

Report 12.614  
Date 17 December 2012  
File E/11/03/04

Committee Economic Wellbeing Committee  
Author Wayne Hastie, General Manager, Public Transport

## **General Managers' report to the Economic Wellbeing Committee 31 January 2013**

### **1. Purpose**

To inform the Committee of Greater Wellington Regional Council'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 Rail Operations**

##### **3.1.1 Matangi**

Three friction modification dispensers were installed on the Johnsonville Line immediately prior to Christmas, in an effort to reduce the wheel squeal noise. Due to the low application rate of the friction modification material it is likely to take several weeks to reach a steady state level, and more weeks / months to fine tune the application rate in order that the full benefits of these dispensers can be realised. Earlier tests have indicated that the friction modifier should significantly reduce the wheel squeal noise.

##### **3.1.2 Ganz Mavag**

The Ganz operational fleet has now been reduced to the planned steady state of 26 units. Cost efficiencies have been achieved through the retirement of the worst running vehicles, with those vehicles remaining in service demonstrating better than anticipated reliability performance.

##### **3.1.3 English Electrics**

Scrapping of the English Electric fleet commenced just prior to Christmas, and is expected to be completed by February.

The 2-car Phoenix and the 3-car Cyclops are expected to be preserved in working order by the NZ Railway Museum and Wellington EMU Preservation Trust.

#### 3.1.4 Wairarapa Services

The interim measures to reconfiguring the existing rolling stock to better meet levels of demand commenced in November 2012, with the main change being an 8 car configuration running in the afternoon peak, increasing the capacity of that service by over 60 seats. Further options for improving the rail services are still being worked through with KiwiRail.

The conversion of the SE carriages for operation on the Wairarapa line has commenced. This project includes the installation of a wheelchair toilet, two standard toilets, plus some electrical modifications to allow locomotive interoperability. It also includes an assessment of the corrosion condition of the vehicles to determine when preventative measures need to be undertaken and therefore included in the long term maintenance plan.

It is expected that the SE's will be available to commence operation on the Wairarapa Line by July.

#### 3.1.5 Rail infrastructure

##### (a) Tawa Station

The Tawa Station has been closed to the public from 26 December 2012. Good progress has been made with the signals panel reinstated and demolition of the station building completed in one day. Other work carried out during the block of line included the erection of a safety fence to allow construction work to continue after the line re-opens. Engagement continues with the Tawa Community Board on the selection of artwork for the 16 panels to be installed at the new station. A number of drafts have been completed and approved with remaining drawings to be completed in January 2013.

Land at Tawa Junction has been leased to provide additional car parking facilities and a shuttle bus is being provided during the peak periods while the station is closed to transport passengers from this carpark to the train at Takapu Rd station.

##### (b) Park and Ride

Stage one of the Silverstream car park project to extend the car park by a further 30 spaces (on street) was completed prior to the Christmas break. This included the development of angled parking and the repositioning of the bus stop on Fergusson Drive. Stage two, which involves additional off street parking and new CCTV installations (on the station and in the carparks), is expected to be complete by the end of February 2013.

GWRC has entered into a joint project with the 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 GWRC are

awaiting design documents to approve the layout, materials and design standards.

(c) **Cycle facilities**

GWRC 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 will be relocated to other stations where a demand has been identified.

(d) **Station general maintenance**

GWRC has entered into a contract for the delivery of general maintenance services which is separate to the contract for daily cleaning and minor maintenance services. Initial work will see repairs to:

- Carterton (chimneys, piles, paintwork)
- Takapu Road (shelters)
- Heretaunga (roof)
- Mana (shelter roofs and gutters)
- Wingate (roof)
- Woburn (vandal damage)
- Masterton (electrical wiring, roof and timber framing).

This work is below the level, in terms of cost and scale, of the Asset Prioritisation Framework which prioritises the “Like-for-like” and “Minor upgrade” works.

(e) **Wellington Urban Network Security Works and Services**

Security services being supplied under contract to GWRC continue to have a positive affect on the number of vandalism and graffiti attacks on trains and stations. New CCTV systems are currently being installed at five locations:

- Wellington west rail yard (completed 24 Dec 2012)
- Upper Hutt stabling yard (96% complete)
- Paekakariki stabling yard (50% complete)
- Tawa station and car park (in progress)
- Silverstream car park and station (in progress).

## **3.2 Bus and Ferry Operations**

### **3.2.1 Bus services**

(a) **NZ Bus service changes**

Officers are continuing to work with NZ Bus to ensure the changes to their commercial services in the Hutt Valley (Airport Flyer and Runcimans) are implemented by the end of January 2013. At the time of writing, communications from NZ Bus in terms of poster distribution and newspaper adverts were underway. Runcimans school service changes commence from 28 January 2013, and the Airport Flyer changes commenced on 13 January

2013 which coincided with the extension of the contracted route 14 to Rongotai Retail Park.

NZ Bus has informed GWRC that they intend to undertake a post implementation review of the changes to these commercial services in April 2013. In the meantime any feedback GWRC has received from the public regarding these changes is being passed onto NZ Bus, so it can be considered in their service review.

(b) Bus Dwell times

OPUS consultants are currently drafting a technical note on bus loading and dwell times along the Golden Mile. The note will also provide commentary on the potential impact on dwell times and congestion if there was a reduction in the number of bus stops on the Golden Mile.

(c) Hataitai Bus Tunnel

Wellington City Council (WCC) has informed GWRC that it intends to undertake seismic strengthening works on the Hataitai bus tunnel over Christmas 2013. GWRC officers and NZ Bus will be working closely with WCC in planning the project; however any temporary closure of the bus tunnel will have a large impact on services from the southern suburbs, and in particularly services in Mount Victoria and Hataitai. More information on this project and any cost implications it may have will be provided as it progresses.

