

Procurement Manager's Report for period ending 17 July 2007

1. Rail rolling stock (Patrick Chu)

1.1 Wairarapa passenger cars

Trainset no. 1 (four carriages) has passed 20 days fault free service so was issued its Final Completion Certificate on the 21 June 2007. On the 11 June 2007 the second delivery of three standard passenger carriages was made. These carriages were added to the first four to make a seven carriage trainset, which went into service on the 19 June 2007.

The next delivery to Wellington arrived on the 16 July 2007, which comprised of a generator car and server car. With the delivery of these two special function carriages the operation of two trainsets will be made possible, which are anticipated to go into service during the week of the 23 July 2007.

All 18 carriages will be delivered by the end of December 2007.

1.2 Peak Capacity Rolling Stock

1.2.1 Ferrymead English Electrics

A detailed inspection of the two Ferrymead English Electric cars will be complete by the end of July 2007. Following this inspection a detailed specification of the works required in order for these cars to obtain certification for main line running will be produced. The refurbishment work can then begin.

1.2.2 SW Express Train

The six BR MKII carriages have arrived from the UK and are currently at Toll's Westfield depot in Auckland. GW is working with Toll to confirm the scope of works required to get these carriages into service as soon as possible. A detailed inspection of the carriages by GW staff and Toll is being carried out on the 20 July 2007.

2. Rail strategy (Angus Gabara)

2.1 Regional Rail Plan (RRP)

GW has received a letter from Land Transport NZ broadly endorsing our proposed high level scope for the RRP. This included endorsement of a revised "base case" that will not need to consider wholesale bus replacement of rail services. The letter emphasises the importance of prioritising projects which maximise the benefits of committed projects, and developing an ongoing rolling stock investment strategy.

A Medium Term Rail Plan (MTRP), and accompanying press release, has been mapped out between the Crown, GW and ONTRACK. Broadly speaking the

plan outlines the agreed list of projects that are expected to be completed before 2010 with the arrival of the new Electric Multiple Units.

The \$500 million list includes projects that are:

- already underway (e.g. new EMUs, Wairarapa trains, extra rolling stock capacity, platforms upgrades, Masterton stabling)
- at the design stage (e.g. double tracking and electrification to Waikanae, Johnsonville tunnels), and
- at the investigation stage (Kaiwharawhara throat, North/South Junction).

Within the context of the RRP all of these projects, if approved, will become part of the network base case or “do minimum”. This will have a pronounced positive effect on the RRP scope allowing it to focus on planning a sustainable, integrated, modern transit system, rather than fixing the current networks shortcomings.

Draft Terms of Reference have been produced and will be presented to the project steering group at its first meeting at the end July/beginning of August 2007.

2.2 Rail Corridor Implementation

2.2.1 Funding

On 12 July the Land Transport NZ Board approved the following:

- \$70 million for double tracking and electrification to Waikanae,
- \$5 million for the realignment of the Johnsonville Line tunnels, and
- a GW prepared Procurement Procedure to allow GW to procure consultancy and contractor services direct from ONTRACK

Efforts can now focus on finalising project management structures and contractual arrangements.

2.2.2 Stations

The Request for Tender (RFT) for the Kapiti Railway Stations Construction Design study is currently being considered by the market. The tender will close in August.

2.2.3 Waikanae Town Centre Workshop

GW transport officers attendance at the KCDC facilitated Waikanae Town Centre Design Workshops on 8 and 9 June 2007 was well received and a useful exercise for all parties.

3. Transport infrastructure (Richard Noakes)

3.1 Commuter Car Parks

3.1.1 Epiha street commuter carpark extension

61 new park and ride spaces at Paraparaumu have now been opened for public use after a six week delay. Some remedial works are still to be completed and these should be complete by mid July 2007.

3.1.2 Petone commuter carparks

GW officers continue to work on progressing the new 42 space commuter carpark on the Hutt road south of Petone station. Changes to the original proposed layout requested by ONTRACK have now been completed, but issues still remain around leasing arrangements from ONTRACK. It is now planned to carry this work forward to the New Year to coincide with the upgrade of SH2.

Upgrade work to SH2 Dowse to Petone is due to begin in August 2007. GW Officers are attending regular meetings with Transit and Hutt City Council to assist with contingency plans for potential traffic congestion which may exist during the interchange construction.

GW Officers have now identified several temporary parking locations if required as part of the contingency. Hutt City Council are to develop the contingency plans and put them into action if needed. Future development of permanent commuter parking is also being considered at Ava station as a result of the survey work carried out for the contingency planning.

3.1.3 Plimmerton Underpass Extension

A meeting was held between ONTRACK, GW, Porirua City Council and Mainline steam on the 28 June 2007, at which it was confirmed that concept design option 1 was the preferred option. ONTRACK will now begin the detailed design work for the project and will take on board, where possible, some of Mainline Steam's suggestions but still retain the key requirements of the concept design. GW officers continue contract negotiations with ONTRACK for the extension to the Plimmerton subway and associated works. Design and construction will be managed by ONTRACK, and is now expected to start in August following the award of the contract.

