our 2 busiest lines (Hutt Valley Line and Kapiti Line - which together provide 84% of our rail customers) are up an average of 8.6% year-to-date. This growth dramatically increases the need for the proposed long distance rolling stock (dual mode multiple units) to also provide capacity for supplementing peak demand on both the Hutt Valley and Kapiti Lines.

Peak by line for June

	Jun-19	Jun-18	% Change
Hutt Valley	338,736	322,651	5.0%
Kapiti	313,044	307,615	1.8%
Johnsonville	69,723	80,885	-13.8%
Wairarapa	50,082	50,638	-1.1%
Total	771,585	761,789	1.3%

Peak by line - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	4,134,567	3,809,637	8.5%
Kapiti	3,877,019	3,567,924	8.7%
Johnsonville	903,867	907,369	-0.4%
Wairarapa	625,468	605,584	3.3%
Total	9,540,921	8,890,514	7.3%

Ferry Passenger boardings

Attachment 1 to Report 19.293

For June

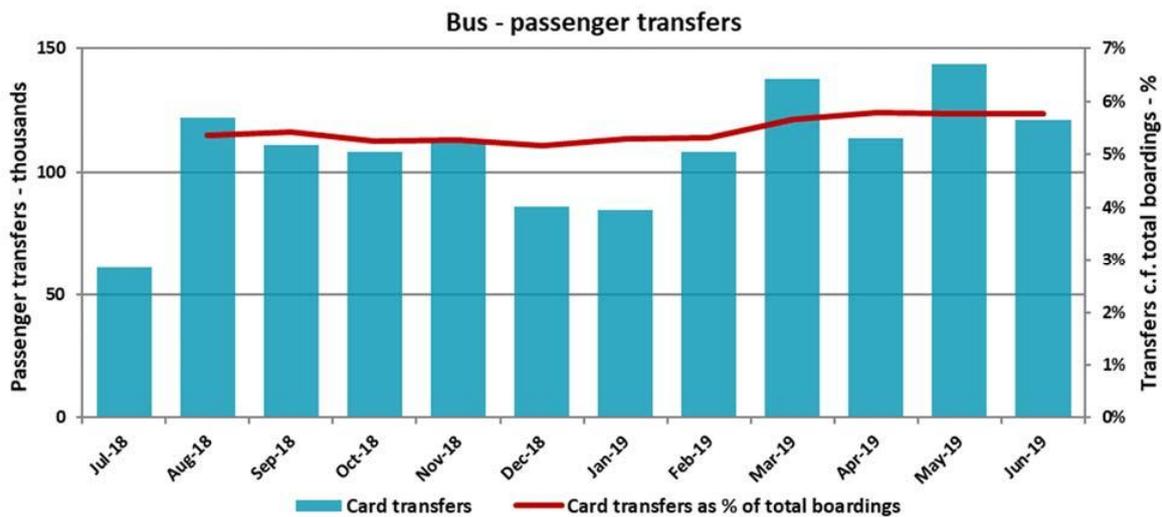
	Jun-19	Jun-18	% Change
Total	13,370	12,871	3.9%

Year to date (Jul - Jun)

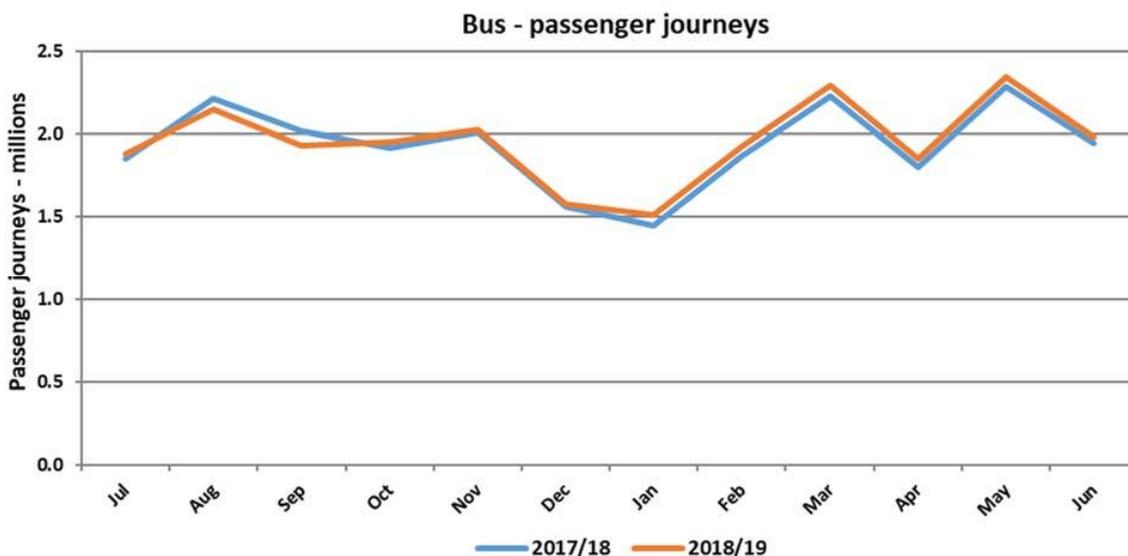
	2018/19	2017/18	% Change
Total	202,201	204,209	-1.0%

Bus Passenger transfers and Journeys

Card transfers account for 5.5% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.8%.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year¹. 2017/18 (1 July 2017 to 30 June 2018) is prior to the new contracts being implemented and 2018/19 (1 July 2018 to 30 June 2019) captures 11 ½ months of activity after the last contracts were implemented on 15 July 2018. This shows that when the new contracts were introduced not all journey data was being collected due to operational and system issues. This appears to have been substantially corrected by October, with year on year journey growth being reported after this period. Annual bus journey growth between October 2018 and June 2019 was 2.3%.



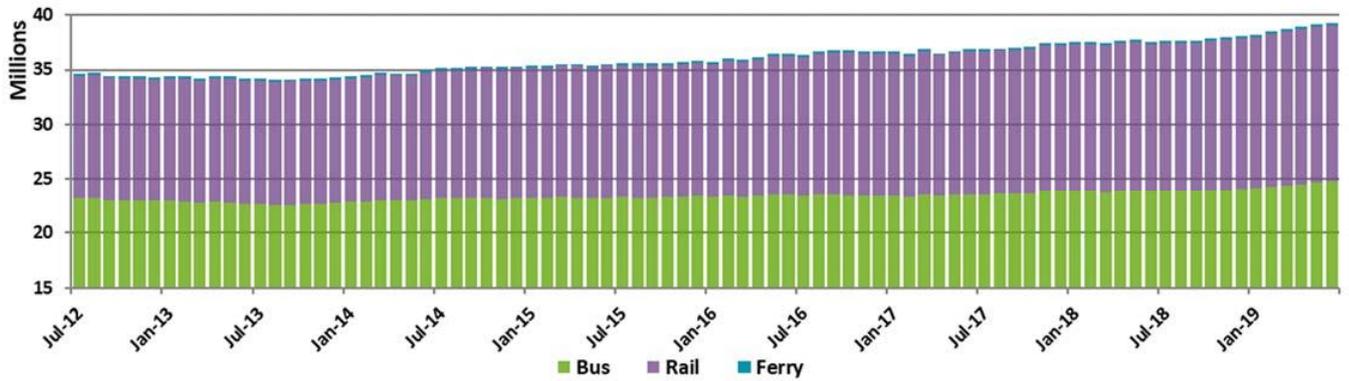
¹ Prior to the new Network transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.
Metlink performance report

Passenger boardings trend

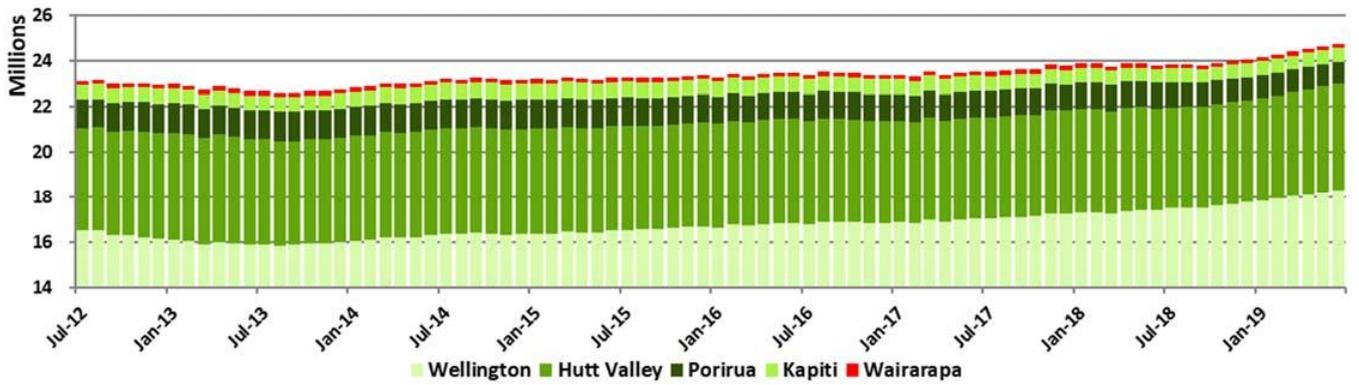
The following graphs show the number of passenger boardings using a 12 month rolling total. Boardings growth is occurring on bus and rail. However, ferry boardings have fallen after peaking in the year to January 2018.

Please note: in order to show all modes/areas in the bar graphs below, the axes do not start at zero. Visually this means that the bottom section of each bar is not proportional to the upper sections in the bar.

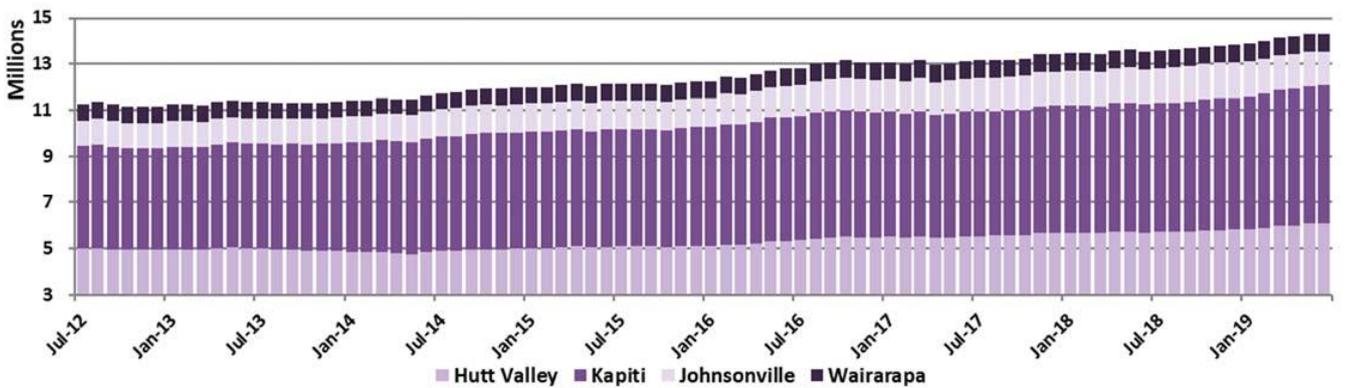
All modes



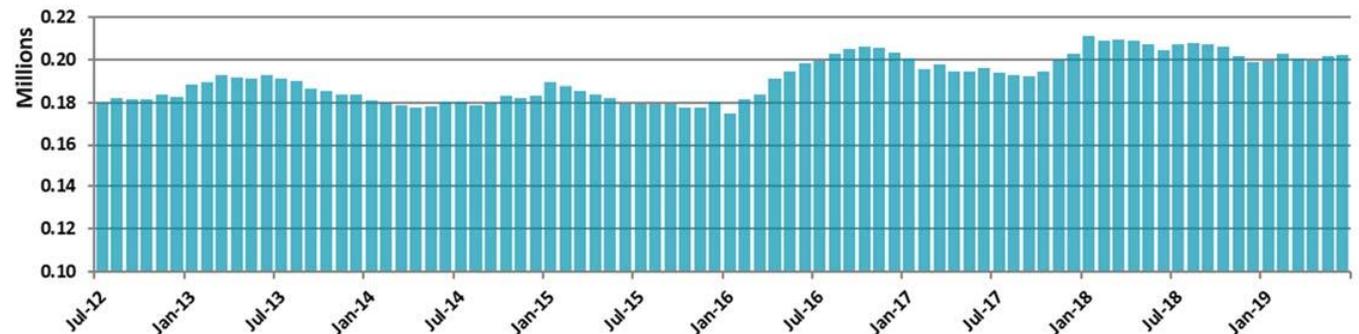
Bus



Rail



Ferry



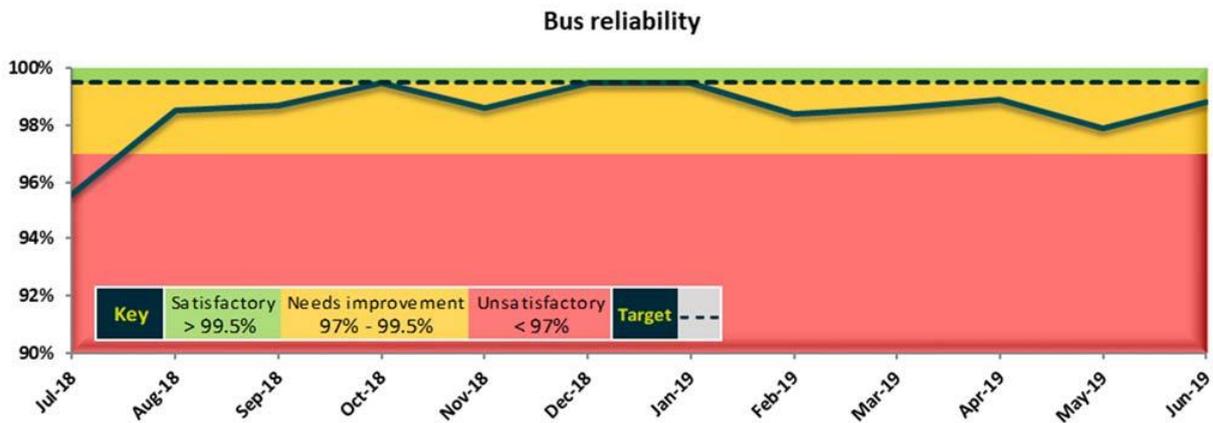
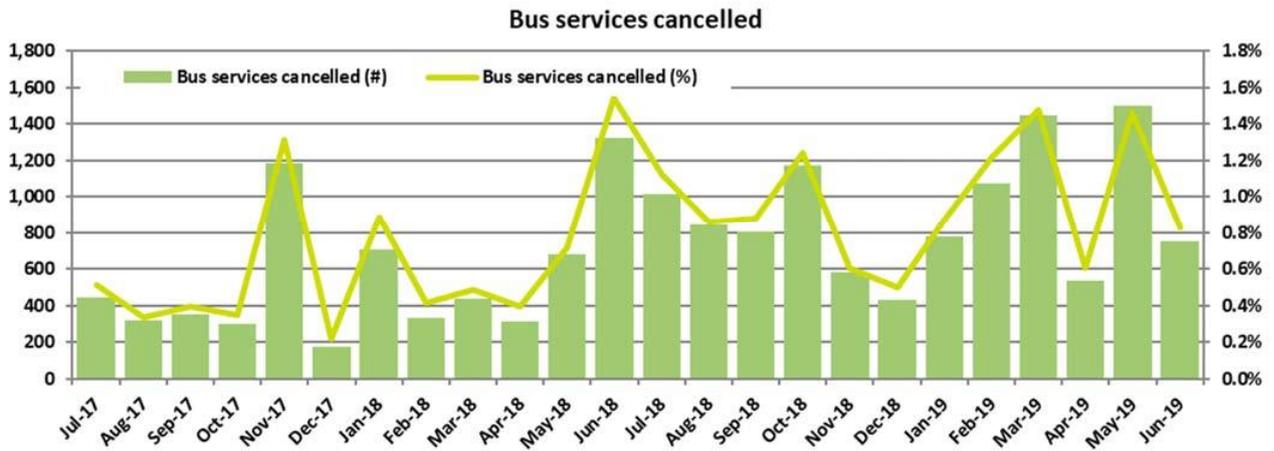
Bus service delivery

Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.8% of bus services were delivered reliably in June 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

Reliability - current month

	Jun-19
Wellington City	
Newlands & Tawa	99.8%
East, West & City	98.7%
North, South, Khandallah & Brooklyn	97.7%
Hutt Valley	99.4%
Porirua	98.8%
Kapiti	99.8%
Wairarapa	99.3%
Total	98.8%



Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality in June was 93.7%, and 92.5% year to date. Newlands & Tawa, Porirua and Kapiti are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions. The poorest punctuality performance is occurring in the East, West & City sub-region.

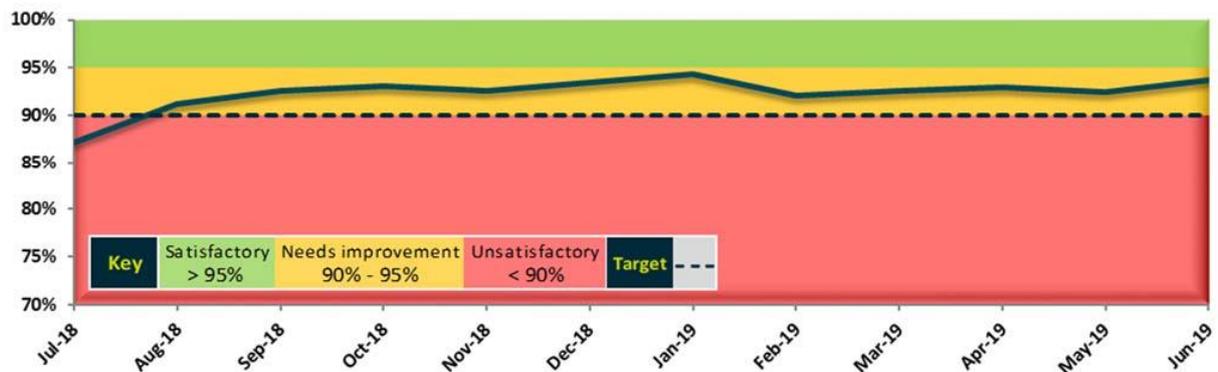
Punctuality - current month

	Jun-19
Wellington City	
Newlands & Tawa	96.6%
East, West & City	91.9%
North, South, Khandallah & Brooklyn	92.9%
Hutt Valley	94.6%
Porirua	93.5%
Kapiti	98.4%
Wairarapa	95.4%
Total	93.7%

Punctuality - year to date (Jul - Jun)

	2018/19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	89.8%
North, South, Khandallah & Brooklyn	91.4%
Hutt Valley	93.8%
Porirua	95.2%
Kapiti	97.9%
Wairarapa	93.3%
Total	92.5%

Bus punctuality



Correct bus used

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route. In June 98% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 89%. This improvement has been achieved through timetable and fleet changes made in partnership with the bus operators.

Correct bus used - current month

	Jun-19
Wellington City	
Newlands & Tawa	100%
East, West & City	99%
North, South, Khandallah & Brooklyn	95%
Hutt Valley	99%
Porirua	99%
Kapiti	100%
Wairarapa	100%
Total	98%

Correct bus used - year to date (Jul - Jun)

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	78%
North, South, Khandallah & Brooklyn	92%
Hutt Valley	94%
Porirua	99%
Kapiti	99%
Wairarapa	97%
Total	89%



Rail service delivery

Reliability

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

Rail service reliability is 96.1% in June, and 95.3% for the year. Reliability on the Johnsonville line has declined more than other lines, as the operator aims to minimize the number of passengers impacted by unreliable services. Performance across all lines has declined for the year as staff shortages and maintenance issues have had an impact on service delivery. However, June has seen an improvement to reliability, mainly due to a significant reduction in the number of trains running with short consists and a reduction in cancellations.

Reliability - current month

	Jun-19	Jun-18	% Change
Hutt Valley	98.8%	98.7%	0.1%
Kapiti	97.6%	98.3%	-0.7%
Johnsonville	89.9%	98.8%	-8.9%
Wairarapa	96.7%	94.4%	2.3%
Total	96.1%	98.5%	-2.4%

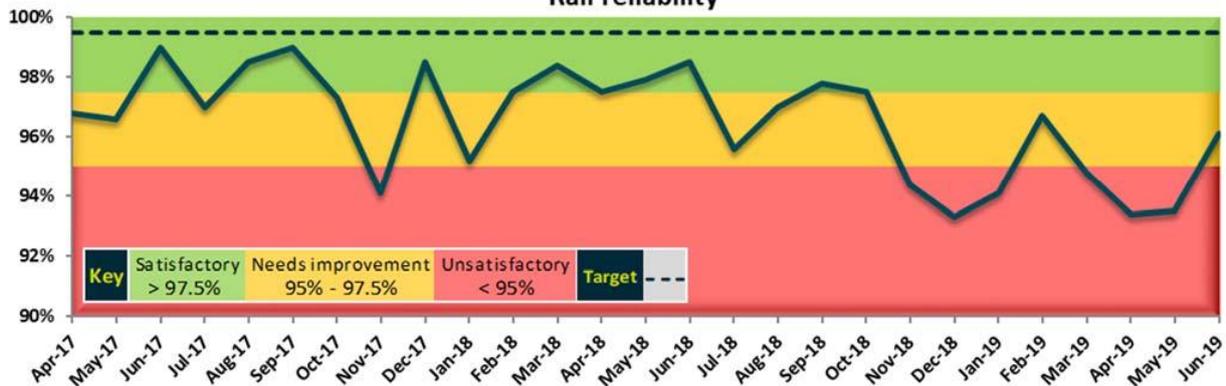
Reliability - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	96.0%	97.4%	-1.4%
Kapiti	96.2%	97.3%	-1.1%
Johnsonville	93.5%	98.0%	-4.5%
Wairarapa	93.2%	95.1%	-1.9%
Total	95.3%	97.5%	-2.2%

Rail services cancelled



Rail reliability



Punctuality

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

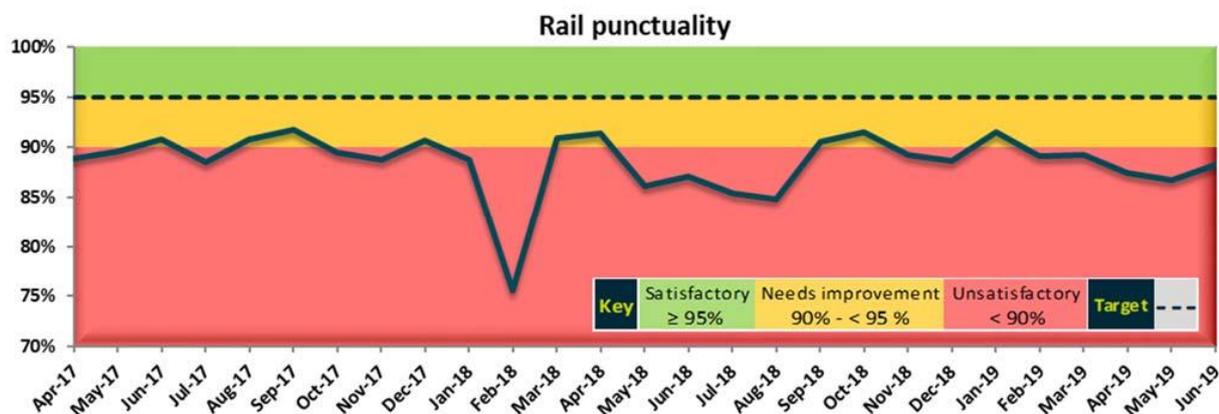
Punctuality tracked poorly throughout June. The worst performing days were June 4th and 5th (both 76%), and June 26th (70%). The 4th and 5th were due to bad weather, particularly slippery tracks, and the 26th was due to ice on overhead and rails causing lengthy delays.

Punctuality - current month

	Jun-19	Jun-18	% Change
Hutt Valley	84.7%	88.1%	-3.4%
Kapiti	78.4%	79.1%	-0.7%
Johnsonville	98.0%	97.6%	0.4%
Wairarapa	48.1%	67.5%	-19.4%
Total	85.2%	87.1%	-1.9%

Punctuality - year to date (Jul - Jun)

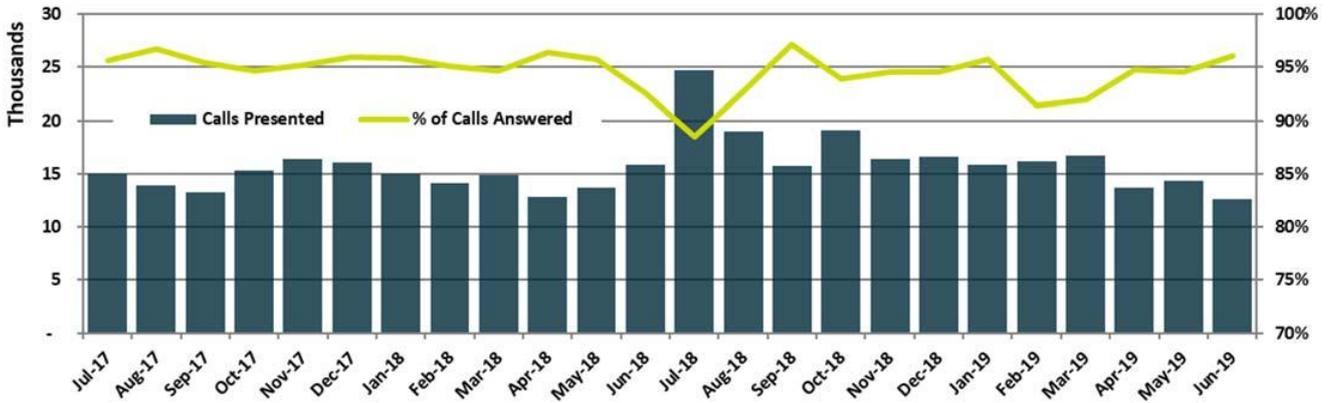
	2018/19	2017/18	% Change
Hutt Valley	88.4%	87.0%	1.4%
Kapiti	83.3%	86.0%	-2.7%
Johnsonville	97.3%	97.3%	0.0%
Wairarapa	57.2%	48.0%	9.2%
Total	88.3%	88.3%	0.0%



Customer Contact

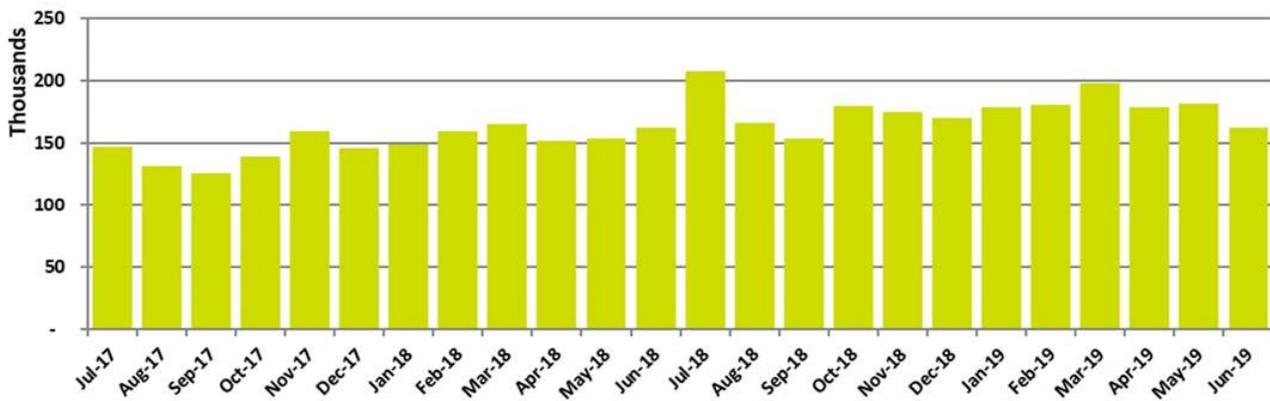
Call centre incoming calls

96.0% of the 12,705 calls received in June were answered, with 93.5% of 201,000 calls answered over the year. Calls answered has returned to normal levels after trending lower during the busy months of February and March.



