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Committee Sustainable Transport Committee

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## **General Managers' report to the Sustainable Transport Committee, 27 October 2015**

### **1. Purpose**

To inform the Committee of Greater Wellington Regional Council (GWRC)'s activities relating to the Committee's areas of responsibility.

### **2. Public Transport**

#### **2.1 Funding of Public Transport**

GWRC has noted in its 10 Year Plan 2015-25 that it plans to review the way it funds the rates share of public transport. A report on the review, incorporating the possibility of a targeted rate for bus shelter development, will be presented to the next meeting of the Committee.

#### **2.2 Public transport transformation programme**

The Programme is entering a very busy stage of requiring Council approvals. For example, fares policy and transition strategy will go to Council before Christmas. The Programme Communications and Engagement Strategy has been completed, and a summary will be discussed with the Committee this month. The team has completed a move to the nearby Statistics NZ building that provides a dedicated secure tender evaluation facility for the rail and bus tender processes.

##### **2.2.1 Integrated fares and ticketing (IFT)**

Work continues on specific areas of IFT investigation, focusing on fares policy, fare product transition and the identification requirements necessary to meet the project's objectives.

A key aim of the IFT project is to rationalise and simplify fare products prior to the introduction of a region-wide ticketing solution. A report seeking endorsement of principles to guide fares transition is included as a separate item on the agenda. The principles will guide the development of a transition

strategy and stakeholder engagement plan which can be used as a basis for engagement with operators and the public.

For ticketing, GWRC has been working with the NZ Transport Agency and other regional councils to appraise options for the national integrated ticketing approach. Clarity on the national approach is expected in early November.

### 2.2.2 Rail contract

The three shortlisted parties for the PTOM Rail Request for Tender (RFT) are: KiwiRail / Keolis Downer, Serco, and Transdev / Hyundai Rotem.

The tender submission period for the PTOM Rail Partnering Contract closed on 30 September 2015 and evaluation of the tenders received from the shortlisted bidders is now underway.

### 2.2.3 Bus contracts

Development of the Procurement Strategy, Request for Tender (RFT) and contract documents continue to progress well. An excellent response rate was achieved to the request for feedback from operators following the Industry Briefing. The feedback is being reviewed in relation to initial commercial positions. The draft Transition and Participation Agreement is nearing completion.

Commencement of the new PTOM bus contracts is scheduled for January 2018 for bus units servicing Wellington city, and potentially earlier for units outside Wellington city depending on the operator selected. The rationale for January 2018 for Wellington city is twofold:

- 1) Assuming an October 2016 contract award, this timeframe responds to operator requests for adequate lead-time (15 months) for a new entrant to secure and consent land for a depot, recruit and train staff, and acquire and commission fleet.
- 2) The new Wellington city bus network can only be implemented at the same time as the new bus contracts are operationalised. The extensive changes involved in the new network require implementation in a low demand period to mitigate implementation risk. The most suitable low demand period for this purpose is early January 2018.

Working back from these timings requires Council decisions regarding contract award for the new bus contracts being made in the September/October 2016 period.

### 2.2.4 Bus fleet

A range of work continues in developing GWRC's bus fleet strategy. The implications of vehicle weights for different fleet options and the choices that are available to GWRC in relation to higher capacity vehicles, hybrids and electric vehicles remain under consideration. WCC has received a report in relation to the impact of double deckers on pavement but a formal response has not yet been provided to GWRC. Hutt City has approved the use of double deckers on local roads within the amended VDAM rules. A summary report recommending fleet parameters is being prepared for Council report in December.

### 2.2.5 Business readiness

Officers are progressing processes and staff changes required for the rail contract commencement on 1 July 2016.

## 2.3 Electric bus trial

Officers have progressed their investigations into a demonstration electric bus initiative, including discussions with a number of electric bus manufacturers. Officers also hosted a workshop with representatives from a range of stakeholder groups, including NZTA, MOT, EECA, bus operators, the electricity sector, electrical infrastructure providers and an electric vehicle association. The workshop, as well as sharing knowledge and improving understanding, revealed strong support from the stakeholders present. Work is underway to progress the initiative by identifying a suitable electric bus able to arrive in the Wellington region within the next six to twelve months.

## 2.4 Pre-Christmas discounted fares on Wellington city bus routes

Wellington City Council (WCC) has allocated about \$200,000 to trial cheaper weekend fares on Wellington City bus routes prior to Christmas. Officers of GWRC and WCC have agreed a number of aims, including the inclusion of both Saturday and Sunday journeys in the month before Christmas, and discounts relate to Zones 1, 2 and 3. Marketing will be undertaken by GWRC and WCC in partnership, with the intention that recognition is shared. Ideally discounts should be available to customers using their regular means of payment (e.g. Snapper) and cash. The trial is not intended to see either GWRC or operators being out of pocket, and fares will return to their normal level after Christmas. Further analysis is underway to assess viability and practicality of the trial, as well as how success will be measured.