3.2 Bus Stop Facilities

3.2.1 Metlink CBD signage

Tender documents have been released for the manufacture and installation of 17 CBD units between Courtenay Place and Wellington interchange. Contracts are expected to be awarded on 27 August 2007. Installations of the remaining units are expected to be completed by the end of November 2007.

3.2.2 Days Bay Wharf Shelter

Days Bay wharf shelter has now been completed and installed. The shelter was designed in line with heritage and local requirements and was project managed and installed by Hutt City Council

3.3 Rail Stations Facilities

3.3.1 Wairarapa platforms

Renall Street station upgrade was completed on schedule and re-opened to the public on 3 July 2007. Other works at Masterton compound have also been completed and the new carriage storage compound has been handed over to Toll for operational use.

CCTV coverage at Masterton, Carterton, Renall Street and Featherston stations is now 85% completed, with recording taking place at all four locations. Remedial work is still required to complete the project.

Work on all other stations continues to progress well and weather permitting is expected to be complete by the end of August 2007.

A new station cleaning specification is currently being drawn up to maintain the upgraded stations and facilities.

3.3.2 Security Patrols and CCTV coverage

A review of current security arrangements for both stations and commuter car parks has now been completed by the infrastructure team along with security consultants STOKS Ltd. The review addresses the use of security foot patrols and the effectiveness of CCTV. This document also gives information on crime throughout the region's transport network. Phase one of the recommendations are already in action and an RFT is soon to be issued for the provision of security patrols. Part two will follow later this year with a installation programme for CCTV.

3.3.3 Upper Hutt Bus Shelter and Subway Maintenance.

A temporary contract for the maintenance and cleaning of 36 bus shelters and two subways has now been awarded. Work to repair the broken glass shelters is under way. Upper Hutt station subway is now closed for a period of 10-12 weeks for refurbishment. Part of the roof to the subway is being removed to make it a more safe and usable area. This is a joint project between Upper Hutt City Council and GW.

4. Contract & Quality update (Rob Braddock)

4.1 Bus Services

4.1.1 Bus Capacity Issues

School Bus Services

School bus capacity issues have been addressed through some changes to existing services as opposed to the addition of extra buses. These changes are:

- extending the 8.00am public route 22 service from Mairangi to Courtenay Place to include the Basin Reserve
- buses from Karori to Basin Reserve schools and to Scots College have been retimed to leave earlier, improving reliability and relieving pressure on public services
- two school services from the Eastern Suburbs to Thorndon schools and Marsden School have also been retimed to leave earlier, improving reliability.

Wellington City Bus Services

GW officers are currently monitoring capacity on Wellington urban bus services, focussing on stops close to the CBD such as Upper Willis Street, Adelaide Road and Mount Victoria. Services can reach capacity by the time they reach these stops, a problem which is exacerbated by bad weather. The monitoring will also indicate whether or not timetable reliability is a factor.

4.1.2 Trolley Bus Contract

The new trolley bus operating contract terms commenced 1 July 2007.

Two new prototype buses are due to be delivered by the end of September 2007. These new three axle higher capacity buses will have battery back-up systems that will see them able to operate under their own power in the event of problems with the overhead wires.

The prototype buses will have two different seating layouts and a wider rear door, which have been designed to improve the flow of people on and off the buses. Additional handgrips have been included to improve the comfort for standing passengers on short journeys.

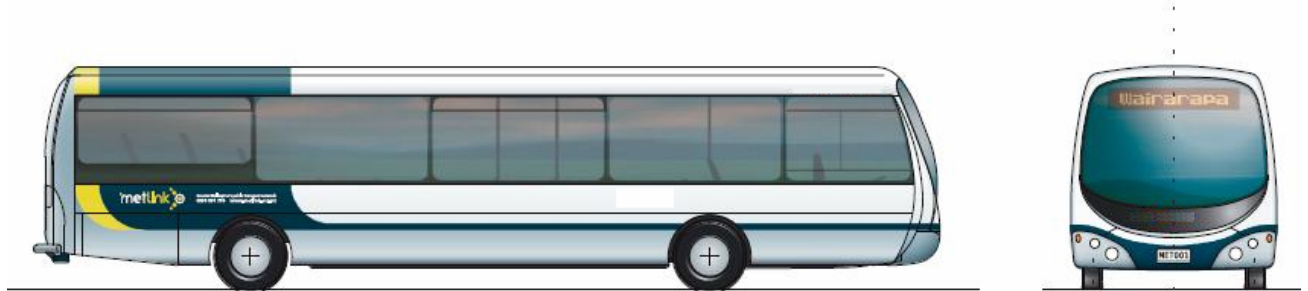
4.1.3 Wairarapa Bus Services

Final planning for implementation of new Wairarapa services, which will commence on 30 July 2007, is progressing well. An information leaflet and new timetable is being prepared which will then be distributed via a mail drop to all addresses in Featherston, Greytown, Carterton and Masterton.

