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Committee Economic Wellbeing Committee  
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## **General Managers' report to Economic Wellbeing Committee 29 November 2012**

### **1. Purpose**

To inform the Committee of Greater Wellington's activities relating to the Committee's areas of responsibility.

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

No decision is being sought in this report.

### **3. Public Transport**

#### **3.1 Public Participation**

Mike Grigg made a presentation to the last meeting of the Committee in relation to passenger fares for disabled transport users. Mr Grigg's comments will be taken into consideration during the current fare structure review.

#### **3.2 Rail Operations**

##### **3.2.1 Matangi**

On 13 November 2012, the final Matangi unit (number 48) was commissioned and the Matangi fleet is now in full operation. The utilisation of the Matangi fleet continues to improve. Fleet total distance for October was 286,300km, which was higher than the Ganz (172,300km) for the first time. The current average weekly mileage per Matangi unit is approaching 1,600km, which is nearing the target figure of 1,750km.

The performance of the Matangi fleet continues to be strong which is seen as a key contributor to the continuing excellent punctuality figures in recent months: September 96.6%, October 96.2%.

### 3.2.2 Ganz Mavag

The Ganz operational fleet has now been reduced to 26 units with a further two being parked up as an operational reserve. The remaining 15 Ganz units have been decommissioned and stripped of their major rotatable components to help reduce the maintenance costs of the operational fleet for the remainder of their operational life.

### 3.2.3 Rail Infrastructure

**Tawa Station** Officers continue to work with the Tawa Community Board, Wellington City Council and the Tawa Heritage Society on the planned closure of Tawa Station and car park. Stage 1 of the project will begin with the relocation of signalling equipment and the demolition of the building over the Christmas block of line. Stage 2 following the holiday period will see the construction of a new shelter and essential bridge repairs. Work continues on development of the art work for the weather panels, which was proposed by the Tawa Community Board.

**Park and Ride** Work is due to begin on two car park projects at Silverstream and Carterton. Silverstream car park will begin late November with road reserve works on Fergusson Drive to enable the extension of the car park by a further 30 spaces. Greater Wellington has entered into a joint project with Carterton District Council to construct an additional 24 car park spaces adjacent to the Carterton station. This project is being managed by Carterton District Council and Greater Wellington officers are awaiting design documents to approve the layout, materials and design standards.

**Cycle facilities** Officers are currently working with KiwiRail to develop a suitable cycle cage that will replace current lockers at the Wellington station. This cycle cage is expected to hold up to 20 cycles and the existing cycle boxes are to be relocated to other stations.

**Station General Maintenance** Greater Wellington has entered into a contract for the general maintenance of stations which is separate from the cleaning and minor “on-the-spot” repairs contract. This new contractor will undertake minor contract works, painting and some renewals.

**Wellington Urban Network Security Works and Services** Security services being supplied under contract to Greater Wellington continue to have a positive affect on the number of vandalism and graffiti attacks on trains and stations. No major incidents were recorded for trains or stations in the past month. However, car park incidents are increasing, particularly theft of cars, removal of mag wheels, and valuables being stolen from inside vehicles. Work is underway to establish a wireless CCTV monitoring of all our CCTV sites. The wireless monitoring network is being developed in conjunction with Greater Wellington’s ICT and Water groups.

### **3.3 Bus and Ferry Operations**

#### **3.3.1 Bus services**

(a) **Real Time Information based timetable improvements**

Analysis of timetable reliability of the routes 13/22/23 (Mairangi, Southgate, Houghton Bay) has been completed and options on how reliability could be improved is being worked through by officers and the operator. The reliability of the weekend services on these routes is particularly problematic, but it is hoped reliability improvements to these routes will be implemented early next year.

(b) **Route 114 via Riverstone Terraces**

The trial of the deviation of a limited number of route 114 trips into Riverstone Terrace has shown initial success, with the operator providing a larger bus on these trips to ensure capacity meets demand. It is hoped the popularity of the service continues throughout the trial period which will ensure its ongoing provision. The trial period finishes at the end of school term two next year.

