

Report	17.11
Date	7 February 2017
File	CCAB-20-225
Committee	Sustainable Transport Committee
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General Managers' report to the Sustainable Transport Committee meeting 14 February 2017

1. Purpose

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

2. Metlink Public Transport

2.1 PTOM

(a) Rail

Performance results from the Partnering Contract with Transdev Wellington are confirming intent of the model, with the Operator providing a real willingness to improve the Metlink rail service.

(b) Bus

The tender evaluation process is underway and the process is continuing to run well and to schedule.

(c) Bus Fleet and 2018 Wellington City network

The first Wrightspeed powertrain has now been fitted by NZ Bus to the prototype trolley conversion, with acceptance testing expected in early February.

Significant progress is being made across all elements of the new 2018 Wellington City bus network. Proposed route naming and numbering is complete, a community engagement strategy, including communication tools such as website content and an online journey planning tool, are being developed and designs for the key connection point facilities are underway. A joint GWRC/Wellington City Council steering group is providing direction to bus infrastructure improvement work required for the new network.

Civil work to enable double deckers to be run on the new Wellington City network has begun. During the quieter period between December to early February modification works were undertaken at Wellington Station Interchange, Courtenay Place, Brandon St and Riddiford St to provide the necessary clearances for double deck buses.

(d) **Business Readiness**

Projects delivering new performance management and customer-facing capabilities supporting commencement and ongoing operation of the rail partnering contract have been closed. A wide-ranging programme of work to ensure readiness for commencement of new bus contracts planned for July 2018 is now underway.

2.2 Fares and ticketing

A contract with Snapper Services for provision of interim bus electronic ticketing ‘as a service’ was signed in late December 2016. The implementation project commences in January in line with plan. The National Ticketing Programme continues to progress with a range of key decision papers with programme partners for review.

Recommendations from the PT Fares Review are being considered by Council for incorporation into the 2017/18 Annual Plan process.

2.3 Rail operations

2.3.1 Service performance

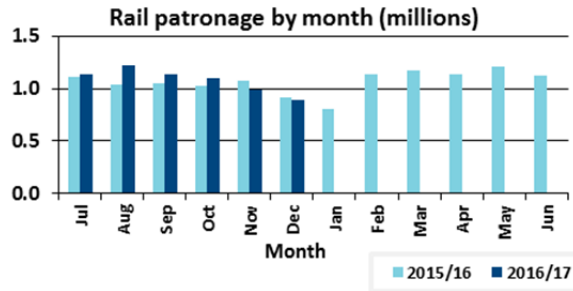
“Punctuality” (on-time) results are now measured across the network (at all key stations), previously (ie. the 2015/16 results) this measurement was recorded at Wellington Station only.

This same system also measures “Rail Services Delivered” (reliability) and now records services that do not stop at all stations (or leave early) as “not delivered”. The new performance system has highlighted these occasional operating practices and the operator is working steadily to resolve these types of issues.

The new automated and customer focussed measurement system delivers a more accurate and realistic performance result than the previous limited manual measurement system. As more data is collected we will attempt to compare old and new measurement systems data to better illustrate ongoing improvements.

Anecdotally the customer feedback suggests both performance attributes have improved under the new operator, and the new measurement system has contributed to a better level of customer service.

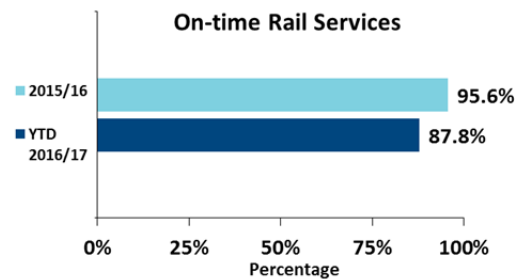
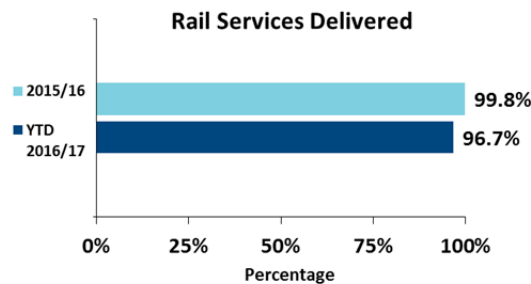
(a) Patronage – year to date December



	YTD		Change	% Change
	2015/16	2016/17		
Kapiti	2,634.9	2,685.7	50.9	1.9%
Hutt Valley	2,581.7	2,736.6	155.0	6.0%
Johnsonville	636.7	697.8	61.1	9.6%
Wairarapa	361.2	368.1	6.9	1.9%
Total	6,214.4	6,488.3	273.8	4.4%

Patronage was down across the network, after the earthquake, due to a significant number of work places affected. Patronage in December was down by 4% compared to last December, however on a working day perspective it was up 2% on last year. YTD patronage is still 4.4% higher than last year.