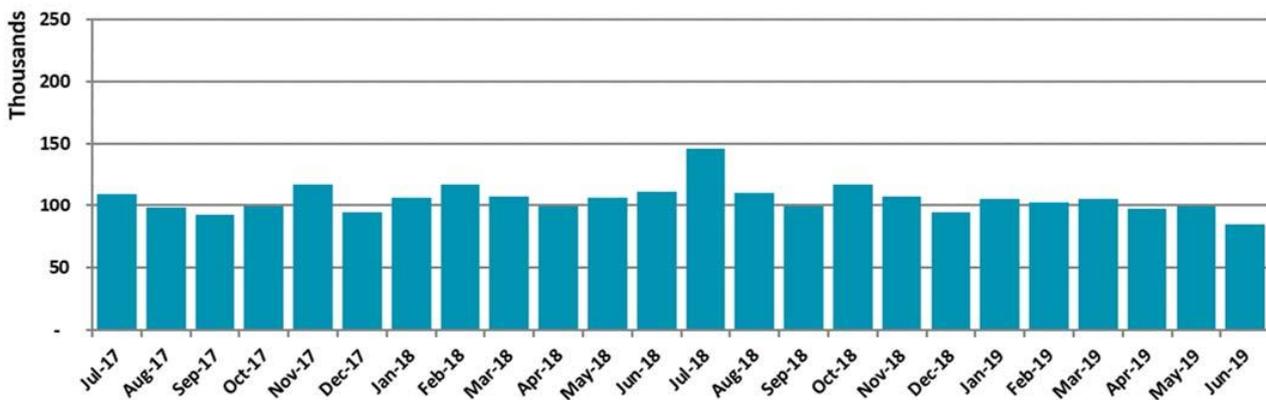
Metlink app – unique users

In Jun-19 there were 163,000 unique users of the Metlink app, the same as Jun-18.



Metlink website – unique users

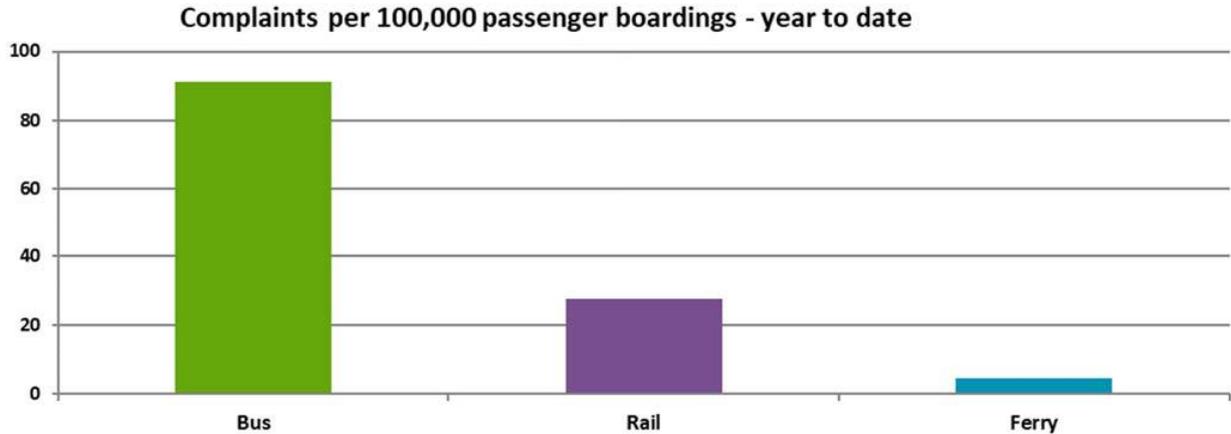
In Jun-19 there were 84,000 unique users of the Metlink website. This is a 24% decrease against Jun-18.



Complaints

Complaints volume

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



Bus complaints

Bus complaints for the month were 27% lower than in June last year, with operational performance and staff related complaints making up 84% of all bus complaints in June, and 75% of all bus complaints for the year. Bus complaints for 2018/19 have increased by 117% compared to the previous year, with a spike in complaints during the implementation of the new bus network in Wellington (July & August 2018).

Bus complaints for current month

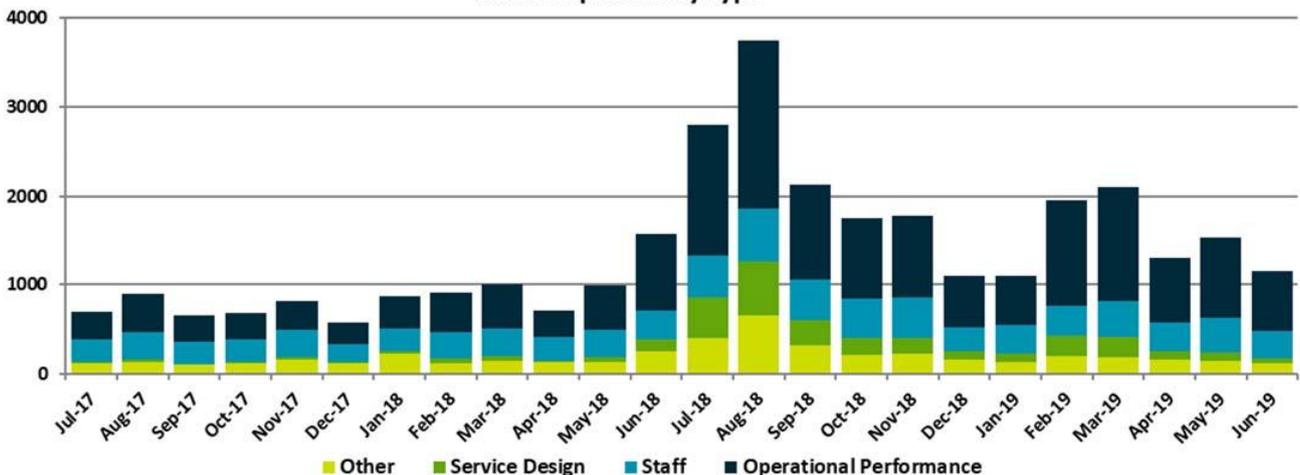
	Jun-19	Jun-18	% Change
Wellington			
Newlands, Tawa	27		
East-West, City	391		
North-south, Khandallah, Brooklyn	449		
Hutt Valley	190		
Porirua	78		
Kapiti	9		
Wairarapa	2		
Total	1,146	1,568	-26.9%

Area split not available prior to July 2018

Bus complaints - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	546		
East-West, City	8,933		
North-south, Khandallah, Brooklyn	9,233		
Hutt Valley	3,153		
Porirua	319		
Kapiti	312		
Wairarapa	19		
Total	22,515	10,379	116.9%

Bus complaints by type



Rail complaints

Rail complaints show a downward trend in June, following a dramatic reduction in the number of trains running with short consists. Complaints for 2018/19 have increased by 50% compared to the previous year, with a 106% increase on the Hutt Valley line where passengers' travel has been regularly impacted by bus replacements required for the traction upgrade. Three morning and three evening peak services were being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaint volumes. The evening peak services on the Johnsonville line were reinstated in late June.

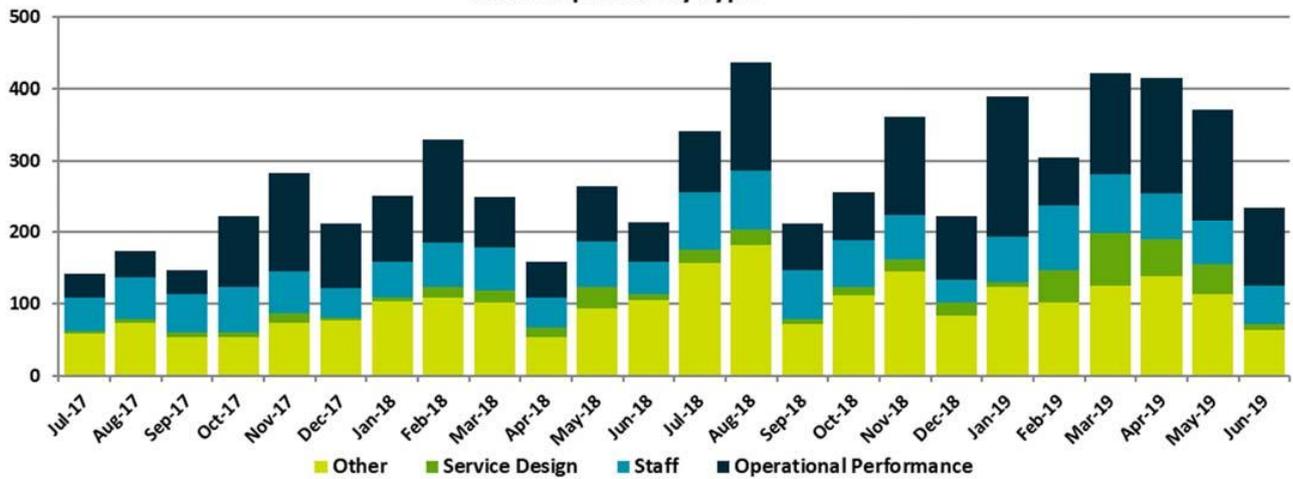
Rail complaints current month

	Jun-19	Jun-18	% Change
Hutt Valley	90	49	83.7%
Kapiti	86	80	7.5%
Johnsonville	15	10	50.0%
Wairarapa	14	24	-41.7%
General	30	50	-40.0%
Total	235	213	10.3%

Rail complaints - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	1,405	805	74.5%
Kapiti	1,360	862	57.8%
Johnsonville	348	169	105.9%
Wairarapa	303	380	-20.3%
General	550	429	28.2%
Total	3,966	2,645	49.9%

Rail complaints by type





Report 19.294
Date 1 August 2019
File CCAB-20-743

Committee Sustainable Transport
Author Rita Aiono, Manager (acting), Bus and Ferry - Networks and Infrastructure
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David Boyd, Manager, Customer Experience
Matthew Lear, Manager, Bus and Ferry Operations

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. Metlink Operations Centre

Metlink is planning to introduce a '24/7' Metlink Operations Centre (MOC) in order to deliver a step change to our customers in the management of our public transport network.

3.1 Overview

At a high level our public transport network operates from ~5am to ~2am the next day. Officers predominantly work office hours (apart from the Metlink Contact Centre); we therefore have a gap in service offering outside of office hours for our customers, public transport operators and others we work with.

3.1.1 Partnering principles

The premise of the MOC is that Metlink partners with our colleague organisations in providing this new service. Officers have linked with both the NZ Transport Agency (NZTA) and Wellington City Council (WCC) on this initiative. Both of these organisations run operations centres.

We are partnering with NZTA and WCC, utilising our collective expertise and resources to ensure that we are not duplicating roles or systems unnecessarily. Officers have visited both the NZTA and WCC operations centres to gain a view of good practice. NZTA are supporting our initiative by organising a workshop with some of their operations team who have been through a similar operations centre set up process.

3.1.2 Objectives

Officers have identified the following key objectives as the foundations of the MOC; the MOC will:

- operate a pro-active network management model by informing customers of events on the network through our communication channels before they ask us;
- be responsible for bus, rail and ferry;
- have a dedicated, fully trained Metlink team on duty in the MOC from start to end of service seven days a week (this allows us to monitor and manage disruptions and other network issues through our skilled and rostered staff);
- have constant communication with our customers through all of our media channels;
- deliver increased communication with all of our operators (when they are working we are here with them); and
- provide a seamless link with our Metlink Contact Centre through all hours of operation to support their customer contact with up to date relevant information.

3.2 Next steps

Officers have drafted a business model for the MOC. This outlines the strategic template including such things as the key partners, value proposition and customer relationships for example. This business model is critical to ensuring the MOC has a strong value proposition.

Officers propose that the MOC would be operational prior to Christmas this year.

4. Bus operations

4.1 Planned service improvement packages

4.1.1 NZ Bus

Officers are working through NZ Bus timetable changes, which are planned for Term 1 2020 to better match capacity to demand and improve reliability and punctuality across all NZ Bus services, to the extent possible within current vehicle and driver resource constraints.

The timetable changes need to be finalised and agreed with NZ Bus by 6 September at the latest to meet NZ Bus timelines for implementation by 26 January 2020 (Term 1).

A report on planned changes will be presented to Council for consideration at its meeting on 21 August 2019.

4.2 Pending service improvement packages

The following service improvement packages have been identified and investigated by Metlink, and have been discussed with operators. The aim is to implement these service improvements alongside any reschedule to accommodate Employment Relations Amendment Act 2018 (ERAA) requirements.

Note that there still remains uncertainty for operators relating to the implementation of the ERAA. Therefore, the changes set out below are subject to change.

4.2.1 Tranzurban

Pending service changes for Tranzurban include:

- Adjustments to a number of school bus routes to improve route coverage, improved consistency of morning and afternoon routes, and better matching of vehicle size to capacity requirements
- Reviewing and adjusting bus sizes on some public bus route trips to ensure that the right capacity is in place at peak times between Wellington City and suburbs
- Addressing the issue of late running Brooklyn routes 17e and 29e from the city in the afternoon, which then conflicts with routes 17 and 29 causing congestion and delays at the Brooklyn bus interchange.
- Changes to bus operations at Kingston Terminus in response to community feedback
- Introduction of additional peak route 27 services to and from Vogeltown (subject to resource availability).

4.2.2 Uzabus

Pending service changes for Uzabus include:

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

4.3 Feasibility of moving morning 30x and 31x services from Cobham Drive

At its last meeting, the Committee resolved to request that officers report back on the feasibility of operating morning route 30x and 31x services via Rongotai Road instead of Cobham Drive.

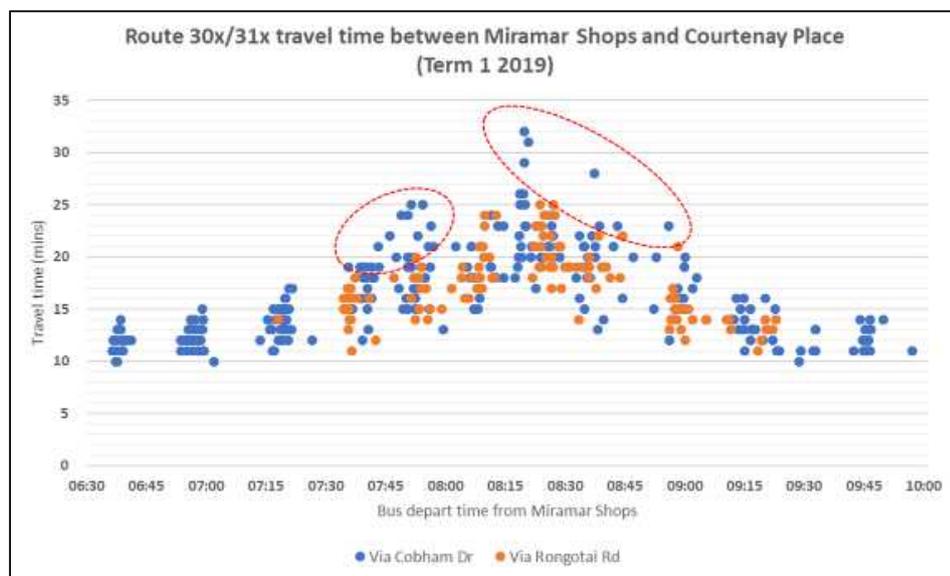
Route 30x and 31x services operate non-stop between Miramar Shops and Courtenay Place (morning trips also currently stop at Hataitai Shops).