Included in the information leaflet are details of:

- The bus service improvements
- the Wairarapa Plus integrated bus/train pass
- what the new Metlink signage means, and

- what the new wheelchair accessible buses will look like and when they will be delivered (August/September 2007). An example of this new look is shown below.



4.2 Rail Services

4.2.1 General

Performance monitoring of rail services continues with most monitored and reported levels of reliability within contract key performance indicators. The exceptions in May were mainly due to speed restrictions of up to 9 minutes on the Paraparaumu and Wairarapa lines.

4.2.2 Wairarapa Services

Since the introduction into service of the new 7 carriage train on the 19 June 2007 there have been regular instances of running late of this train.

GW and Toll have been monitoring the situation closely to identify what has been causing the delays, and thus working through how to resolve the issues. Some of the delays have been attributed to:

- upgrades to the Wairarapa platforms (due to be completed at the end of August), which mean that new and changing stopping points are needed at some stations. Train drivers are required to become familiar with these new conditions while platform work is progressed.
- current speed restrictions on the Wairarapa Line, due to essential track maintenance work.

Following the recent removal of some of the speed restrictions and both guards and drivers becoming more familiar with the train operation, delays have been reduced from 20-30minutes per trip to approximately 7-10 minutes per trip.

4.3 Procurement Strategy and Process Review

As previously reported to the Passenger Transport Committee, a Land Transport NZ board resolution, at their 14 July 2006 meeting, tasked GW with establishing a Bus Procurement Philosophy (BPP) in order to set guiding principles for contracting trolley bus, other bus and ferry services. This BPP has been developed and included within the Regional Passenger Transport Plan

At the same Board meeting Land Transport NZ also removed GW's ability to tender for services under the existing competitive pricing procedures (CPP) (with the exception of services for the Wairarapa region, which were soon to be tendered) as the Board were not convinced that current contracting methods created an ideal competitive environment in the Wellington Region. However, it is important to note that the existing CPP methods had been shown, via Land Transport NZ's audit procedures, to have been correctly employed by GW.

Thus having produced a BPP, GW now has to develop a Bus and Ferry Procurement Strategy (Strategy) and a Bus and Ferry Procurement Implementation Plan (Plan). The Strategy will evaluate what constitutes 'best value for money' and how best to achieve the goals and objectives of the New Zealand Transport Strategy, the Regional Passenger Transport Plan and the BPP. Some of the elements that will be included within the Strategy are as follows:

- evaluation of the Wellington market
- public expectations
- contract framework
- lead-in and mobilisation timeframes
- key performance indicators
- performance management
- impacts on system-wide projects

The Plan will provide detail on how the Strategy will impact on public transport network projects and activities, tender evaluations, transition from old to new contracts, and contract implementation.

Land Transport NZ has also been undertaking a review of procurement methods for public transport bus and ferry services. Although the review has not yet been fully completed, a high level recommended approach to changes in the procurement framework was released in September 2006. These recommendations will be incorporated into the Strategy.

A Request for Tender was released on the 06 July 2007 for professional services to assist GW in developing the Strategy and Plan. The tender closes on 03 August 2007 with award of contract anticipated for 13 August 2007.

The Strategy and Plan will be developed over the period of August 2007 to June 2008, and will involve consultation with key stakeholders such as, contracted bus and ferry operators, Land Transport NZ, Ministry of Transport, and the Commerce Commission.

Following development of the Strategy and the Plan GW will seek approval from Land Transport NZ to enact the documents, a requirement under section 25 of the Land Transport Management Act.

4.4 Total Mobility

As reported last month, GW's submission on Phase Two Ministry of Transport/Land Transport NZ Review recommended changes is currently being drafted.

The current Ministry of Transport/Land Transport NZ recommendations were discussed at the recent Regional Transport Officers forum on 29th June 2007. Land Transport NZ recognised that some elements of the recommendations remained a concern for most regional councils and that a national consensus had not been reached.

Following submission closure and analysis, Land Transport NZ will communicate to all Regional Councils any further changes to the Phase Two recommendations.

Rhona Hewitt

Manager, Transport Procurement

Metlink Manager's Report for period ending 13 July 2007

1. Marketing and Information Team (Team Leader – Michelle Smith)

1.1 Wairarapa Line updates

A leaflet to update Wairarapa commuters on Wairarapa Line developments was distributed on 14 June. This explained that three additional new Metlink carriages would be added to the existing new Metlink train to make a 7 carriage train. The leaflet also advised that Matarawa Station was open, with a new platform, and Renall Street Station would be closed until early July while a new shelter and platform were built.

