



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

If calling please ask for: Democratic Services

26 October 2018

Sustainable Transport Committee

Order Paper for the meeting of the Sustainable Transport Committee to be held in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington

Tuesday, 30 October 2018 at 9.30am

Membership

Cr Donaldson (Chair)
Cr Ponter (Deputy Chair)

Cr Blakeley
Cr Gaylor
Cr Laban
Cr Lamason
Cr Ogden
Cr Swain

Cr Brash
Cr Kedgley
Cr Laidlaw
Cr McKinnon
Cr Staples

Marama Tuuta

Recommendations in reports are not to be construed as Council policy until adopted by Council

Sustainable Transport Committee

**Order Paper for the meeting to be held on Tuesday, 30 October 2018
in the Council Chamber, Greater Wellington Regional Council, Level
2, 15 Walter Street, Te Aro, Wellington at 9.30am**

Public Business

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Public Excluded Business

11.	Future fleet options	Report PE18.461 (To come)
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Please note that these minutes remain unconfirmed until the meeting of the Sustainable Transport Committee on 30 October 2018

Report 18.429

19/09/2018

File: CCAB-20-558

Minutes of the Sustainable Transport Committee meeting held on Wednesday, 19 September 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9:30am

Present

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw, Lamason, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

Public Business

1 Apologies

There were no apologies for absence.

2 Declarations of conflict of interest

There were no declarations of conflict of interest.

3 Public Participation

Richard Wagstaff, President, New Zealand Council of Trade Unions, and Anne Reedy, bus driver and President, Tramways Union, presented a “Thank You Driver” petition to the Committee.

Marian Horan and Leah Maxwell gave a presentation to the Committee in relation to item 6 on the agenda, *Implementation of new Wellington bus network*.

Andrew McCauley, co-chair, Hataitai Residents' Association, spoke to item 6 on the agenda, *Implementation of new Wellington bus network*.

Michael Gibson spoke to item 6 on the agenda, *Implementation of new Wellington bus network*.

Neal Swindells, Rector, St Patrick's College, Wellington, gave a presentation to the Committee in relation to item 6 on the agenda, *Implementation of new Wellington bus network*.

Chris Horne spoke to item 6 on the agenda, *Implementation of new Wellington bus network*.

Mike Mellor spoke to item 6 on the agenda, *Implementation of new Wellington bus network*.

Peter Kitchenman gave a presentation to the Committee in relation to item 6 on the agenda, *Implementation of new Wellington bus network*.

Kerry Wood spoke to item 6 on the agenda, *Implementation of new Wellington bus network*.

The Chair tabled a letter received from Margaret Lloyd dated 7 September 2018 regarding changes to Wellington buses.

The meeting was adjourned at 10:52pm and reconvened at 11:14am.

4 Confirmation of the Public and Public Excluded minutes of 8 August 2018

Moved (Cr Blakeley/ Cr Gaylor)

That the Committee confirms the Public minutes of the meeting of 8 August 2018, Report 18.332 and the Public Excluded minutes of the meeting of 8 August, Report PE18.333.

The motion was **CARRIED**.

5 Action items from previous Sustainable Transport Committee meetings

Report 18.336 File ref: CCAB-20-517

Moved (Cr Lamason/ Cr Staples)

That the Committee:

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

The motion was **CARRIED**.

6 **Implementation of the new Wellington bus network**

Greg Campbell, Chief Executive, spoke to the report.

Report 18.393

File ref: CCAB-20-538

Moved

(Cr Laidlaw/ Cr Ogden)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that overall service levels are improving but that the worst performing trips continue to provide negative experiences for customers.*
4. *Notes that we are working closely with operators to identify and resolve issues in the fastest practical time.*
5. *Endorses the actions taken or underway as outlined in the report including in particular:*
 - a. *The deployment of additional capacity on key routes*
 - b. *The routes prioritised for further consideration*
 - c. *The establishment of the Public Transport Transition Programme Team*
 - d. *The commissioning of an urgent independent review of the situation*
 - e. *The changes that have been made and are planned for school services*
 - f. *The re-prioritisation of the hospital hub to bring forward the completion date at the expense of delaying completion of the Courtenay Place hub*
6. *Notes that questions and answers have been published on the Metlink website and that we will be issuing regular advisories on performance statistics, news and updates, and progress.*

Moved as an amendment

(Cr Ponter/ Cr Staples)

That a new recommendation 7 be included:

7. *Invites the Chief Executive, Greater Wellington Regional Council, to report back to the next meeting of the Sustainable Transport Committee on:*
 - a. *Options, timeframe and implications for route splitting the Route No 2 to provide direct off-peak services from Strathmore Park and Miramar North to the CBD;*
 - b. *Options and timeframe for putting in place morning and evening peak hour services for Route 23 between Mornington/Vogelton and the Golden Mile;*

- c. Options for extending the No 23e (to service the Zoo off-peak);*
- d. The potential to join the No 12/20/21 services; the No 20/21 services; and/or the No 14/12 services across the City; and*
- e. The process and timetable for identifying route and service options changes for Churton Park.*

The amendment was **CARRIED**.

Moved as an amendment

(Cr Kedgley/ Cr Laban)

That a new recommendation 8 be included:

- 8. Requests as soon as possible, the Chief Executive, Greater Wellington Regional Council:*
 - a. Reinstates the No 14 Service, to start at the Kilbirnie Hub, rather than Hataitai;*
 - b. Includes services for the 18E extension, in the period between 6 and 8pm.*

The amendment was **CARRIED**.

Moved as an amendment

(Cr McKinnon/ Cr Gaylor)

That a new recommendation 9 be included:

- 9. a. Requests the Chief Executive, Greater Wellington Regional Council to report to the next meeting of the Sustainable Transport Committee on any changes required to timetables and/or operator performance to ensure that passengers should not have to wait, on average, more than five minutes to make timetabled connection to another bus at a bus hub.*
- b. Invites the Chief Executive, Greater Wellington Regional Council, to initiate a work programme with the Wellington City Council, potentially as part of the Let's Get Welly Moving Programme, to identify, confirm and progress:*
 - i. Further bus priority lanes;*
 - ii. Further instigation of bus priority at traffic lights on core routes;*
 - iii. Appropriate measures to better facilitate bus manoeuvring.*

The amendment was **CARRIED**.

Moved as an amendment

(Cr Swain/ Cr Brash)

That a new recommendation 10 be included:

10. *Requests the Chief Executive, Greater Wellington Regional Council to work with bus operators to reinstate seating on high capacity buses that are in use as interim and permanent buses.*

The amendment was **CARRIED**.

Moved as an amendment

(Cr Blakeley/ Cr Lamason)

That a new recommendation, to be additions to part 10 of the substantive motion be included:

10. *Requests the Chief Executive, Greater Wellington Regional Council:*
 - b. *To include daily information on route performance, from Real Time Information feeds, on the Metlink website, on a route by route basis.*
 - c. *To ensure that the independent review of the new Wellington Network is delivered as a final report to the December meeting of the Full Council, if not earlier.*

The amendment was **CARRIED**.

The substantive motion was put:

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that overall service levels are improving but that the worst performing trips continue to provide negative experiences for customers.*
4. *Notes that we are working closely with operators to identify and resolve issues in the fastest practical time.*
5. *Endorses the actions taken or underway as outlined in the report including in particular:*
 - a. *The deployment of additional capacity on key routes*
 - b. *The routes prioritised for further consideration*
 - c. *The establishment of the Public Transport Transition Programme Team*
 - d. *The commissioning of an urgent independent review of the situation*
 - e. *The changes that have been made and are planned for school services*
 - f. *The re-prioritisation of the hospital hub to bring forward the completion date at the expense of delaying completion of the Courtenay Place hub*

6. *Notes that questions and answers have been published on the Metlink website and that we will be issuing regular advisories on performance statistics, news and updates, and progress.*
7. *Invites the Chief Executive, Greater Wellington Regional Council, to report back to the next meeting of the Sustainable Transport Committee on:*
 - a. *Options, timeframe and implications for route splitting the Route No 2 to provide direct off-peak services from Strathmore Park and Miramar North to the CBD;*
 - b. *Options and timeframe for putting in place morning and evening peak hour services for Route 23 between Mornington/Vogeltown and the Golden Mile;*
 - c. *Options for extending the No 23e (to service the Zoo off-peak);*
 - d. *The potential to join the No 12/20/21 services; the No 20/21 services; and/or the No 14/12 services across the City; and*
 - e. *The process and timetable for identifying route and service options changes for Churton Park.*
8. *Requests as soon as possible, the Chief Executive, Greater Wellington Regional Council:*
 - a. *Reinstates the No 14 Service, to start at the Kilbirnie Hub, rather than Hataitai;*
 - b. *Includes services for the 18E extension, in the period between 6 and 8pm.*
9. *a Requests the Chief Executive, Greater Wellington Regional Council to report to the next meeting of the Sustainable Transport Committee on any changes required to timetables and/or operator performance to ensure that passengers should not have to wait, on average, more than five minutes to make timetabled connection to another bus at a bus hub.*
 - b. *Invites the Chief Executive, Greater Wellington Regional Council, to initiate a work programme with the Wellington City Council, potentially as part of the Let's Get Welly Moving Programme, to identify, confirm and progress:*
 - i. *Further bus priority lanes;*
 - ii. *Further instigation of bus priority at traffic lights on core routes;*
 - iii. *Appropriate measures to better facilitate bus manoeuvring.*
10. *Requests the Chief Executive, Greater Wellington Regional Council:*
 - a. *To work with bus operators to reinstate seating on high capacity buses that are in use as interim and permanent buses.*

- b. To include daily information on route performance, from Real Time Information feeds, on the Metlink website, on a route by route basis.*
- c. To ensure that the independent review of the new Wellington Network is delivered as a final report to the December meeting of the Full Council, if not earlier.*

The substantive motion was **CARRIED**.

7 **Levin to Waikanae trial service - review**

Report 18.147

File ref: CCAB-20-540

Moved

(Cr Gaylor/ Cr Ponter)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Agrees with the Horizons' proposal to retender the service for additional three year period commencing from March 2019.*
- 4. Endorses:*
 - a. The continuation of funding for the Levin - Waikanae trial bus service for a three year period commencing from March 2019*
 - b. The timetable being amended to allow connection with the rail services departing Waikanae Station at 10:00am and arriving at Waikanae Station at 2.53pm*
 - c. The retention of the existing compulsory stop at Otaki*
 - d. The retention of existing fares and concessions on the continued trial service*
 - e. The retention of, as appropriate, existing arrangements for administration of funding and contract management for the trial service.*
- 5. Authorises officers to amend and endorse, as necessary, the existing terms of the trial service in collaboration with Horizons.*
- 6. Notes that the funding for the continued service will be drawn from within existing budget lines and will be included in the budget for the years 2019/2020 and 2020/2021.*
- 7. Notes that funding required for continuation of trial service is subject to approval by NZ Transport Agency.*

The motion was **CARRIED**.

8 **General Manager's report to the Sustainable Transport Committee meeting**

Report 18.236

File ref: CCAB-20-526

Moved

(Cr Gaylor/ Cr Laidlaw)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Endorses the actions taken by officers for matters set out in this Report.*

The motion was **CARRIED**.

The meeting closed at 1:35pm

B Donaldson
(Chair)

Date:



Report 18.427
Date 25 October 2018
File CCAB-20-560

Committee Sustainable Transport Committee
Authors Angus Gabara, General Manager, Public Transport (Acting), and
Luke Troy, General Manager, Strategy

Action items from previous meetings

[Attachment 1](#) lists items raised at Sustainable Transport Committee meetings that require actions or follow-ups from officers. All action items include an outline of current status and a brief comment. Once the items have been completed and reported to the Committee they will be removed from the list.

No decision is being sought in this report. This report is for the Committee's information only.

Recommendations

That the Committee:

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

Report prepared by:

Angus Gabara
General Manager, Public
Transport (Acting)

Report prepared by:

Luke Troy
General Manager, Strategy

Attachment 1: Action items from previous meetings

Attachment 1 to Report 18.427

Action points from previous Sustainable Transport Committee meetings

Meeting date	Action point	Status and comment
9 May 2018	<p>Resolution</p> <p><i>Requests that GWRC officers report back to the next Sustainable Transport Committee meeting on the logistics and cost of introducing some random testing of tailpipe emissions of the diesel bus fleet in the future</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTTP priorities have been completed.</p>
	<p>Resolution</p> <p><i>Requests officers work with NZ Transport agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTTP priorities have been completed.</p>
	<p>Noted</p> <p>Officers advised that they will need some time to report back because of immediate priorities with PTTP in the coming months.</p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTTP priorities have been completed.</p>
20 June 2018	<p>Resolved</p> <p><i>Notes that officers will provide this Committee with regular updates on the implementation of recommendations contained in the SNC-Lavalin investigation report.</i></p>	<p>Status: <i>Recurring action</i></p> <p>Comments: See General Mangers' report (18.454)</p>
8 August 2018	<p>Resolution</p> <p>9. <i>Requests that officers continue to monitor the delivery of services and report back to the October meeting of the Committee including the following:</i></p> <ul style="list-style-type: none"> a. <i>Overall on-time performance across the network and the performance of timed connections</i> b. <i>Any identified capacity issues and solutions</i> c. <i>Any persistent problems with school services including capacity, route and timing issues.</i> 	<p>Status: <i>Completed/ongoing</i></p> <p>Comments: See sections 3.3, 3.7 and 4 of report 18.457</p>

	<p>Resolution</p> <p>10. <i>Instructs officers and Councillors to work with public transport groups on the resolution of issues on the Public Transport network.</i></p>	<p>Status: <i>Ongoing</i></p> <p>Comments:</p> <p>See section 12 of report 18.457</p>
	<p>Resolution</p> <p>11. <i>Directs the Chief Executive to ensure implementation of abatements related to the reliability KPI (which includes bus size) are enforced from 30 September in accordance with the PTOM operating contracts.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See sections 3.9 of report 18.457</p>
	<p>Resolution</p> <p>12. <i>Agrees to extend the current No 18e Service to a seven-day a week service from Miramar North to Karori South, providing direct connections to Newtown, the Hospital, Massey University and Victoria University Kelburn Campus.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 8.2 of report 18.393 (report to September meeting)</p>
	<p>Resolution</p> <p>13. <i>Directs the Chief Executive to enter into urgent negotiations with NZ Bus, with respect to the No 18 extension.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 8.2 of report 18.393 (report to September meeting)</p>
	<p>Resolution</p> <p>14. <i>Requests the Chief Executive to report back to the October 2018 meeting of the Sustainable Transport Committee on options for extending the No 14 route to Kilbirnie town centre, re-establishing access to a range of local facilities and services.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>Change to route resolved by STC on 19 September see minutes – report 18.429</p>
	<p>Resolution</p> <p>15. <i>Requests the Chief Executive to review as a matter of urgency:</i></p> <ul style="list-style-type: none"> a. <i>Whether further additional buses are needed on core routes; and</i> b. <i>Whether some route timetables need adjusting;</i> <p><i>and report back to the September 2018 meeting of the Sustainable Transport Committee on actions he has taken to address these issues.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See sections 3.6 and 3.3 of report 18.393 (report to September meeting)</p>