4.3.1 Which route is fastest?

While the contract specifies that route 30x and 31x services should operate via Cobham Drive, an analysis of March 2019 data indicates that approximately 40% of trips between 7.30 and 9.30am use Rongotai Road. This has allowed officers to directly compare trips that use Rongotai Road with the ones that use Cobham Drive.

As shown in the chart below (Figure 1), Rongotai Road is up to two minutes faster than Cobham Drive. However, on average travel times on Rongotai Road and Cobham Drive are comparable.

Figure 1: Travel time comparisons



4.3.2 Rongotai Road – considerations

(a) Planned infrastructure works

There is a current programme of infrastructure works along Rongotai Road, including installation of canopies at the Kilbirnie key network interchange and Wellington City Council’s upgrade of Rongotai Road/Evans Bay Parade intersection for the cycleway. This work is likely to result in traffic disruptions up to the end of the year.

(b) Bus Network Review

The Bus Network Review is currently looking at bus services from the eastern suburbs, and as part of this work there may be an opportunity to develop an express bus strategy addressing a number of common themes around express bus routes.

(c) Bus priority plan

Work is underway with WCC on a bus priority plan that includes priority measures on Rongotai Road at which point it would make sense for routes 30x and 31x to operate via Rongotai Road.

4.3.3 Recommendation

Operating morning route 30x and 31x services via Rongotai Road instead of Cobham Drive is feasible. Due to the above considerations and the planned Term 1 2020 changes to NZ Bus timetables officers propose that any changes to route 30x/31x be deferred pending completion of the Bus Network Review for the Eastern Suburbs which is scheduled to be reported back in September. The change to these routes can then be included in the Term 1 2020 package of changes to NZ Bus timetables.

4.4 Real Time Information – installation of display at Strathmore Park

The installation of the real time information display at 40 Ruakawa Street, Strathmore Park is underway and completion is scheduled for the end of August.

Completion of the installation is dependent on the availability of various service providers (Vix, Wellington Electricity, Kordia and the civil contractors).

GWRC officers will contact the Strathmore community to provide update on installation progress once confirmed dates are available.

4.5 Real Time Information – performance and improvements

4.5.1 Current tracking and performance

The RTI system continues to track 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.

4.5.2 Improvements and actions since last report

RTI work undertaken in June and July has focused on three distinct streams of work:

1. The site visit by the Vix Engineer analysed issues impacting tracking – Vehicle Cold Start Tracking and Network Update Uptakes.
 - Vehicle Cold Start Tracking. An investigation of the start-up process revealed firmware improvements that could be made to allow service tracking to be more reliable. Implementing these improvements will reduce the incidence of failures to track a service for the first few stops. These are being implemented and tested by Vix with an anticipated delivery date of October 2019; followed by a staged rollout across the fleet.
 - Network Update Uptakes. Investigation of the process revealed some business process changes that could improve the rate of update of new service data. These have been implemented with Service Design and operators and are being monitored with each network change. Some firmware improvements were also identified that would increase the speed with which network updates are processed. These are being implemented and tested by Vix with an anticipated delivery date of October 2019; delivery will be followed by a staged rollout across the fleet.

2. The work to extend the RTI Support and Maintenance contract; and planning associated with the RTI Central Server Hardware and Software that is nearing end of life being upgraded and replaced.
 - The original 7 year support contract for the RTI Central Server On bus equipment and Roadside displays was due to expire on 30 June 2019, it has been extended for a further term of 2 years with an additional 1 year extension.
 - The current RTI Central Server 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. A Business Case with a preferred option has been completed and planning work is now underway to upgrade the servers and Operating System.
3. Some ghost buses still remain after the implementation of Deadruns. Work to understand causes and clarify the actions required to further reduce ghost bus incidents for customers is underway.

4.5.3 Ongoing and future improvements

In August we expect to:

- Commence the RTI Central Server Hardware and Operating System upgrade project.
- Work in a cross functional team of Metlink and Operator experts to address the three Ghost Bus issues identified above.

4.6 Fleet

4.6.1 Eastbourne bus corridor clearance –update

As reported to the previous Committee meeting, before double-decker buses commence operation on the Eastbourne bus routes some adjustments to infrastructure and trees are required. We are in the final stages of route clearance and a decision will be made by GWRC officers on 8 August to confirm commencement of double-decker operations from Eastbourne from Monday 26 August.

4.6.2 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 16 of the NZ Bus Large Vehicle buses that fit within this this age range.

4.6.3 Fleet – interim

At its last meeting, this Committee requested that it be provided with a list of interim buses in the NZ Bus bus fleet. There are 84 interim buses in the NZ Bus fleet and four in the Tranzurban fleet - none of these are fitted with bike racks.

4.6.4 Fleet – total by emissions rating

There are 460 buses in the Metlink fleet. The following is a breakdown of the total fleet by emissions rating.

Operator	E0*	E3	E4	E5	E6	EV
NZ Bus		81	14	75		
Tranzurban		2	3	1	225	10
Mana	1		5	9	13	
Uzabus				7	14	

*The E0 bus is a coaster bus that is being used by Mana on a school run because the road is not suitable for their larger buses. We are in the process of determining what to do with this bus.

4.7 Bus Interchanges

4.7.1 Wellington City bus network key bus interchanges - progress since last update

Work is advancing well on the Kilbirnie median pedestrian barrier fence. Civil construction work is completed. Installation of the completed fence is scheduled for completion in mid-August.

Construction commenced at Johnsonville Stop A on 24 July and is scheduled for completion in mid-October/early November.

Preliminary work has commenced at Karori Stop A in order to facilitate the service relocations and the removal of the utility pole from the bus stop. Construction will commence early September on Stop A. Completion of Stop A is scheduled for 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.

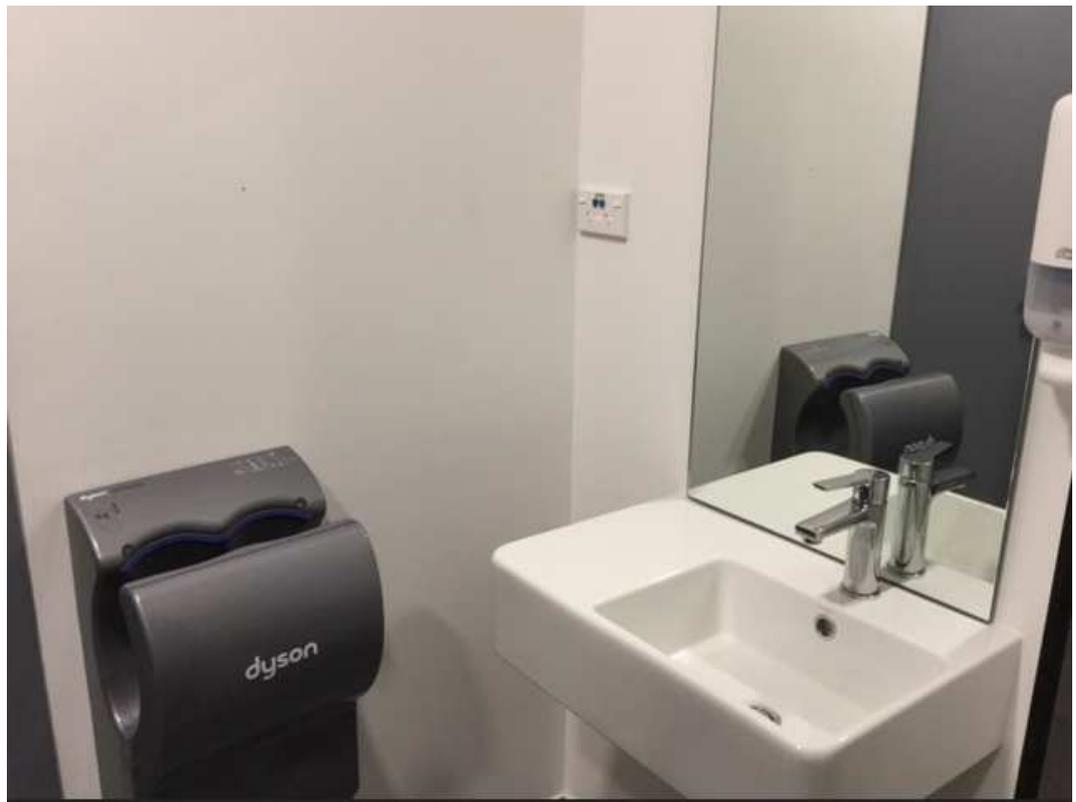
(b) Wellington Interchange - lease with WCC

GWRC and WCC officers are working together to explore long-term options for the future of the Wellington Interchange. It has been agreed that the existing agreements for cleaning and maintenance of the interchange will continue; no new lease agreement will be agreed in the short term.

(c) Wellington interchange – Driver Facility

The refurbishment of the driver facility is complete, the facility became operational on Monday 1 July.

A cleaning and minor maintenance contract has commenced for the up-keep of this facility. The facilities protocol has also be activated with all bus operators that access this facility.



4.7.2 Johnsonville bus interchange – walkover with the Johnsonville Community Association

At the last Committee meeting, the Committee requested that officers meet with the Johnsonville Community Association (JCA) to view the concerns raised in the previous report.

On 30 July, GWRC officers and Cr McKinnon, and WCC officers meet with Tony Randle as a representative of the JCA to discuss safety concerns that JCA has with the proposed placement of Stop A and the future use of the two bus stops on Johnsonville Road. It was agreed that GWRC officers would undertake further investigations to consider temporary solutions. The results of these investigations will be presented to the JCA at its meeting in August.

4.7.3 Restroom facilities in the network

The Service Design Team has completed a stocktake of the restroom facilities available to drivers across the region. These facilities are a combination of city and district council owned, operator owned and private facilities available to drivers. The majority of facilities are unisex and the few that are male or female-only have another available facility close by.

Out of the 65 public route termini across the region with layovers of 5 minutes or more, 47 termini have facilities nearby and 18 termini do not have nearby facilities. The list of termini without facilities is set out in [Attachment 1](#) to this report.

The next step is for Metlink officers to discuss the findings of the stocktake with operators to determine which termini would be a priority.

5. Rail operations

5.1 Major service disruption on 3 July

On the evening of 2 July a freight train derailed just outside the Wellington station area, which blocked all Metlink Rail services from arriving or departing Wellington Station. A KiwiRail dispatch team (see photo below) worked all night to remove the train using cranes in a very constrained area. Unfortunately, the derailed wagons caused significant track damage effectively blocking the entrance to Wellington Station.

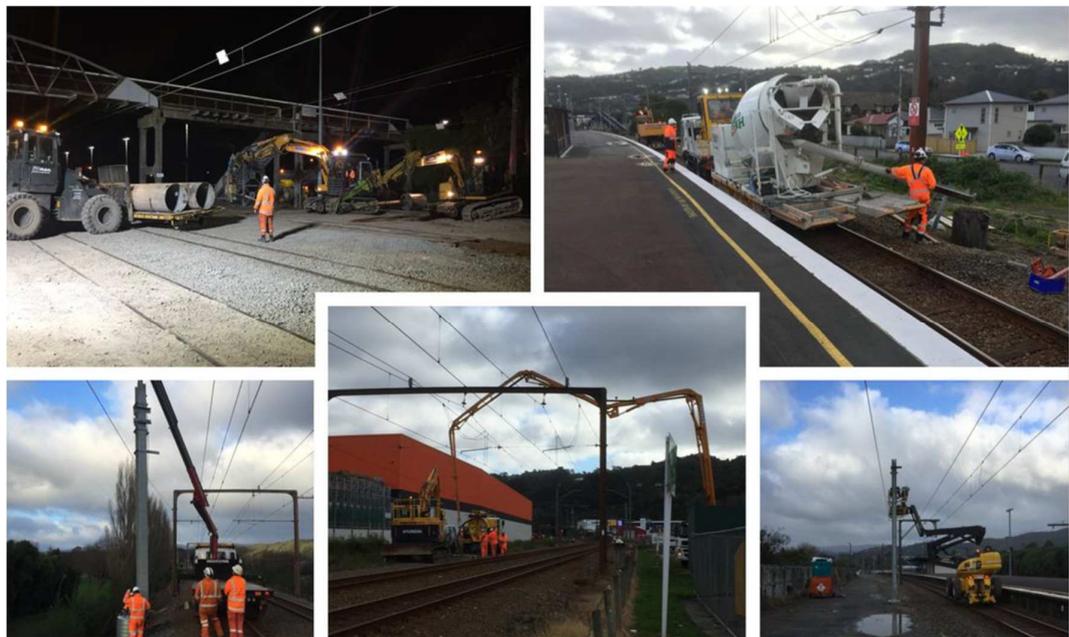
Repairs continued throughout the night and morning of 3 July meaning that trains could only run to Porirua on the Kapiti Line and to Petone on the Hutt Line. The Johnsonville Line was unaffected. There were limited buses to replace peak train services and buses were focused on the Wairarapa Line as these customers had furthest to travel and the buses could provide transport to a larger proportion of passengers wanting to travel. Communications on the night of the derailment and before the morning peak enabled many customers to make other travel or work arrangements.

The track repair was completed sufficiently to allow a half hourly service to run for the afternoon peak, and final repair work was completed during an emergency block of line. KiwiRail's investigation into the incident is due to be completed in August.



5.2 KiwiRail network renewal and upgrades

The Hutt Line traction renewal project continues with pouring concrete for new pole foundations and the standing of new traction masts to carry the new overhead wires. To the end of June 2019, 216 of 930 masts have been erected.



KiwiRail project teams work on excavating pole foundations, pouring concrete in various locations and erecting new traction masts.

