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Committee Passenger Transport
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Greater Wellington Transport Monthly Report – June 2003

1. Purpose

To provide the Committee with information on a range of transport topics not mentioned elsewhere in the order paper.

2. Third Quarter Financial Result (Rhona Nicol)

Transport Division Summary

Operating Statement for the period ended 31 March 2003

	Note	Actual \$000's	Budget \$000's	Variance \$000's	Full Year Forecast \$000's	Full Year Budget \$000's
Rates		18,993	18,993	-	25,324	25,324
Govt Grants & Subsidies	3	17,864	19,228	(1,364) U	24,031	25,797
Investment Revenue		61	27	34 F	60	35
External Revenue		114	94	20 F	151	126
Internal Revenue		432	432	-	576	576
TOTAL REVENUE		37,464	38,774	(1,310) U	50,142	51,858
Personnel Costs		1,254	1,240	(14) F	1,666	1,654
Materials & Services		778	854	76 F	1,190	1,139
Travel & Transport		32	34	2 F	54	45
Contractors/Consultants	2	1,461	1,053	(408) U	1,700	1,404
Internal Charges		1,397	1,398	1 F	1,884	1,864
Grants & Subsidies	1	30,294	33,092	2,798 F	42,119	44,512
TOTAL DIRECT EXPENDITURE		35,216	37,671	2,455 F	48,613	50,618
INDIRECT EXPENDITURE		1,005	1,010	5 F	1,345	1,346
TOTAL OPERATING EXPENDITURE		36,221	38,681	2,460 F	49,958	51,964
OPERATING SURPLUS/(DEFICIT)		1,243	93	1,150 F	184	(106)

Notes

1. Variance includes :
- | | | |
|----------|---|--|
| \$1,020k | F | New kickstart services to be finalised following the completion of the Hutt Valley Service Review |
| \$1,056k | F | English Electric refurbishments deferred. |
| \$ 187k | F | Petone Station delayed largely as a result of Tranzrail relocation to Auckland. Work will begin in June. |
2. Variance includes :
- | | | |
|---------|---|---|
| \$ 210k | U | Transport model work ahead of budgeted schedule |
|---------|---|---|
3. Variance includes :
- | | | |
|---------|---|---|
| \$ 558k | U | Expenditure on kickstart projects below budget reducing Transfund contribution. |
| \$ 634k | U | English Electric refurbishments deferred. |
| \$ 375k | U | Patronage revenue below budget |

3. Days Bay Ferry (Carolyn Lefebvre)

East by West Ferries Ltd were awarded the contract to continue operating the Days Bay ferry service for 4yrs and 6 months commencing 1 May 2003. As part of the negotiations over price, recognition of the funding provided by Greater Wellington was raised. A successful outcome was reached, and by 16 June 2003 there will be 2 signs, one on the upper and the other on the lower deck of the vessel which will read "this service is proudly funded by Greater Wellington Regional Council".

4. Service Monitoring (Carolyn Lefebvre)

The tables below show the levels of missed or delayed bus trips for the months of March and April 2003.

In Service Failures Resulting in 11 Minute + Delays March-03		
Operator	Number of Services	% of total services
Runciman Motors	Nil	Nil
Community Coach Services	Nil	Nil
Mana/Newlands	2	0.01%
Cityline	18	0.90%
Stagecoach	19	0.04%

In Service Failures Resulting in 11 Minute + Delays April-03		
Operator	Number of Services	% of total services
Runciman Motors	Nil	Nil
Community Coach Services	Nil	Nil
Mana/Newlands	3	0.01%
Cityline	13	0.71%
Stagecoach	8	0.02%

5. Infrastructure Update (Kevin Grace)

5.1 Plimmerton station park'n ride land

At the last PT Committee meeting a question was asked about the status of the land at Plimmerton Railway Station currently parked on by commuters.

The information below is taken from a recent letter to the Plimmerton Residents Association in response to a similar query from them. It is a basic summary of the rather complicated situation which exists here.

All the land (known as area B) is subject to a carpark easement which gives NZRC or its appointed agents a perpetual right to carparking there. Unfortunately Ian Welch has built a commercial garage on area B without permission from NZRC and in breach of the easement and is now obliged to rectify this situation before Greater Wellington Regional Council (GWRC) can become involved in any carparking work.

GWRC has been dealing with this matter since July 2000. We have made it clear to Mr Welch that we cannot help until the land has been re surveyed and a replacement for area B marked out officially. Furthermore GWRC can only become involved when invited to do so by NZRC and this has not yet happened.

Maintenance matters such as the handrail on the bridge are all clearly matters for the owner, Ian Welch, to resolve until such time as

- The land is resurveyed
- NZRC accept the survey
- NZRC invite GWRC to be their agent
- GWRC and the land owner come to an agreement about sealing of carpark space and maintenance issues.

5.2 Carpark development

Work has begun on expanding Melling and Taita commuter carparks. The successful tenderer was MacCormack Asphalts. The work will be completed by the end of June and provide an extra 35 spaces at Melling and an extra 15 on High Street in Taita.

5.3 Petone station

Lease agreements have now been drawn up and agreed to between ourselves and Tranz Rail as follows:

- a) Lease of land -Tranz Rail to Hutt City
- b) Lease of station building - Hutt City Council to Tranz Rail

These documents are now before Hutt City for their approval. As soon as their approval is received we will begin the process of calling tenders for the construction of a new station at Petone. Remember that this brings us to the end of a process started some years ago where the community was involved in choosing a new station design to replace the existing dilapidated structure. Construction is expected to begin before the end of the current financial year.