	<p>Resolution</p> <p>16. <i>Requests the Chief Executive to report to the Sustainable Transport Committee in September 2018 on the details of the programme and timeline for the post-implementation review of the new network.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 13 of report 18.393 (report to September meeting)</p>
19 September 2018	<p>Resolution</p> <p>7. <i>Invites the Chief Executive, Greater Wellington Regional Council, to report back to the next meeting of the Sustainable Transport Committee on:</i></p> <p>a. <i>Options, timeframe and implications for route splitting the Route No 2 to provide direct off-peak services from Strathmore Park and Miramar North to the CBD;</i></p> <p>b. <i>Options and timeframe for putting in place morning and evening peak hour services for Route 23 between Morningson/Vogeltown and the Golden Mile;</i></p> <p>c. <i>Options for extending the No 23e (to service the Zoo off-peak);</i></p> <p>d. <i>The potential to join the No 12/20/21 services; the No 20/21 services; and/or the No 14/12 services across the City; and</i></p> <p>e. <i>The process and timetable for identifying route and service options changes for Churton Park.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 5.7 of report 18.457</p>
	<p>Resolution</p> <p>8. <i>Requests as soon as possible, the Chief Executive, Greater Wellington Regional Council:</i></p> <p>a. <i>Reinstates the No 14 Service, to start at the Kilbirnie Hub, rather than Hataitai;</i></p> <p>b. <i>Includes services for the 18E extension, in the period between 6 and 8pm.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See sections 5.3 and 5.6 of report 18.457</p>

	<p>Resolution</p> <p>9a. <i>Requests the Chief Executive, Greater Wellington Regional Council to report to the next meeting of the Sustainable Transport Committee on any changes required to timetables and/or operator performance to ensure that passengers should not have to wait, on average, more than five minutes to make timetabled connection to another bus at a bus hub.</i></p> <p>b. <i>Invites the Chief Executive, Greater Wellington Regional Council, to initiate a work programme with the Wellington City Council, potentially as part of the Let's Get Welly Moving Programme, to identify, confirm and progress:</i></p> <p>i. <i>Further bus priority lanes;</i></p> <p>ii. <i>Further instigation of bus priority at traffic lights on core routes;</i></p> <p>iii. <i>Appropriate measures to better facilitate bus manoeuvring.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See sections 4, 5.5, 5.6 and 10 of report 18.457</p>
	<p>Resolution</p> <p>10. <i>Requests the Chief Executive, Greater Wellington Regional Council:</i></p> <p>a. <i>To work with bus operators to reinstate seating on high capacity buses that are in use as interim and permanent buses.</i></p> <p>b. <i>To include daily information on route performance, from Real Time Information feeds, on the Metlink website, on a route by route basis.</i></p> <p>c. <i>To ensure that the independent review of the new Wellington Network is delivered as a final report to the December meeting of the Full Council, if not earlier</i></p>	<p>Status: <i>Completed/ongoing</i></p> <p>Comments:</p> <p>See sections 3.8, 7.2 and 11 of report 18.457</p>



Report	18.457
Date	25 October 2018
File	CCAB-20-606
Committee	Sustainable Transport
Author	Greg Campbell, Chief Executive

Implementation of new Wellington bus network – October update

1. Purpose

To provide the Committee with an update on the operation of the new bus network in Wellington City.

2. Introduction

This report provides a comprehensive overview of the status of the Wellington bus network and documents actions undertaken, planned or being investigated to improve performance and customer experience. The report is deliberately fulsome to provide the Committee with a high level of detail to provide assurance that issues are being actively managed and remain a high priority for management.

3. Network performance

3.1 Overview

It is now three months since the introduction of the new Wellington bus network following the earlier introduction of new services in the Wairarapa and Hutt Valley.

For the period 13-19 October, 92.8% of trips were on-time at the first stop, the correct bus allocation was 89.7% against the target, and 98.8% of scheduled services were delivered.

While the performance of the network has improved significantly and the majority of customers are experiencing a good level of service, there remain customer pain points that must be addressed. These pain points include on-time performance and bus bunching particularly on routes 1 and 3, completion of the bus hubs, having sufficient capacity and improving the Real Time Information System (RTI).

A number of service changes have been implemented or are planned which will improve service performance and deliver enhanced service levels with

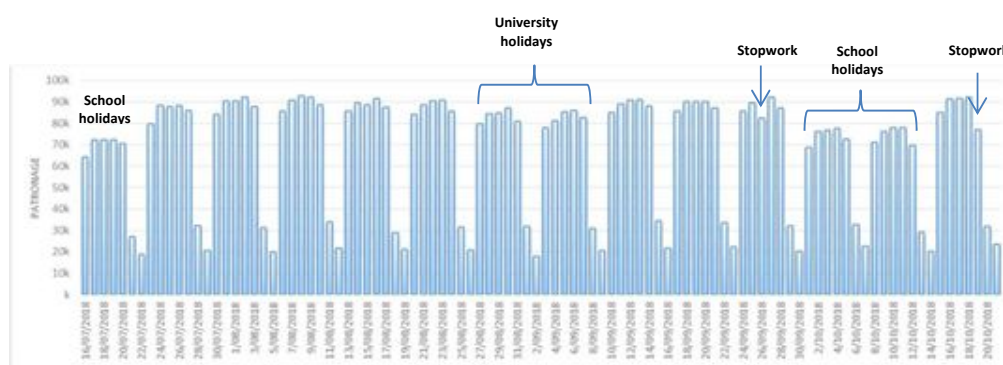
more coverage (longer hours and higher frequency), improved morning and evening commute options, and improved frequency to provide more capacity and convenience.

A timeline that summaries a number of interventions is provided in [Attachment 1](#) to this report.

3.2 Patronage

Figure 1 shows the daily bus patronage as measured by the number of boardings, including transfers.

Figure 1 – Daily boardings on the Wellington bus network from 16 July 2018



Patronage remains steady and strong, with the expected fluctuations during one-off and cyclic events like the stop work meetings and school and university holidays.

We have investigated whether there has been any noticeable change in traffic congestion on Wellington roads following introduction of the new bus network. The available information is limited to State Highways but provides a good indication of traffic congestion levels at some key localities on the bus network.

The data covers the period a month before Wellington go-live (17/06/2018-14/07/2018) and a month after (16/07/2018 – 12/08/2018) at the following locations:

- Ngauranga Gorge (SH1)
- Ngauranga to Petone (SH2)
- Paterson Street approach to Basin Reserve (SH1)
- Cobham Drive (SH1)

Two time periods were analysed, the morning peak between 6 – 9 AM and the evening peak between 4 – 6 PM.

The observed changes in traffic volume for the four locations during both morning and afternoon peak are small, not significant and within the expected bounds of changes in traffic volumes that can occur from month to month, for example change due to school holidays, road works or weather. This data

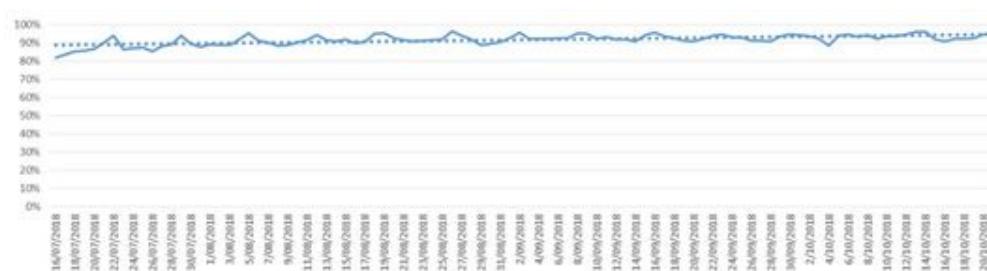
provides no conclusive evidence that traffic volumes have changed since the bus changes were introduced.

At this point we do not have the data to measure whether there have been any impact on congestion on local roads.

3.3 On-time performance

Figure 2 below shows the on-time performance of bus services at the first stop on a route, a key lead indicator of performance against schedule. “On-time” means that the bus departed within a period of less than 1 minute early to 4 minutes 59 seconds late compared with the scheduled time.

Figure 2 – On-time performance of the Wellington bus network from 16 July 2018 at the first stop.

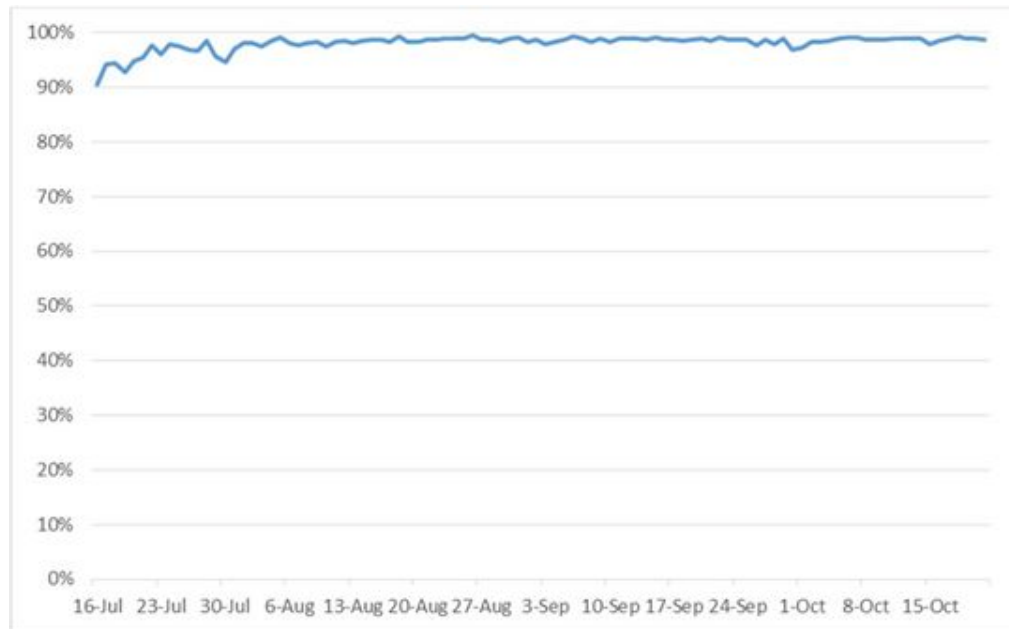


On-time performance continues its trend of improvement. We expect further improvements over time as timetables and scheduling are refined over the coming months. The refinements will also result in improvements to arrival times and enable greater focus on overall schedule adherence.

3.4 Bus services delivered

Figure 3 below shows the percentage of scheduled bus services delivered. These services are ones that are recorded as having operated in either the Real Time Information or Snapper systems.

Figure 3 – Percentage of services delivered on the Wellington bus network from 16 July 2018



Operators are actively managing the provision of transport services to a point where cancelled services are minimised to less than 1% of all services scheduled to be run. However, there are still days when the level of services cancelled is higher than it should be, mainly due to driver availability issues such as sickness.

3.5 Capacity

Capacity issues related to incorrect bus matching have been generally solved by the strategic introduction of ‘banker services’, which are additional buses injected into the timetable at key pressure points. There has also been a significant improvement in bus allocation, with the allocation of the correct bus type reaching 89.7% of the target in the week ending 19 October.

Despite the improvements there will be times when passengers may be inconvenienced by heavy loadings and full services. This situation is monitored daily and provision has been made to strategically deploy ‘stand-by’ buses where service reliability and capacity is potentially undermined by late running and/or bunching.

3.6 Customer experience

3.6.1 An increased focus on customer experience on city bus network

Work to better understand customers’ experience of the new bus network has been expanded with the establishment of a team of six ‘Customer Experience Leads’, who have been seconded from within GWRC. Each of the Customer Journey Leads are focused on a family of priority routes, including:

- Route 1 and associated routes 29, 29e, 32x, 19, 19e
- Route 2 and associated routes 18, 18e, 12, 12e, 30x, 31x 33, 34, 35
- Route 3 and associated connecting routes 23, 23e
- Route 7 and associated connecting routes 23, 29, 29e, 17, 17e

- Routes 14, 24 and 25
- Routes 21 and 22

The Customer Journey Leads are gaining an in-depth understanding of bus customer needs in Wellington city by observing and speaking to customers, drivers and community groups and reviewing complaint and performance data. This will enable Metlink to:

- Objectively measure customer sentiment
- Identify and resolve customer pain-points and opportunities
- Provide recommendations for future improvements to the network design.

The scope is across all aspects of the customer journey, including the information they use to plan their journey, waiting for the bus, paying, travelling on the bus and connecting between routes.

This scale of focus will enable Metlink to collect a significant amount of first-hand customer feedback. Already, within the first week of the initiative running, 277 customer interviews were undertaken. Nearly all customers approached have been supportive and responsive to the opportunity to provide feedback.

3.6.2 Insights to-date

Since the team was established on 8 October, a number of early trends have been identified. These reflect insights from core data showing decreased customer complaints and improved network performance.

Most customers believed the performance of the network was improving or felt they had now adapted to the new routes and timetables. Of the 277 people spoken to in the first week (during the morning peak and off-peak from 10 October to 17 October), almost half (138 customers) were positive about the changes, 69 felt it was similar and 70 believed it was worse than the old network.

The positive aspects of the new network most mentioned were increased off-peak bus frequency, the ability to more easily access more destinations and improved driver courtesy.

However, despite seeing improvement, some customers believed there were still a number of significant issues that needed to be resolved. The most commonly mentioned include:

- On-time performance and bus bunching, particularly on routes 1 and 3.
- Capacity issues, relating to full or crowded buses with standing passengers.
- Real Time Information sign inaccuracy in some parts of the network
- The discomfort and extra time required to transfer between buses to reach some destinations, compared to using a single bus. This was a particular concern for older and more vulnerable travellers.