Design work continues on a range of KiwiRail Network enhancement projects, with the project most advanced being the double tracking between Trentham and Upper Hutt.

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



Concept of new platform and proposed underpass at Trentham Station

5.3 Business Case for Longer Distance Rolling Stock

The draft Business Case for Longer Distance Rolling Stock is on the agenda for consideration at this meeting.

5.4 Johnsonville Line bus replacements

Due to driver and train availability shortages we are still continuing bus replacements on some services on the Johnsonville Line during the morning peak.

The operator is currently assessing the situation, and are anticipating return full rail service during August 2019.

5.5 Park and ride

The Porirua park and ride extension is now complete. The total number of park and ride spaces available at Porirua is 968.

We are facing a ground water issue at the Paremata park and ride extension, unfortunately this is likely to delay the opening until September.

Works have now commenced on the Waterloo park and ride extension at the old bus depot site.

6. Customer experience initiatives

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

6.1 On bus announcements system

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

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

7. Communication

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

8. 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.

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

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

10. Recommendations

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.

Report prepared by:

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Attachment 1: Public route termini with layovers that do not have access to driver restroom facilities

Public route termini with layovers that do not have access to driver restroom facilities

Terminus - ID and name	Layover at Terminus	Terminus Use	Max. layover mins	Restroom Facilities
[3050] McLintock Street at Norwood Place	Yes	Unit 1	20	No
[3454] Grenada Village – Mark Avenue	Yes	Unit 1	20	No
[4352] Karori West - Montgomery Avenue	Yes	Unit 2	10	No
[4369] South Karori - Hazelwood Avenue (near 100)	Yes	Unit 2	20	No
[7099] Strathmore Park Terminus	Yes	Unit 2	20	No
[7241] Miramar – Darlington Road	Yes	Unit 2	20	No
[7774] Kowhai Park – Mitchell Street	Yes	Unit 7	20	No
[8335] Stokes Valley Heights – Robson Street	Yes	Unit 9	20	No
[8377] Stokes Valley Terminus – Rakau Grove	Yes	Unit 9	20	No
[8731] Seaview Road at Parkside Road (near 36)	Yes	Unit 9	10	No
[9219] Kelson Terminus – Major Drive	Yes	Unit 9	20	No
[9506] Kirton Drive at Percy Kinsman Crescent	Yes	Unit 10	5	No
[9605] Emerald Hill – Gemstone Drive	Yes	Unit 10	20	No
[2130] Ascot Park – Conclusion Avenue (near 7)	Yes	Unit 13	20	No
[2324] Sievers Grove (near 97)	Yes	Unit 13	20	No
[2548] Whitby – The Crowsnest	Yes	Unit 13	20	No
[2600] Paremata Station (bus stop)	Yes	Unit 13	20	No
[2930] Titahi Bay – Pikarere Street (near 132)	Yes	Unit 13	20	No



Report 19.295
Date 1 August 2019
File CCAB-20-742

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

Post Implementation Review - next steps programme

1. Purpose

To provide an update on 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 being initiated by GWRC as a result of the recommendations made by the LEK Post Implementation Review in late 2018. The largest and most significant (in terms of community interest) is the Bus Network Review.

3. Consideration of feedback received prior to this review

Further to the question asked at the Committee's last meeting, all feedback received in the last year, including at public meetings, through the contact centre and online, and the Customer Experience team's face-to-face interviews with customers at bus stops, will be taken into account, alongside the current research and engagement findings, as the Bus Network Review recommendations are developed.

4. Bus Network Review engagement update

Since the last meeting of the Committee, the following community engagement events have been held in the Eastern Suburbs:

- A Disability Focus Group with eight invited participants, on 4 July
- A Charrette (large focus group) with 46 participants invited (by the research company) to represent the diversity of Eastern Suburbs bus customers, on 10 July.

Both of these events were very successful, with positive feedback from the participants.

The Eastern Suburbs drop-in workshops were attended by 253 members of the public as follows:

Date	Location	No. of attendees:
Friday 19 July:	Strathmore Park Community Centre	36
Saturday 20 July:	Strathmore Park Community Centre	28
Sunday 21 July:	Toitu Poneke Kilbirnie	31
Monday 22 July:	Toitu Poneke Kilbirnie	22
Friday 26 July:	Hataitai Bowling Club	17
Saturday 27 July:	Hataitai Bowling Club	26
Sunday 28 July:	Oriental Rongotai Football Club, Miramar	70
Monday 29 July:	Oriental Rongotai Football Club, Miramar	23

Overall we have now talked to about 300 members of the Eastern Suburbs community about the bus network and how it might be improved.

The drop-ins and online survey feature five concept maps for people to respond to – possible ways in which various known issues (in particular the loss of the Strathmore Park to Newtown connection, and overloading on route 30x Seatoun Express services) might be addressed following the review. These maps are all available to participants in the online survey (see [Attachments 1 to 5](#) to this report).

Please note that these were not and are not proposals – they were intended only to stimulate participants to think about what network adjustments might work for them. For instance, three of the five concept maps would address the Strathmore Park to Newtown issue, but only one of these – or another option yet to be developed – would be required to solve the problem.

Engagement in the Southern, Western and Northern Suburbs

The project is now revisiting the plan for engaging with the rest of the City based on the learnings from the Eastern Suburbs.

We will hold three more charrettes (large focus groups) in August - one in each of the Southern, Western and Northern Suburbs. These will be in advance of the public drop-in workshops.

Public drop-in workshops in the rest of the city will take place in September.

Analysis and reporting of the feedback from the community engagement and online survey is programmed for October, with preparation of the final report on the review of the Wellington City network due in December.

Officers will update councillors on the revised schedule and format for the Southern, Western and Northern Suburbs drop-in workshops at the Committee meeting.

Public Meetings

Councillors had previously indicated that they would like public meetings to be part of the mix of engagement activities. These are unlikely to be possible,

however, because of the pre-election period and also because there will be insufficient time to schedule them after the drop-in workshops and before the final report is due in December.

Online survey

The online survey had attracted 175 responses as at 24 July.

In the initial stages there were issues with the online survey relating to the optional registration of details. We have now made registration mandatory which also means that each person can only submit feedback once.

By the time the Committee meets the survey will have been modified to be relevant for all bus customers, including those from other parts of the region, not just those living in the Eastern Suburbs.

Bus drivers and their unions

Discussions have been held with bus companies and the Tramways Union to organise a number of focus groups and drop-in workshops with staff (drivers and depot controllers) to get feedback on the bus network. Other unions which bus drivers belong to have also been approached. Bus driver sessions will be underway by the time the committee meets.

5. Reporting

In September the Sustainable Transport Committee will receive an update report on the Eastern Suburbs. This will include a summary of the insights from the community engagement as well as indicative recommendations of improvements that could be made at this stage based on the information obtained to date. This will be subject to amendments in the final Wellington City report, based on further information and the findings from engaging with the rest of the City.

6. PIR Next Steps Scope

Following an informal meeting with NZTA to discuss the programme and the scope of the work the Programme Team made a recommendation to the Programme Board to consider de-scoping the following elements from the Programme:-

- Bus Fleet composition and ownership
- Depots and other operator-owned assets

The main reasons for the recommendation being made is that the inclusion of these areas was suggested from the LEK report. However, apart from a title no further context has been found. In addition:

- The value and driver for the work is not clear
- The scope and questions for any review to answer has not been specified
- There are sector issues to be addressed so there are questions about how this could be delivered to maximise benefit for the transport sector as a whole

- Other work regarding the bus fleet is underway
- The benefits of undertaking further reviews do not appear to be strong.

7. Risks

Risks which have been identified include:

- Confusion for stakeholders and participants in the engagement process regarding the difference between service delivery (operational performance) and design (the network as planned and intended).
- Concerns about delays in “fixing” the network due to the time taken for the engagement process and for implementation of any recommended service changes, including securing funding through the 2020/21 Annual Plan process.
- Confusion about the January timetable changes to NZ Bus services (discussed elsewhere on the Committee’s agenda) being assumed to be the result of the Bus Network Review rather than business-as-usual changes
- Confusion about the January timetable changes to NZ Bus services (the subject of another report to the committee) being assumed to be the result of the Bus Network Review rather than business-as-usual changes

These risks will all need to be mitigated through careful communications from both the business as usual and Bus Network Review teams.

8. Communications

Since the last Committee meeting, communications activities have included a mix of all-of-region and suburb-specific advertising across a range of channels, including press, radio, Facebook, online adverts, posters and Adshels and banners. In addition we have used GW/Metlink channels to communicate with councillors, schools, stakeholders, reference and residents groups and staff. We have also completed letter-box drops and bus stop poster placement.

We are amending the communications plan to reflect what we have learnt so far, and to take of advantage of a longer lead-in time before the next round of drop-in workshops.

9. The decision-making process and significance

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

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

9.1 Significance of the decision

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

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

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

9.2 Engagement

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

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

10. Recommendations

That the Committee:

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

Report prepared by:

Anthony Cross
Technical Lead
Metlink Bus Network Review

Report approved by:

Wayne Hastie
General Manager, Public
Transport

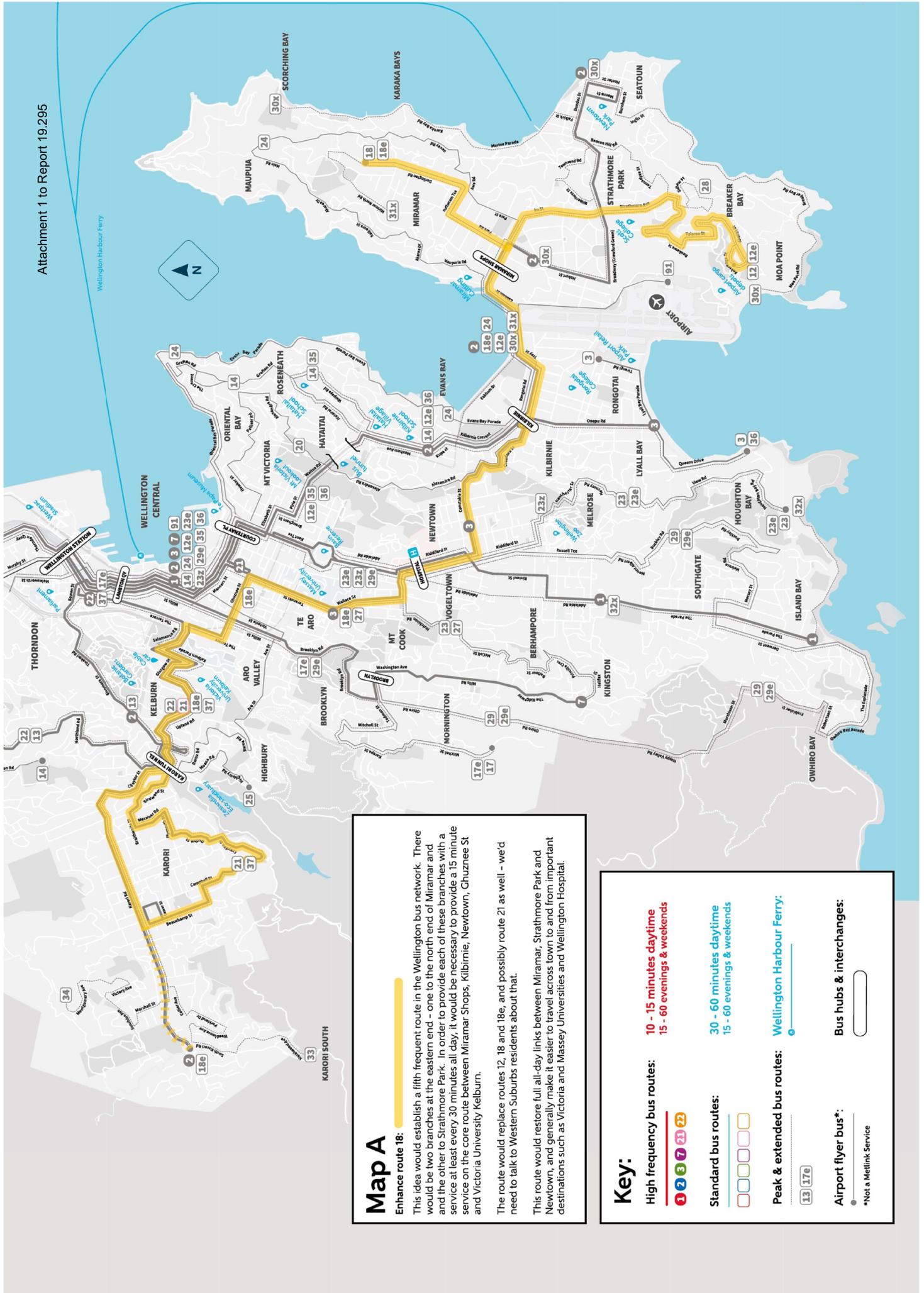
Attachment 1: Concept Map A (Enhance route 18)

Attachment 2: Concept Map B (Enhance route 2)

Attachment 3: Concept Map C (Enhance route 3)

Attachment 4: Concept Map D (Swap routes 2 and 3)

Attachment 5: Concept Map E (Changes to route 30x)



Map A

Enhance route 18: This idea would establish a fifth frequent route in the Wellington bus network. There would be two branches at the eastern end – one to the north end of Miramar and the other to Strathmore Park. In order to provide each of these branches with a service at least every 30 minutes all day, it would be necessary to provide a 15 minute service on the core route between Miramar Shops, Kilbirnie, Newtown, Ghuznee St and Victoria University Kelburn.