1.2 Off-peak campaign

A promotional campaign was implemented throughout the month of June to encourage use of the Metlink public transport network, to raise awareness of Metlink, and to encourage use of the network at off peak times. This campaign involved Metlink posters at key Adshel locations around the region.

1.3 txtBUS campaign

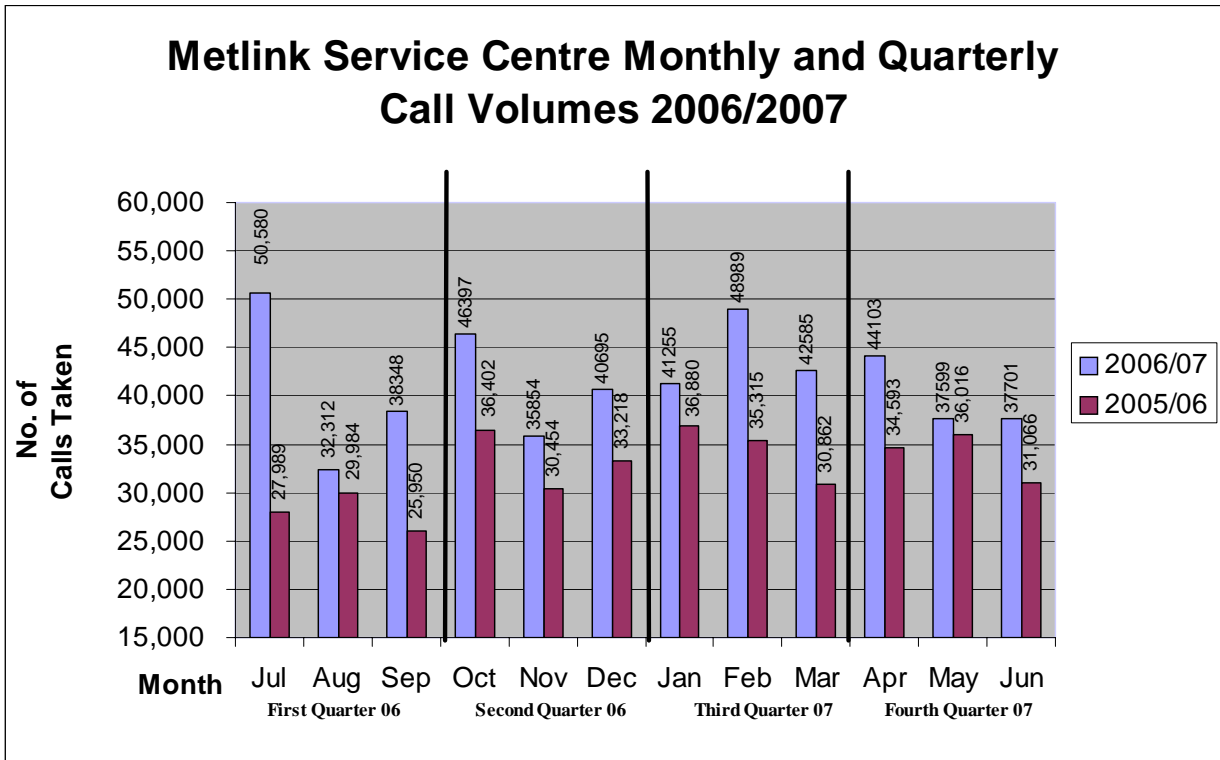
A campaign started on 25 June to promote the use of txtBUS to bus users throughout the greater Wellington region. txtBUS enables bus passengers to find out, via their mobile phones, when the next three scheduled bus services are due at their stop. The campaign included the use of posters, leaflets, and radio and press advertising to encourage use of the service.

1.4 Wairarapa bus improvements

Material was prepared to help promote the improvements to Wairarapa bus services taking effect on 30 July. This included developing a poster, leaflet, a new timetable and press and radio advertisements.