However, it should also be noted a number of customers, particularly tertiary students and Super Gold Card users were positive about the ability to easily transfer between buses at no cost.

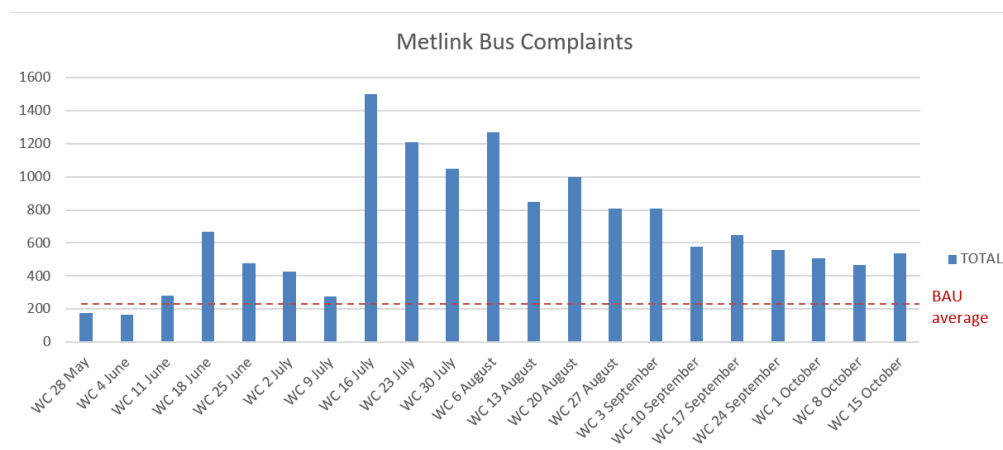
Ongoing monitoring of the customer experience will enable a more detailed analysis of types of customers these issues are impacting most and where the pain-points are specifically occurring, so the issues can be more effectively targeted and resolved.

It is anticipated that November changes to timetables to improve reliability and recent improvements to RTI accuracy will see improvements in customer sentiment. Monitoring by the Customer Experience team will measure this.

3.6.3 Complaints

Figure 4 below shows bus complaints for the region. The overall trend is a reduction in complaints. The slight increase in complaints for the week commencing 15 October were due to concerns about cancelled services, failed to appear and driving.

Figure 4 – Number of complaints received on the Wellington bus network from 28 May 2018



3.7 School services

Metlink school bus services are generally working satisfactorily. Working with schools and bus operators, we have progressively been making improvements to services and this will continue to be an ongoing programme of work. The current key focus is identifying where there may be capacity issues at the beginning of Term 1 2019.

Table 1 below sets out the latest package of changes to school services that were implemented on 14 October. The package was designed to deliver:

- Reliability improvements
- Better timetabled bus connections
- Planned service enhancements, including longer service spans and increased evening frequencies.

The key changes introduced were:

- Revised running times based on RTI performance
- Adjustments to connecting service times as a result of changes to core route times
- Replacement of 624 school bus with new public route 24 service.

Table 1 - School route changes introduced 14 October 2018

Route	Schools Affected	Change	Reason fo change
154	St Oran's	St Oran's Route 154 afternoon 3.22pm trip – no stop at Bus stop 8120 - St Oran's College (school stop)	Due to low usage, this bus stop is no longer in operation for this route.
220	Bishop Viard	On school days, route the 7.47am trip on the 220 route has been extended to the school after reaching Lyttelton Avenue bus stop 2008.	Health & Safety concerns have been raised by the school. The service has been extended to include the school grounds.
673	St Teresa's Marsden	Morning trip starts Halswater Dr at 7.28am, gets to Marsden at 8.10am; afternoon trip still departs from Marsden School Vera Street school stop at 3.40pm	Health & Safety concerns have been raised around route 673 stop at Karori road. The route has been diverted to Vera Street to better serve Samuel Marsden School.
683	Cardinal McKeefry School Otari School Onslow College	The departure time of the morning route 683 school bus from Karori Park to Onslow College changed to depart Karori Park 7 minutes earlier at 7.48am instead of 7.55am.	Timetable updated to improve service punctuality and reliability.
725	Wellington East Girls' College Wellington College	Morning trip still departs Houghton Bay road at 7.45am, but gets to Basin Reserve at 8.31am to reflect actual travel time.	Timetable updated to improve service punctuality and reliability.

	Wellington High School		
730	Wellington East Girls' College	Afternoon trip still departs WEGC at 3.35pm, but gets to Island Bay at 3.51pm to reflect actual travel time.	Timetable updated to improve service punctuality and reliability.
770	St Patrick's College Rongotai College Wellington College Wellington East Girls' College Wellington High School	Afternoon trip still departs Rongotai College at 3.30pm, but gets to Kowhai Park at 4.29pm to reflect actual travel time.	Timetable updated to improve service punctuality and reliability.
776	Rongotai College	Afternoon trip still departs Rongotai College at 3.30pm, but gets to the Esplanade at 4.10pm to reflect actual travel time.	Timetable updated to improve service punctuality and reliability.
784	Scots College	Now departs 10 minutes earlier at 8.00am from Lambton Quay - Old Government Building and is timed to arrive at Scots College at 8.25am	Timetable updated to better fit the school bell times of both the junior and senior schools.
753	St Patrick's College	Additional medium sized bus provided, operating afternoon 3.30pm trip departure from St Patrick's. Timed to arrive after the first to 2 large buses	As a result of Mana and school discontinuing some exempt and charter services other existing school afternoon services going to the railway station have become overcrowded.

512	Kapiti College	<p>Route 512 AM – 8.30am service ex Ngaio Rd, Waikanae changed to pick up students from Paraparaumu Station</p> <p>Thursday only Route 512 AM – now departs Waimea Rd, Waikanae Beach at 9.10am</p> <p>Thursday only Route 512 AM – 9.00am service at Ngaio Rd, Waikanae now departs at 9.40am</p> <p>Route 512 PM – this Waikanae Beach service departs Kapiti College 10 minutes earlier at 3.20pm</p> <p>Route 512 PM – the Waikanae Station service now departs Kapiti College 10 minutes earlier at 3.20pm</p> <p>Thursday only Route 530 AM – this service departs 20 minutes later at 9.45am</p>	Timetables updated to improve service punctuality and reliability, and to better fit school bell times.
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3.8 Publishing performance metrics

At its meeting on 19 September, the Committee asked that the Chief Executive include daily information on route performance (from Real Time Information feeds) on the Metlink website, on a route by route basis.

Attachment 2 to this report shows a screen capture of the daily information on route performance from RTI feeds, proposed to be published on the Metlink website on a weekly basis. This will sit under the “How are We Doing” section of the website.

The information will be published each Tuesday, showing the previous week’s daily route performance metrics. The screen shot from the sample

webpage has used data for the week ending 14 October 2018, this period was chosen to remove the distortions of school holidays.

We propose to initially publish performance data for the top 10 routes by patronage (as at 14 October 2018), extending this to other routes and services over time. We are able to extend the range of daily performance metrics from the three initially proposed to be published:

- Daily patronage levels (boardings) on a rolling two weekly basis
- Reliability of scheduled services actually run as tracked by RTI and Snapper
- Punctuality of services departing from each route's origin compared to the timetabled schedule.

3.9 Commercial performance

On 1 October implementation of performance management commenced. This provides performance abatements and bonuses to incentivise bus operators to improve operational performance. The current regime will continue until 30 November 2018 when it will be reviewed. By way of comparison, the full contractual performance regime for the rail contract was implemented in a two stage process over the two years following contract implementation.

Abatements, as well as a bonus component for exceeding requirements, are standard incentives in performance-based partnering contracts with service providers.

For the Wellington bus upgrade, performance is measured against agreed timetables, but as the timetables are bedded in, they are also being reviewed and adjusted to reflect actual travel times.

4. Transfers

Significant research has been undertaken to identify and quantify the extent of transferring throughout the bus network. Prior to June 2018, approximately 4% of all boardings were transfers between scheduled bus services. Post implementation of the new network, this ratio has grown to approximately 7.1% of all boardings across the Greater Wellington region.

The increase in bus to bus transfers is the result of significantly more passengers *choosing* to transfer between services, rather than because customers are being *forced* to do so because direct routes have been removed.

During a recent 6 week sample period:

- There were 940,000 total boardings
- 61,000 passengers transferred (7.1%)
- 2,956 passengers transferred more than once between services (0.3%)
- 8 passengers transferred more than twice between services in order to reach their destination.

Less than 1% of passengers are making transfers at the 27 timetabled connection points.

From a connections management point of view, the control and co-ordination of ‘contracted’ high frequency services connecting with low frequency services (of which there are 18) is of most importance, as failure to make these connections will have the greatest customer impact.

We have identified a range of actions to improve the robustness of connections. In most cases, further assessment is required before decisions can be made about implementation. The actions identified include the following:

1. Improve timekeeping of connecting routes 1, 2 and 7. Reschedules are already planned to achieve this
2. Ensure the website timetables identify or note timetabled connections, and explain to customers how connections will be managed
3. For the 15 timetabled connections where the waiting outbound service is operating at greater than 15 minute frequency, instruct drivers that their service can be delayed up to 5 minutes to wait for late-running connecting services
4. For all timetabled connections, where the waiting outbound service is the last service of the evening, ensure that each contracted connection is secured by holding all waiting outbound services until the connecting inbound service has arrived
5. Implement specific solutions as follows -
 - Set minimum transfer times to reflect actual times at Johnsonville, the Hospital and Miramar hubs
 - Strathmore Park Shops - install a two line RTI sign showing arrival times of connecting route 2 and 30x services, and make this stop a timing point for route 2 trips connecting with route 28 waiting trips
 - Kingston Stop B - show arrival times of connecting route 7 services on RTI sign
 - Brooklyn hub – ensure customers are aware of which services from town are connecting services to waiting route 17 services at Brooklyn, and consider converting one or two route 7 trips in the afternoon peaks to route 17e trips
 - Miramar hub – extend route 18 from Miramar shops to Kilbirnie hub, and review the need to continue running the newly introduced hourly route 18e services during the day

- Hospital hub - consider relocating the contracted connections from route 1 to route 23 and route 1 to route 29 from the Hospital to Newtown Shops.

5. Network, timetable and service changes

5.1 Overview

The new Wellington network is a connected network. A connected network is designed with a reliance on key routes meeting at connections points, usually hubs. The aim of this design is to maximise the number of trip choices customers can make, within the resources available, to provide the services needed. This type of network typically allows for a simplification of routes by removing the need to duplicate services across the network.

Direct trips are generally provided for where demand is high enough between an origin and destination to justify the cost of running a direct service, such as on the high-frequency routes and on peak only services.

5.2 Timelines for introducing network changes

There are a number of factors that determine the timeline for implementing service or network changes and the process that must be followed.

- **Identification of issues**, development of service change, and analysis of feasibility of implementation: **minimum 4 weeks**. There needs to be enough time to analyse customer feedback, ticketing, and real-time data; and to assess the potential resource implications, such as additional drivers and buses
- **Potential public and stakeholder consultation** (if required): **4 to 8 weeks at least**, maybe longer depending on scale of consultation
- **Operational lead-times** for implementation: **minimum 8 weeks and up to 18 weeks** from the date of agreement between the Operator and Metlink and confirmation of the budget. Additional time may be required for acquisition of buses, driver recruitment or delivery of infrastructure.

Therefore, many service or network changes can take between **16 and 30 weeks** to implement robustly and smoothly with our partner operators.

Changes that do not affect shifts and rosters, such as refining intermediate travel times i.e bus may be arriving early for part of a trip and late in another part but with the overall travel time being correct can generally be brought in much more quickly.

5.3 Route 18e extension

At its meeting on 19 September, the Committee requested that the route 18e service be extended to include services in the period between 6 and 8pm.

The change requested by the Committee has been implemented. From 1 October, buses have been servicing the route from 7 AM to 8 PM, giving all-

day access to Wellington Hospital and Victoria and Massey universities. There are 41 weekday trips and 28 weekend trips in the timetable.

5.4 Service enhancement packages

The new Wellington bus network was designed to be cost neutral i.e. new services were to be funded from savings elsewhere in the network, either through efficiencies or through removal of services where demand was low.

Councillors requested options to enhance the network through the addition of more services and provided additional funding of \$591K in the Long-term Plan 2018-2028. As the funding was only approved in June 2018, the additional services could only be implemented through changes to the new network, and initial planning was for the changes to take place in the first quarter of 2019. However, as a number of timetables are being reviewed, we have incorporated the enhancement packages as part of the changes.

The enhancement packages adopted were:

Package 1 (P1) Coverage – Monday to Saturday services between 7 AM – 11 PM

Package 3 (P3) Coverage – High frequency routes operate until Midnight Monday to Saturday

Package 6 (P6) Commute – Early AM Enhancement – Weekday first trip arrives in city before 7 AM

Package 7 (P7) Commute – AM peak services run until 9AM

Package 8 (P8) Commute – PM peak services from city run until 6 PM

Package 9 (P9) Capacity and Convenience – Enhanced early evening services – Monday to Saturday until 8 PM (Every 14 minutes for frequent services and every 30 minutes for standard services)

5.5 November 2018 changes

A package of changes is provisionally scheduled to be implemented on 11 November 2018 to deliver:

- Reliability improvements
- Better timetabled bus connections
- Planned service enhancements, including longer service spans and increased evening frequencies

The key changes to be introduced are:

- Revised running times based on Real Time Information performance
- Adjustments to connecting service times as a result of changes to core route times
- Minor adjustments to school bus services
- Replacement of 624 school bus with new public route 24 service.

The detailed changes are set out in Table 2 below.