## 2.5 Rail Operations

### 2.5.1 Service performance

Overall metro service punctuality performance (measured as the percentage of services within five minutes of the scheduled time at the final destination) for the FY15/16 is 92.5% (as of 20 September) with particular focus currently on improving Wairarapa (up to 86.4% in August) and Johnsonville Line performance.

A new timetable will be introduced on the Johnsonville line at the end of October and this will see an improvement in frequency, capacity and hopefully punctuality.

### 2.5.2 Track train interface noise on the Johnsonville line

A dedicated Project Manager co-ordinates and monitors the activities of all parties involved in resolving this issue and provide regular communication to the affected residents.

Matangi fleet with the new wheel ring dampers are now operating nearly all services. A number of very positive comments have been received regarding a reduction in the noise from these “quieter” trains but unfortunately complaints are still being received from the area of Simla Crescent Railway Station. Further work is being undertaken on the track geometry and increased wayside flange lubrication in this area.

A sophisticated noise monitoring system has been ordered which will enable technical monitoring and detailed trend analysis of the noise levels at a single location. This will allow more consistent and scientific assessment of the various noise mitigation solutions deployed.

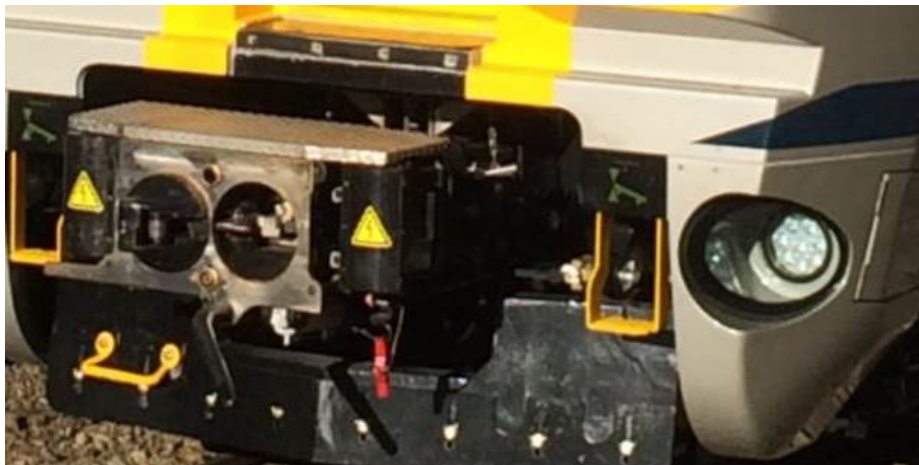
### 2.5.3 Asset management planning

Thirty year maintenance and renewals programmes have been developed and refined in conjunction with the preparation of the Long Term Plan (LTP). The significant update of the 2014/15 Asset Management Plan was reviewed in conjunction with the LTP, and is expected to be finalised by the end of October 2015 to align with the outcomes of the LTP.

### 2.5.4 Matangi 1 upgrades

Upgrades to the Matangi 1 trains are scheduled over 14 months in three phases, software, hardware and auto-coupler. These phases are to be completed in seven stages, the first five of which are now complete. Stages 6 & 7, production installation of the auto coupler is well underway and is expected to be completed in early 2016.

*Close up of LED lights and Auto-coupler*



### 2.5.5 Matangi 2 manufacturing

Production of car bodies is nearing completion with more than 90% of all car bodies complete, and a total of 11 of the 35 units have been shipped from



Korea, with 6 of these already in operational services. The remaining units are on track for delivery by mid-2016.

### 2.5.6 Adaptor couplers

To introduce SD10 type automatic couplers to the Wellington network an adaptor coupler solution was required to allow for the emergency coupling of two types of older manual couplers. This required a change to KiwiRail operating codes and standards and the procurement and deployment of a three piece adaptor unit around the network. The innovative storage solution and deployment strategy has saved close to \$1 million. All adapters have now been deployed across the network, and as a result units fitted with SD10 couplers are being utilised on the entire network.



*Adaptor couplers*



### 2.5.7 Station buildings and shelters

The programme of work for station improvements including park and ride car park, overbridges and subways is determined through a prioritisation process, with some ability for adjustments throughout the year as opportunities or particular needs arise. The programme for the current year includes:

- Upper Hutt Station
- Improved Metlink Signage
- Car park renewals programme (re-sealing)
- Ava Bridges North and South
- Melling Station shelter
- Petone park and ride

The park and ride additions at Paraparaumu and Waikanae are funded through a separate arrangement with the NZ Transport Agency.

### 2.5.8 Melling Station shelter

Due to the recent installation of a new buffer stop at Melling, the trains no longer stop directly alongside the existing shelter. A joint operation between KiwiRail and GWRC will see work started soon on resurfacing the platform and installing the new foundation pad for a new shelter. GWRC now has the shelter waiting off-site for assembly installation.



### 2.5.9 Earthquake assessments

All station buildings have been assessed for earthquake compliance, only Taita Station is defined as earthquake prone (33% or below of current building standards). The station is inaccessible to the public and signage will be put in place warning of the risk.

Design concepts and cost estimates to improve the earthquake rating of Taita Station have been developed, and the strengthening work is programmed for 2016/2017.