(b) Punctuality and reliability – year to date December



On-time performance has been significantly affected by the earthquake and storms in November and the continuing speed restrictions in Tunnel 2 on the Kapiti Line. Overall network wide punctuality was 80% in December and overall year to date performance is 87.8%. By way of comparison performance from July to the week before the earthquake was over 90% and operator only performance (not including performance affected by network issues) is nearly 95% from January to December, using the new measurement across the entire Network, so a significant improvement.

(c) Wairarapa line peak punctuality – year to date July

A slightly amended timetable was implemented on 20 November to improve congestion issues that a number of close running services were causing. However, there are still a number of speed restrictions affecting services on the line and this has meant that the expected improvements to on-time performance have not been as noticeable. KiwiRail is currently working on a plan to fix the areas which are having the biggest impact to services, but it is likely that there will be speed restrictions on the Wairarapa line above the Network Agreements agreed KPIs for some time.

2.3.2 Asset management

(a) Rolling stock

We now have all Matangi 2 trains in operational service. The first major heavy maintenance checks for the Matangi 1 fleet are now commencing.

(b) Park and ride

- Waikanae: The construction of 232 additional parks commenced at the beginning of September, but the discovery of asbestos put significant delays on the project. Full construction has now commenced, with completion planned for mid-May 2017.
- Trentham: Construction of 40 additional parks has now been completed.
- Upper Hutt: Construction of 94 additional parks is expected to be completed on 10 February, which will bring the total number of parks to 322.
- Pomare and Paremata: Design of these carparks is in the final stages, with construction planned to be completed by the end of the financial year (June 2017).

(c) Ava Bridge

Ava South Pedestrian bridge was partially demolished following structure concerns after the 14 November earthquake. Design to replace the demolished portions of the bridge, and strengthen the remainder is well underway. We are expecting that we will be able to engage the contractor to commence works in June/July this year, but at this stage we are not able to confirm the timeframe for completion.

2.3.3 KiwiRail Network

(a) Maintenance and operations

There have been significant service delays caused by a drain issue in Tunnel 2 on the Kapiti Line. The Kapiti Line performance has been severely affected with on time performance falling to 52% of services on time during the month of December.

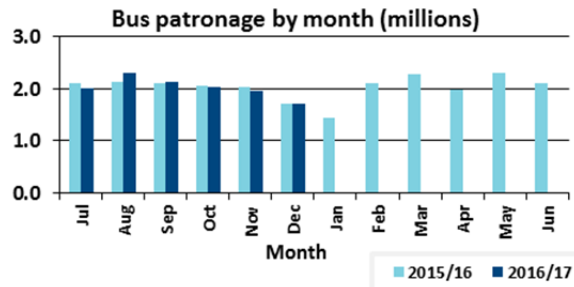
The drainage issue was discovered during the storms that followed the earthquake in November. The issue has just been found and repaired, and now we need to wait for the formation to dry out, before the speed restriction can be lifted.

The Christmas maintenance work on the Kapiti Line was very successful with the level crossing at Paekakariki completely replaced. Also several areas north of Porirua were rerailed, enabling speed restrictions on the line to be lifted.

2.4 Bus and ferry operations

2.4.1 Service performance

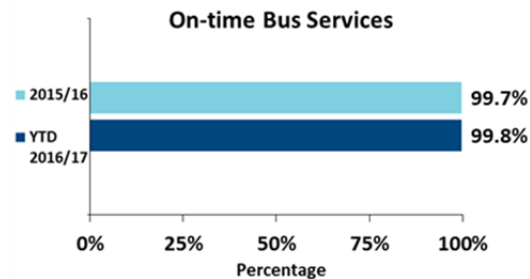
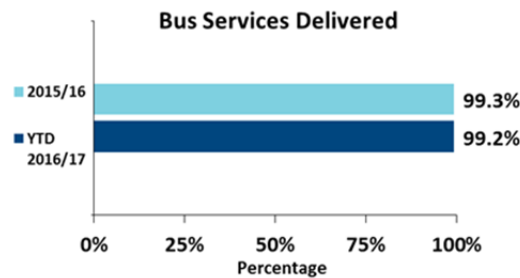
(a) Patronage – year to date December