Table 2 – November 2018 changes

Unit 1

Route	Detailed changes	Notes
Route 1	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. • Bus Bunching - Travel times between time-points adjusted with more travel times off-peak to allow some built in recovery to reduce opportunity for buses to bunch. • Enhancement Package P6 - Additional early am trips from Johnsonville West and Grenada Village to deliver service to city before 7am from all branches of route 1. • Enhancement Package P3 - Additional evening buses weekday and Saturday evening to provide service till midnight from city to Churton Park. • Enhancement Packages 1 & 9-Additional evening buses weekday and Saturday evening for all branches of route 1, and 15 min frequency on truck between CBD & Johnsonville. • Hub Capacity - Minor departure time adjustments from Johnsonville West to smooth flow of route 1 buses through Johnsonville Hub. • Capacity - Extension of the 7:20am from Johnsonville West to Courtenay Place to continue on to Island Bay to increase peak capacity beyond Courtenay Place for Basin Reserve and Newtown. • Customer Experience - Timetable standardisation of evening timetables between weekday nights and Saturday nights to provide more consistent service for customer. 	
Route 19	<ul style="list-style-type: none"> • Customer Request and Enhancement Package 1 - Additional evening services added to be consistent with other Standard services and address customer feedback regarding evening bus access. 	Last bus to depart Johnsonville around 10:30pm Monday to Saturday and 9:30pm Sunday (now 7pm weekdays and 6:30pm Saturday and Sunday).
Route 19e	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data 	
Route 23	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. • Connectivity - Trip times adjusted to maintain 	

	<p>and fine tune connections with retimed routes 1 and 7.</p> <ul style="list-style-type: none"> • Enhancement package P1 (partial implementation) - Saturday night later connection to Vogeltown from route 7 (last connection at 11:28pm vs. 10:25pm now). • Reliability - 3:28pm school day service from Basin Reserve will skip Hutchison Terminus and run direct to Wellington Hospital from to improve travel time and reliability of the service. 	
Route 32x	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. 	
Schools	<ul style="list-style-type: none"> • Reliability – Route 654 departure time 5 minutes later at suggestion of operator to allow time for bus to complete loading St Marks students at Basin Reserve. • Reliability – Route 774 travel times adjusted based on recent travel time data and departure time 10 minutes earlier to ensure buses arrive in time for school bell times. 	

Unit 4

Route	Detailed changes	Notes
Route 24	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. • Accessibility – More regular route 24 service from Johnsonville around school time with addition of new 3:18pm trip from Johnsonville timed to service Onslow College (replaces temporary Mana school bus route 624). • Reliability - 7.10am trip from Miramar Shops retimed 10 mins earlier to 7.00am to ensure bus arrives on time for Onslow College bell time. 	624 replaced by public bus to improve utilisation as school only use does not justify dedicated school bus. Operating as public bus improves route 24 timetable for other customers.

Unit 7

Route	Detailed changes	Notes
Route 7	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Enhancement Package P3 – Additional evening bus on weekdays and Saturdays to provide service till midnight from city. • Enhancement package P9 - Additional evening buses weekday and Saturday evening to provide more regular buses every 15 minutes till 8pm from city (was every 30 mins from 7pm weekdays and from 6pm on Saturdays). 	

Route 17	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. • Connectivity - Trip times adjusted to maintain and fine tune connections with retimed route 7. • Accessibility - Adjustment to 8:40am departure from Kowhai Park to be better timed for Brooklyn School bell time. • Hub Capacity - Bus times offset from route 29 to ensure at most times of the day only one waiting bus will be at the Brooklyn Hub. 	
Route 17e	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data. • Customer and Councillor Request - 8:25am from Kowhai Park now via Brooklyn Hub for access to Brooklyn School 	
Route 29	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Connectivity - Trip times adjusted to maintain and fine tune connections with retimed routes 1 and 7 	
Route 29e	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Customer Request and Enhancement Packages 7 & 8- Three additional 29e trips to give 8 trips to and from each of Owhiro Bay and Southgate: <ul style="list-style-type: none"> - 29e from Southgate new earlier 6:45am service to city. - 29e from Owhiro Bay new later 8:16am service to city. - 29e to Southgate new later 5:53pm service from city. 	Additional peak trips on 29e services designed to give more coverage of the peak periods 7am to 9am and 4pm to 6pm.

5.6 February 2019 changes

A package of changes is provisionally scheduled to be implemented on 3 February 2019 to deliver:

- Reliability and capacity improvements
- Double-decker buses on routes 3, 31x, 36, 81 and 85x
- Route 18e hourly services 7am to 8pm seven-days a week
- Route 14 extension from Hataitai to Kilbirnie
- Planned service enhancements including longer service spans and increased evening/weekend frequencies

The key changes to be introduced are:

- Revised running times based on Real Time Information performance
- Increased peak frequencies incorporated temporary banker buses.
- Additional shoulder peak capacity based on analysis of maximum loadings

- Various adjustments based on customer feedback.

The detailed changes are set out in Table 3 below.

Table 3 – February 2019 changes

Unit 2

Route	Detailed changes	Notes
Route 2	<ul style="list-style-type: none"> • Reliability- Weekday and weekend timetables retimed based on recent travel time data • Capacity-Morning banker buses from Karori incorporated into schedule and new trip at 8.26 to give higher peak frequency (every 7-8 mins TBC) from Karori to City between 7am and 8:10am Afternoon banker buses to Seatoun incorporated into schedule to give higher peak frequency (every 7-8 mins) from city to Seatoun between 5 and 5:30pm Afternoon peak banker buses to Karori incorporated into schedule and additional bus at 5:26pm to give higher peak frequency (every 7-8 mins) from city to Karori between 5 and 6:20pm Evening frequency 6-7pm increases to every 10 minutes from Seatoun to address high loading to Karori • Enhancement Package 9-Weekday and Saturday evening frequency increase to every 15 minutes till 8pm • Enhancement Package P3-Additional evening buses weekday and Saturday evening to provide service till midnight 	All trips are LV
Route 12	<ul style="list-style-type: none"> • Reliability-Some trip times adjusted to maintain connections with retimed route 2 • Enhancement Package P9-Additional evening buses from Kilbirnie to provide more regular service from city till 8pm Monday to Saturday • Enhancement Package P6-Additional earlier am trip from Strathmore Park at 5:52am to provide service connection to city before 7am • Enhancement Package P1-Additional late evening trips to and from Strathmore Park Monday to Saturday to allow travel from city till 11pm 	All trips are SV
Route 12e	<ul style="list-style-type: none"> • Reliability-Travel times adjusted between Kilbirnie and Wellington Station • Capacity, Customer requests & Enhancement Package P7-Two additional am peak trips at 7:40am 	

	<p>and 8:40am</p> <ul style="list-style-type: none"> • Customer requests & Enhancement Package P8- Three additional pm peak trips at 3:41pm, 4:11pm and 6:15pm 	
Route 18	<ul style="list-style-type: none"> • Reliability-Some trip times adjusted to maintain connections with retimed route 2 • Enhancement Package P9-More regular services till 8pm on Saturday night to connect with more regular route 2 	
Route 18e	<ul style="list-style-type: none"> • Reliability-Some trip times adjusted to maintain connections with retimed route 2 • Incorporates additional route 18e services introduced on 1 Oct. 	
Route 28	<ul style="list-style-type: none"> • No change 	
Route 30x	<ul style="list-style-type: none"> • No change 	
Route 31x	<ul style="list-style-type: none"> • DD bankers removed. 	NB: Further analysis required to confirm sufficient capacity
Route 33	<ul style="list-style-type: none"> • Capacity, Customer requests & Enhancement Package P7-Additional 9am trip from Karori South • Capacity, Customer requests & Enhancement Package P8-Additional 3:20 and 3:50pm trips from city • Capacity-Minor time adjustments from city between 4pm and 5:40pm to provide more regular services to Karori before 5pm • Capacity-Minor time adjustment to 7:28am from Karori Mall to 7:25am to even out headway between route 2 trip times 	
Route 34	<ul style="list-style-type: none"> • Capacity, Customer requests & Enhancement Package P8- Additional 3:35 and 4:05pm trips from city • Capacity-Minor time adjustments from city between 4:20pm and 5:30pm to provide more regular services to Karori before 5pm • Capacity-Minor time adjustment to 7:37am from Karori Mall to 7:35am to even out headway between route 2 trip times 	
Route 35	<ul style="list-style-type: none"> • Capacity, Customer requests & Enhancement Package P7-Additional 7:20am and 8:40am trips from Hataitai to city (customer request for 8:40am service for Hataitai School parents). • Capacity, Customer requests & Enhancement Package P8-A New PM peak services added from Wellington Station at 4:30, 4:50, 5:10, 5:30 and 5:50pm 	
Route N2	<ul style="list-style-type: none"> • No change 	

Schools	<ul style="list-style-type: none"> • Capacity-Pending school review 	Can be implemented as special duties if required
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Unit 3

Route	Detailed changes	Notes
Route 13	<ul style="list-style-type: none"> • No change 	
Route 20	<ul style="list-style-type: none"> • No change 	
Route 21	<ul style="list-style-type: none"> • Customer requests-8:18am route 21 from Wrights Hill changed to a route 37. 	
Route 22	<ul style="list-style-type: none"> • Capacity-Additional trips from Wellington Station to Kelburn at 7:27 and 7:47 and existing 7.40am moved to 7.37am (capacity for increased 8am lectures programme from Semester 1 2019) • Capacity-Additional trips from Wellington Station to Kelburn at 8:25am, 9:32 and 10:32 (capacity added at for peak lecture times). <p>These changes incorporate the 1 Oct banker buses into the timetable</p>	Additional trips added to timetable previously provided to NZ Bus
Route 37	<ul style="list-style-type: none"> • Customer requests & Enhancement Package P7- Additional 6:40am trip from Wrights Hill and 8:18am route 21 from Wrights Hill changed to a route 37. • Customer requests & Enhancement Package P8- Additional 4:28pm and 5:48pm trips from city • MV added as a vehicle option for all trips except 7:55am trip 	MV added as option for all trips except 7.55am
Route N3	<ul style="list-style-type: none"> • No change 	
Schools	<ul style="list-style-type: none"> • Capacity-Pending school review 	Can be implemented as special duties if required

Unit 5

Route	Detailed changes	Notes
Route 14	<ul style="list-style-type: none"> • Customer & Councillor request-Route 14 extended from Hataitai to Kilbirnie 	Consultation on route options, existing split route, previous single route via Waipapa Rd, or single route via Hataitai Rd. Outcome will not affect duties
Schools	<ul style="list-style-type: none"> • Capacity-Pending school review 	Can be implemented as special duties if required

Unit 6

Route	Detailed changes	Notes
Route 3	<ul style="list-style-type: none"> • Reliability-Retimed based on travel time data • Enhancement Package P9-Additional evening buses weekday and Saturday evenings to provide more regular buses every 15 minutes till 8pm from city • Capacity-Banker buses (two am and one pm) incorporated into timetable with buses retimed to provide more even flow of capacity through Taranaki corridor in am peak and more frequent service in pm peak every 7-8 minutes • 3a service temporarily run by Mana now included in route 3. 	
Route 36	<ul style="list-style-type: none"> • Reliability-Retimed based on travel time data (reliability) • Capacity-Banker buses incorporated into timetable and one additional bus from Kilbirnie in am peak with times adjusted through Hataitai to better meet demand (capacity) • Capacity and customer request-Additional 5:58pm trip from city to Lyall Bay • 36a service temporarily run by Mana now included route 36 	
Schools	<ul style="list-style-type: none"> • Capacity-Pending school review 	Can be implemented as special duties if required

Unit 12

Route	Detailed changes	Notes
Route 81	<ul style="list-style-type: none"> • DD bankers removed. 	
Route 83	<ul style="list-style-type: none"> • No change 	
Route 84	<ul style="list-style-type: none"> • No change 	
Route 85x	<ul style="list-style-type: none"> • DD bankers removed. 	
Route N8	<ul style="list-style-type: none"> • No change 	
Route N88	<ul style="list-style-type: none"> • No change 	
Schools	<ul style="list-style-type: none"> • Capacity-Pending school review 	Can be implemented as special duties if required

5.7 Advice on possible changes

At its meeting on 19 September the Committee asked the Chief Executive to report back on a number of network change options. The ability to properly assess these changes is dependent on the complexity of the proposal. It is

important to understand how possible changes affect the whole network to ensure changes do not cause further and unnecessary disruption for customers. It is also essential to consider operational implications such as implementation lead times and operators' ability to deliver changes.

Initial assessment of the proposed changes has been carried out. Consideration was given to the alignment of the proposed change with the principles of the design of the network and objectives of creating a network that:

- Is clear and simple - consistent with the rest of the network design, easy for customers to understand and avoids unnecessary duplication of services
- Is integrated and connected – makes best use of opportunities to offer connected services that provide greater trip choice, and maximises the efficient use of the resources available.
- Allows people to go where they want to go, at the times they want to go – by providing services that match demand and patronage patterns, and where frequency, reliability and capacity can be maintained.

High level operational feasibility assessment has also been undertaken to check whether services can be technically provided. This includes understanding fleet and scheduling implications.

Where the initial assessment of proposed changes is indicating a change may not be possible, alternative options are also being developed with a focus finding the right solution for the problem. A summary of the initial assessment is outlined below.

5.7.1 Extending route 23e (to service the Zoo off-peak)

Ticketing data indicates current patronage generated by the Zoo is low. As alighting data does not capture persons using cash tickets, the best measure is the number of passengers boarding route 23 at the Zoo to travel northbound between 10am and 5pm. This represents the period of the day when Zoo visitors are most likely to depart.

During the school term, the number of persons boarding buses in this time period averages 16 per day. During school holidays this increases to around 41 per day, with a similar number recorded on weekends.

Even if direct services were to double the demand, it would only total an additional 6 persons per hour on the busier days during school holidays.

Two options for providing through-service have been considered:

- The first option overlays a new service between Wellington Station and the Zoo, to operate in off-peak periods. The service would effectively be a

short-run variant of route 23e. One bus would be added to the off-peak vehicle requirement.

- The second option considers turning route 23e into an all-day service. This then makes a substantial part of route 23 redundant, requiring a redesign of the local network, including the Vogeltown end of the route.

Both options represent an abandonment of the principles of Wellington's bus network design. Connected networks are designed to prevent the costly oversupply of service in low-demand locations, while still providing the opportunity for people to travel with relative freedom.

Option 2 is not recommended due to the flow-on effects in the local bus network. Adding this half-hourly service would also represent an oversupply of additional off-peak capacity in the route 3 corridor.

Based on the low demand observed in the current network, providing direct services to the Zoo is not supported at this time. Customer numbers travelling to the Zoo will be monitored over the summer holiday period to determine if utilisation increases.

The following alternate approaches are suggested for consideration:

- A shuttle service could be operated between the Zoo and the Hutchison Terminus, with a transfer location designated at the Wellington Regional Hospital bus hub. One bus would be able to provide up to 4 return journeys per hour, adding to the services offered by the route 23 to provide better connectivity with the high frequency routes 1 and 3.
- During peak season or for special events at the Zoo, shuttle services from Wellington Station could be implemented on an as-needed basis if demand is expected to be significantly above what is currently being experienced. This would be similar to the current Zealandia shuttle which is contracted and funded by Zealandia (a subsidiary of Wellington City Council, as is the Zoo).