(c) **NZ Bus service changes**

Officers are continuing to work with NZ Bus to ensure the changes to their commercial services in the Hutt Valley are implemented by the end of January 2013. NZ Bus is planning to distribute posters in mid-December and to place newspaper adverts from mid-December through to January 2013. The Runcimans school service changes commence from 28 January 2013, and the Airport Flyer changes commence from 13 January 2013 which coincides with the extension of the contracted route 14 to Rongotai Retail Park.

(d) **Events**

Planning for the premier of the Hobbit is well underway. Bus services through Wellington CBD will be disrupted from 9pm on 27 November until 5.30am 29 November when normal services will resume. No trolley buses will be running during this period and buses will be diverted through Wakefield St, Taranaki St and Vivian St as Courtenay Place and part of Kent and Cambridge Terraces will be closed. Bus stop notices will be in place from 26 and 27 November and posters will be on buses and trains early in the week of the event.

#### **3.3.2 Service Reviews**

(a) **Wellington**

The next stage of presentations on the revised Wellington City Bus Review network design to resident, stakeholder and advocate groups took place during the first two weeks of November 2012. There was good representation of the various groups and both Wellington City Councillors and Greater Wellington Regional Councillors at the meetings, and feedback has been positive. Presentations of the

network to Victoria University and to Wellington City Council's Accessibility Reference Group are scheduled for late November.

The Wellington City Bus Review is discussed further in a separate report to this Committee meeting.

(b) **Wairarapa**

The interim measures to reconfiguring the existing rolling stock to better meet levels of demand on specific services commenced in November 2012.

(c) **Porirua and Kapiti Post Implementation Reviews**

The last major changes to services in Porirua were implemented in February 2011. A post implementation review of the performance of these changes is underway. The data analysis element of the review (which looks at reliability, user feedback and usage) of the bus services has been completed. The findings and suggested recommendations have been discussed with the operator, and officers are awaiting feedback of these. Some targeted consultation will be undertaken before any changes are confirmed and implemented. It is hoped that any changes to these services would be implemented before the middle of 2013.

The Kapiti service changes were also implemented in February 2011, and again a post implementation review of the performance of these changes has started. However this review is only at the initial stages of data collection. It is anticipated that findings and suggested recommendations will be available for initial discussions with the operators by the end of February 2013.

### 3.3.3 Bus stops and shelter

(a) **Asset management**

Officers are in the process of working with a number of territorial authorities in the region to identify and confirm bus assets (shelters and signs) that could be transferred into Greater Wellington's ownership. Once this process has been finalised and the assets transferred a cohesive well planned asset management programme can be put in place to manage the assets on an ongoing basis.

Work on developing a prioritisation framework for bus stop infrastructure has begun. Consultants have been engaged to assist in this work. The tool will assist with long term asset and budget planning, and will provide a transparent and consistent approach to bus stop development.

An asset condition survey of all bus stop infrastructure in the region is expected to be undertaken in the next few months. The outcome of this will assist in further developing the asset management plan,

establishing a maintenance program, and inform future funding requirements.

(b) **Maintenance**

The bus stop new maintenance contract is planned to be released to market in the next few weeks. This contract, which is planned to commence in March 2013, will bring together what is currently managed under three contracts into one contract; these being bus stop signage and pole cleaning and maintenance, Real Time Information unit cleaning, and bus shelter cleaning and maintenance. The new contract will cover the areas of Kapiti, Porirua, Upper Hutt, Lower Hutt, Wairarapa, and sign maintenance in Wellington City.

(c) **Bus Shelters**

The number and locations of renewals and developments of bus shelters is being worked through at present with the region's territorial authorities. At this point the intention is to renew 12 existing shelters and install three shelters at new locations. The focus this year is on shelter renewals as the condition of many of the older shelters is declining rapidly.