(d) Memorial Park Tunnel

The New Zealand Transport Agency (NZTA) and WCC are constructing a National War Memorial Park on Buckle Street, which involves constructing a tunnel for State Highway 1 to remove traffic from the Park. NZTA has formed the Memorial Park Alliance with constructors and designers to complete the tunnel by late 2014.

Traffic diversions have already commenced with the closure of the top of Tory Street, and GWRC officers will work closely with the NZTA and WCC throughout the construction period to monitor any potential impacts on bus services operating around this area. The impacts currently identified are limited to a small amount of school bus services.

(e) Karori Tunnel

Works on Karori Tunnel are now expected to be complete by 1 February 2012, allowing for a return of trolley buses to Route 3 Karori services from 4 February 2013. Unfortunately the delay in finishing has meant that the older green diesel buses that were brought in temporarily to replace the trolley buses have remained in the fleet longer than expected.



(f) Events

Diversions to bus services due to the closure of Courtenay Place for the premier of the Hobbit were completed successfully over a lengthy period from 9pm on 27 November until 5.30am 29 November. No trolley buses were operated during this period and so some peak-time trips were missed as a result, although the impact was reduced as schools and universities had finished for the year. GWRC officers were at temporary bus stops in Wakefield and Taranaki Streets all day on 28 November to help customers find the right buses and provide information.



### 3.2.2 Service Reviews

(a) Wellington

The revised concept of the Wellington City Bus Review was approved by the Committee in November 2012. Draft timetables are currently been formulated for the new network and once these are available a further round of resident group and stakeholder workshops and meetings will be held.

(b) Porirua and Kapiti Post Implementation Reviews

The last major changes to services in Porirua were implemented in February 2011, and a post implementation review of the performance of the changed

services is nearing completion. Analysis of reliability, user feedback and usage of the bus services is complete and the findings and suggested adjustments to services have been discussed with the operator. Some targeted consultation will be undertaken in March/April 2013 before any changes are confirmed and implemented around mid-2013.

The Kapiti service changes were also implemented in February 2011, and a post implementation review of the performance of these changes is also underway. The data analysis is nearing completion, and it is anticipated that findings and recommendations will be available for initial discussions with the operators by the end of February 2013.

(c) Wellington City School Bus Review

The objective of this review of school bus services in Wellington City is to assess the sustainability of these services in relation to the revised network design in the Wellington City Bus Review. Officers have requested patronage data from operators in order to commence data analysis on the services.

3.2.3 Bus stops and shelter

(a) Asset management

Officers are working with a number of territorial authorities in the region to identify and confirm bus assets (shelters and signs) that could be transferred into GWRC'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.

Work on developing a prioritisation framework for bus stop infrastructure has begun. Aecom has 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 and data capture survey of all bus stop infrastructure in the region is expected to be undertaken in the next few months. This will assist in further developing the asset management plan, establishing a maintenance program, and informing future funding requirements.

(b) 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 eleven existing shelters and install four shelters at new locations. Details of the locations of the shelters will be provided to Councillors as soon as the locations have been confirmed with the territorial authorities. The focus this year is on shelter renewals as the condition of many of the older shelters is declining rapidly.

### 3.2.4 Total Mobility Scheme

#### Completion of review of Total Mobility (TM) rules and business processes

GWRC Total Mobility rules and business processes have been reviewed in light of best practice advice received by PwC. As a consequence we have updated our contracts with taxi operators, driver terms and conditions of access to the Scheme, and client conditions of use of the scheme.

The changes have undergone a legal review and will now be rolled out across the TM scheme. A key change is the requirement for all participating taxi drivers to sign-up to the driver terms and conditions before being able to transport any TM client. In developing the driver terms and conditions officers have engaged with the industry, and incorporated feedback into the various documentation.

The roll out of changes is expected to take approximately three months.

### 3.3 Real Time Information

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, with delivery expected in January 2013. Discussions on the process for the distribution and administration of activation fobs are underway with the blind organisations.

Two designs are being developed for the CBD display signs: a 16-line version of our standard display sign; and a high-brite flat screen display. Both options will address the known shortcomings of the prototype CBD display originally installed in Manners Street and meet the design brief agreed with Wellington City Council to address revised pedestrian safety considerations.

The programme for the development of RTI for rail services is progressing. Installation of station RTI displays is complete, with the exception of Tawa station. The programme for fitting the necessary equipment to the Ganz fleet of trains and the interface between the existing KiwiRail systems and the RTI system are both expected to be completed by the end of March. Full deployment of the system is dependent on changes within the KiwiRail operational management systems to enable the linking of service information to individual vehicles. These are still being scoped, and are not expected to be complete before August/September 2013, but in the interim, schedule information and service messaging will be deployed on the RTI displays from February, and the system will be piloted on the Johnsonville line.

### 3.4 2013 Public Transport Fare Review

As part of the 2012 annual fare review, the Economic Wellbeing Committee agreed in principle to adopt a five year approach to fare increases, noting that in effect this set the fares for the duration of the programme. Consistent with this, the 2012/13 draft annual plan budget assumes a public transport fare increase in 2013 in order to deliver a 3% increase in revenue. The details of the proposed fare increase are being reviewed to ensure the proposed

programme will maintain the balance between ratepayer and passenger contributions. The findings will be reported back to Councillors for a decision on whether to proceed to public consultation through the annual plan process.

#### **4. Recommendations**

*That the Committee:*

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

Report prepared by:



Wayne Hastie  
General Manager, Public  
Transport