5.7.2 Splitting route 2 at Miramar

Two options have been considered for splitting route 2 to provide a single-seat ride from Miramar North and Strathmore Park to the city:

- into two routes (Miramar North and Seatoun via Broadway), or
- into three routes (Strathmore Park, Miramar North and Seatoun via Broadway).

In either case the outcome would require trade-offs:

- increasing the entire route 2 service frequency so that local residents retain frequent services and are able to have single-seat journeys. This

will have a very high cost and will represent oversupply of service in the rest of the route 2 corridor; or

- accepting a reduction of service for residents east of Miramar and no longer having access to turn-up-and-go 10 minute headways; or
- overlaying the existing local routes (12 and 18), so that residents have an alternating service: a through-service on route 2 every thirty minutes, and then a local service to Miramar Shops (or Kilbirnie) timed between these services. This conflicts with the planning principle of simplifying the network.

For residents of Seatoun, the latter two options represent a reduction in their current service level.

It is noted that much of the community dissatisfaction relates to the failure to have the Miramar Shops bus hub completed on time, coupled with missed connections due to timetabling issues. Council officers would recommend continuing with the current network design (route 2 to Seatoun, along with routes 18 and 12 to Miramar and Strathmore Park respectively), and place short term emphasis on successfully delivering the planned operational and infrastructure improvements to make these connected services function how they are intended. It is also noted that the demand to make this change is now somewhat reduced following the addition of route 18e all-day services.

The performance of the local bus network is being continuously monitored and will be reassessed once these improvements have been delivered.

5.7.3 Additional services for Vogeltown and Mornington

The proposed creation of a new peak-period route from Vogeltown and Mornington travelling direct into the CBD has been assessed.

Ticketing data indicates current patronage generated by the Kingston to Hutchinson terminus section of route 23 is relatively low, with approximately only 30 people per hour travelling towards the terminus to transfer onto services travelling to the CBD. These customers are spread across six trips, the busiest of which is averaging 12 people. In the PM peak period, the reverse direction averages only 20 people per hour, or four people per bus.

Three options have been developed to provide a direct service to the CBD. The only one of these options that is able to provide regular departures across the peak hour including a departure at 8 AM (the busiest time observed in the current services) requires two additional peak buses to be put into operation. Even if this initiative doubled the number of customers travelling by bus from this area, the loads would still be very low for a peak hour service. It is also noted that this proposal would increase the number of buses travelling through the already-congested Golden Mile, which is something that the new network has been designed to avoid.

The ongoing performance of bus services in this area will continue to be monitored. If patronage of the existing services increases, there will be greater justification to consider operating direct CBD services.

5.7.4 Joining routes 12, 20 and 21; 20 and 21; and/or 14 and 12

Options for merging these routes at their common termini have been considered.

Merging routes 12, 20 and 21

This suggested route would join the current routes 12 Strathmore Park to Kilbirnie, 20 Kilbirnie to Courtenay Place (via Mt Victoria summit) and 21 Courtenay Place to Wrights Hill (via Victoria University Kelburn campus).

It is noted that each of these has a fundamentally different operating design. Currently the three bus routes have very different levels of service making these timetables difficult to combine (for example, on weekdays the route 12 off peak is every 30 minutes while 20 is every 60 minutes and 21 is every 10 minutes with every third buses continuing beyond Kelburn to and from Wrights Hill).

There is also an inherent incompatibility between the bus types used on these routes. The route 20 has very constrained route geometry not suitable for the operation of large buses. Only small or medium buses can be used. The route 21 requires the use of large buses to meet demand for travel to Victoria University.

Additionally, the combined route would be very indirect and its length would make it more difficult to operate reliably.

Merging routes 20 and 21

This suggested route combination would join the current route 20 Kilbirnie to Courtenay Place (via the Mt Victoria via summit) to the route 21 Courtenay Place to Wrights Hill (via Kelburn).

The issues relating to incompatible bus sizes and incompatible service levels is equally applicable in this instance.

Merging routes 12 and 14

This suggested route combination would join the current route 14 Wilton to Kilbirnie and route 12 Strathmore Park to Kilbirnie which now share a common terminal point at Kilbirnie following the requested extension of the route 14 from Hataitai to Kilbirnie.

This proposal appears to have some merit as both routes operate compatible bus types and similar service frequencies. Implementing it is expected to add no cost above the already committed costs of the two routes.

Some potential issues have been identified which need further investigation:

- Reliability and punctuality. The longer combined route may have some effect on reliability as delays on one side of the city can flow through to

services on the other side of the city. The combined route 12 and 14 would be a long cross town bus route with almost no bus priority measures outside of the central city so traffic delays on one side of the city will impact services on the other side of the city. This change would potentially re-create some of the travel time viability and reliability issues the old routes 43 and 44 experienced.

- Capacity. The combined route may shift off-peak journeys between Strathmore Park and the city to travel via Roseneath and Oriental Bay (rather than connecting onto the route 2 which would still be faster but require customers to transfer). This would improve utilisation of off-peak buses on the route 14 but would put pressure on peak period buses for capacity. This could be mitigated at peak times by retaining the current route 12e direct peak service between Strathmore Park and the city via Hataitai which would provide a more direct service alternative than the longer combined route via Roseneath. However, bus size and peak service levels would need to be reviewed to ensure Roseneath and Oriental Bay bus users are not prevented from boarding any peak buses due to buses reaching capacity.
- Possible requirement for larger buses. Route 12 Strathmore Park is currently specified for operation by small buses and most route 14 trips serving Roseneath are only required to use a medium size bus. The combined routes together would need to use a combination of medium and large buses to ensure sufficient capacity through to the city. This may in turn increase the number of large buses the operator needs to have available to operate the service.

On balance, this route combination offers material benefit to residents of Strathmore Park and may provide an alternative for residents of that suburb who have been requesting the split of the route 2 core service.

The combined route would result in a better utilisation of the route 14 between Kilbirnie and Hataitai. However, there is some risk of peak period capacity impacts on the route 14 for Roseneath and Oriental Bay bus users which would need to be carefully managed. Given the possible impacts on Roseneath and Oriental Bay bus users it is recommended that engagement be carried out with affected communities in Oriental Bay Roseneath, Hataitai and Strathmore Park to gauge support for the proposal.

5.7.5 Identification of route and service option changes for Churton Park

At this point it is recommended that any review of services in Churton Park take place as part of the post-implementation review of the new network scheduled to commence in the first quarter of 2019.

6. Real Time Information

6.1 Overview

The core functions of RTI have been reviewed and analysed with the overall observation that the system is operating as designed. Both ongoing and future improvements will be focused on working closely with operators and drivers

to improve responses to RTI issues, as well as fine-tuning of the RTI system to meet the expectations of the new network.

6.2 Key Improvements and actions

The focus of the work to date has been on optimisation of the RTI solution and improvements to the system inputs and the on bus system performance. This includes:

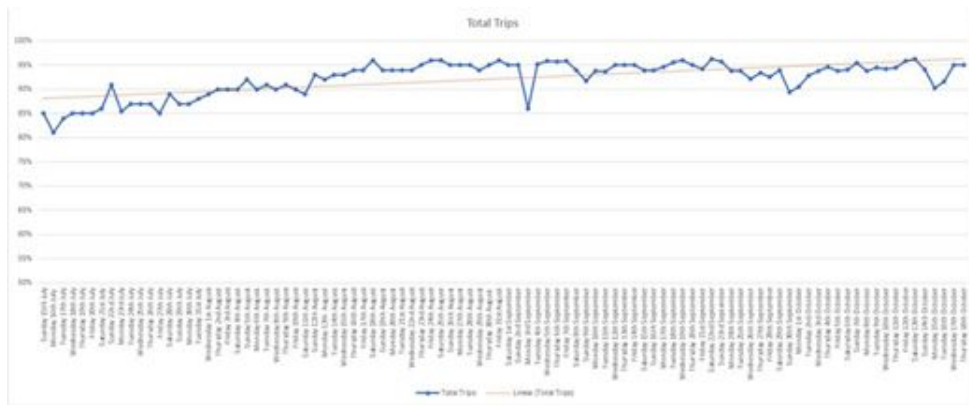
- Review of the overall RTI network and its configuration – this looked at what the RTI on-street sign system is expecting the bus network to look like and the actual physical network of signs (i.e. that each is correctly configured, labelled correctly and references the correct GPS location). This demonstrated that there are no major conflicts between these two aspects of the overall system.
- Rollout of On-bus Schedule Adherence to all buses – this involved corrections to the information provided to the Bus Drivers and their tracking of their current trip against schedule. Prior to this rollout drivers were reporting errors in the system and its reliability. There has been subsequent identification of new issues within Schedule Adherence, and a further patch/update is planned for November 2018.
- Removal of ‘Deadruns’ – Short ‘deadruns’ in the Timetable had the potential to delay a bus tracking in RTI (where a driver ‘tripped on’ just prior to commencing their trip). The removal of these extraneous deadruns has resulted in more reliable tracking in these circumstances.
- Cold Starts – Where drivers ‘trip on’ and immediately commence their route, RTI may take up to 90 seconds to acknowledge and propagate this trip correctly across the sign network. This has been improved by working with Operators to ensure drivers pause, when starting their shift, for a few seconds prior to moving off.
- Resolution of ‘8am’ sign system reboot – Changes to the bus network had a negative impact on ability of RTI to handle the morning peak schedule information. The new peak time network had an impact on the performance of the Predication Generating software and the Inform displays based at the Wellington bus hub. This degradation on the system caused an ongoing effect across all signs in the network. This has now been resolved, resulting in no further reboots, with changes and improvements to the RTI server infrastructure and Predication management system.

6.3 Current Insights

Analysis of the current state of RTI data demonstrates trends and issues, allowing for troubleshooting and improvements to be initiated where required.

6.3.1 On-bus RTI Tracking

Figure 5 – On-bus RTI tracking

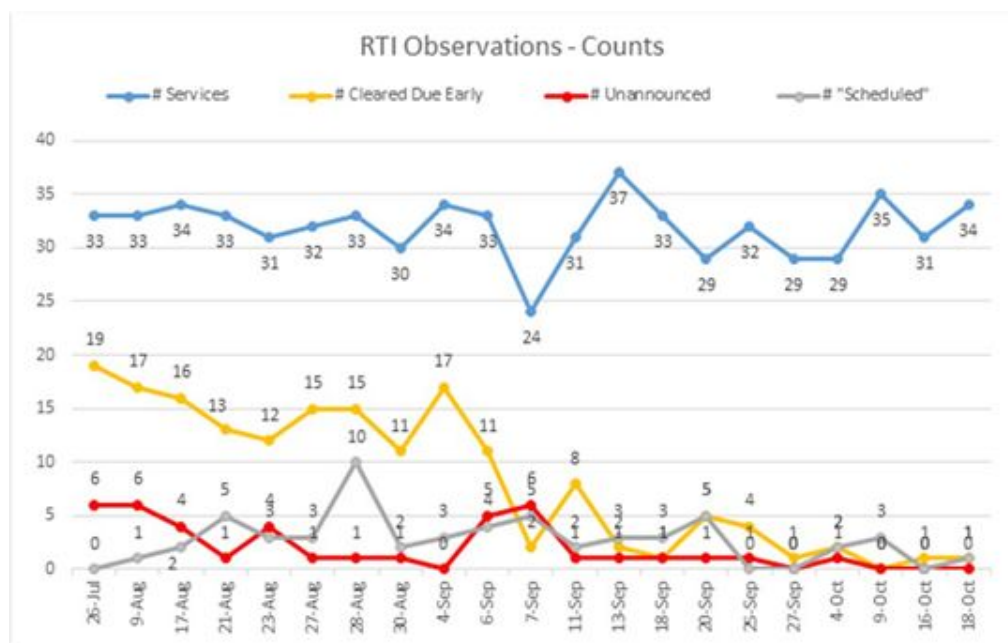


On-bus RTI Tracking (i.e. buses meeting their KPI requirements to be tracked on a journey) has increased to an average in the mid-90%. Initial work completed with the Operators saw a steady increase to around 95% each day across the entire network, although as noted above this number has been impacted by the Council’s recent drive to meet capacity requirements in quick time (i.e. some buses not being fully commission prior to entering service etc.). These numbers are further impacted by both driver behaviour (i.e. not ‘tripping’ onto the correct journey, etc.) and issues with equipment and systems (i.e. Snapper not initiating the RTI correctly on a single trip, etc.).

A renewed focus has been placed on On-bus equipment to improving fault identification and its timely resolution. This will be achieved by better processes and bringing together more data points, from other sources (i.e. Snapper, to help focus on specific issues, etc.).

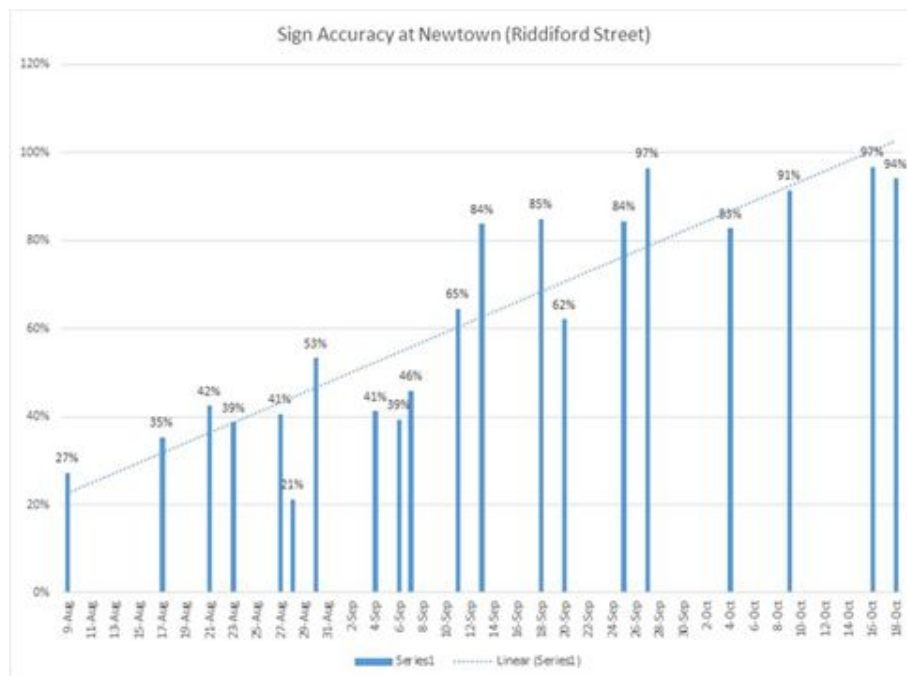
6.3.2 Onstreet RTI Displays

Figure 6 – Onstreet RTI Observations



Continued work with the RTI display and the system generating the onstreet predictions has eliminated many of the issues causing concern for the customer. This included the early clear-down of buses listed as Due, buses arriving when not listed at the stop, and buses being listed as Scheduled when they are shown as tracking in other Metlink systems.