5.4 Security issues at commuter carparks

Since October last year there has been an increase in incidents of thefts from cars and thefts of cars from Waterloo, Melling and Petone commuter carparks. This mirrors what has been happening in some carparks on the western line as reported last November, and is also a problem around various streets in many city suburbs in our region.

As part of our response to this problem we have supplied the police with updated plans of the carpark layouts and locations for identifying where incidents take place. In addition, we had Harbour City Security conduct random security patrols prior to Christmas and have plans to continue with these in the immediate future. The police are also patrolling these carparks when they are passing and we have talked to them about co-ordinating future visits with Harbour City Security.

Cr Evans asked at the last Council meeting what we could do to further improve security at these carparks. Besides the above patrols and security cameras, such as at Paremata, the next step is to consider security fencing part of the carpark with a lockable entrance. Such a fenced area would be locked at say 9.00 am and unlocked at 3.30 pm by the Council's security firm. To recover some of the costs involved it might be feasible to have a charging system. Should Councillors be interested in this proposal officers would then seek an appropriate site or sites and consider all the ramifications.

5.5 Carpark development

Tenders are about to be let for expanding Melling and Taita commuter carparks. Both jobs will form one contract to save costs, and will be done in co-operation with Hutt City to attract 40% Transfund subsidy. The Melling expansion will include new lighting to help improve security, and will complement nearby street lighting being done by Hutt City.

6. Wellington QPA (Dave Watson)

Attached (**attachment 1**) is a copy of the last Wellington QPA meeting minutes. A formal signing ceremony of the new QPA is to take place soon at the Lambton Interchange. A meeting for 20 June has been arranged with the Mayor of Hutt City

and our representatives on the Wellington QPA to discuss the possible creation of a Hutt Valley QPA

7. Meeting With Alstom (Dave Watson)

Councillor Shields met with the Australian and New Zealand senior managers of Alstom, the main rail maintenance operator in New Zealand. Dr Watson and Carolyn Lefebvre were also present. It was a courtesy visit to acquaint the senior staff with the Council and its role in rail services

8. Inquiry Into Accessible Land Transport (Dave Watson)

The Human Rights Commission is to launch an inquiry into accessible land transport. This inquiry is welcomed and should clear the way for a national set of standards for accessible land transport.

9. General Update (Karen Richardson)

9.1 Porirua and Tawa bus review – marketing and communications support

The Porirua and Tawa bus review was launched at the end of May. This follows the formula established by the Hutt Valley bus review. The objective is to grow patronage of bus services in the Porirua and Tawa area.

At this initial stage of the review we have requested comments from people in the Porirua and Tawa area about their local bus services and how it could be improved. The closing date for feedback is 27June. The comments will then be analysed and decisions made about what improvements are required. Changes will be implemented from late 2003.

The following marketing activities have been undertaken to raise awareness of the review and ensure we have a high response rate:

- A leaflet and freepost feedback form was distributed to 19,000 households in the Porirua and Tawa area. Important information was provided in Maori and Samoan to make it easier for people who have these as their first languages to respond. Leaflets are also available on the buses and from key information centres, such as libraries, in the area.
- Adverts were placed in the Dominion Post, Kapi Mana News and Contact Newspaper.
- Posters are on buses and at bus stops and Interchanges.
- The GW website provides information about the review and allows people to respond on-line.
- A press release was issued prior to the launch to advise people of the review. A follow-up release will be issued near to the closing date to remind people to respond.
- A letter has been sent to stakeholders.

- Focus group market research will be conducted in June to gather further information about people's perceptions of the services and the barriers to them using public transport or using it more frequently than they do at the moment.
- Postcards will be sent to respondents to thank them for their feedback.

10. **Market Research Based Marketing Strategy – Update (Karen Richardson)**

Nine months ago we agreed to undertake three stages of market research to guide our public transport marketing strategy. The first three stages of this process – desk, qualitative and quantitative research - have now been completed. This research provides us with the following:

- An understanding of the profiles, needs, perceptions and satisfaction levels of users, potential users and non-users
- The segments that offer the greatest growth potential
- The barriers that prevent usage or greater usage of public transport and, therefore, the areas that need improvement.

We have discussed the findings with the operators and will be holding another workshop to agree a project plan to address the areas that require improvement. A workshop to present the results to Councillors is being organised. We anticipate this will take place before the next Passenger Transport Committee meeting on 17 July.

11. **Amendment To Service Contracts (Dave Watson)**

At the last Committee meeting it was resolved that a legal opinion be sought on the proposal to include in all future operator contracts a clause allowing the Council to reduce contract payments, for poor performance, at the sole discretion of the Council. A copy of the legal opinion from John Tizard is attached (**attachment 2**).

12. **Petitions**

13.1 **Porirua Pak 'N Save**

A petition submitted by Kathleen Johnson of Titahi Bay, requesting that the Citylink bus service be re-routed to serve Pak 'N Save on Parumoana Street, Porirua, was presented to the Committee's November 2002 meeting. The Citylink route (which is operated commercially by Mana Coach Services) was changed with effect from 3 June 2003, and now serves Pak 'N Save. This change is on a trial basis and, in any event, the company is committed to operating the service only until the outcome of the Porirua and Tawa bus service review is known.

13.2 **Greta Point**

Another petition has been submitted by Debbie Hulston of Tawa (**attachment 3**) on behalf of 214 people, requesting an improved service for commuters and residents of the Greta Point area, which is where NIWA is based and where an intensive housing

development has recently been constructed. Anthony Cross will speak to this report at the meeting.

13. Communications

There is nothing to communicate

14. Recommendation

That the report be received.

Report prepared by:



Dave Watson

Divisional Manager Transport

Attachments:

1. Wellington QPA meeting minutes
2. Legal opinion from John Tizard
3. Petition for increase of route 24 bus service