2. Metlink Service Centre (Team Leader - Pele Aulavemai)

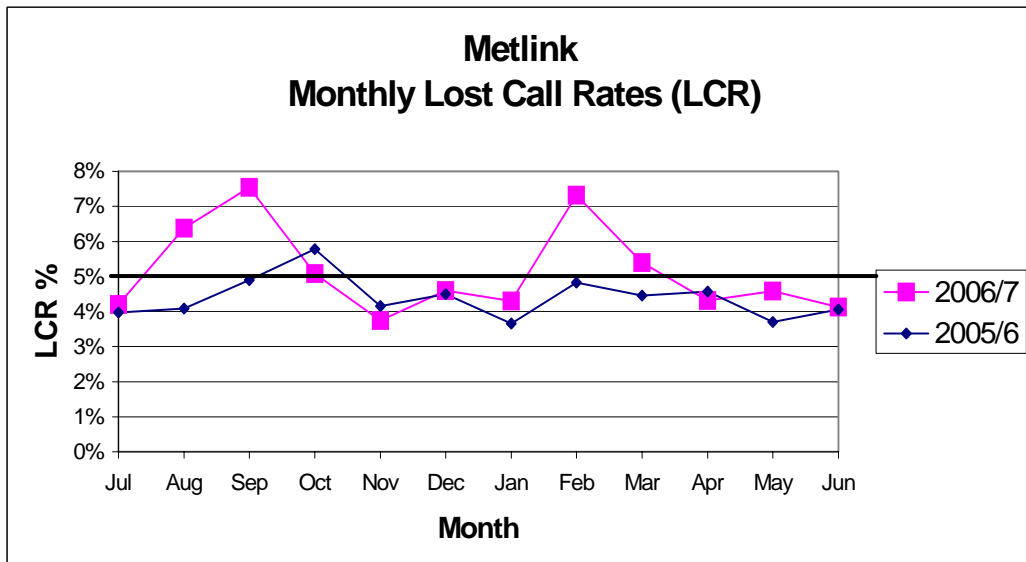
2.1 Call volumes



The table above shows the number of calls taken by the Metlink Service Centre and our out of hours service, comparing this financial year with the last financial year.

Metlink received 37,701 calls during June 2007. Although June was relatively free of major transport incident, the call volume still increased by 21% in comparison with June 2006. Metlink received 496,418 calls during the 2006 / 2007 financial year - an increase of 28% from the previous year.

2.2 Monthly lost call rates



This table shows the monthly percentage of calls that are unanswered by the Metlink Service Centre due to callers hanging up. The Metlink Service Centre's lost call rate (LCR) target is 5% or less.

The LCR for June 2007 was 4.12% and the LCR for the last quarter, from April – June, was 4.34%. The overall LCR for the 2006/2007 financial year was 5.1%.

The 0.1% over the LCR target for the year was due to some events which resulted in very high call volumes. In particular this included the introduction of new fares and fare boundaries in the Greater Wellington region in September 2006 and Wellington city bus disruptions in February 2007. On both of these occasions the LCR was over 7%.

2.3 Complaints and customer feedback

The following table shows customer feedback recorded by the Metlink Service Centre during March, April, May and June 2007.

Customer Feedback by Category				
Category	March	April	May	June
Accident	1	0	1	1
Bus/train broke down	0	0	4	2
Bus/train overloaded/heavyloading	1	3	10	2
Bus/train presentation	1	0	4	6
Dangerous/careless driving	15	11	20	13
Driver/staff complaint	72	57	109	58
Driving too fast	2	5	5	2
Failed to run service	76	70	97	104
Failed to set down passenger(s)	1	2	4	5
Failed to uplift passenger(s)	41	31	58	67
Incorrect Change	2	0	2	3
Miscellaneous/other	93	43	107	83
Not stopping	34	30	60	67
Passenger caught in door	3	1	4	2
Prams/wheelchairs	0	0	1	0
Ran early	17	15	28	23
Ran late	62	24	59	60
Ran red light	0	1	0	0
Started before passenger alighted	0	0	0	2
Started before passenger seated	0	0	1	0
Ticket discrepancy	7	8	5	11
Went wrong route	13	2	7	2
Wrong destination shown	0	2	4	2
Wrong fare	5	8	5	7
Wrong route no. shown	1	0	1	0
Total Complaints	447	313	596	522
Compliment	3	4	6	10

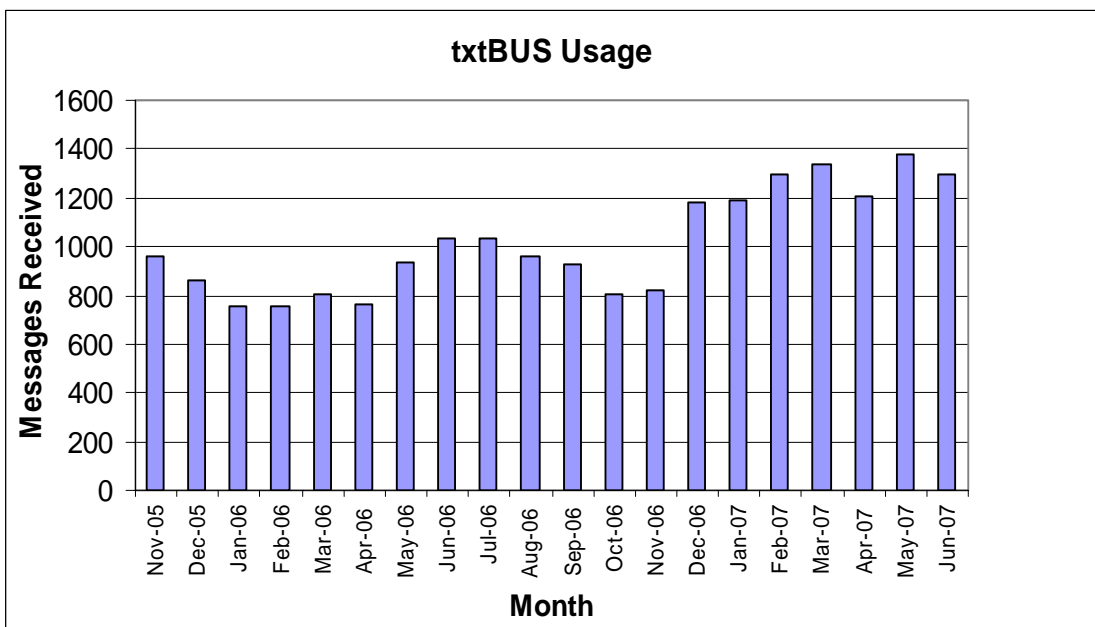
3. Information and Systems (Team Leader - Alex Campbell)