Officers are working with structural engineers to establish the seismic strength of both pedestrian over bridges and subways throughout the rail network. Early reports indicate that a number of bridges and subways fail to meet acceptable standard. Further work will be undertaken to understand and address this risk.

### 2.5.10 Pedestrian bridges and Subways

As mentioned above Ava South Bridge is among the bridges identified as not meeting the current seismic standard. As a result, further investigation is required prior to commencing the refurbishment activities planned for this year.

Insurers have just accepted claim for the replacement (rather than repair) of the Trentham bridge span that was dropped and severely damaged by Steam and Sand in 2013/2014. Further work is required to determine / justify the exact dollar value of the claim.

### 2.5.11 Park & Ride facilities

Petone car park development will see an increase of 183 new parking spaces on Pito One Road. It had been hoped that construction would start in September; however there have been delays in receiving the building consent. Officers are still hopeful that the contractor can still complete the project before the Christmas period.

Plans to develop an additional 237 parking spaces at Waikanae continue. Demolition of all buildings will start in mid-October with asbestos removal. GWRC is working with NZTA towards providing the existing carpark and levelled space for temporary parking before the main build starts in early 2016.

Up to 125 new parks are planned for the new Paraparaumu car park on Himemoa Road opposite the current car park. The houses from the site have

now been removed and engineers are waiting on consent from Kapiti Coast District Council to begin construction.

#### 2.5.12 CCTV and fibre installation

There are 25 new CCTV projects underway at various stations and car parks. These projects include the installation of new CCTV systems and the addition of emergency duress call points and public address for customer information and safety. These projects are set to run throughout the year. Some of our existing CCTV systems will be undergoing a number of software upgrades to improve quality and reliability.

#### 2.5.13 Paremata park and ride vehicle access

Concerns have been raised regarding the difficulty and hazards associated with exiting the Paremata Station park and ride directly into the SH1 Paremata roundabout. GWRC have had discussions with NZTA about the issues and have agreed to gather more detailed information before investigating a range of solutions.

GWRC are about to directly survey Paremata park and rides users to understand their travel patterns and the issues they may face. NZTA are monitoring cameras they have in the area and preparing to model a number of traffic calming initiatives.

#### 2.5.14 Bridge 30 (Silverstream) rail overbridge update

The Silverstream rail overbridge is the bridge in New Zealand that is most frequently struck and damaged by over-height trucks ignoring the height restriction warning signs. The risks to train passengers are obvious, and the disruption and costs associated with the damage, delayed services, bus replacements and repairs are significant. With joint funding from GWRC, Upper Hutt City Council (UHCC), KiwiRail and NZTA a project is underway to install new bridge beams with more clearance and improve the protective impact beams.

Major works are planned for Labour weekend 24-26 October:

- The concrete preparation work for the corbels has been underway over the last couple of weeks
- The impact beam replacement is to be completed within one shift during the day of the 24th, with contingency days being Sunday and Monday (25/26). The main weather risk is wind (for operating the crane).
- Traffic management will be stop/go with one lane closed

A transition issue is that the upgrading of the impact beams could result in a very slightly lower clearance (millimetres) until the actual bridge spans are replaced at Christmas. This will not require any changes in the height signage as it is still within the tolerance allowed. Caution will be required by high vehicle users and they will need to be vigilant in ensuring they are under the signed 4.15m.

The Bridge Span replacement project is still on target for the Christmas shutdown period.

## **2.6 Bus and ferry operations**

### **2.6.1 New Wellington City bus network**

Bus service planning and design activity has been dominated by the detail required for the preparation for re-tendering of bus services under the new Public Transport Operating Model (PTOM) process. The new service contracts will be tendered from next year, and it is anticipated that the new bus network will start operation from early 2018.

Officers have begun detailed planning on the required infrastructure changes needed to implement the new Wellington city bus network, and are working closely with Wellington City Council Officers. Targeted consultation has begun in Churton Park with households that are impacted by the requirement to install new bus stops. Officers have met with members of the Churton Park Residents' Association to update them on progress, and are also working closely with the local property developer on the sites for bus stops on Melksham Drive. By working closely with the developer the location and requirements for bus stops can be incorporated into civil works the developer is undertaking.

### **2.6.2 Service reliability improvements**

Year on year our customers identify service reliability and punctuality as a major influence on their satisfaction with our Metlink services. With the use of real time information we are able to refine timetables so they better reflect actual journey times.

The services we are currently reviewing are:

- Wellington city's northern suburbs, with improvements planned to be implemented in November 2015 for Newlands services, and early 2016 for Churton Park/Grenada Village/Johnsonville West. Further details on these changes are provided in a paper to this Committee meeting.
- Hutt Valley services as part of also implementing the recommendations from the Hutt Valley Public Transport review
- some school bus services to enable improvements to be introduced during the 2016 school year.

### **2.6.3 Hutt Valley Public Transport Review**

The Hutt Valley Public Transport Review was approved by the Strategy and Policy Committee in February 2015. The review focused on fine-tuning current services at an operational level, on a cost neutral basis to:

- improve service reliability
- improve bus/train connections
- provide additional service



- improve utilisation of resources
- remove services with very low demand.