	YTD		Change	% Change
	2015/16	2016/17		
Wellington	8,421.6	8,419.0	-2.5	0.0%
Hutt Valley	2,728.3	2,680.8	-47.5	-1.7%
Porirua	589.1	572.1	-16.9	-2.9%
Kapiti	333.4	326.6	-6.8	-2.0%
Wairarapa	80.8	90.6	9.8	12.1%
Total	12,153.2	12,089.1	-64.1	-0.5%

Wellington City bus patronage in December (despite 1 less working day) was actually up by 0.55% compared to last December. Across the network YTD patronage is flat compared with last year.

(b) Punctuality and reliability – year to date November



2.4.2 Service improvements

Hutt Valley service changes successfully went live on 20 November 2016.

Khandallah to South Coast service changes went live on 11 December 2016. Early indications suggest significant improvement to service reliability (services departing and arriving on time). Analysis will be completed over the February/ March period where usage is highest.

Karori / Wilton service changes are being completed in three stages. The first stage was completed in November 2016 with additional buses being inserted to alleviate overcrowding issues on the Route 3, and Karori and Wilton school buses. No timetable changes were made. Observations suggest that this was successful.

The second stage went live on Sunday, 29 January 2017. Key changes were further additional bus trips on Route 3 (5 trips) and school bus services (3 trips), timetable changes to ensure additional trips at the right time of day, and timetable improvements to the Route 18.

The third stage will occur on 28 April 2017, where a full timetable update will be introduced.

Johnsonville / Churton Park service changes are being implemented after reviewing the Northern suburbs improvements from 2015/16. There were complaints about the timetable timing and unanticipated overcrowding issues at Johnsonville between 8:30am and 9.00am. These issues have been addressed and the service change will go live on 27 March 2017.

2.4.3 Recent Special Events and Disruption Events

Earthquake & Flooding November 2016

Overall the earthquake had a minor effect on bus services, but was of more significance for rail where services had to be stopped for some time in order that the network could be safety checked.

A more significant effect was felt for bus services in the two days that followed where weather went from bad to worse with flooding and slips affecting many parts of the region. At one point SH1, SH2 and SH58 were closed at the same time – the saving grace was that due to the midnight Sunday/Monday timing of the earthquake a large number of regular commuters had not come into Wellington City.

The GWRC transport and customer information response was managed by PT staff from both the Wellington Transport Operations Centre in Johnsonville and people's homes. Overall the response was solid, and again has proved how we are able to get things done when it isn't particularly easy.

The Metlink website recorded its highest number of visitors on 15 November, the day of the floods with 55,000 visitors and almost 90,000 visits delivering over 280,000 pages of information. We also sent over 250,000 text messages over the earthquake and flood day. This was the heaviest load on the website since it launched in October 2015 and it performed as it was designed to do.

A Very Welly Christmas

The Very Welly Christmas Festival was a new event held on Saturday 10 and Sunday 11 December 2016. This new event replaced the Wellington Santa Parade. The Very Welly Christmas Festival used the full length of Lambton Quay (from Willis Street to Whitmore Street) to house a Santa Parade, a main stage at Midland Park for various performances (including a Carol Concert), street performers and food stalls.

As Lambton Quay was completely closed for the whole weekend, diversions for all bus routes were put in place. The Saturday ended with a Carol Concert at Midland Park, and in anticipation of crowds leaving the city en masse, NZBus organised extra capacity on several routes from 8pm.

There were some issues in respect to parking enforcement and wind affected signage on both days. Most issues were rectified with our involvement – as this was a first time event there are learnings that we can pass onto event organisers for next time. Overall the event went very well.

Wellington Sky Show

The Wellington Sky show took place on Saturday, 5 November 2016. The Sky show is a regular event, which most affects customers using Route 14 buses travelling along Oriental Parade and up to Roseneath. To reduce congestion, buses are diverted through the Hataitai bus tunnel.