3.1 Metlink website



A total of 33,808 website visits were recorded in June 2007, a 39% increase over June 2006. For the financial year 2006/07 a total of 387,885 website visits were recorded. As the Metlink website was only launched in October 2005 it is not possible to compare the annual website visits with the previous year.

3.2 txtBUS



The txtBUS mobile phone information service handled 1293 text information requests in June 2007, a 25% increase over June 2006. For the financial year 2006/07 a total of 13,426 information requests were received. As txtBUS is a new service, launched in October 2005, it is not possible to compare the usage with previous years.

4. Public Transport Patronage (Alex Campbell)

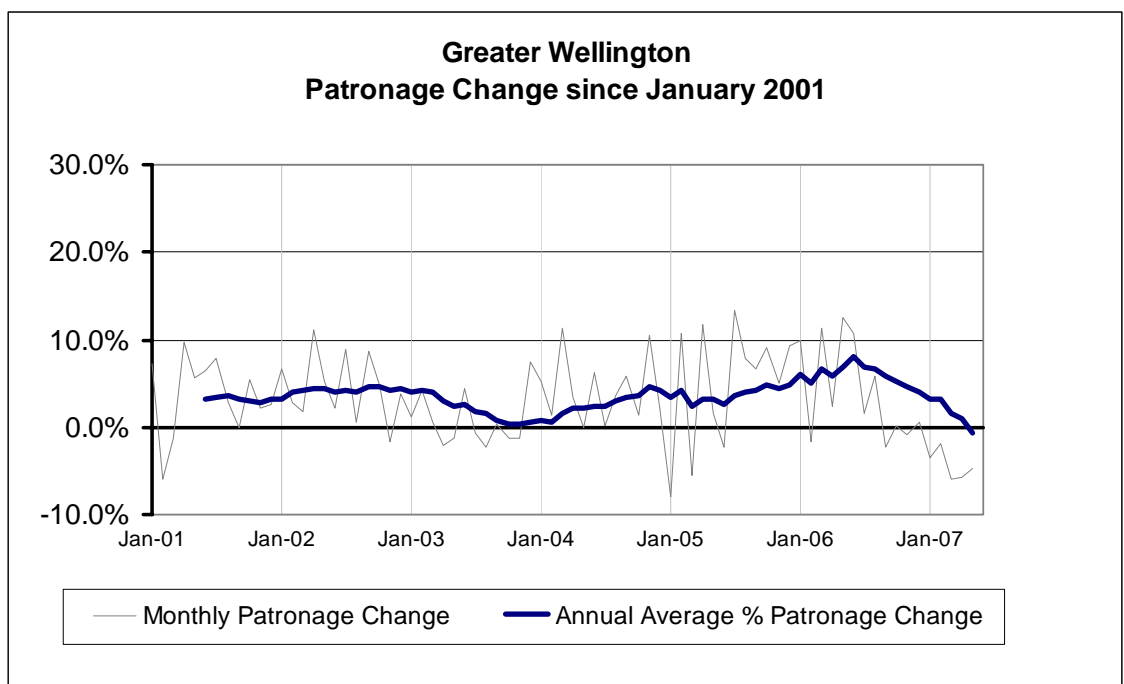
For the financial year to date from 1 July 2006 to 31 May 2007 a total of 31,511,054 passenger trips were made on the region's bus, train and ferry services. This represents a 1.6% decrease over the same period for the previous financial year. During this period peak time patronage decreased by 3% compared with a decrease of just 0.1% in off peak patronage.

When looking at passenger trips by month (see below) the effects of the September 2006 fare increases, decreasing consumer fuel prices from mid 2006 and the Wellington bus disruptions in February 2007 have contributed to declining public transport usage in all but two months since September 2006.