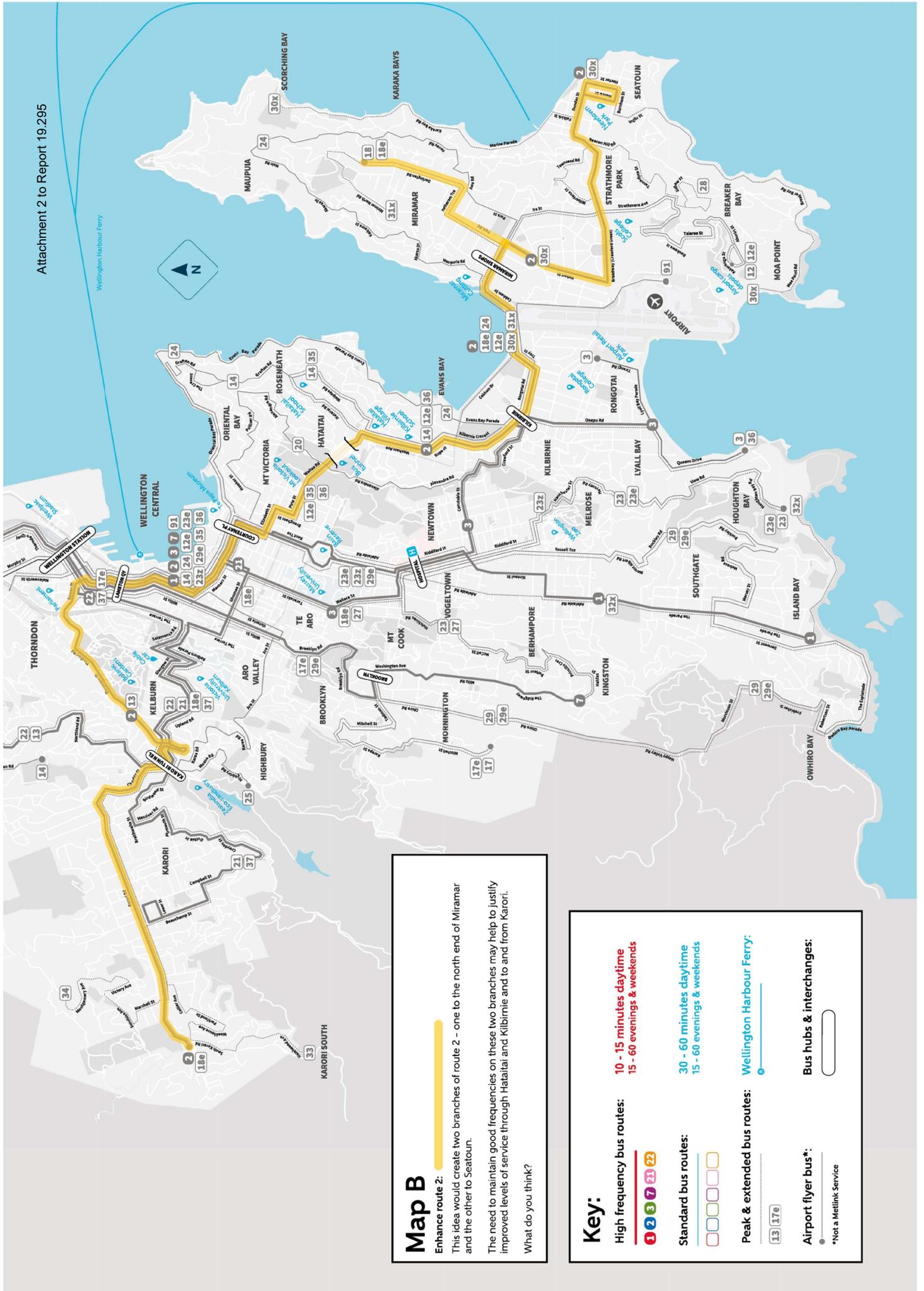
The route would replace routes 12, 18 and 18e, and possibly route 21 as well – we'd need to talk to Western Suburbs residents about that.

This route would restore full all-day links between Miramar, Strathmore Park and Newtown, and generally make it easier to travel across town, to and from important destinations such as Victoria and Massey Universities and Wellington Hospital.

Key:

- High frequency bus routes:
 - 10 - 15 minutes daytime
 - 15 - 60 evenings & weekends
- Standard bus routes:
 - 30 - 60 minutes daytime
 - 15 - 60 evenings & weekends
- Peak & extended bus routes:
 - Wellington Harbour Ferry:
- Airport flyer bus*:
 - Bus hubs & interchanges:

*Not a Metlink Service



Map B
 Enhance route 2: 
 This idea would create two branches of route 2 – one to the north end of Miramar and the other to Seatoun.
 The need to maintain good frequencies on these two branches may help to justify improved levels of service through Hataitai and Kilmirnie and to and from Karori.
 What do you think?

Key:

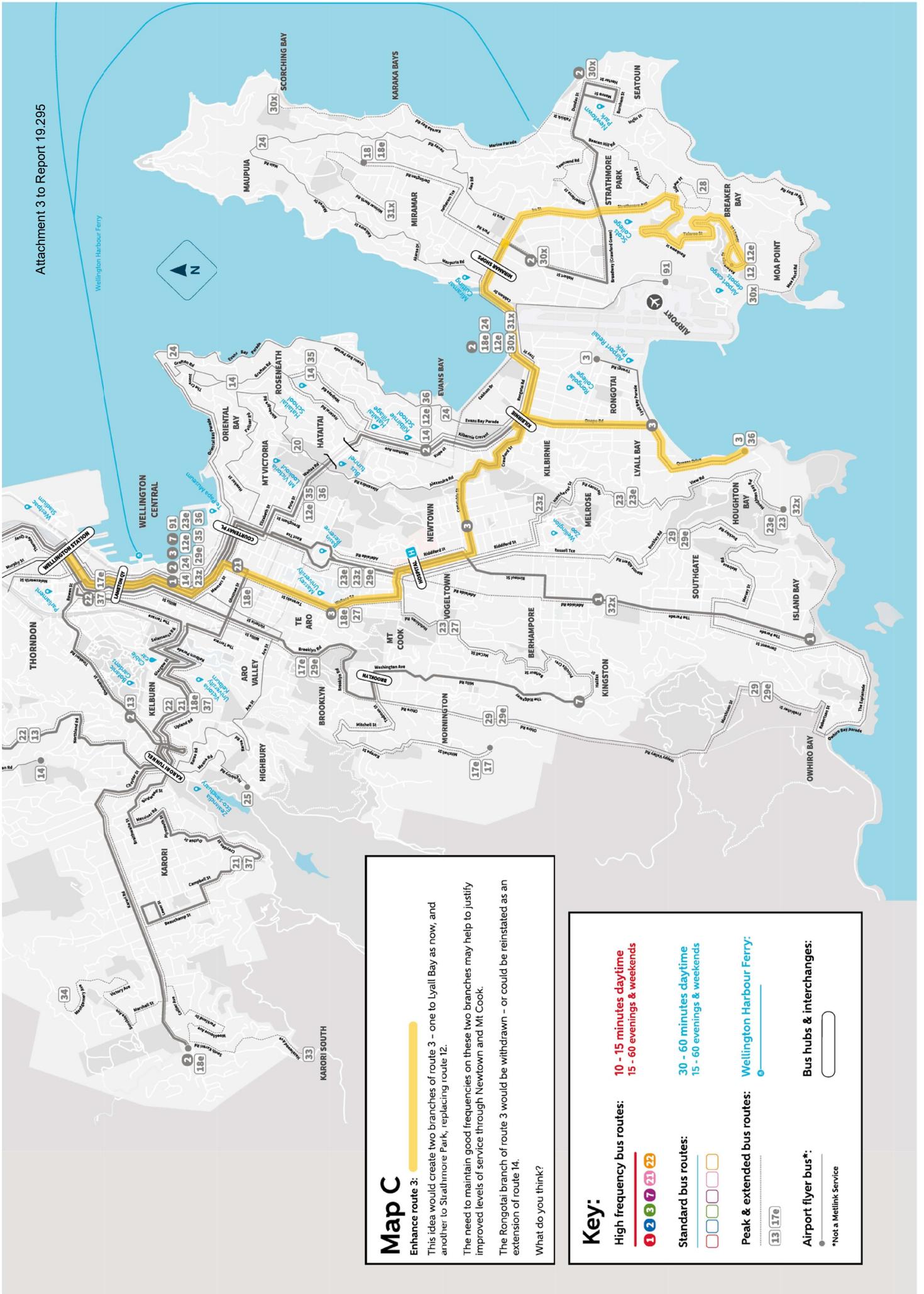
High frequency bus routes:  **10 - 15 minutes daytime**
 **15 - 60 evenings & weekends**

Standard bus routes:  **30 - 60 minutes daytime**
 **15 - 60 evenings & weekends**

Peak & extended bus routes: **Wellington Harbour Ferry:**

Airport flyer bus*: **Bus hubs & interchanges:** 

*Not a Metlink Service



Map C

Enhance route 3:

This idea would create two branches of route 3 - one to Lyall Bay as now, and another to Strathmore Park, replacing route 12.

The need to maintain good frequencies on these two branches may help to justify improved levels of service through Newtown and Mt Cook.

The Rongotai branch of route 3 would be withdrawn - or could be reinstated as an extension of route 14.

What do you think?

Key:

High frequency bus routes:

10 - 15 minutes daytime
15 - 60 evenings & weekends

1 2 3 7 21 22

Standard bus routes:

30 - 60 minutes daytime
15 - 60 evenings & weekends

4 5 6 8 9 10 11 12 13 14 15 16 17 18 19 20 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

Peak & extended bus routes: Wellington Harbour Ferry:

6

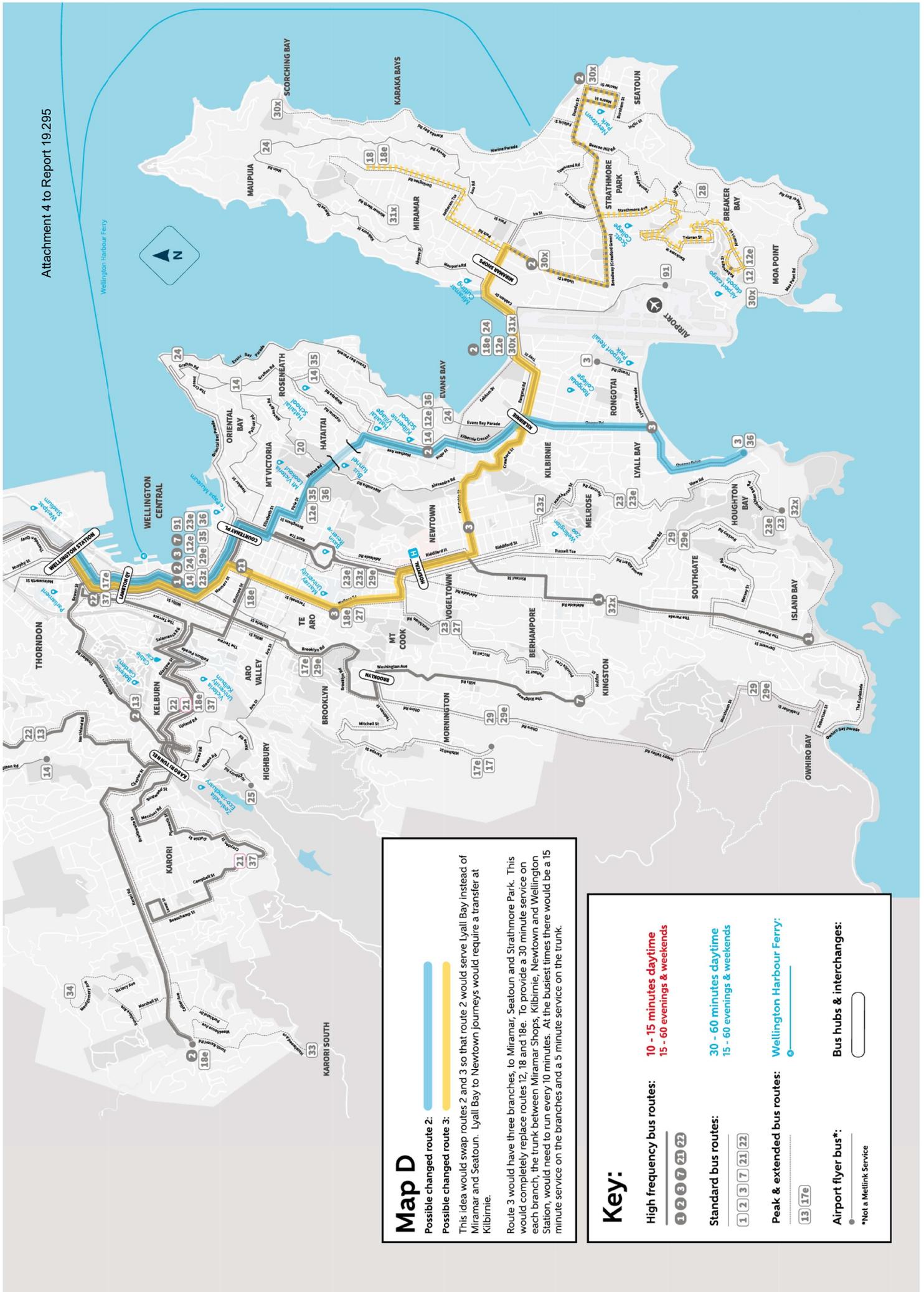
Airport flyer bus*:

91

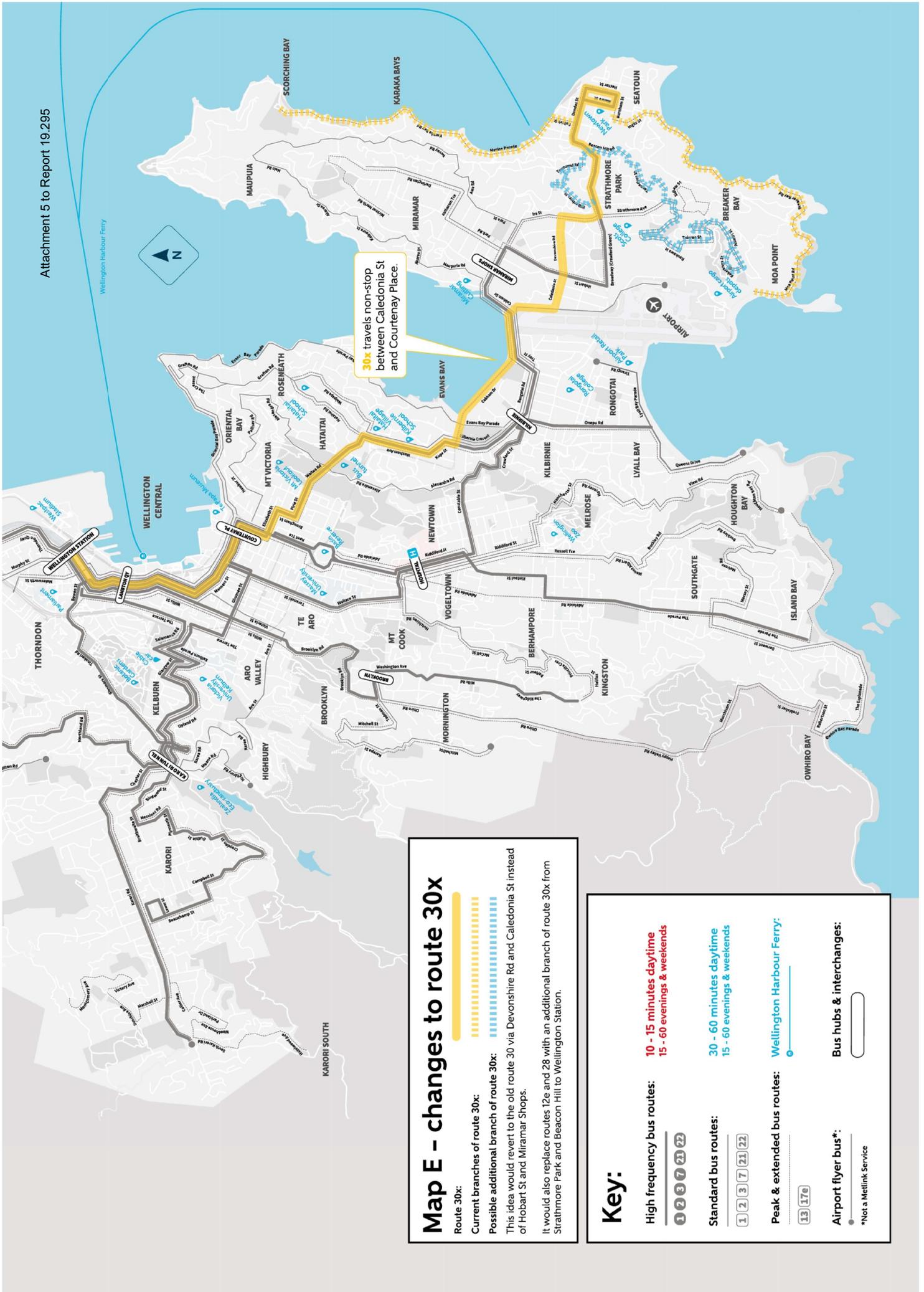
Bus hubs & interchanges:

○

*Not a Metlink Service



Attachment 5 to Report 19.295



Map E – changes to route 30x

Route 30x: 

Current branches of route 30x: 

Possible additional branch of route 30x: 

This idea would revert to the old route 30 via Devonshire Rd and Caledonia St instead of Hobart St and Miramar Shops.

It would also replace routes 12e and 28 with an additional branch of route 30x from Strathmore Park and Beacom Hill to Wellington Station.

Key:

High frequency bus routes: 10 - 15 minutes daytime
15 - 60 evenings & weekends
1 2 3 7 21 22

Standard bus routes: 30 - 60 minutes daytime
15 - 60 evenings & weekends
1 2 3 7 21 22

Peak & extended bus routes: Wellington Harbour Ferry: 
13 17e

Airport flyer bus*: 
*Not a Medlink Service



Report 19.325
Date 1 August 2019
File CCAB-20-769

Committee Sustainable Transport Committee

Notice of motion: Cr Daran Ponter

Councillor Ponter has given notice (refer [Attachment 1](#) and [Attachment 2](#)) of his intention to move a motion at the Sustainable Transport Committee's meeting on 7 August 2019:

Motion

That the Greater Wellington Regional Council:

- 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.*

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

Notice of Motion: Public Transport to / from Wellington Airport

Purpose

1. This motion invites the Chief Executive, Greater Wellington Regional Council, to engage with the Wellington Airport Company and bus operators on:
 - a. public transport route options to / and from Wellington Airport;
 - b. the Wellington Airport Company's willingness to remove toll charges on public transport services (not including taxi or share ride services);
 - c. the Wellington Airport Company's willingness to give public transport prime access for entry and exit to the Airport main foyer.

Background

2. The Wellington Airport recently wrote to Greater Wellington Regional Councillors imploring Councillors to get moving on the *Let's Get Wellington Moving* project (see Annex 1).
3. Paragraph 2 of the letter states:

Last year, 6.4 million travellers passed through Wellington Airport with the majority making the journey to and from the airport via the Mt Victoria Tunnel and the Basin Reserve. By 2040, that number is expected to reach 12 million, a significant number of people to move between the eastern suburbs to the city centre and beyond.

4. The letter further states that:

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.

Motorists will benefit from good and affordable public transport links because this will encourage some drivers to leave their cars at home and free up road capacity. We look forward to accommodating mass public transit with light rail or trackless trams.

Comment

5. The thrust of the letter is that all action on *Let's Get Wellington Moving* will assist to improve access to and from the Airport. It is seemingly the most positive statement to date that the Airport Company has had towards public transport.
6. It is welcome to hear that the Airport Company is positively disposed to Mass Rapid Transit (MRT). It is now time for all parties to understand what this means, both as part of the *Let's Get Wellington Moving* project, and as part of the Regional Council's responsibilities for the provision of public transport.
7. The letter effectively raises three key issues:
 - a. the timeframe for MRT;
 - b. the status of the current Airport Flyer; and

- c. the ability to extend true public transport to and from the Airport in advance of the MRT proposal.

Timeframe for Mass Rapid Transit

8. The *Let's Get Wellington Moving* project has dedicated funding towards Mass Rapid Transit (MRT), but the reality is that an MRT line to the Airport could still be as long as 5 or 10 years away.
9. Additionally, the line may be implemented in stages and there is a possibility that Stage 1 could terminate at Newtown or Kilbirnie, with the Airport extension unrealised. In our view neither the long timeframes or the staging of the project would be an acceptable outcome, but we recognise them as a possibility.
10. This possibility makes it important that the Regional Council starts discussions now with the Airport Company and bus operators, about the potential for putting public bus services through to the Airport in advance of, and as a forerunner for MRT.

Airport Flyer

11. The Airport Flyer Service from Queensgate and the Railway Station to the Airport is a fully commercial service. It is not part of the Metlink Network. It is not subsidised by ratepayers and taxpayers. It is run by NZ Bus, whose parent company, Infratil, is also the majority owner of the Airport Company (minority shareholding by WCC). Our understanding is that the contract between the Airport Company and NZ Bus ends in 2020.
12. The Airport Flyer, as a commercial service, is unlikely to make any significant dent in mode shift for airport users going to and from the Airport with its current price structure, lack of visibility on the Metlink Network and lack of immediate presence at the Airport (it's not the "go to" mode of transport!).
13. But supplanting the Airport Flyer with a public service means challenging the Public Transport Operating Model – and it is well over time that the Regional Council does exactly that. Wellington's public transport must start to put Wellingtonian's and our visitors at the heart of our planning, rather than slavishly adhering to models that will not generate the mode shift that we need to be aspiring to.

Extending public transport to and from the Airport

14. As indicated above, MRT is at best, five years off from reaching the Airport.
15. The uncertainties of when and if MRT will extend to Wellington Airport make it imperative that the Regional Council starts working NOW with the Airport Company and bus operators on options that can be put in place in the near future and as a forerunner to MRT.
16. As part of ongoing improvements to the Wellington bus network the Regional Council must start, investigating with the Airport company and bus operators:
 - a. public transport route options to / and from Wellington Airport;

- b. the Wellington Airport Company's willingness to remove toll charges on public transport services;
- c. the Wellington Airport Company's willingness to give public transport prime access for entry and exit to the Airport main foyer.

Core Issue

17. The core issue in this motion is mode shift – efficient and effective public transport to and from the Airport that encourages people to opt for public transport ahead of private cars, taxi or ride share.

Motion

That that the Greater Wellington Regional Council:

- a. **Notes** that on the 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 (not 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.*

Communication

18. 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 Roger Blakeley

30 July 2019

Attachment: Letter from Wellington Airport Company Limited to Greater Wellington Regional Councillors, 22 June 2019

22 June 2019

Dear Greater Wellington Regional Councillors

Ahead of your vote on the next steps for the *Let's Get Wellington Moving transport package*, I want to provide you with an outline of Wellington Airport's position on the project.

Last year, 6.4 million travellers passed through Wellington Airport with the majority making the journey to and from the airport via the Mt Victoria Tunnel and the Basin Reserve. By 2040, that number is expected to reach 12 million, a significant number of people to move between the eastern suburbs to the city centre and beyond.

That's why Wellington Airport is interested in the plans to improve our city's transport system.

The consequences of our creaking transport infrastructure are far-reaching – not just around the Basin Reserve and Mt Victoria Tunnel, but also at Wellington Airport.

At peak times, travellers arriving from around the country are often standing in queues at the airport taxi and shuttle ranks because the first morning wave of taxis and shuttles cannot get back to the airport in time to meet the arrival of the second domestic arrival flights from the likes of Christchurch and Auckland.

It has been widely acknowledged that transport investment in the capital has lagged behind our needs. It is now five years since the Basin Reserve flyover application was rejected and the city is becoming more and more congested.

The Inner City By-Pass, which was completed in 2007 and the Arras Tunnel in 2014, are the most recent transport infrastructure projects in the capital. But the Terrace Tunnel was opened in 1978 and the Mt Victoria Tunnel in 1931.

No one has ever regretted implementing these previous corridor infrastructure projects. However, we have regretted not doing them sooner and the compromises that have had to be made along the way.

Our 60th anniversary will be later this year and we've come a long way since the first travellers were first welcomed to a corrugated iron hangar that served as the domestic terminal.

Over the last 20 years, passenger numbers have grown on average around 3% for domestic and 4% for international each year. This has meant the airport has had to continually invest in new facilities including runway extensions, airfield, air bridges, an international terminal, domestic terminal and ground transport improvements.

With the expected doubling of passenger numbers over the next 20 years, Wellington Airport is currently developing our own masterplan to cater for demand and we'll invest accordingly over time. We are also aiming to accommodate people who want high quality services and people

who want to pay as little as possible. This approach is evident in both our aeronautical facilities and our ground transport facilities.

Wellington Airport is a good example of what Wellington's ground transport should be like, and is not. We need to see the same level of activity and urgency with the city's transport infrastructure.

The *Let's Get Wellington Moving* package is welcome and is a sign that we are making progress. The plans are certainly ambitious and offer us a glimpse of what a 21st century transport system should look like.

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.

Motorists will benefit from good and affordable public transport links because this will encourage some drivers to leave their cars at home and free up road capacity. We look forward to accommodating mass public transit with light rail or trackless trams.

We also support the priorities of better infrastructure for cyclists and walkers. However, we also need to make sure we cater for all forms of transport because we must move significant number of people, many who will be from out of town. Vehicles have to be part of the solution.

Currently around 20% of airport traffic is rideshare, taxis and shuttles and many of those are now Electric Vehicles (EVs). Our recent transport upgrades include facilities for EVs, and we were the first airport in the country to officially welcome rideshare and other car share options such as Mevo. We also foresee the use of Autonomous Vehicles (AVs) in the mid-term.

Wellington Airport is the international airport for all of central New Zealand. Many people rely on our State Highways and the reliability of transport systems to catch their flights. It is vital infrastructure is developed to manage the growth of the city, the region and the New Zealand economy and we must keep catering to demand.

A functional transport network is essential for maintaining and economic growth. The route from the airport to the city is an integral part of that network. Congestion will constrain economic growth. Do we want to be a city to avoid?

There is still a lot of work to be done. As you know, each individual component will need to be subject to a business case, consulted on, consented and have funding approved before construction commences. These processes are important, but we cannot afford another five years of discussions. It is critical there is a single-minded focus on getting things done.

Let's get moving and make it happen.

Regards



Steve Sanderson

Chief Executive

Wellington International Airport



Report 2019.299
Date 1 August 2019
File CCAB-20-741

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 7 August 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 19.295).

A report on operational performance across all public transport modes in the Wellington network is on the agenda for consideration at this meeting - this report includes information on performance trends and insights on the bus network 12 months since "go live" (Report 19.293).

In addition, officers have produced a report on Metlink service activities planned or undertaken (Report 19.294).

2.1.1 Transport and Infrastructure Select Committee – 27 June and 25 July

On 27 June we appeared before the Select Committee to report on progress since the launch of the new network and highlight the action we are taking on the outstanding issues of bus priority and the nationwide driver shortage.

On 25 July, at the request of the Select Committee, we appeared with Wellington City Council where we shared details on our joint bus priority work.

2.2 Driver shortages

2.2.1 Metlink and operator – initiatives and update

(a) Driving as a career

As the driver shortage continues, Metlink has launched phase two of the recruitment campaign. This is focused on students and retirees in particular. Operators can offer potential applicants hours and days which suit their needs and lifestyles.

Officers are in the early stages of organising a bus driver 'Have a go day'. This event will be aimed at enticing more women to become bus drivers as women are underrepresented in the bus driving sector. This event will complement the other recruitment activities Metlink is leading.

Early signals are that our campaign is attracting some new candidates – a number of whom are already in training. However, the number of people willing to consider bus driving as a career is not sufficient to meet our immediate needs, and hence we are considering other options to grow the pool of bus drivers.

(b) NZ Bus

NZ Bus is making significant progress in the recruitment of drivers. The Metlink Driver Recruitment campaign is supporting solid foundations laid by NZ Bus for driver recruitment. Positive results in driver numbers are highlighted by a reduction in cancellations of services.

NZ Bus forecast they will be at the minimum driver requirement to meet KPI delivery by mid-August provided they gain approval to appoint a group of 15 offshore drivers from the Philippines.

The next step will be recruitment to their optimum establishment which gives sufficient resource and contingency for planned leave and sickness cover (estimated to be 12 additional drivers).

(c) Tranzurban

Tranzurban are also being impacted by the driver shortage. This is particularly evident at their Rongotai and Grenada depots which service Wellington and Porirua City routes.

Metlink is supporting recruitment with initiatives targeting demographic specific advertising for potential drivers over the age of 60, and students.

Officers are working with Tranzurban to draft a list of planned cancellations as we did with NZ Bus. Although this is not an ideal situation, we are cognisant that it is preferable to give customers clear view of cancellations well in advance rather than manage cancellations on the day of service. Our intent will

be to plan cancellation on services that are not well utilised, likely on either side of peak services.

(d) Transdev

Rail services in the PM peak on the Johnsonville Line have been reinstated. Bus replaced trains continue in the AM peak. However, planning and forecasting is underway with an aim to return to full peak train services in August 2019.