In anticipation of large crowds leaving the waterfront en masse after the show, NZ Bus organised extra capacity on key bus routes, and the area seemed to clear very quickly. There was still some congestion along Oriental Parade and up into Roseneath once the road was reopened but this was due to private traffic in the area which took approximately 1 hour to clear.

Lambton Quay Resurfacing

WCC commissioned a contractor to undertake road resurfacing works on the North End of Lambton Quay between the 4 & 17 January. This work was carried out in several sections with GWRC and NZ Bus working closely with WCC to ensure that public transport was not severely disrupted. GWRC and NZBus worked together to plan several diversions, and the replacement of trolley buses with diesel buses in order to facilitate the work.

Wellington Station Interchange kerb re-alignments

In readiness for the 2018 Wellington City bus network, between 4 January and 3 February WCC commissioned work to re-align some kerbs to improve access for double decker buses within the Wellington Station Interchange. This work was completed in two sections, widening the pavement at Platform D and then adjusting the size of the island adjacent to Platform A.

To ensure the ongoing safety of passengers when aligning buses and to provide sufficient space for buses to manoeuvre and turn around, and 'lay up' in wait for their next trips, the bus stop at Platform D was relocated further north

towards Mulgrave Street, and the stop at Platform A was relocated to Platform V (further along the platform towards Bunny Street).

Overall the work and changes for customers and bus operators ran smoothly, helped by it being a quieter time of the year.

Other events

There have been several other roadworks events that have caused delays and diversions around the network. These include ongoing water main maintenance on The Terrace, a major building project at Stokes Valley Shops, and several bus stop closures on Molesworth Street and at Lower Hutt Queensgate due to earthquake damage.

Other recent special events and disruption events include:

- A significant trolley bus power supply fault early January 2017
- A Tramways Union stop work meeting January 2017
- Upper Hutt's Little City Big Bash in October 2016
- White Ribbon Day Fun Run along Lambton Quay in November 2016
- Petone's Jackson Street Twilight Christmas Parade in November 2016
- Wainuiomata Christmas Parade
- Stokes Valley Christmas Parade
- Victoria University Graduation Parade along Lambton Quay.

2.4.4 Asset management

15 existing bus shelters across the region have been renewed. The installation programme for new bus shelters is about to commence and will be completed by end of June 2017.

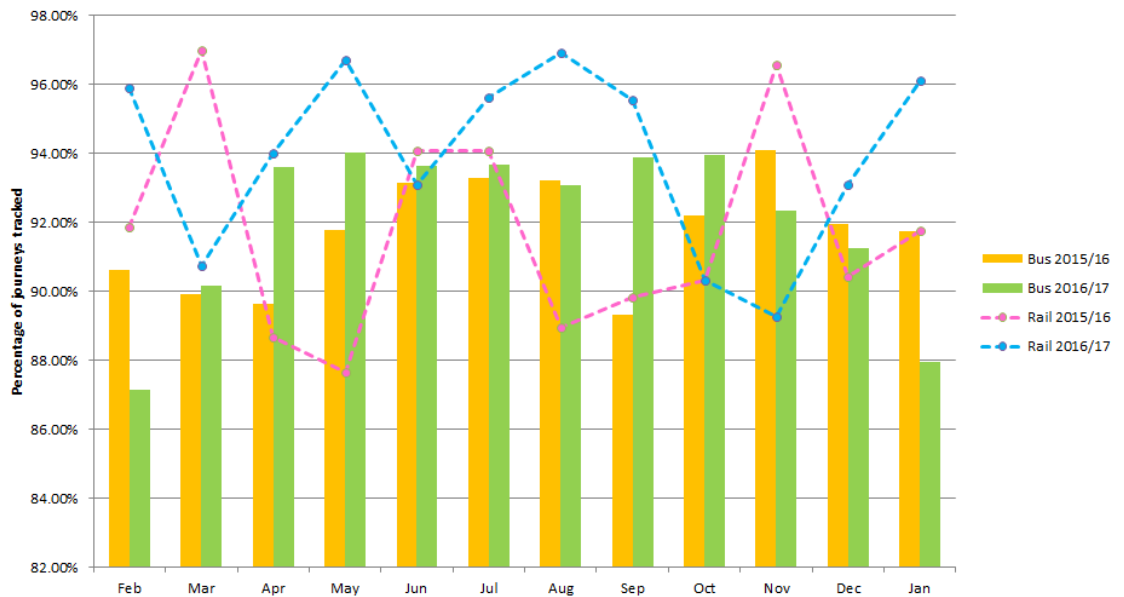
New RTI signs will be installed on Oriental Parade, Masterton town centre, and Otaki town centre from February.