4.1 Monthly Patronage - 2006/07 Financial Year

Month	Passenger Trips 05/06	Passenger Trips 06/07	% Change
2006 July	3,058,909	3,105,897	1.5%
2006 August	3,048,188	3,224,935	5.8%
2006 September	2,979,259	2,908,704	-2.4%
2006 October	2,957,798	2,960,494	0.1%
2006 November	2,931,648	2,905,788	-0.9%
2006 December	2,537,868	2,552,421	0.6%
2007 January	2,117,288	2,044,128	-3.5%
2007 February	2,771,039	2,720,849*	-1.8%*
2007 March	3,403,083	3,198,174*	-6.0%*
2007 April	2,878,061	2,712,145*	-5.8%*
2007 May	3,336,249	3,176,756*	-4.8%*
2007 June	2,941,694		
Total July to May	32,019,090	31,511,054*	-1.6%*

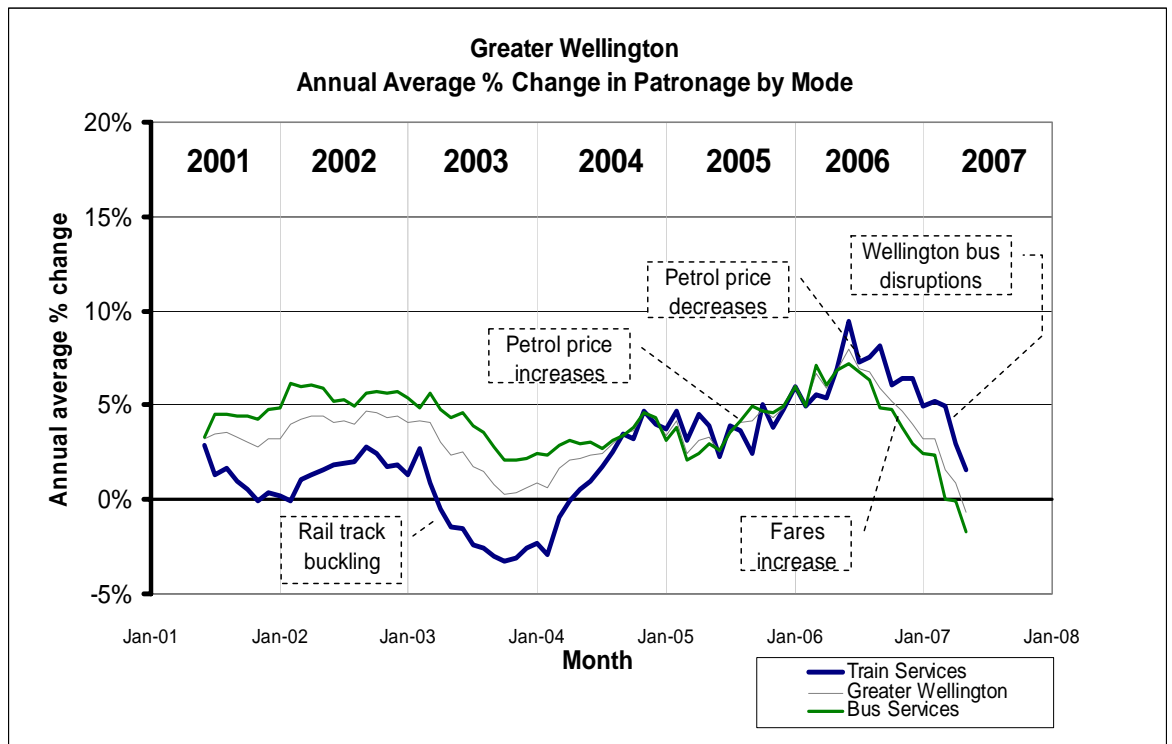
*Provisional data, contains some estimated data for minor operators where key factor data was not yet submitted.



The above graph shows the change in public transport usage comparing month on month data and annual average percent change data, and comparing

patronage for the last twelve months with the patronage for the previous twelve months.

4.2 Quarterly Patronage Change



The effect of recent major events affecting the use of public transport in the Greater Wellington region can be seen in the above graph together with the relative effect of these events on the two principal public transport modes.

Looking at the above trends it is likely that the 2006/07 financial year overall will see no growth in public transport usage over 2005/06.

4.3 Quarterly Patronage Update

The next quarterly patronage update, by mode and area, will be provided after July 2007.

Karen Richardson
Manager, Metlink

Design and Development Manager's Report for period ending 13 July 2007

1. Regional Passenger Transport Plan

See report elsewhere on this agenda.

2. Service Reviews (Yvonne Gwyn)

Officers are currently working on several service reviews, including the following:

Kapiti buses, to try and better integrate the rail and bus services at Paraparaumu, and investigate ways in which train users can be encouraged to use the bus rather than the currently overloaded park-and-ride facilities.

A survey of train users was undertaken recently to ascertain where they came from, how they travelled to the station, and what might influence them to use the connecting bus services. The survey showed that the majority of people travel to the station by car and nearly half use the park-and-ride. Improving the bus/train connections and allowing free travel on the connecting buses for train passengers were the two actions that would most influence train users to use the connecting buses. A report on this review will be presented at a later date.