**3.3.4 Electric buses**

The Energy Efficiency and Conservation Authority (EECA) recently commissioned a report on battery electric buses. An officer from EECA will be present at the meeting to make a brief presentation on the report.

**3.4 Policy for the carriage of cycles on trains**

The policy for the carriage of cycles on trains was adopted in 2010 with the following key elements:

- cycles are carried free of charge
- folding cycles can be carried at all times
- cycles can be carried at all times on the Ganz Mavag and Wairarapa trains, subject to available space
- cycles are prohibited from identified peak time services when these services are operated by Matangi trains
- where possible, Ganz Mavag trains are scheduled to operate two identified services during each peak on the Hutt and Kapiti lines
- Greater Wellington will continue to provide cycles storage at stations.

A review of the policy is underway, with initial findings including:

- A number of opportunities to improve the understanding of the policy have been identified, for example by providing additional information on

the Greater Wellington website along with additional information to help cyclists work out which peak services carry bikes more easily

- With the additional capacity provided by the Matangi, the loading on peak Melling line services is now at a level where cycles can be carried with little risk of disruption to other passengers. The policy has been amended to reflect this by the Committee Chairman and General Manager, Public Transport acting under delegated authority.
- The most contentious aspect of the policy is the prohibition of cycles from peak Matangi services. With all Matangi now available for passenger service, and the decision to purchase additional Matangi trains to replace the Ganz Mavag fleet, the significance of this issue will increase over time.

The policy aims to provide some certainty for commuter cyclists by making a commitment to schedule Ganz Mavag trains on two identified services during each peak on the Hutt and Kapiti lines wherever possible. With the changing make up of the rail fleet, the operational impact of ensuring Ganz Mavag trains provide specific services has increased to the point that it is affecting our ability to increase the utilisation of Matangi. In particular, Tranz Metro recently requested approval to regularly use a Matangi to provide the 7am service between Upper Hutt and Wellington in order to provide a more efficient operating schedule.

Tranz Metro staff have continued to allow bikes to be taken on this service, despite the change, and, in order to continue to provide some certainty for cyclists while meeting our operational needs, it was subsequently agreed to allow cycles on this service on a trial basis (ie to temporarily remove this service from the policy's identified list of peak trains).

The trial will be provide an opportunity to receive feedback from cyclists, other passengers, and Tranz Metro staff on their experience of allowing bikes on relatively crowded Matangi services. This will provide more robust data for the policy review, and remove any impact of the policy on the utilisation rates of Matangi trains. On this basis, the report on the review of the policy has been deferred to March 2013 to allow information on the trial to be included.

To expand the trial, the following services have been temporarily removed from the list of peak trains identified in the policy for the carriage of cycles on trains:

- Kapiti Line: 7.02am and 8.05am from Waikanae, and 4.15pm and 4.55pm from Wellington
- Hutt Line: 7.00am and 8.00am from Upper Hutt, and 4.17pm and 5.07pm from Wellington.

### **3.5 Fare Structure Review**

The Committee received a progress report on the current review of public transport fares structure in October 2012. That report anticipated a final report

in November 2012 outlining a preferred option for a new fare structure. Officers recommend the final report is delayed until 2013 to enable completion of additional work that will feed into the current review.

Initial modelling work on the possible fare structure options and their impacts on patronage and revenue has shown any changes to the present fare structure is likely to generate a number of winners and losers across the region. Given the potential impacts, officers consider additional research around perceived value for money of fares is required before a preferred option is developed. Officers have commissioned a research company to run six focus groups prior to Christmas. In addition, a current research project by NZTA on willingness to pay for various attributes of the public transport systems will be completed by Easter 2013. Feedback from the focus groups and NZTA project will enable a more robust analysis of the potential impact and reaction to any proposed changes.