New bus stops will be installed along Mark Ave to support the Grenada Village extension of route 55 in March.

2.5 Metlink customer services and information

2.5.1 Real Time Information (RTI)

At 31 January 2017, the tracking on the previous year overall improved with bus from 91.74% to 92.06%. Rail improved from 91.77% to 93.95%. Ongoing initiatives continue in an effort to improve RTI tracking, such as permanent power to AVL units at Newlands and Porirua depots – this has been successfully trialled with promising results. Ferries have recently been introduced into the RTI system and are tracking well. Transit and Madge bus operators will also soon be tracking in the RTI system.



2.5.2 Printed timetable and publications

Updated and reprinted the following timetables and relevant timetables associated with service changes in this quarter: Western Porirua R21-211 Upper Hutt Local R111-115, Johnsonville Line and the Christmas timetable.

2.5.3 Media and events

A “Ride for free day” on the trains was organised to celebrate the delivery and commissioning of the last Matangi train. The ratepayers have contributed a significant amount of money to these trains and it was felt it would be good to “give something back” to thank them. The event was held on Sunday, 30 October.

There was a six hundred percent increase in rail patronage (52,000 passenger trips) as a result of the Ride for Free day. A post-event survey found that forty five percent of these people don’t normally use the train. Sixty two percent of the people surveyed also said they would use the train more as a result of riding for free. Overall satisfaction with the train travel was eight point five out of ten. It will be interesting to see if the increased trial that happened as part of this event leads to a sustained increase in patronage.

Weekend \$1-\$2 buses to Wellington CBD and free shuttles to Lower Hutt were organised before Christmas to support the retail sector in these cities that were affected by reduced parking caused by the earthquake. The Wellington weekend bus patronage was similar to last year for this period (note that in 2015 a similar reduced fares campaign was in effect leading up to Christmas) but the campaign likely offset a bigger reduction in patronage due to the earthquake. The free shuttles to Lower Hutt were only lightly patronised.

2.5.4 Digital – website, social media and app

Website

Traffic to the website has grown since the earthquake and floods with over a thousand more people using the site each day. We now have around 23,500

customers with My Metlink accounts. The annual stats for the Metlink website (January – December 2016) are:

Metric	Total number
Users (unique visitors)	1,748,882
Number of visits (sessions)	7,697,554
Pageviews	21,885,999
Most popular content	
Timetables	10,701,354 (46% total pageviews)
Service updates	944,197
Tickets and fares	782,407

We started measuring the number of journeys tracked through the journey planner in May and over 1.5 million were planned on the website through to the end of December.

New iOS and Android commuter app

This has now quietly launched and is available in both the itunes and Google Play stores. We will begin to promote the app in the second week of February. Early reviews are positive. There have been around 750 downloads in the first few weeks.

Twitter

The Metlink Twitter site saw significant traffic over the earthquake and flood. We picked up over 1,000 additional followers in the two days. We delivered over 1.5 million impressions (about x 5 more than a usual month). We finished the year with 9,500 followers or an increase of 2,400 in six months.