Some of the Wellington bus routes, in association with NZ Bus, in an attempt to simplify the routes, and increase service levels.

Porirua bus services (as required by the LTCCP). A major focus of the review will be investigating improved routing of buses through the city centre to connect areas of high use, including the North City Shopping Centre, the Mega Centre and Whitireia Polytech.

3. Integrated Ticketing (Anke Kole)

Officers are proceeding with the investigation of an electronic ticketing system for rail, as agreed by the PT Committee at the June meeting. The next step will include the development of the system concept and a business case, and investigating options for collaboration with ARTA.

At the national level, the Land Transport NZ Board agreed at its July meeting five basic principles regarding the operation of Integrated Ticketing in NZ. These principles are:

- regional councils to specify smartcard systems requirements, including requirements for ensuring confidentiality in relation to access to, and use of commercial data
- smartcard system operation not to be run by a public transport operator

- regional councils to use open procurement procedures (compliant with section 25 of the Land Transport Management Act) to select smartcard system contractors
- regional councils to be encouraged to seek economies of scale by sharing clearing houses and other elements of smartcard systems
- regional councils and their smartcard system contractors to work towards interoperability.

Greater Wellington policy is in line with these principles. Land Transport NZ is setting up a working group to further develop these five principles. Officers from Greater Wellington have been invited to take part in this group.

4. Real Time Information (Anke Kole)

This project, which is to prepare a business case for a real time system, is running to schedule. Our consultants have finished the market and literature research part of their work. All the suppliers investigated offer a modular system with the same basic functionality. The modularity allows for phased introduction of the system and offers the possibility of future add-ons. The suppliers are competing mainly on the “look and feel” of the system, the costs and the type of communication used. Communication is a crucial part of the system, as it determines both the accuracy of the system and the ongoing costs.

We have also commenced stakeholder consultation. An advisory group has been set up, comprising representatives from public transport users, train and bus operators, local councils, Land Transport NZ and Greater Wellington. The main tasks of the group are to gain information about the needs of the stakeholders, get feedback and commitment from them. The first meeting was on 6 July and has been a successful kick-off, with a positive attitude from members towards the project. The parties not directly represented in the group will be kept informed via other regular meetings, such as the QPA meetings, Liaison meetings and Strategy meetings.

Next steps towards the preparation of the business case will be an analysis of the current bus network, in order to determine which parts of the network would benefit most from real time information. Our work to date shows that there is little suitable information available for this analysis, both from Greater Wellington and the operators. This underlines the benefits of a real time information system, which would generate this information as well.

The business case will be presented to the PT Committee in November 2007.

5. Concession Fare Standardisation (Saku Kunanayagam)

Officers are continuing to work on developing a Council policy on the standardisation of concession fares within the region. The standardisation of fares is important from an equity perspective, and also as a pre-cursor for integrated ticketing and integrated fares. The project involves:

- identifying who should be eligible for concession fares
- determining the amount of the concession
- determining how those eligible for the concession might be identified; and
- investigating any implementation issues (including funding implications).

A discussion document is being prepared. This is likely to be the subject of a Committee workshop, before consultation with operators and passengers.

6. Total Mobility Scheme Improvements

This project involves reviewing our administration of the scheme as it operates in our region. This will focus on reducing the reliance on the current manual paper based system and maybe introducing an electronic smartcard. A smartcard would make it easier for people to use the service, and provide us with more information on scheme usage and allow greater scheme control.

The outcomes from the current MOT review of the scheme will have a major impact on this project - some of the MOT outcomes involve improving scheme administration. The MOT review is yet to be completed and little progress can be made on our project until this occurs.

The MOT review has made some recent progress, and we have undertaken some preliminary investigation of available smartcard systems, including those being used by other regional councils.

7. Johnsonville Bus/Rail Interchange (Adam Lawrence)

As previously reported Greater Wellington and Wellington City Council are working together to develop an operational design for the Johnsonville bus/rail interchange and to identify requirements for how it will be integrated into the mall redevelopment.

A detailed paper will be prepared for the September meeting of this Committee. This will likely include commercially sensitive details and be a public excluded item.

8. Ngauranga-Airport Study (Adam Lawrence)

The Ngauranga to Airport Strategic Study is being undertaken by Opus International Consultants Ltd for Transit NZ, Greater Wellington, and Wellington City Council. Opus is continuing to work on a number of packages for public consultation with consultation still expected to occur later in 2007.

The next steering group meeting is scheduled for 20 July 2007 and any update from that group will be made at the Committee meeting.

Brian Baxter
Manager, Transport Design and Development

Business Manager's Report for period ending 15 June 2007

1. Manager's comments (Kerry Saywell)

At the meeting of 26 June the financial information for May 2007 was presented.

No further updated financial information for the year to 30 June is available. This information will be presented at the next Passenger Transport Committee meeting.

Kerry Saywell
Manager, Business