Figure 7 – RTI sign accuracy at Newtown (Riddiford Street)



While there has been a demonstrable improvement across the RTI Onstreet Display network, there remains the need to focus on outlier issues, such as buses which drop (and cannot reconnect to the RTI service during a trip), and the length of time bus will continue to be displayed as ‘Due’ following their departure from a stop.

6.4 Ongoing Improvements

Onstreet improvements focus on the customer experience in using the RTI information either via the displays, Metlink App or Metlink Website.

6.4.1 Vodafone Network Blackspots

Some blackspots in the Vodafone 2G network (i.e. Houghton Bay, etc.) have been identified and the Council has engaged a network specialist work with the supplier to provide options around improvements or alternatives.

6.4.2 Transition RTI Communication Network to 3 or 4G services

Improving technology and decreasing costs allow for further investigation into updating the communication layer the RTI network works within. Trials are current planned to commence in early November 2018.

7. Fleet

7.1 Future fleet

The following is an update on fleet for each operator:

- **Tranzurban** are now operating with their full planned fleet of buses except for one electric double-decker bus which is expected to enter service by the end of November. Additional vehicles will be required if more peak or school service capacity is required.
- **NZ Bus** continue to operate a number of interim and banker services with 17 double decker buses due to enter service late January 2019. The reschedule currently planned for February 2019 to improve capacity and reliability and will require an increase in overall fleet size. This will require continued use of a number of interim vehicles and at this stage it appears there will be a shortage of up to eight larger vehicles. Officers are currently working with NZ Bus to address this issue by matching vehicle sizes to the available fleet. An additional 9-12 school banker services are also being planned based on anticipated Term 1 2019 demand. The replacement of the trolley fleet with electric vehicles is the subject of a separate report to the Committee.
- **Mana** are now operating with their full planned fleet of new large and medium buses, with six double decker buses to enter service on Newlands routes by the end of November. The remaining existing buses have completed their midlife refurbishment and are now fully Metlink branded.
- **Uzabus** are now operating with their full planned fleet of new buses with one existing bus still to enter service early 2019 after its midlife refurbishment has been completed.

Planning is also underway for longer term vehicle requirements to ensure capacity is available for growing public transport patronage. The lead-in time for new vehicles is about a year which means the interim vehicle fleet will continue to be utilised for at least the next year. Additional vehicles may be available in the shorter term but will require negotiations with operators.

7.2 Reinstatement of seats

At its 19 September meeting, the Committee requested that the Chief Executive work with bus operators to reinstate seating on high capacity buses that are in use as interim and permanent buses.

A programme has been initiated with NZ Bus to reinstate seating into the 1400 series buses starting mid November 2018.

8. Infrastructure

8.1 Bus hubs

Bus hub construction progress has improved somewhat thanks to a run of good weather. We are looking forward to the following milestones in the coming weeks:

- Sunday October 21 – Miramar hub went live
- Sunday October 28 – Kilbirnie hub goes live (subject to completion of Wellington Water civil works in hub area)
- Sunday November 11 – Brooklyn Stop C goes live, completing the Brooklyn hub.

Figure 8 – Shelter Installation – Stop B Mirmar



Figure 9 – Large shelter Stop B Kilbirnie



8.2 Shelters

8.2.1 Renewals

Eleven of the 27 shelters we currently propose to be renewed have been installed. Shelters have been installed in Kapiti, Porirua, Hutt City and Wellington City (being Wallace Street and Lakewood Reserve - Churton Park).

Over the next month the shelter at Chaytor St, next to the tunnel, is being replaced by a new larger shelter. As the existing shelter at this location is still in very good condition it is being moved to a new location on Birdwood St.

Over the coming months we will put the priority on the delivery of new shelters over the renewals programme.

8.2.2 New shelters

We have sought permission with neighbouring property owners and relevant territorial authorities for 27 new shelters.

Resource consent has been granted for six shelters within Wellington City. These shelters will be installed over the next month. Other shelters planned for Wellington city are either awaiting resource consent or are still in the planning stage.

Wellington City Councillors have agreed to work with GWRC to streamline the approval process for new shelters.

Six shelters are awaiting endorsement from the relevant Community Wards in Hutt City, with the plan to have these shelters installed in late November.

We are working with Porirua City Council to gain support and permission for six shelters proposed for the area.

9. Customer satisfaction survey

GWRC will be increasing the frequency of its annual customer satisfaction survey to six-monthly for bus services, starting this November.

The Metlink passenger satisfaction survey is currently run on behalf of GWRC by Gravitas Research and Strategy Limited. As well as fulfilling a statutory requirement for NZ Transport Agency to report our performance, the survey plays an important role in informing our continual improvement priorities for customer experience. The survey's large sample size (c. 3800 passengers) and long-running frequency (for over five years) provides an excellent benchmark for tracking customer perception.

A November 2018 survey of bus passengers will provide an objective measure of passenger satisfaction and allow a benchmarked comparison against customer satisfaction prior to the bus network changes. The survey will also provide useful insights for the post-implementation review planned for early 2019.

10. Bus priority measures

At its last meeting the Committee invited the Chief Executive, to initiate a work programme with the Wellington City Council, to identify, confirm and progress: Further bus priority lanes; Further instigation of bus priority at traffic lights on core routes; and Appropriate measures to better facilitate bus manoeuvring.

As a consequence we have written to Wellington City Council suggesting that as a first step officers from both organisations meet to determine a scope and process and that this is reported back to the relevant Committees of both Councils.

We have outlined to the Wellington City Council that without bus priority it is challenging to provide a high degree of reliability and on-time performance and therefore to ensure transfers can be quick and efficient, and that this is an area where Wellington City Council can make a significant contribution to our shared goal of a world-class public transport system.

We advised that we are keen to ensure that priority is given to early implementation of bus priority measures – to assist with the smooth operation of the current network and to prepare for the future network under Let's Get Wellington Moving. In our view the initial priority should be measures along the Golden Mile – this is and will continue to be the primary corridor for buses through the city to and from all of the city suburbs, closely followed by

the core suburban feeder routes, including routes to and from Karori, Brooklyn, Island Bay, Newtown, Johnsonville and Newlands and Miramar Peninsula. Appropriate priority measures would include full or part-time priority bus lanes, signal pre-emption and/or signal priority at intersections and adequate bus stopping and manoeuvring space along the route.

There is an opportunity to prioritise these improvements as part of the early works for Lets Get Wellington Moving, in which both councils are partners, and we strongly support this. This will require active support from the City, as the road controlling authority, to make this happen. We are also aware that the City Council has included provision for suburban bus priority measures in its LTP and we are also asking them to prioritise these in their work programme.

11. Independent review

GWRC and the New Zealand Transport Agency (NZTA) have jointly commissioned Australian based company L.E.K. Consulting to undertake an independent review of the implementation of the new bus network. The Terms of Reference for the review are included in [Attachment 3](#) to this report.

The review will be completed and reported to the Council meeting on 13 December. The cost of the review is \$150,000 which will be split equally between GWRC and NZTA, with the GWRC portion being subject to the normal financial assistance rate.

12. Reference Group

A first meeting of a public transport reference group met on Thursday 18 October. In attendance were:

- Mike Mellor - Public Transport commentator/ Living Street Aotearoa
- Paula Warren - Sustainable transport and place-making advocate
- Tony Randle - Public Transport Advocate
- Thomas Bryan - Accessible Public Transport Advocate
- Lloyd Falck - Wellington Grey Power
- Mohan Mistry - Multicultural Council of Wellington
- Victor Komarovskiy - Generation Zero
- Bill Guest - Public transport commentator/ Karori Residents' Association
- Cr Barbara Donaldson, Chair Sustainable Transport Committee
- Wayne Hastie, General Manager Public Transport
- Alan Seay, GWRC Communications Advisor

As this was the initial meeting of the group the discussion focused on the terms of reference and how the group might function to add value to GWRC decision making.

A second meeting is scheduled for early November.

13. Community engagement

13.1 Feedback from public meetings

All feedback received at the public meetings attended by GW representatives during August and September has been published on the Metlink website, together with responses to the issues raised.

13.2 Continuation of public information activity

Following the public meeting feedback and insights gained from customer experience and information gaps, an appropriate level of paid communications and utilising owned channels such as the core website and collateral has been deployed during October.

This will comprise messaging communicating for example; the introduction of the 18e service, release of the enhancement packages in November and February, an RTI education programme and network story.

This is designed to ensure a regular stream of customer information is provided, to accurately convey progress in meeting operational improvement objectives and maximise customer and general public understanding of network usage, particularly where known knowledge gaps are affecting customer experience.

This is also running in parallel with the imminent release of operational progress data on the core website to detail improvement trend information in the public domain across key dimensions e.g. reliability, punctuality and capacity.

This activity will also align heavily with the customer experience feedback effort to provide communications that directly reflect potential information gaps, pre-empt issues that inform all customer and community engagement.

14. Responses to public participation

19 September 2018

Richard Wagstaff, President, New Zealand Council of Trade Unions, and Anne Reedy, bus driver and President, Tramways Union, presented a “Thank You Driver” petition to the Committee.

Marian Horan and Leah Maxwell; Andrew McCauley, co-chair, Hataitai Residents’ Association; Michael Gibson; Neal Swindells, Rector, St Patrick’s College, Wellington; Chris Horne; Mike Mellor; Peter Kitchenman; and Kerry Wood each spoke to item 6 on the agenda, Implementation of new Wellington bus network.

The Chair tabled a letter received from Margaret Lloyd dated 7 September 2018 regarding changes to Wellington buses.

Issues raised during public participation have been addressed according to subject matter:

Industrial relations between drivers and operators

Issue: The two unions present commented that there was a need for GWRC to consider driver welfare. It was noted that there was a general feeling that GWRC was leaving drivers out of the conversation. The unions noted their desire for Tranzit and Uzabus to negotiate with the unions. Both unions advised that they would welcome GWRC coming to watch negotiations and that they were happy to come back with ideas on how to resolve issue.

Response: GWRC does not employ bus drivers but has encouraged all parties to continue their negotiations in order to reach agreement.

Route 14

Issue: Concern was raised regarding the loss of a direct bus service to Kilbirnie on route 14 (route 14 now ends at Hataitai). Kilbirnie is a key hub for recreation, shopping and education.

Response: At its meeting on 19 September the Committee resolved to reinstate the route 14 Service, to start at the Kilbirnie Hub, rather than Hataitai.

Section 5.6 above sets out progress on the implementation of this service.

Impact on St Patrick's College, Wellington

Issue: Neal Swindells (Rector, St Patrick's College, Wellington) advised that this college had been impacted by the changes to school services. The changes have resulted in: lateness; the cancellation of three services run by Mana Coach Services; an increased number of students having to use public transport (100-150); safety concerns due to the increased number of buses departing within a 10 minute slot. Neal Swindells requested that Metlink provide school bus from Porirua and Johnsonville to this school.

It was noted that this school had had to change school start time at beginning of year because of late buses too.

Response: **Cancellation of exempt services**
Exempt services do not receive any funding from Metlink and are not a contracted part of the region's public transport service. Metlink does not determine whether an exempt service continues to run or not. This decision is made by the operator of that service.

Out of zone services

GWRC policy as set out in the Regional Public Transport Plan is to provide Metlink school bus access for children to nearest or zoned schools in urban areas where there is demand. It is not

GWRC policy to replace exempt school services if the operator decides to discontinue that service.

Safety issues related to bus loading

Officers have been working with the school to resolve safety issues related to student behaviour and over-crowding at bus stops.

Service amendments

We have increased capacity on existing school services to meet demand and take pressure off public services. Section 5.7 above sets out these amendments.

Process used to conduct network review

Issue: Concern was raised with the manner by which GWRC, undertook the review (including consultation and its apparent lack of desire to change the network when requested during consultation).

Response: Officers are confident that the process followed by officers and councillors to conduct a network review was robust. An independent review of this process has been commissioned.

Routes 21, 22, and 23

Issue: Concern was raised that these new routes are no longer as good as they used to be; caused partly by bad connections and reduced reach.

Response: Consideration of matters related to these routes, including connections, reach and work being undertaken are contained throughout the report, and in particular, in sections 3.6.1 and 5.7.1 of this report.

Hubs - viability

Issue: Participants commented that a hub and feeder service may not work for Wellington. One submitter noted that for hubs to work, timed connections are key.

Response: Section 4 of the report provides an update on the research undertaken of transfers under the new network including a comprehensive list of provisional recommendations that will be considered further.

Timed connections

Issue: Public participants noted that timed connections were not working well. One participant suggested that reducing the allowable time limit for reliability from 5 to 2 minutes could help solve the problem. In addition, it was requested that officers provide data to support claims that: less than 5% of customers will need to transfer; and that timed connections will be able to be made within 5 minutes.

Response: Section 4 of the report provides an update on the research undertaken of transfers under the new network including a comprehensive list of provisional recommendations that will be considered further.

15. Communication

Key decisions arising from this report will be the subject of a news release from GWRC.