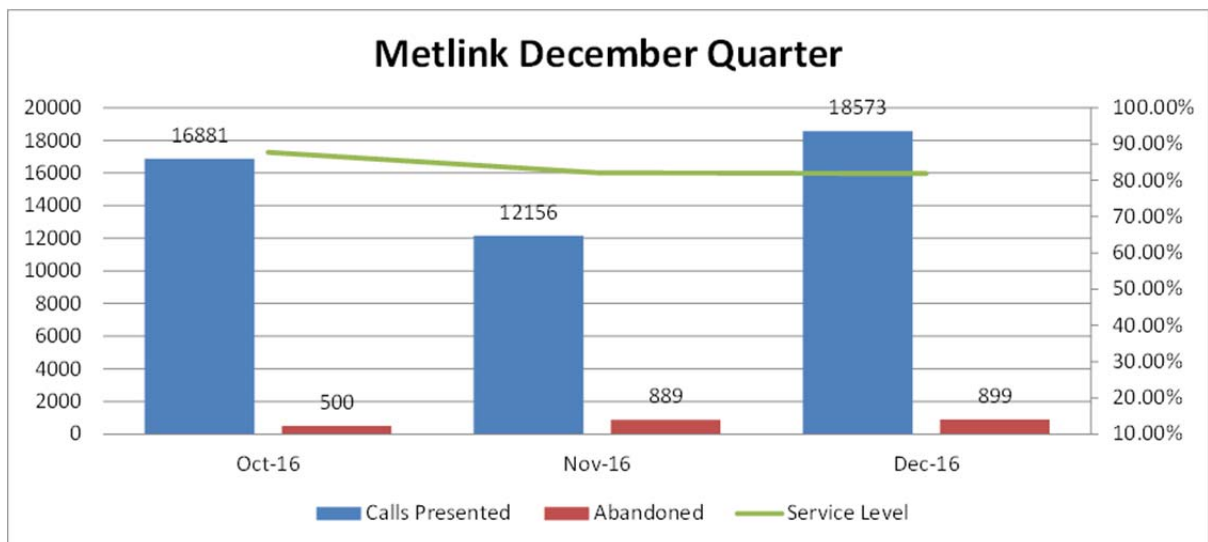
2.5.5 Customer Contact Centre

(a) Inbound Calls

We continue to achieve consistent Service Levels with this quarter averaging 84% of calls being answered within 20 Seconds. Target 80/20.

Our total recorded call volumes were 47,610 for the quarter which was 4.4% lower than the previous quarter.

Our abandonment call rate was 4.8% which is well within our target (and industry norm) of 6%.



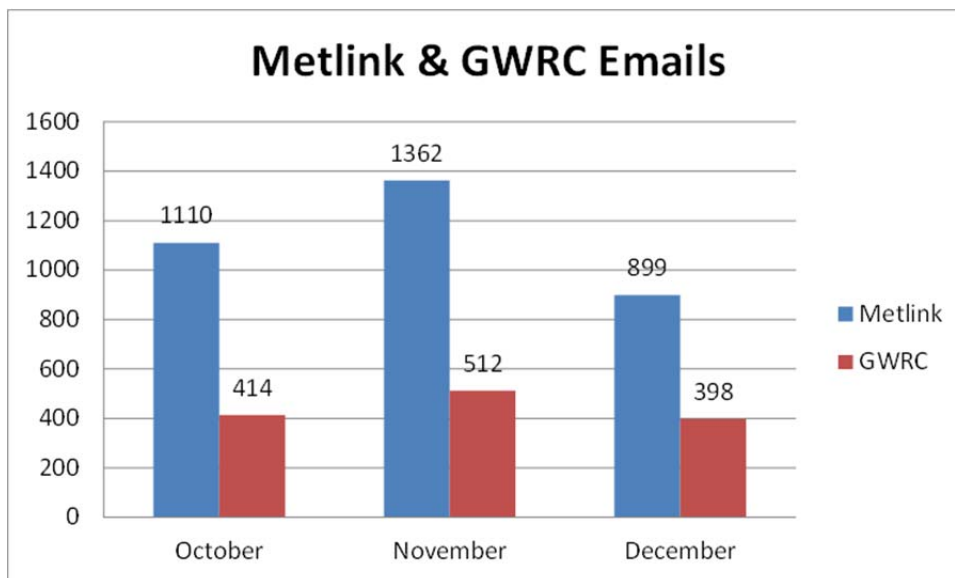
It should be noted that our call volumes do not reflect the 10 day period following the November Earthquake (14 November). As we initiated our Business Continuity Plan and relocated to our Upper Hutt Depot, we were operating on a manual phone system. We do know that we received in excess of 4,500 by 1pm on the Tuesday (15 November) due to the added impact of the Flooding which caused major disruption to our public transport network across the region.

Major achievement during the quarter was our ability to have the Metlink Contact Centre operational from our Upper Hutt site by 9:30am on Monday 14 November. During this same quarter, we then uplifted the Contact Centre from Upper Hutt and relocated them back into our temporary premises at Walter St so they were operational the week leading into Christmas without any interruption to customer service.

It should be noted that while we still received calls from customers in relation to the Christmas timetable, it was mainly the result of the Bus replacement delays on the Kapiti line due to the SH1 holiday traffic. Overall the planning and organising of the timetable was much better this year when compared to last year – credit to PT Service Delivery and Marketing/Comms teams.

(b) Emails Received

During the September quarter Metlink received 3371 emails with an average speed to answer of 3 hours 9 mins.