3. Strategic Framework

3.1 Regional Land Transport Plan

Regional Transport Committee (RTC) agreed the high level approach and structure, and the process for development of the next Regional Land Transport Plan (RLTP) at their June meeting.

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. The new approach clarifies the key components of the RLTP. These are:

- A **30 year strategy** for the region that reflects regional community's aspiration for the future transport network and links to land use planning. This will be framed by the Ministry of Transport long term outcomes, and include strategic objectives and long term aspirational targets.
- The **10 year investment priorities** developed using the NZTA's business case approach to identify the most urgent and significant problems & challenges for the region's transport network. These will be consistent with the Government Policy Statement on Land Transport and be presented as a Strategic Case for investment.
- The **3-6 year programme** of activities. This is the regional funding bid seeking inclusion of activities in the National Land Transport Programme.

This framework will be underpinned by a monitoring framework of indicators that will track our process against key outcomes and towards the achievement of our targets.

Work is currently underway with RTC, key GW staff, planning and transport managers and from the territorial authorities in the region and NZTA to develop the 30 year strategic vision, strategic objectives and headline targets. Stakeholder engagement will commence in August.

3.2 Regional Public Transport Plan

At its meeting on 8 May 2019, the Committee agreed to delay consultation on a revised Regional Public Transport Plan (PT Plan) until the new triennium (see Report 19.130).

In the interim, officers are continuing with background analysis on general policy issues arising from projects such as Let's Get Wellington Moving, the Post Implementation Review, and the revision of the rail plan and the strategic assessment of our bus fleet. Engagement with the accessibility reference group is continuing as well, with a focus in July on accessibility around stations and the on-board announcement trial. This ongoing analysis and engagement is helping to provide a richer understanding of the issues and opportunities for public transport.

While no variations to the PT Plan are required at this point, the Council can choose to vary the PT Plan at any time in response to a particular issue and to ensure it remains relevant.

3.3 Wellington Regional Rail Plan

The last update of Wellington Regional Rail Plan was finalised in 2014. The key network development initiatives were approved in late 2018 within the "Unlocking Network Capacity and Improving Resilience" Transitional Rail funding packages.

The next phase of major developments will likely focus on new train fleets and replacement of the aged and constrained network signalling infrastructure with a modern system offering safer operations and higher service frequencies.

Preparation of an updated Wellington Regional Rail Plan is underway and GWRC expects to engage with stakeholders on strategic programme concepts from September 2019.

4. Significant issues and projects

4.1 Let's Get Wellington Moving

The Programme Business Case stage is now complete. Let's Get Wellington Moving (LGWM) completed engagement with central government on funding and financing options for the recommended programme, culminating in the Minister of Transport, GWRC Chair and WCC Mayor announcing an indicative package to take forward to the next stage.

GWRC and WCC considered LGWM at meetings on 25 and 26 June. Both councils endorsed the LGWM vision and recommended programme, welcomed the indicative package, and agreed to the funding of the next phase of work.

On 25 July, the NZ Transport Agency Board agreed to the funding of the next phase of the programme, comprising detailed investigations and business cases, and the early delivery programme.

The LGWM Alliance Board has appointed Andrew Body as Programme Director to lead the team, establish the future structure and deliver the

programme. Andrew is an experienced leader and consultant with a strong policy, strategy and economic background, particularly in infrastructure strategy development, business case development, and procurement frameworks.

The LGWM programme is now moving into an important new phase. The key elements will be:

- Early delivery programme – these improvements will support the strategic approach and can be delivered in the short term so that people can start to see and feel the difference as they move around the city. They will include bus priority along the Golden Mile and Thorndon Quay/Hutt Road, as well as walking and cycling improvements in the central city, safer speeds, and opportunities for a pedestrian crossing on SH1 Cobham Drive.
- Business case development – this will involve more detailed investigations to progress the key components of the programme through the business case process. A number of key packages are likely to be put to tender by the end of 2019/early 2020.
- Partnership agreement - A new partnership agreement and collaboration model will be developed for consideration by WCC, GWRC, and NZTA.

4.1 National Ticketing Programme – Project NEXT

Since the previous update, the focus for the procurement phase of Project NEXT (the National Ticketing Programme) has continued to be on the development of the Request for Proposal documentation for the ticketing solution, and in particular on the ticketing solution requirements. A draft set of requirements has recently been released for review by regional stakeholders.

Work continues on the development of potential commercial and participation arrangements for implementation of the national ticketing solution. This includes the potential establishment of a dedicated shared services organisation for provision of ticketing and financial services to regional participants, and will recommend a cost basis for participation and charging for services. It also includes refinement of the business case at national level.

Workshops with each ticketing solution supplier shortlisted through the earlier Registration of Interest process, are currently in progress. These workshops are managed under an agreed probity protocol, and have no evaluation role. They are intended both to contribute to the development of the requirements for the Request for Proposal, and to help enhance the quality and alignment of suppliers' proposals with the requirements.

The tender process for the three areas of financial services required for support of the national ticketing solution has identified a preferred tenderer in each case. Due diligence research is underway, and recommendations for selection will be presented to Council in due course.

4.2 Employment Relations Amendment Act - rest breaks

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

Officers are working at both a national level with NZTA and a local level with our bus operators to facilitate a smooth transition to the 6 May 2020 when the ERAA comes into full effect.

At a national level, officers are working in partnership with NZTA officers and other Regional Authorities to ensure a consistent approach to the ERAA. This is specifically in relation to the cost and application of the ERAA. This work is supported by a fortnightly conference call meeting with NZTA and Regional Authority representatives.

At a local level, officers are working with bus operators to ensure the timetables we draft are conducive to the requirements of the ERAA. We want to ensure our approach with operators supports them in application of the ERAA.

4.3 Wellington Regional Public Transport Forum

On 26 June 2019, GWRC, hosted the inaugural Wellington Regional Public Transport Forum.

These Forums are required by PTOM Contracts and the Regional Agreement, which all transport operators have entered into and reflect the Partnering Principles set out at s115 of the Land Transport Management Act.

Chief Executives from each of the public transport operators (bus, rail and ferry); local authorities in the region; and KiwiRail and NZ Transport Agency were invited to attend. In addition, GWRC invited the New Zealand Taxi Federation, the Road User Forum and a representative from the Wellington Public Transport Reference Group to attend.

The Forum considered and/or received presentations on the following matters:

- Issues/current challenges in the Wellington Public Transport Network
- Public Transport's place in the Wellington Region
- Data – what it's telling us and how we can use it to make a better network
- Working together; what the Group can do to make the network achieve its potential and what GWRC could do.

The Forum provided a useful vehicle for those present to understand the issues faced by each stakeholder represented in the room.

The next meeting of this Forum will be held in December 2019. A number of other follow up actions were agreed, including the need to work with relevant councils and the NZTA on a plan for the opening of Transmission Gully in 2020 to prepare for its impact on the transport network including public transport.

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.

Guidance information on requests for free fares for events has been added to the Metlink website via the following link <https://www.metlink.org.nz/tickets-and-fares/requests-for-free-metlink-fares-for-events-guidelines/>. This follows endorsement of the operational policy agreed by Committee in Report 2019.86.

4.5 Commercial

4.5.1 Bus performance

Bus annual passenger boardings was 24.7 million passengers in June 2019. This is a growth of 4% year on year across the region. In Wellington city growth was 5.2% year on year. Officers are considering the impact that this increased patronage will have on plans for the network.

In June, operators cancelled fewer services than in May 2019 and pleasingly both reliability and punctuality improved. GWRC is reviewing incentives for operators to ensure that behaviour and operational focus supports an improved customer experience across the network.

4.5.2 Rail performance

Rail reached a new annual patronage high of 14.3 million passengers in June 2019. This figure represents a 5.7% increase year on year for total rail patronage. However, peak patronage is even higher – peak patronage information is used to identify the need for future capacity (train and network requirements). Peak patronage is up 7.3% year-to-date, and peak patronage on our two busiest lines (Hutt Valley Line and Kapiti Line - which together provide transport for 84% of our rail customers) are up an average of 8.6% year-to-date.

This patronage growth is significantly above forecast models and even above GWRC's internal stretch targets. GWRC planning has commenced for proposed longer distance rolling stock (dual mode electro-diesel multiple units), to replace and upgrade the Wairarapa and Capital Connection fleets. These plans include the provision of capacity for supplementing peak demand on both the Hutt Valley and Kapiti Lines.

Reliability and punctuality both improved in June compared to May 2019 with less services cancelled. Our operator is implementing a service improvement plan to ensure sustained performance against targets over time.

4.5.3 Ferry performance

GWRC has executed a nine-year net cost PTOM contract with East by West Limited to provide ferry services on the Wellington Harbour that commenced on July 1 2019. The contract contains performance targets to ensure the continuation of a high quality service.

Ferry patronage for June was less than an unusually high number in May. Annual patronage reduced by 1% to June 2019.

4.6 Bus priority programme

In partnership with WCC officers, good progress is being made on the development of the Bus Priority Action Plan (Action Plan). 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.

Based on initial analysis, the priority routes are likely to include the corridors to Karori, Brooklyn, Newtown, Island Bay, Kilbirnie, Miramar and Johnsonville. Increased bus priority along Hutt Road, Thorndon Quay and the Golden Mile are already confirmed as part of Let's Get Wellington Moving.

When developed, the Action Plan will be the foundation for the implementation of the improvement programme measures.

To support our consideration into bus priority measures, the project team will be engaging with bus drivers across operators and other stakeholders to gain their insights into congestion pain-points.

Documentation required to secure funding has been completed and shared with NZTA for feedback.

4.7 Wellington City smarter ways to manage city parking

Wellington City Council are engaging with the public on smarter ways to manage city parking. This includes their Parking Policy and Mobility Parking Policy that provide the guiding principles for the management and supply of on-street and Wellington City Council-controlled off-street parking.

This work has strong linkages to Let's Get Wellington Moving 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.

Officers are working with Wellington City to make linkages between the parking policy and related workstreams, and to align our communications messaging as appropriate.

4.8 Travel Choice

Multi-modal options

Planning for a region-wide spring cycle festival (October), Women's Cycling Workshops (August-November, targeting migrant and former refugee women) and Movin' March (active travel to school campaign for 2020) is underway. The Active Travel Action school curriculum resource was shared with Ms Julie Anne Genter in July.

National rideshare tool

Discussions about an improved national rideshare tool continue with Rideshark (current provider), local and transport authorities across the country, and NZTA.

Road Safety

The *Conspicuity* campaign during the month of June comprised an online quiz to raise awareness of the legal requirements for cyclists to be 'bright at night', with over 400 participants and five weekly winners receiving prizes of Consumer NZ tested bike lights.

A successful Bus-Bike Workshop was held with local cyclists (four) and NZ Bus drivers (12) on 9 July. Cyclists experienced sitting in the driver's seat of a stationary bus while other cyclists approached from behind and passed the bus from various angles, to understand blind spots and other limitations bus drivers face. Bus drivers were given cycle skills training and then taken on a guided ride around busy Rongotai streets to experience traffic, including being passed by a bus. Feedback from all who attended was extremely positive. Further Bus-Bike workshops with other bus operators are being planned.

Workplace Travel Forum

A well-attended gathering of workplace representatives was hosted by the Travel Choice Team on 27 June. Attendees shared examples and advice for successful cycle facilities at workplaces. GWRC officers presented the prototype cycle storage facility to be installed at Paraparaumu rail station. The forum next plans to meet in October.

Pedal Ready

Pedal Ready remains the only accredited BikeReady (NZTA) provider in NZ and continues to deliver between 10 and 20 cycle skills training sessions per week in Wellington Region schools during term time. Up to 30 students participate in each session.

A professional development session for Pedal Ready Instructors was hosted by the Pedal Ready Team on 12 July at GWRC. Instructor training was provided by a Pedal Ready Instructor in the Bay of Plenty region on 15 July. Instructors from across the country were hosted by Pedal Ready to observe delivery of a cycle skills session at a participating Wellington region school.

GWRC staff continue to receive e-bike skills training prior to use of pool e-bikes for business travel.

4.9 Wellington Public Transport Reference Group

The Group last met on 23 July. Topics of discussion included:

- The bus priority partnership between the City and Regional councils
- Greater Wellington's select committee appearances
- Addition of a Wellington City Council officer as part of the group, and
- Future ways of working together under a partnership approach.

5. Responses to Public Participation

19 June 2019

Chris Horne/ Pauline Swann spoke about issues with route 22. In particular: connection problems between route 21 and route 22 (failure to wait for each other); the inconvenience of route 22 terminating at Wellington Station; and the increased difficulty that transferring has caused for people with disabilities. In addition, they wanted to know when all of NZ Bus's fleet would change to the new Metlink livery (colour scheme).

Response

The route 21 – route 22 connection can be described as a pulse connection, where one service comes in and connects immediately with the next service. We are aware that this connection is not working. We are working with the operator to improve connections on this service.

While the current route 22 terminates at the Wellington Station, there is step-free lift access to Lambton Quay via the Terrace.

These routes will be considered as part of the Bus Network Review.

Interim fleet is not required to comply with the new Metlink livery.

Kris Eriksen spoke about congestion charging. Kris Eriksen has developed a charging method based on optimal level of cars on the road at any one time (when car users tip over optimal level then the user pays more).

Response

GWRC is supportive in principle of the use of pricing tools as a mechanism to reduce the number of cars on the road. However, decisions related to the implementation of congestion charging are not for the regional council alone. Options for pricing tools to manage demand will be considered through the multi-agency Let's Get Wellington Moving programme and in conjunction with central government.

Mike Mellor made a number of comments in relation to the the information provided in the operational performance reports.

Response

Mike Mellor's comments have been noted.

Tony Randle -Johnsonville Community Association (JCA) spoke to safety concerns that the JCA still has with the Johnsonville Bus Interchange notwithstanding the meeting held between officers and the JCA on 29 May 2019. It was requested that representatives of the JCA and GWRC officers meet to conduct a site visit of the Johnsonville Bus Interchange and discuss safety concerns.

Response

See section 4.7.2 of report 19.294.

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 19.326**

That the Committee:

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

1. *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:

General subject of each matter to be considered:	Reason for passing this resolution in relation to each matter	Ground under section 48(1) for the passing of this resolution
1. <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 Council (GWRC) to carry on negotiations with potential suppliers of rolling stock 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 for which good reason for withholding would exist under section 7(2)(i) of the Act (i.e. to carry out negotiations without prejudice).</i>

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.