Officers are working with the bus operator to implement the recommended changes to the Route 110 (Upper Hutt to Petone), Route 130 (Naenae to Petone) and Routes 160 & 170 (Wainuiomata to Queensgate). These changes are scheduled to be implemented early 2016 and will include timetable changes to also improve service reliability as mentioned above.

#### 2.6.4 School Services

Planning is underway for a review of school services across the region to identify potential opportunities for improvements to these services. Early indications are that there are some school services with very low patronage and other school services that require extra capacity, so this will be a key area of focus for the review. We are aiming to complete the review by the end of 2015 and commence any consultation required early in the New Year. It may be some of the recommendations of the review will be implemented at the same time as service reliability improvements to timetables are also implemented

#### 2.6.5 Timetable preparations for PTOM bus tenders

In preparation for the PTOM bus tenders all timetables need to be reviewed to ensure they are correct and reflect current or future operational requirements. To assist with the workload a consultant has been engaged to look at services in the Kapiti and Wairarapa communities and this work has commenced. This work is aimed at operational fine tuning of services, especially in the Kapiti area where the current roading projects are taking place. It is important that timetables match actual travel times to ensure operators are able to meet the key performance indicators in the PTOM contracts. Local authorities and other stakeholders will be canvassed for their feedback during the course of this work. The first of these meetings is occurring on 21 October.

Review of the Porirua services is being managed in-house and it's expected there will be no significant changes to these timetables as these services were reviewed in 2013 with changes implemented in October of that year.

The Hutt Valley services have been reviewed recently as noted above and changes to timetables will be introduced in early 2016. These planned timetable changes will be incorporated into the bus tenders.

#### 2.6.6 Planned bus service disruptions

The Upper Hutt Spring Carnival on Saturday 12th September closed some bus stops and diverted bus services in the area.

Planning is underway for the provision of additional bus services to manage extra capacity required at the end of the Sky Show fireworks display in November. This is a very popular event for the people of Wellington and visitors alike to attend. Due to the large crowds this event attracts, Oriental Parade will be closed and Route 14 bus diversions will be in place.

The shuttle service for pedestrians and cyclists operating most nights through the Hataitai bus tunnel, while the Mount Victoria traffic tunnel is undergoing an upgrade, is working well.

#### 2.6.7 Bike racks on buses

Work is continuing on looking at which type of rack would be suitable for Wellington and gathering information on lessons learnt from other locations in New Zealand where the racks are being used. GWRC has sourced a couple of racks from North America for testing. The testing will occur once the racks have arrived, suitable brackets have been fitted to buses, and drivers have been trained.

#### 2.6.8 Prams on buses

The policy for carrying prams on bus services was reviewed earlier in the year and rolled out in May. The revised policy addresses:

- how to travel safely with a pram
- how to take a pram onto a bus
- what to expect from the bus driver
- customer responsibilities in respect to safety

Since the policy roll out there have continued to be incidents reported of drivers not following the new policy and these are being acted on as they occur. Anecdotally, the number of incidents reported is raised due to the high profile of the issue and this provides for an even greater opportunity to change driver behaviour where necessary around customer expectations.

#### 2.6.9 Porirua Station Road shelter and footpath renewal

Stage 2 of Porirua Station Road is underway with the scoping of options for the renewal of the bus shelters and adjacent footpath. The aim is to provide a safe and comfortable area for bus passenger to board and alight services.

The intention is to complete the design and installation of infrastructure by the end of this financial year.

#### 2.6.10 Bus interchange improvements in Hutt City

Officers continue to work with Hutt City Council on their plans for safety changes to the bus interchange facilities and stops in Hutt City CBD. This project is part of HCC's Making Places project. It is hoped that an option to relieve congestion and improve safety at the Queen's Drive bus stop will be approved by HCC by the end of this year so infrastructure changes can be implemented between February and April 2016.

#### 2.6.11 Metlink bus shelters and signage

Officers have identified the following preferred sites for new bus shelter developments:

- 2024 Porirua - Pak n Save PCC

- 2873 Titahi Bay Road at Semple Street PCC
- 3930 Kenepuru Drive at Rahia Street PCC
- 3948 Kenepuru Drive at Rahia Street (Master Trade) Lower Hutt PCC
- 8704 Parkside Road at Bell Road HCC
- 8779 Gracefield Road (near 101) HCC
- 8002 Jackson Street at Katmandu HCC
- 9002 Jackson Street at Te Puni Street HCC
- 9321 Hawthorn Crescent at Stokes Valley Road HCC
- 9366 Stokes Valley Shops (Bowers St) HCC
- 8250 High Street at Macky Street HCC
- 4504 Main Street at Papawai Road SWDC

This list may be amended if new shelters are required as part of the safety improvements in Hutt City CBD (as mentioned above), or as a result of consultation with affected parties and agreement with the local councils.