(c) Customer Complaints Management

This quarter represents a full quarter of reporting 'Rail' related complaints through our 'Resolve' Customer Feedback system. Previously all complaints or feedback were simply recorded by the Metlink Contact Centre and were available for the respective Rail or Bus operators to deal with the customers directly.

Under the new contracts, GWRC staff are now responding to and speaking with customers to resolve their complaints directly based on information provided by the operators.

Rail – we recorded a total of 652 cases into our 'Resolve' CRM system. 103 or 19.4% of cases were received and closed as First Call resolved by the Contact Centre team.

Early November, we introduced Valley Flyer Bus complaints followed by Mana in early December.

The Contact Centre team are already resolving 26% of these complaints on the first call.

Mid November we created a Customer Resolution team (currently two full-time staff) who have responsibility to review Rail and Bus operators proposed responses for approval prior to sending to the customers. They will also speak directly with customers and monitor overall service levels as they relate to complaint/feedback management.

Commons trends will be reported to the PT Service Delivery for their further investigation so they look to address possible root causes.

Reporting is currently under development.

2.6 Customer Experience

2.6.1 Lambton Interchange improvements

Designs for new wayfinding and RTI signage at Lambton interchange are complete and are currently being installed, with full installation targeted before the end of February (delayed from planned January installation due to earthquake imposed delays).

2.6.2 Designs for the 2018 Wellington bus network

The design of a number of key customer touchpoints is under way in anticipation of the new network.

A schematic network map of the network has been completed, including the new route numbering schema, to help customers navigate the new network. This has been designed and tested with customers to ensure it is fit for purpose.

Concept designs for new bus interchange facilities are in development, with a view to consulting Wellington City Council and public on the designs from February.

2.7 Total Mobility

2.7.1 Service performance

Total Mobility usage for the financial year to date has increased by 5% compared to the same period in 2016. This increase is likely due to the unusually wet weather so usage is expected to return to usual levels as the warmer weather sets in.

Total active Total Mobility customers	9,757
Total trips taken (YTD)	143,731
Total wheelchair user trips taken (YTD)	13,404 (9% of total)
Average trips taken per customer, per month	2.5
Average fare subsidy per trip	\$8.70

2.7.2 Fare review

A review of Total Mobility usage for the 2015/16 financial year was conducted to determine if the current level of subsidy continues to represent adequate and appropriate coverage of customer costs.

Over the review period, a total of 279,023 trips were subsidised with an average cost per trip of \$17.39 and average subsidy amount of \$8.95. This represents a small subsidy increase of \$0.55 on the previous year.

Accordingly we have determined that our current maximum subsidy of \$40.00 per trip is still sufficient but will still be subject to review on an annual basis.

2.7.3 Wheelchair accessible vehicle grants

Grant funding was provided in October 2016 as a contribution towards the purchase of a new wheelchair accessible vehicle in the Wairarapa.

The total number of wheelchair accessible vehicles in the Total Mobility fleet is 45 with 35 of these able to transport heavy mobility devices such as electric mobility scooters.

3. Regional Transport Planning

3.1 Ngauranga to Airport (N2A) - 'Let's get Wellington moving'

The three partner agencies (NZTA, GWRC, and WCC) continue working together on this programme.

Over the past few months a number of key milestones have been achieved. The project objectives were endorsed by the three partner agencies. Development and assessment of a long list of scenarios was completed, leading to the identification of a draft short list for further assessment and refining. A progress report has been completed, bringing together the key elements of work completed to date including a summary of the problems that the programme is seeking to address. The report is expected to be released publically in February and will be available on the Let's get Wellington moving (LGWM) website www.getwellymoving.co.nz/.

Over the next few months, work will focus on testing and refining the short list of options. Stakeholder/community workshops will be held in March to help inform both the technical work and the preparation of engagement material for wider public consultation. A call for expressions of interest has generated a significant response and participants will be selected to ensure that a wide range of views and perspectives are represented. An interactive online tool will also be launched to help people understand the sorts of trade-offs that might need to be made as part of developing the scenarios.

Following the local body elections there have been some changes to membership of the LGWM Governance Group. Appointees from GWRC are Cllrs Donaldson and Laidlaw. Appointees from Wellington City Council are Mayor Lester and Cllr Calvi-Freeman. The NZTA appointees are unchanged - Fergus Gammie and Raewyn Bleakley. Mayor Guppy from UHCC also continues as a member of the group.