16. Consideration of climate change

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the new public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

17. The decision-making process and significance

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

17.1 Significance of the decision

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

17.2 Engagement

This report provides observations on the implementation of the new network. Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

18. Recommendations

That the Committee:

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

3. **Endorses** the actions taken or underway as outlined in the report including in particular:
 - a. *The establishment of a team of Customer Experience Leads to provide in-depth insight to customer journey experiences*
 - b. *The deployment of banker services to address capacity issues*
 - c. *The refinement of school services introduced on 14 October*
 - d. *The proposed publishing of performance metrics on the Metlink website*
 - e. *The implementation of the commercial performance regime with performance targets*
 - f. *The research into transfers and the identification of potential actions to improve the experience of customers*
 - g. *The service changes and enhancements planned for November 2018 and February 2019*
 - h. *The improvements and on-going work on the performance of the Real Time Information System*
 - i. *The progress with hub construction*
 - j. *The request to Wellington City Council to work with GWRC on bus priority measures.*
4. **Agrees** that providing direct services to the Zoo by extending Route 23e is not justified at this time but asks Officers to monitor the demand over the summer holiday period and consider the alternative options identified in the report.
5. **Agrees** not to split the Route 2 at Miramar and to focus on improving connections for customers.
6. **Agrees** not to provide additional services for Vogeltown and Mornington but to continue to monitor ongoing bus services performance in this area.
7. **Agrees** not to merge Routes 12, 20 and 21.
8. **Agrees** not to merge Routes 20 and 21.
9. **Agrees** to further develop a proposal for merging Routes 12 and 14 and to consult with affected communities.
10. **Agrees** to consider route and service option changes for Churton Park as a part of the post-implementation review to commence in the first quarter of 2019.

Report approved by:

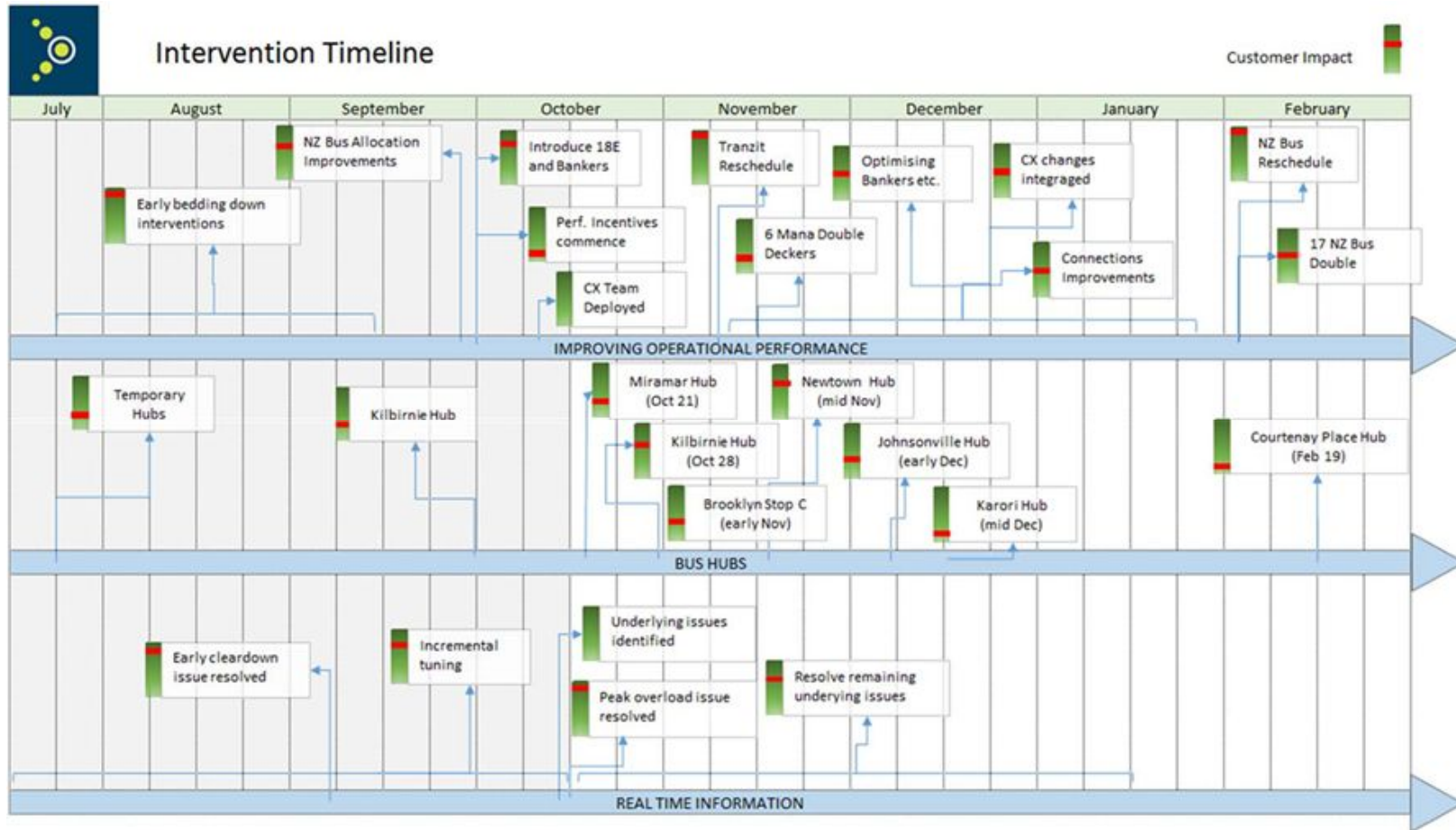
Greg Campbell

Chief Executive

Attachment 1: Implementation timeline

Attachment 2: Proposed performance metrics for website

Attachment 3: Independent review Terms of Reference



How many are travelling?



Week 01-07 October shown in green

Week 08-14 October shown in blue

This measure shows the number of customers travelling on each service including transfers between services.

There is a natural drop over the weekend, increases and decreases due to school and university terms, and from other significant events that occur such as public holidays.

Top 10 used services are 62% of total boarding across the region for week 08-14 October.

How reliable are we?



Target: 99.5% and above

Needs improvement: 97% - 99.5%

Unsatisfactory: 97% or below

This week we are at 99.2%

The reliability measure shows the percentage of scheduled services actually run as tracked by RTI and Snapper systems.

Are we on time?



Target: 90% and above

Needs improvement: 85% - 90%

Unsatisfactory: 85% or below

This week we are at 91%

We measure punctuality by tracking buses from their origin that leave between 1 minute early to 5 minutes late.

Top 10 most used bus routes

We have also shown performance breakdown on the top 10 most used bus routes.

Route 1 Johnsonville - Island bay

Terms of Reference

– Wellington City and Hutt Valley bus network implementation review

Purpose

In order to provide assurance to the Regional Council and Central Government agencies, GWRC and NZTA seek an independent review of the implementation of the new Wellington City and Hutt Valley bus networks to determine their effectiveness in delivering:

- the objectives of the Wellington Regional Public Transport Plan
- levels of service that meet the needs of Wellington City and Hutt Valley communities

The first stage of the review will be undertaken to a defined scope and tight deadline.

Timing

GWRC requires a final report on the first stage of the review to be presented to the 13 December 2018 Sustainable Transport Committee Council meeting. The agenda for this meeting will close on 6 December 2018. A draft report will be required by 29 November 2018.

Background

Implementation of changes to the region's bus services started on 30 April in Wairarapa, then 17 June in the Hutt Valley and finally 15 July in Kapiti, Porirua and Wellington. Much of the region is enjoying an improving and increasingly consistent service. However issues continue to negatively affect the customers' experience. Service levels in Wellington City are generally improving but still not yet at required levels.

The GWRC Chief Executive has taken personal responsibility for overseeing the performance and improvement programme working with a dedicated team and drawing resources from across the organisation. Interim measures are being put in place to address some capacity issues and the team are working hard to improve on-time performance and transfers, minimise cancelled trips, resolve issues with the Real Time Information System and complete the bus hubs.

Alongside the operational interventions to improve the performance of the bus network in Wellington, the Council has requested an urgent independent review of the situation. This is seen as the first stage of the review process. A complete *post implementation* review, including the inherent design of the network, will follow as part of this process in early 2019.

The first stage of the review requested in this Terms of Reference will focus on a clear articulation of what happened *during implementation*. It will review management and operators' responses to the various circumstances encountered and identify and recommend any further action which could be taken to improve the network operation and customer experience.

Scope

The review should cover the following aspects in detail:

1. The planning and management of the bus transition, with an overview of the following:
 - Governance

Attachment 3 to Report 18.457

- Resourcing and capability and capacity of the Council's implementation team
 - Programme management
 - Risk and contingency management
 - Procurement
 - Public consultation
 - Communications
2. The review will take into account the circumstances leading up to and following implementation. We have identified the following areas as key
- Operator performance
 - Network performance (is it working as designed)
 - Systems performance (Real Time Information, data management, revenue collection)
 - Programme interdependencies
 - Contractual and commercial framework
 - Interim ticketing (Systems) and fare changes
 - Bus hub readiness
 - Industrial relations and resources
 - Customer and public feedback
 - The application of this feedback into service and network design changes
 - Operator performance in applying network optimisation changes with agility
 - Media and stakeholder reaction
3. An evaluation of initial and ongoing responses to the circumstances listed in (2.) above
4. An assessment of whether the main issues being experienced are indicative of systemic issues.
5. An informed view of whether all available and practical options to improve operational performance have been implemented or considered.
6. Recommendations of further actions to improve the situation for customers.

Out of scope

Detailed assessment and analysis of the following elements are excluded from this first stage of the review:

- The inherent design and philosophy of the new Wellington network
- Bus services outside of Wellington City and the Hutt Valley
- Rail and harbour ferry services
- PTOM (Public Transport Operating Model) contracts
- Fares policy

Next Stage

The next stage of the review will include a more thorough assessment of those attributes that impact the effectiveness and efficiency of Wellington City and Hutt Valley bus services, including:

- contractual arrangements with operators (including employee protections and industrial relations; performance indicators, incentives and penalties, and sharing of risk and reward)
- network design and time tabling,
- bus fleet composition and ownership
- depots and other operator-owned assets,
- fare policies,
- supporting technology and systems, including ticketing, real time information, journey planning, customer support, bus hubs, stops and shelters, and bus priority traffic measures.

This next stage will have its own terms of reference, which will be informed by the outputs from the first stage.

Attachments

Transport and Infrastructure Select Committee 27 September 2018 – Briefing on Wellington Buses by Greater Wellington Regional Council



Report 18.458
Date 3 October 2018
File CCAB-20-567

Committee Sustainable Transport
Author Reza Chalabianlou, Senior Public Transport Policy Advisor

Ticketing arrangement for Accessible Concession

1. Purpose

This report seeks the Sustainable Transport Committee (the Committee) endorsement to make a minor ticketing adjustment to enable access to affordable rail and ferry services for customers entitled to the Accessible Concession.

2. Background

At its meeting on 31 October 2017, the Council adopted Variation 3 to the Regional Public Transport Plan (PT Plan) and agreed to a new fares package (*Better Metlink Fares*) developed through the fares review in 2016/17. The fares package, which included a new concessions policy, came into effect in mid-July 2018.

The Accessible Concession provides a 50 percent discount to Blind Foundation members and Total Mobility card holders, and entitles them to be accompanied by a bona fide carer.

To provide a consistent level of discount, Metlink concessions including the Accessible Concession apply to adult smartcard fares as base fares (excluding Child Concession that also applies to cash fares).

Under the current ticketing arrangements, the Accessible Concession is available on bus via Snapper, and rail and ferry via a 10-trip ticket.

Recent feedback from the accessibility sector has highlighted that the requirement to pre-purchase a 10-trip concession ticket on rail and ferry services makes the Accessible Concession 'inaccessible' to most of the eligible customers.

A simple and pragmatic interim solution is needed to address the issue until a network-wide integrated ticketing provides for more consistent fares and concession policy within the next few years.

3. Comment

3.1 Key issues

Snapper is now available across the bus network as interim bus ticketing, and provides for consistent and convenient access to concessions, including the Accessible Concession.

In contrast, the manually processed paper-based ticketing systems on rail and ferry services, requires eligible customers to plan and pay ahead of their travel, in order to receive the concession discount.

Feedback from the accessibility sector has highlighted the following issues with the ticketing arrangement for Accessible Concession on rail and ferry:

- Eligible customers generally do not have set travel patterns, which make it difficult to plan ahead for travel
- The nature of disabilities may result in eligible customers not being able to travel independently to retail outlets to purchase 10-trip tickets
- There are only limited retail outlets where 10-trip tickets may be purchased, which is a further constraint for eligible customers accessing the concession
- Some customers are under severe financial hardship, and cannot afford to pay for 10-trips in advance.

As a result, the Accessible Concession is considered to be inaccessible for a significant number of Total Mobility and blind customers when using rail and ferry services.

3.2 Proposed approach

In response, this paper proposes to make single trip child cash fares available to customers entitled to the Accessible Concession solely for rail and ferry travel.

The proposed approach provides an interim solution within the existing policy and operational framework to meet the access needs of the eligible customers in the lead up to integrated ticketing. In doing so, the proposed approach:

- will improve access to rail and ferry services for the blind and Total Mobility customers who are considered as most transport disadvantaged
- is aligned with the policy intent of the concessions policy in the PT Plan *to provide concession fares to improve access to affordable public transport for those most dependent on public transport*
- is aligned with the policy on cash premium where cash fares are rounded up to the nearest 50 cents
- requires no change to the fare schedule; and
- is simple and pragmatic as it relies on the existing cash tickets.

Both Transdev and East by West Ferry have indicated their support for the proposed approach.

The approach may result in some data integrity loss, as the system records the ticket as a 'Child' cash fare. However, the impact is expected to be minor due to the small number of boardings via the Accessible Concession.

4. Communication

Following Committee endorsement of the approach, the decision will be communicated to the general public, operators of rail and ferry services and the disability service providers including the Blind Foundation, and CCS Disability Action Group.

Fares information on Metlink website and the Conditions of Travel will be updated to reflect the decision.

5. Consideration of climate change

The matters requiring decision in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide.

Officers recommend that the matter will have no effect on climate change and requires no further assessment in accordance with the Climate Change Consideration Guide.

6. The decision-making process and significance

Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

6.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

6.2 Engagement

The matters for decision in this report reflect the feedback received from the users of the Accessible Concession.

7. Recommendations

That the Committee:

1. **Receives** the report.
2. **Notes** the content of the report.
3. **Agrees** to implement the proposed approach to make existing single-trip child cash tickets available for customers entitled to the Accessible Concession.
4. **Notes** that the proposed approach is consistent with the current fares policy and no changes are required to the current fares package and fares schedule.
5. **Authorises** officers to communicate the changes to the accessibility service providers, Transdev and East by West Ferries for implementation.
6. **Notes** that the fares information on the Metlink website and the Metlink Conditions of Travel will be updated to reflect the change.