Any delay at this stage to the fare structure review does not have major impact as many of the options require either integrated ticketing or a changed contracting model for buses to be in place before implementation is feasible. Given the long lead in time for these projects, officers consider a slower approach to the fare structure review is appropriate.

### **3.6 Real Time Information Project**

The minor outstanding deliverables under the RTI Supply contract are being completed and the maintenance and support activities and operational use of the RTI system and its reporting capability are progressively being integrated into the activities of the relevant operational teams.

A design brief for the CBD display signs has been agreed with Wellington City Council and is being developed into a technical brief, which will permit their design to be completed and a programme for the construction and installation of the display signs to be finalised.

The improved audio activation fobs for blind or partially sighted public transport users have recently become available and an initial quantity has been ordered for pilot users. Provision for the distribution and administration of activation fobs will be discussed with the blind organisations.

#### **3.6.1 RTI for rail services**

Development of RTI for rail services is progressing in a number of important areas. A programme for fitting the necessary equipment to the Ganz fleet of trains has been initiated and is expected to be complete by the end of March. Although the Ganz fleet has a finite service life, the alternative of not equipping it for RTI is not considered to be viable, as many peak services will continue to be provided by Ganz trains until further Matangi are introduced.

Work has also begun on the necessary interface between existing KiwiRail operational management systems and the RTI system, which is also expected to be complete by the end of March.

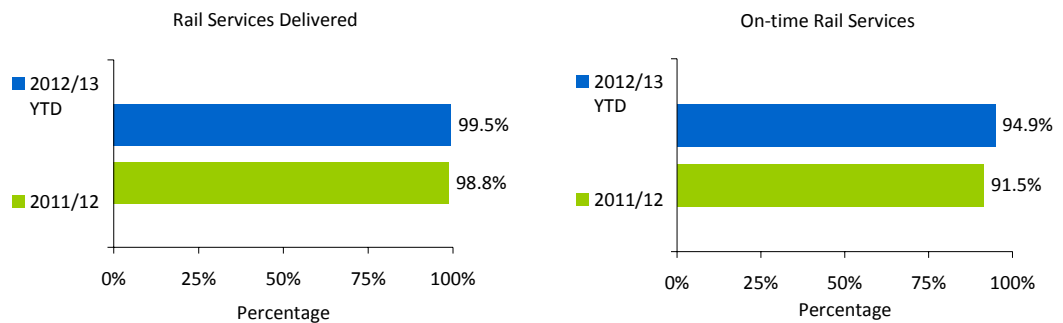
Supporting the introduction and operation of RTI requires a range of changes to operational management and communication business processes for KiwiRail. Scoping of the necessary changes has been carried out, and the related ICT systems development will be commissioned once its specification is finished. This work and the associated realignment and training of staff roles are expected to be completed by mid-2013. A more detailed schedule for testing and deployment of rail RTI will be provided as this work progresses.

In the meantime, testing of network status and service disruption messaging and the display of scheduled service information on the RTI displays is in progress, and will be deployed on these displays and to the Metlink website significantly in advance of the introduction of RTI.

### 3.7 Performance reporting

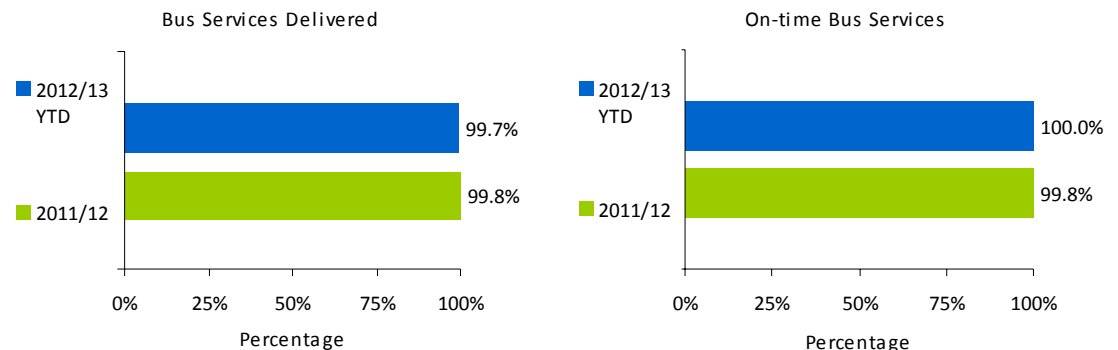
#### 3.7.1 Rail service delivery (as reported by operator)