3.2 Other projects

The Regional Transport Resilience business case was completed and endorsed by Regional Transport Committee in December 2016 (Refer Report 16.509). The output was a set of maps that identify the most critical parts of the region's transport network and the supporting prioritised list of locations, key high risk locations and vulnerabilities. This completes the current phase of the project. Subsequent phases will input to the Lifelines Resilience Programme Business Case project and the development of projects for the Regional Land Transport Plan.

The Regional Transport Analytics Programme Business Case is well underway with a comprehensive set of stakeholder interviews completed to inform the identification of problems and benefits for the project. These interviews were held with representatives of all the key stakeholders, including NZTA, territorial authorities within the region, GWRC and the Ministry of Transport.

The next stage is to confirm the strategic case and then develop options and alternatives for assessment.

Public consultation on the Petone to Melling section of the Wellington to Hutt Valley Cycleway/Walkway is planned for April 2017, with non-notified resource consents to be lodged in June, and construction expected to commence around September.

Planning and detailed design for the Petone to Granada Link Road continues to progress. It is expected that the NZTA Board will consider a report in March on the options for alignment and interchanges, and will determine which should be taken forward to public consultation. Community and stakeholder consultation is expected to follow in the period between March and June 2017, with a consent to be lodged by the end of this year.

The Port Access Programme Business Case and State Highway 2 Programme Business Case have been completed in draft and presented to the NZTA Board. GWRC and other key partners are awaiting an update and copies of the business cases. Work on the Indicative Business Case for Melling Intersection is also underway and will form part of the wider SH2 Business Case.

The Annual Monitoring Report 2015/16 and the 6-monthly progress report (July - Dec 2016) on the Regional Land Transport Plan (RLTP) were completed and endorsed by the Regional Transport Committee in December 2016 (Refer Reports 16.511 and 16.512).

The proposed approach to the Wellington RLTP 2015 mid-term review was also presented to the Regional Transport Committee in December (Refer Report 16.508). The review will check that the policy front end is still relevant and fit for purpose and will involve updating the transport projects and activities in years 3-6 of the regional programme. Changes to activities will be influenced by a number of factors including local council long term plan discussions, the new Government Policy Statement on Land Transport, NZTA moderation processes, and the outcome of the LGWM programme.

3.3 Draft Government Policy Statement on Land Transport 2018

The release of the draft Government Policy Statement (GPS) on Land Transport 2018 has been delayed due to the need to divert resources to the Kaikoura earthquake response, but is currently expected around March 2017.

A submission on the draft GPS will be prepared by the Wellington Regional Transport Committee with input from all councils including GWRC. A submission may also be prepared by the LGNZ Transport Special Interest Group (of which GWRC is a member).

4. Sustainable Transport

The new contract for the national carpooling programme was awarded to Canadian company RideShark Incorporated following a comprehensive RFP process undertaken in conjunction with Auckland Transport. The new platform is more than just a carpooling website. It is a multi-modal incentives-driven platform that has been re-named as “Smart Travel” by the regions participating in the programme. Each region will manage and promote its use of the

platform. Smart Travel has considerable potential to help encourage behaviour change activities for all transport modes. Promotions involving carpooling will commence in May.

Planning and development of the Wellington region site for the Aotearoa Bike Challenge has been underway since October. The challenge is part of the national Aotearoa Bike Challenge funded by NZTA and encourages individuals in organisations and businesses to register for the challenge. Prizes go to the organisation/business with the greatest proportion of cyclists registered for the challenge. Having a Wellington region site enables direct promotions to workplaces in the Wellington region and an ability to create reports about local participation. Over 165 organisations and 1,669 people across the region had signed up for the Wellington region challenge by the end of January. This is above the target numbers for the challenge.

The bike racks on buses trial commenced on 1 October with various promotions including three “Have a go Sessions”. The Metlink website linked information about the trial to the timetables. Posters about the trial were placed in buses. Usage of the bike racks has been steady since the trial started. There have been no significant issues with the trial and no major complaints.

Preparations are finalised for Movin’ March 2017 which is the active travel month promotion to Wellington region schools. It is expected that participation will mirror last year, when 60 schools took part. The promotion includes teaching resources, events and competitions.

5. The decision-making process and significance

No decision is being sought in this report.

6. Engagement

Engagement on this matter is unnecessary.

7. 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