Report prepared by:

Reza Chalabianlou
Senior Public Transport
Policy Advisor

Report approved by:

Paul Kos
Manager, Public Transport
Policy

Report approved by:

Angus Gabara
General Manager, Public
Transport (Acting)



Report 18.503
Date 25 October 2018
File CCAB-20-567

Committee Sustainable Transport
Author Paul Kos, Manager, Public Transport Policy

Christmas day travel

1. Purpose

This report seeks the Sustainable Transport Committee's (the Committee) endorsement to provide free Metlink bus service travel on Christmas day, in line with the current approach for Metlink rail services.

2. Background

Free travel on Christmas day has been made available to customers on Metlink rail services, both prior to and post the Public Transport Operating Model (PTOM) rail contract.

The move to PTOM contracts for Metlink bus services in July this year raises a new question for GWRC in terms of Christmas day fares. Under the new PTOM contracting environment, Greater Wellington Regional Council (GWRC) now has revenue responsibility for all Metlink bus and rail services, and a decision is required as to whether the precedent for free travel on Metlink rail services should be extended to Metlink bus services.

No decision is required for Ferry services, as East by West Ferries do not operate on Christmas day. Wairarapa rail services also do not operate on Christmas day.

3. Comment

Free travel on Christmas day has been the norm for Metlink rail services for some time – providing both customer and operational benefits.

For the customer, free travel on Christmas day is a goodwill gesture that gives families, and customers who do not normally (or cannot afford to) travel on public transport a chance to experience public transport and get around the Region to visit family and friends. Free travel on Christmas day also removes the need for ticket inspectors. Train managers are still required for basic operational and safety reasons.

For bus, the practise of free travel on Christmas day has been an intermittent experience for both customers and operators, as the choice to forgo revenue was dependent on each operator under pre-PTOM contracts. Some operators provided free travel and some did not. In some cases, the practice changed year by year.

Under the new PTOM contracting environment, revenue responsibility for both Metlink bus and Metlink rail services sits with GWRC. An opportunity now exists for GWRC to ensure a more consistent experience is provided for bus and rail customers on Christmas day.

4. Options

Two basic options exist:

1. Extend free travel to bus, based on the precedent set by rail. This is the recommended option.

Benefits	Costs
<ul style="list-style-type: none"> • Provides a consistent experience for PT customers in accordance with Policy 1(c) of the Regional Public Transport Plan • Social and promotional - provides travel option and experience for some customers who normally will not or cannot afford to travel • Reputational – expression of goodwill for an appropriate occasion • Operational – mainly for rail due to no need for ticket inspectors 	<ul style="list-style-type: none"> • Modest revenue loss (combined bus/rail revenue loss expected to be between \$30,000 to \$45,000)

2. No free travel for any Metlink services on Christmas day

Benefits	Costs
<ul style="list-style-type: none"> • Small revenue gain from rail (expected to be between \$10,000 and \$16,000) 	<ul style="list-style-type: none"> • Reduced customer experience for rail customers • Reduced customer experience for bus customers who received free travel under previous operating contracts (e.g. Mana bus services) • Increased reputational risk due to removing expectation of free travel on rail • Operational – requires full complement of staff due to need for ticket inspectors on rail

Subject to the Committee's endorsement, the approach will be communicated to rail and bus operators and to Snapper.

Communications will also cover off known service disruptions, including Blocks of Line on rail. To date, we are expecting services to be run on all electrified lines during Christmas day; however, there will be no services at all (including bus replacements) operating on the Wairarapa line on Christmas day.

Lastly, in terms of ticketing on bus, the approach will be much the same as it is now – customers using Snapper will be encouraged to maintain their existing behaviour by tagging on and tagging off, but no fare will be charged. Customers not using Snapper will be recorded by the driver as they board the bus. A specific change request will be made to Snapper to implement the proposed approach.

5. Communication

The decision will be communicated to the general public, and operators of Metlink rail and bus services and Snapper.

Fares information on the Metlink website will be updated to reflect the decision.

6. Consideration of climate change

The matters requiring decision in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide.

Officers recommend that the matter will have no effect on climate change and requires no further assessment in accordance with the Climate Change Consideration Guide.

7. The decision-making process and significance

Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

7.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

7.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

8. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees to provide free travel on Christmas day on Metlink bus and rail services.*
4. *Notes that the expected cost of providing free travel on Christmas day is within the Chief Executive's delegation and can be met from existing public transport budgets.*
5. *Notes that the proposed approach will ensure a more consistent customer experience across the public transport network in accordance with Policy 1(c) of the Regional Public Transport Plan.*
6. *Notes that officers will communicate the Committee's decision to Metlink bus and rail operators and to Snapper for implementation.*
7. *Notes that the fares information on the Metlink website will be updated to reflect the Committee's decision, along with any service disruptions affecting the scope of services available on Christmas day.*

Report approved by:

Paul Kos
Manager, Public
Transport Policy

Report approved by:

Angus Gabara
General Manager
(Acting), Public
Transport



Report 2018.454
Date 25 October 2018
File CCAB-20-565

Committee Sustainable Transport
Author Angus Gabara, General Manager, Public Transport (Acting) and
Luke Troy, General Manager, Strategy

General Managers' report to the Sustainable Transport Committee meeting on 30 October 2018

1. Purpose

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

This report provides information on key work programmes and linkages between transport projects, programmes and the strategic framework. It is complemented from time to time by other reports, such as quarterly and annual reports.

2. Key issues

2.1 Implementation of new Wellington bus network

A separate report on the performance of the network is on the agenda for consideration at this meeting (Report 18.457).

3. Strategic Framework

3.1 Regional Land Transport Plan (RLTP)

Following release of the National Land Transport Programme (NLTP) in August 2018, the NZ Transport Agency (NZTA) wrote to the Chair of the Regional Transport Committee (RTC) providing the reasons why some RLTP projects were not included in the NLTP. The key projects/programmes not included were:

- SH2 safety improvements
- SH1 Tawa to CBD optimisation
- A number of significant local road improvements in Wellington City (impacted by the Let's Get Wellington Moving programme)

- A number of local road improvements in Kapiti (linked with the expressway)
- Port resilience business case

The RTC Chair is preparing a response to NZTA seeking further clarity on some of these decisions.

NZTA is re-evaluating a number of key state highway projects of importance to the region including Petone to Grenada, Melling interchange (part of RiverLink), and Otaki to North of Levin. The outcome of the re-evaluation of these projects is due by the end of the year.

GWRC officers are working closely with other regions, NZTA, and Ministry of Transport on a number of work streams relating to transport planning and funding processes following completion of the 2018 RLTPs and NLTP. These review work streams cover areas such as RLTP development, NZTA's Investment Decision Making Framework, Long Term View, NLTP development, and Ministry of Transport's Outcomes Framework.

4. Significant issues and projects

4.1 National ticketing – Project NEXT

The Request of Interest phase of the procurement to secure a next generation national public transport ticketing solution for New Zealand closed on 24 August 2018.

Evaluation has progressed according to schedule without issue, and is on track to identify a shortlist of potential providers by the end of the year/early 2019. No probity issues have been raised with the process to date; the process is audited by Audit NZ.

Shortlisted potential providers will be invited to participate in the subsequent Request for Proposal (RFP) stage of the procurement and implementation in the first quarter of 2019. Requirements development for the RFP and development of the detailed business case are progressing in parallel.

The second procurement component of the national ticketing solution is to procure a range of financial services. These will be procured through a tender (RFT) process which is due to be released at end October/early November. This separate procurement will complete early in the New Year and is a dependency for the RFP stage of the ticketing solution procurement.

4.2 Metlink policies

There have been no updates to the conditions of carriage, revenue collection or advertising policies since the last Committee meeting.

Minor changes to the approach to ticketing on rail and ferry for the Accessible Concession, and fares for travel on Christmas day, have been proposed. These changes are set out in separate reports to the Committee.

4.3 Bus advertising trials

On 20 June 2018, the Committee agreed to a Metlink advertising policy (Report 18.200 refers). Advertising is currently being sold by GWRC's Media Agency, Go Media on bus backs only. A trial of advertising on the double-decker roadside position (located behind and above the driver's side window) and the standard bus lower side position (below windows) will commence from November 2018 and will be reviewed in February 2019.

Officers will ensure that, in accordance with the advertising policy, no windows are covered.

Customer and commercial responses will be measured and reported on. This trial responds to initial demand from advertisers that are using this format in other regions.

Officers will also organise a trial with the Pulse netball team to fully wrap a double decker bus for the purpose of promotion of netball to the community. This promotion opportunity will be on the condition that all costs are covered by Pulse and that no Metlink services are disrupted. Officers will monitor the community response to this initiative. If possible, an electric double-decker will be used. This promotion will be for the period November 2018 to June 2019.

4.4 Rail operations

4.4.1 Business Case Funding

The Transport Minister, Hon. Phil Twyford, and NZTA, have publicly announced funding of the two rail network infrastructure projects:

- Track Infrastructure Catch-up Renewals \$95.8m – which will improve the track infrastructure, particularly on the Wairarapa Line
- Unlocking Capacity and Improving Resilience \$97.7m – which will enable increased service frequency on the Hutt and Kapiti Lines, through improvements such as double tracking between Trentham and Upper Hutt and upgrades in traction power on the Kapiti Line.

4.4.2 Wairarapa Capacity Improvements

The trial of a Wairarapa nine-carriage train took place during the week of 24-28 September 2018. Initial feedback from the trial has shown that it was a success and now further operational changes will need to be implemented before it can be made permanent. The key change required is some track changes in the Wellington yard to accommodate a nine-carriage train. This is expected to be completed early in 2019.

In the interim, it is proposed to operate the eight-carriage train with six SE cars and two SW cars, which will provide an additional 30 seats on this service.

4.4.3 Wairarapa Rolling Stock Improvements

Designs to upgrade the performance of the carriage air conditioning system are being finalised ahead of a modification programme developed to increase the

cooling capacity for the hottest days of summer. A prototype modification is being tested in the last week of October 2018, with the entire fleet expected to be modified by December 2018.

4.4.4 Ava bridge

The ramped pedestrian footbridge damaged in the November 2016 earthquake was re-opened on 24 September 2018, after the main span was completely rebuilt. This significantly improves accessibility to Ava Station.

4.4.5 Metlink Wairarapa rolling stock independent investigation

(a) Progress on action points

	Recommendation	Action
1	Transdev implement a Wairarapa Operators Forum to improve interface between Transdev, KiwiRail Mechanical and Transdev Maintenance	COMPLETE
2	Transdev & KR Train Control work together to improve incident/failure event response procedures	COMPLETE
3	KR Mechanical further develop 'Failure Reporting Analysis and Corrective Action System' (FRACAS) to determine the root cause of failures in machine components	COMPLETE
4	Transdev to ensure Maintenance Checks approved, which differ from the contract. Transdev to review daily check requirement.	In progress. Maintenance documentation being reviewed and updated.
5	Implement "250 Hr" generator check	
6	Develop an enhanced electrical earth leakage test procedure	
7	Transdev to review FRACAS process, and review and prioritise any items currently in progress.	COMPLETE
8	Transdev to review streamlined Engineering Change Process	In progress. FRACAS and associated processes including Engineering Change have been redeveloped and agreed.
9	Transdev to review inventory levels, and adjust accordingly	COMPLETE
10	Resolve all uncertainties relating to carriage reliability improvements that should be undertaken as part of mid-life refurbishment scope vs general unplanned repairs or reliability improvement	In Progress. Some uncertainties have already been resolved
11	Review critical design limitations, and resolve as soon as possible	In Progress. Discussion being undertaken between TDW / GWRC.
12	Improve carriage maintenance touch time	In Progress. Joint project underway
13	Transdev to ensure Train Manager & Train Examiner training highlights the importance of blowing the Brake Pipe	COMPLETE

	down to 0kPa during coupling and re-coupling to avoid skidding / wheel flats	
14	KiwiRail Freight to consider need for additional LE training to reduce likelihood of wheel skids	COMPLETE
15	Transdev to review the operation manuals, to ensure pre-departure checks and fault finding information is appropriate for frontline staff (Station Fitters and Train Managers)	In Progress, expect completion late 2018

4.5 Sustainable transport

NZTA has approved funding for both the Demand Management and Road Safety programmes as well as some additional funding from ACC for the cycle skills programme Pedal Ready.

The Active Travel Resource developed in conjunction with Enviroschools is completed and ready for testing with a group of 14 pilot schools at the end of October.

Wellington City Council and GWRC will once again co-deliver the Aotearoa Bike Challenge for 2019. This is an initiative of NZTA and there will be a website to promote the Challenge across the Region.

At the end of August, the NZ Racing Board and TAB in Petone agreed to work with GWRC to promote active travel, public transport and rideshare options for their staff. A workplace activation (promotion of travel options) was held in early October 2018 in the Deloitte Building which has eight businesses with a total of 2000 employees. There was huge interest in cycle skills training and e-bikes.

5. Responses to public participation

19 September 2018

Richard Wagstaff, President, New Zealand Council of Trade Unions, and Anne Reedy, bus driver and President, Tramways Union, presented a “Thank You Driver” petition to the Committee.

Marian Horan and Leah Maxwell; Andrew McCauley, co-chair, Hataitai Residents’ Association; Michael Gibson; Neal Swindells, Rector, St Patrick’s College, Wellington; Chris Horne; Mike Mellor; Peter Kitchenman; and Kerry Wood each spoke to item 6 on the agenda, Implementation of new Wellington bus network.

The Chair tabled a letter received from Margaret Lloyd dated 7 September 2018 regarding changes to Wellington buses.

Issues raised during public participation have been addressed according to subject matter in Report 18.457.

6. The decision-making process and significance

No decision is being sought in this report.

6.1 Engagement

Engagement on this matter is not necessary.

7. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Endorses the actions taken by officers for matters set out in this report.*

Report approved by:

Angus Gabara
General Manager, Public
Transport (Acting)

Report approved by:

Luke Troy
General Manager, Strategy

Exclusion of the public**Report 18.505**

That the Committee:

Excludes the public from the following part of the proceedings of this meeting, namely, the Future fleet options

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<i>General subject of each matter to be considered:</i>	<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground under section 48(1) for the passing of this resolution</i>
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Future fleet options

The information contained in this report sets out the future requirements for the Wellington Region's Public Transport Network. Having this part of the meeting open to the public would disadvantage Greater Wellington Regional Council (GWRC) in its negotiations with other parties as it would reveal GWRC's negotiation strategy. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override this prejudice.

That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7(2)(i) of the Act (i.e to carry out negotiations without prejudice).

This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.