There have been improvements in both the percentage of scheduled services delivered and on-time performance for rail services in the year-to-date compared to the 2011/12 full year.



#### 3.7.2 Bus service delivery (as reported by operator)

Bus services delivered and on-time performance in the year-to-date are at similar levels to the 2011/12 full year.





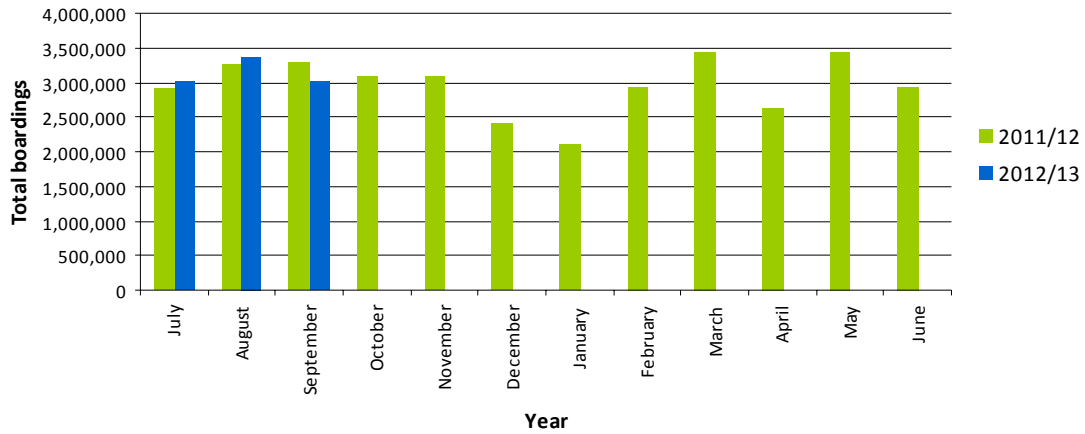
### 3.7.3 Public transport patronage

There were a total of 9.4 million passenger trips in the first quarter, a 0.9% decrease on the same period in 2011/12.

#### Overall Patronage - YTD

	2012/13	2011/12	Increase / - Decrease	% Change
Bus	6,393,968	6,490,835	-96,867	-1.5%
Rail	2,962,484	2,954,780	7,704	0.3%
Ferry	41,773	36,748	5,025	13.7%
<b>Total</b>	<b>9,398,225</b>	<b>9,482,363</b>	<b>-84,138</b>	<b>-0.9%</b>

Total Patronage by Month



Increases in patronage in July and August are offset by a decrease in September. This is largely explained by the number of working days in a month. July and August had a high number of working days while September had only 20.

### 3.7.4 Total Mobility Scheme usage

There were 61,454 total mobility trips in the quarter, a 0.3% decrease on the same period in 2011/12.

#### Total Mobility Patronage- YTD

	2012/13	2011/12	Increase / - Decrease	% Change
Total Mobility	61,454	61,666	-212	-0.3%

## 4. Strategy and Community Engagement

### 4.1 Basin Reserve Project

As a result of the Council resolution of 7 November 2012, regarding the NZ Transport Agency's Basin Reserve project, a workshop was held on 19 November with Councillors. At the workshop various options were presented.

The Agency's landscape architecture consultant also presented to Councillors the key design elements of the proposed bridge option and explained how it would link to the Memorial Park development.

## 5. Recommendations

*That the Committee:*

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

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