Installation of new signage totems this financial year will be undertaken at:

- Waterloo Interchange
- Petone Interchange
- Porirua Interchange

#### 2.6.12 Concrete bus shelter assessment

OPUS consultants undertook an assessment of 20% of concrete bus shelters in the region to determine the structural integrity, life expectancy and seismic risk of these concrete shelters. In summary, the report findings are that our concrete bus shelters are not earthquake prone and the risk is considered to be minor based on a moderate 1/50 year seismic event. As a result, further widespread specialist inspection of concrete bus shelters is not required.

#### 2.6.13 Lambton Interchange

Discussions continue with WCC on transferring the cleaning and maintenance contract to GWRC, with the aim of GWRC having direct control of cleaning and maintenance of facilities which impact on public transport users. This will enable GWRC to improve the level of service.

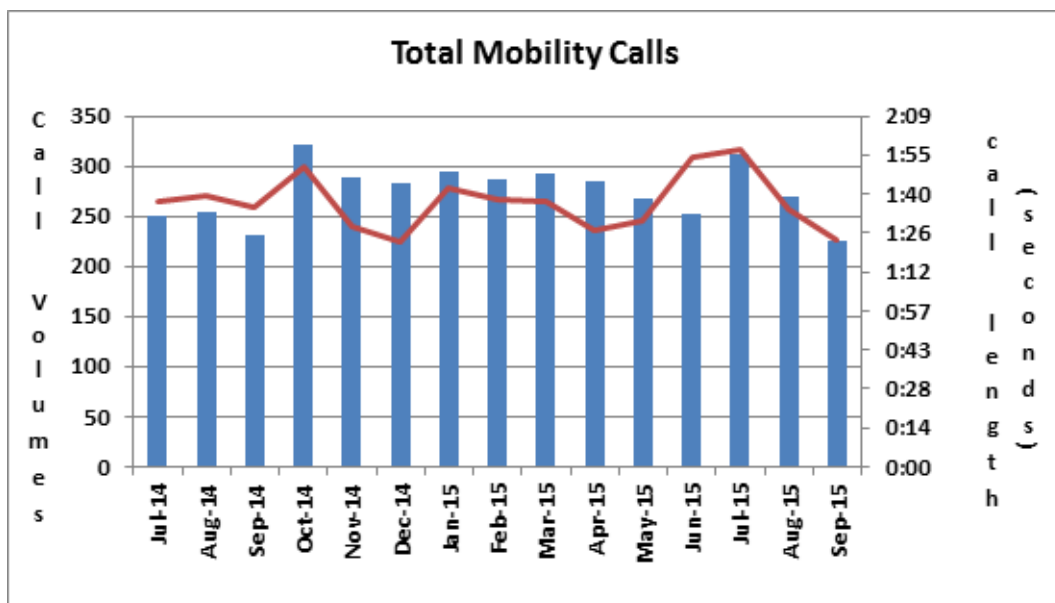
### 2.7 Total mobility

Total Mobility patronage in the financial year to June 2015 has increased 1% over the previous year. This is consistent with the average growth rate of 1.2% achieved year-on-year since 2003.

Two additional wheelchair accessible vehicles available for Total Mobility have been introduced into Kapiti and Wellington City by ‘Driving Miss Daisy’ to meet demand from their customers, further improving the customer experience.

Total Mobility customers are also benefitting from increased capability of the new telephone software system in the Contact Centre, as they have the option to be automatically directed to a specialist team member when they call.

The volume of Total Mobility-related calls received by the Contact Centre during September 2015 remained the same as for September last year.



*No. of Total Mobility Calls taken over a twelve month period and the average length of the call*

We are currently considering options for testing the market for the provision of services by transport providers, including reviewing the service coverage requirements across the region. We are also working closely with NZTA on this review as it may provide opportunities nationally for the Scheme.

Investigations are also underway to identify ways to increase the provision of wheelchair accessible vehicles in areas currently experiencing a lack of coverage, such as Porirua. Options currently being explored include arrangements with volunteer drivers or community based organisations making use of vehicles owned by GWRC.

## 2.8 Planning for improved disaster recovery

As a member of the Regional Transport Response Team (a joint initiative that includes the NZTA, WREMO, WCC, NZ Police and transport operators) planning for improved responses to major service disruptions is underway. Largely this planning is around complete cancellation of rail services following a normal weekday morning commute.

## **2.9 Metlink customer services and information**

### **2.9.1 New Metlink website and Apps**

The new Metlink website went live on 10 October, following in-depth review and user testing. Over 1000 users tested versions of the site, and testing was overwhelming positive, with 85% of users rating it better or much better than the current Metlink website.

The new website includes new features, including:

- The ability for customers to create their own Metlink account where they can customise the website to see their most frequently used stops and services as well as any disruptions that could affect their trip
- Being able to view bus and trains tracking on a map in real time, using GPS. This has been a long requested feature from customers, and is very helpful when used in conjunction with RTI signs
- Customers can also plan their journey from point to point using real time information that lets them know available services, whether there are any disruptions that could affect their trip and how much their travel will cost
- Site run off cloud-based servers which make it more resilient to spikes in demand, which will address reliability issues that have occurred in the past with major events.

Feedback has been positive, having received over 400 items of feedback in the past week. Some of the feedback is suggestions for further improvements and enhancements which will be prioritised and actioned to improve the customer experience.

The launch of the new website follows the recent launch of the Metlink app and widget for iPhones and Android phones earlier in the year. Both are simple to use and uptake has been impressive with around 8,000 downloads so far.

Work is underway to update both versions, including new features specific to the user's location and showing vehicle tracking on an interactive map in real time. This new version is proposed to be completed in December 2015.

### **2.9.2 Printed timetables and publications**

On-going improvements are being made to printed timetables and Metlink information publications following review over the last year. The review considered a wide range of operational factors including: technology trends, branding, access to digital information channels, social media, distribution points, printing costs and disability access guidelines.

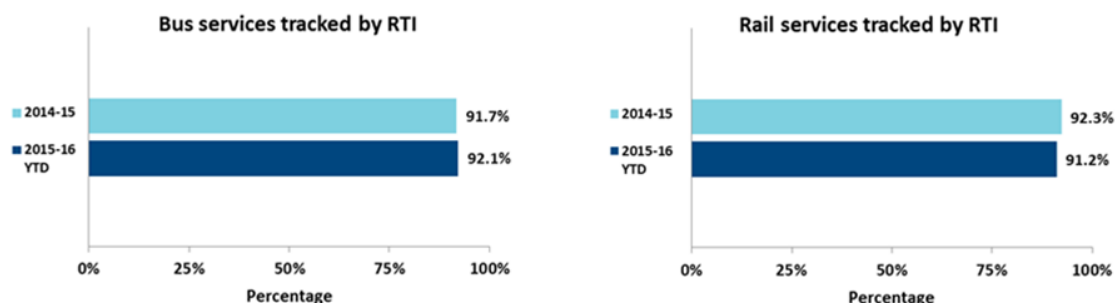
New look timetables for the top 25 routes (as determined by patronage rates and print timetable turnover numbers) and display stands are presently being rolled out to key distribution sites in the region. This followed the phasing out of older printed timetables and publications in anticipation of the new look and feel printed information.

Recognising the growing reliance for on-line channels, all timetables will still be available in PDF format online, including those that are no longer proposed for print. Updates of the less frequently requested timetables will be completed over the next six months, with the emphasis on routes undergoing service changes. This ensures that all printed information is up to date and avoids the need to reissue new route information in an old format.

The implementation phase of the timetable and publication review has been synchronized with the release of the new Metlink website, effectively enabling the roll-out of all of Metlink's new-look communications pieces at once, and ensuring improved access to timetables and publications.

### 2.9.3 Real Time Information (RTI)

In the three months to 30 September 92.1% of bus services and 91.2% of rail services were tracked by the RTI system.



Rail service statistics are affected whenever trains are replaced by buses, as replacement buses are not tracked in the system

The services tracked graphs (above) are indicative of the quality of RTI predictions to customers. They show that around 92% of services were tracked, and information provided to customers via the electronic signs, website and mobile Apps. We are working to increase this tracked percentage.

Since the September update we have:

- Completed the first update of the RTI system information from our new INIT timetable system in early September. We can now make updates more quickly when we identify bus run board (run boards link buses to scheduled services) and bus stop information data that need corrections - the September update also included a number of corrections.
- Gone live with the new website that is expected to further improve the availability of the website when it is under periods of load (i.e. when there is a service disruption and its most needed). The new arrangements bring additional servers on line as required.
- Made RTI data available to the new website to show the actual location of buses and trains
- Employed a resource to monitor RTI performance and ensure issues are addressed with operators

Work underway includes:

- Improving the quality of data and operator run boards. Run board updates are planned for late October and November.
- Increasing coverage of the system by getting the remaining school service information updated. School services are expected to go live in RTI in October and November.
- Use of the system by operators / training etc.
- Working with operators to establish better ways of managing RTI when last minute on-road bus operations changes are required (such as when a bus breaks down or a driver has to be swapped).
- Resolving outstanding system issues with the supplier. Remaining tasks include getting key fobs for blind assist working as well as the SCATs interface to traffic signals to give priority for late running buses.
- Continuing to monitor the robustness of the system under load (high usage) focussing on fixing the weakest links
- Investigating the options for solving the issue of we have at some GPS bus stop locations where there are overlaps between two locations.
- Reviewing the process for establishing and correcting faults in the in-bus RTI equipment
- On board observation and testing of bus RTI on actual trips as well as testing the steps a driver takes in order to complete their input into the system in the course of normal operations to see how this affects RTI tracking
- Investigating the re-wiring of in-bus units so that they remain ‘on’ at all times – currently if the bus is off then so is the RTI unit, and we don’t want the buses sitting idling at terminal

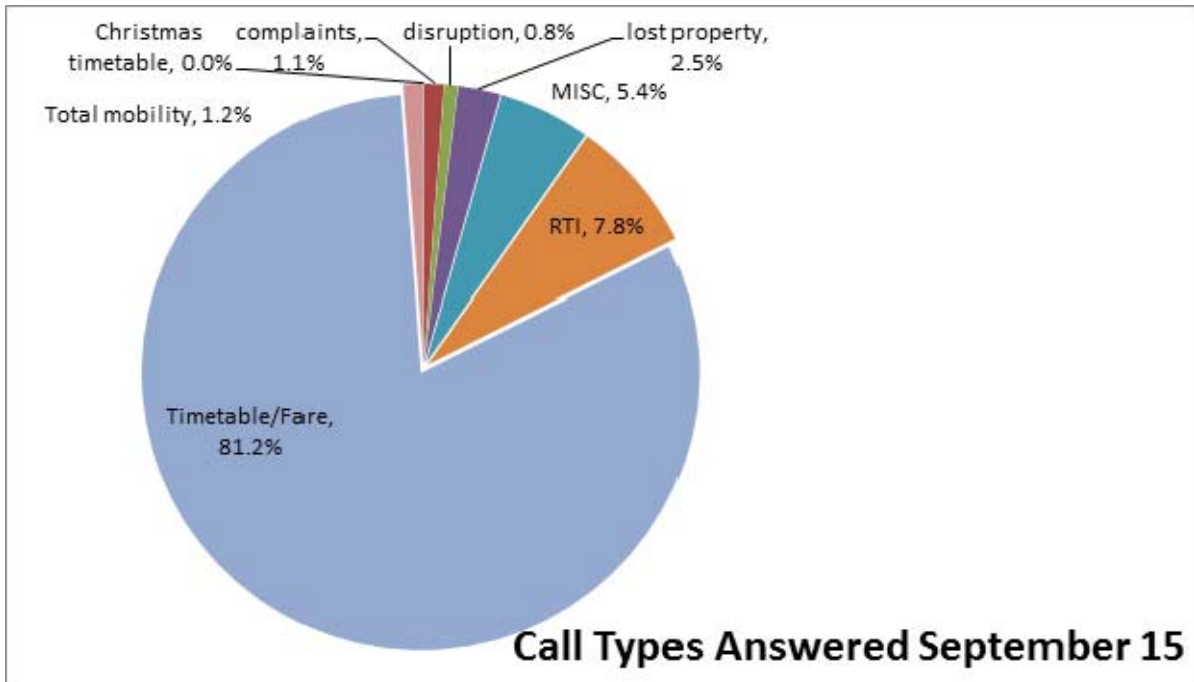
## **2.10 Contact centre – Metlink calls**

The Contact Centre new telephone software system was successfully implemented on 23 September. The Contact Centre team has adjusted to the new system and its improved capability, for example when reporting on call types we can now capture the specific routes that our customers are requesting timetables for, to use when planning and designing future services. Our customers are also benefiting from new options presented when they call, which allows us to better utilise the skill groups in the Contact Centre, to get the right type of call to the right person.

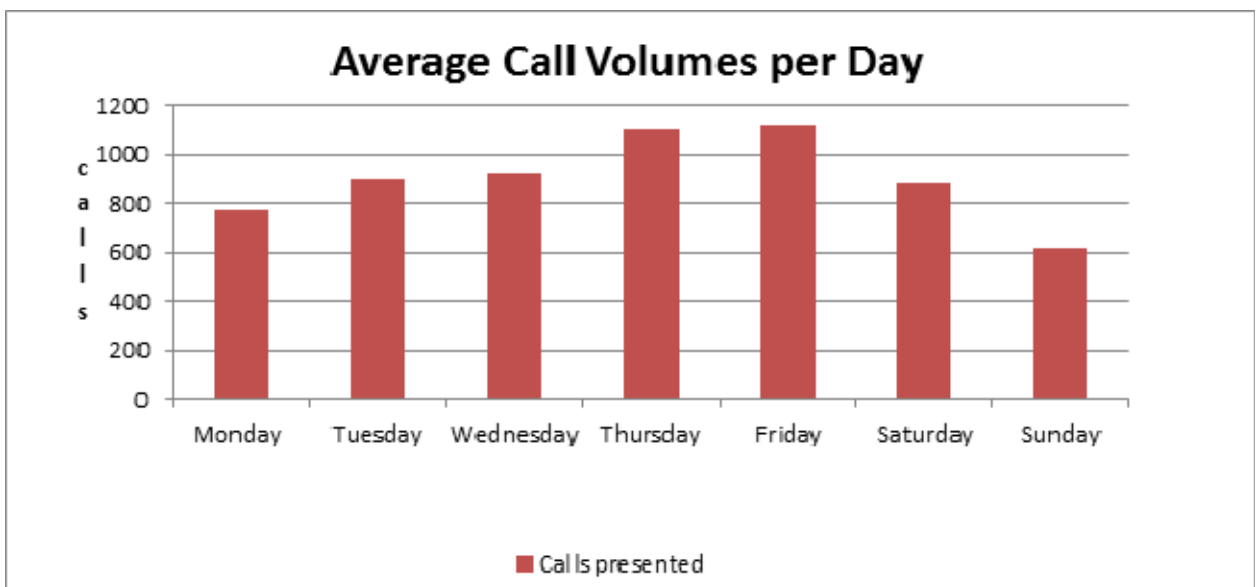
Now the phone system implementation is complete, we are concentrating on developing requirements for a new CRM for the Contact Centre in order to improve management of customer enquiries and feedback.

The overall volume of transport-related calls received by the Contact Centre during September 2015 decreased compared to the same time last year by 8%.

Likewise, timetable/fare-related calls also decreased compared to the same time last year by 15%. This may be due to customers using other channels to access timetable/fare information instead, such as the smartphone widget and app.



*Split of call types taken in July 2015*



*Average calls taken per day during July 2015*

Thursday and Friday continue to be the busiest days of the week in terms of call volumes received by the Contact Centre and are almost double the volume of calls received on a Sunday.

### **3. Regional Transport Planning**

#### **3.1 Ngauranga to Airport Corridor (N2A)**

The three partner agencies (GWRC, NZTA and WCC) have been working together to develop a proposal to progress planning for the Basin Reserve and



linked transport connections. This will encompass an interconnected programme of work streams including community engagement, transport modelling and design. A multi-modal transport focus is proposed along with integration with land use and urban design considerations.

Further details on the overall proposed approach will be verbally updated at the meeting.

One specific proposed work stream is the development of a Network Operating Framework (NOF). NOF is a process to enable collaborative discussions between partners and links strategic objectives to operational and planning decisions on the transport network. It helps to identify performance deficiencies on the transport network and tests the options for managing congestion, safety and competing demands for limited road space, thereby supporting future planning and development of transport network to deliver strategic goals. It is part of a wider suite of decision making tools including transport modelling.

Work has also commenced on reviewing the transportation modelling tools which will support any future work. This will include considering the type of analysis tools that will best support multi-modal decision making in a complex urban environment.

### **3.2 P2G**

The NZTA Board will consider a paper at their October meeting which will determine a way forward for the P2G Link Road project. This will be followed by a round of public dissemination which will include Councils/ stakeholders/ landowners, via websites, FAQ's, newsletters, public information displays.

### **3.3 Business Case Development**

As part of the implementation of the Regional Land Transport Plan there are a number of business cases that are being developed by Councils and NZTA.

#### **3.3.1 NZTA led business cases**

NZTA's Highway and Network Operations (HNO) division are leading three significant business cases in the Wellington region:

- SH2 Ngauranga to Upper Hutt
- SH2 Te Marua to Masterton
- Wellington Port Access

The SH2 corridor has been divided into two separate business case processes to reflect the different pressures, issues and geographic context throughout this corridor.

GWRC officers are involved in the development of these business cases to provide a strategic and multimodal view.

#### **3.3.2 GWRC led business cases**

GWRC is leading development of three Programme Business Cases:

- Application of Transport Analytics in Wellington Region

- Managing Travel Demand in Wellington City
- Enhancing the movement of Regional Freight

Work has been completed over the past few months to provide a strategic case for each of these proposed areas to assist in obtaining funding approval for co-funding from NZTA and agreement with other partners. These will be progressed over the next two financial years.

### 3.3.3 Joint business case

GWRC is also jointly developing a business case with NZTA on 'Regional Transport Resilience'. GWRC officers have worked closely with NZTA to ensure a broad scope that takes a wide view of resilience, considering all modes and transport corridors. The project is progressing under a joint management arrangement and is progressing towards the development of a final programme business case, a regional transport risk register and then the development and application of a prioritisation methodology which will influence future transport projects within the region.

## 3.4 Wellington City to Hutt Valley walkway/cycleway/resilience project

Work is continuing on the development of the project 'Wellington City to Hutt Valley walkway, cycleway, resilience project'. This project is being led by NZTA, with input from HCC, WCC, and GWRC. A Detailed Business Case has been completed for the project as a whole and is currently being progressed through NZTA's process. A preferred alignment option is expected to be announced prior to Christmas.

### 3.4.1 Melling to Petone Section

The Melling to Petone section of the overall route has Urban Cycleway Funding confirmed and design work is underway. Public engagement on alignment for this section is currently being planned. Construction of this section is programmed to begin in late 2016 with completion by mid-2018.

### 3.4.2 Petone to Ngauranga section

The RMA approvals process for the Petone to Ngauranga section of the overall route will commence once a preferred option is confirmed. Construction is expected to commence mid-2018.

## 4. Sustainable Transport

Considerable work has been put into researching best practice for school travel programmes and to ensure scoping for a new pilot programme will deliver improved outcomes for active travel to school.

The national meeting of all regional partners in Let's Carpool was held in Christchurch recently to plan the approach for upgrading Lets Carpool into a more user friendly site and to improve promotional options.

The team has spent time refining and refreshing its programmes to ensure tighter targeting of audiences and better outcome delivery.

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

No decision is being sought in this report.

### **5.1 Engagement**

Engagement on this matter is unnecessary.

## **6. Recommendations**

*That the Committee:*

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

Report approved by:

**Wayne Hastie**  
General Manager  
Public Transport

Report approved by:

**Luke Troy**  
General Manager  
Strategy