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Committee Economic Wellbeing Committee
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General Managers' report to the Economic Wellbeing Committee 13 September 2012

1. Purpose

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

2. The decision-making process and significance

No decision is being sought in this report.

3. Public Transport

3.1 Rail Operations

3.1.1 Matangi

As of 4 September 2012 a total of 41 Matangi units have been commissioned and available for service. The final 3 units of the entire fleet of 48 units were delivered on 1 September 2012, and by November 2012, the Matangi fleet will be in full operation.

The utilisation of the Matangi fleet continues to improve. The current average weekly mileage per unit is about 1,500km, which is nearing the target figure of 1,750km.

Greater Wellington continues to receive very positive feedback on the new fleet.

3.1.2 Ganz Mavag

The increased size and improved reliability of the Matangi fleet has made it possible to withdraw a number of units from the Ganz fleet and to undertake more effective maintenance of the remaining fleet. As a consequence, the decommissioning plan to remove major rotatable components from the

withdrawn Ganz fleet is underway. The re-using of these components will save Greater Wellington significant costs in maintaining the Ganz fleet through to their final days in service.

The overall performance of the Ganz fleet has been very good over the reporting period. The winter months have notoriously been bad for the Ganz when typically they experience excessive motor alternator and traction issues – a lack of heating being the most obvious symptom for passengers.

3.1.3 Rail infrastructure

Naenae Station All structural work on Naenae is now complete and the station re opened to the public on the 27 August. Minor items for full completion such as painting, light covers and surface works will be completed by the second week of September. The station now boasts a new shelter with built in artwork, a new safer staircase, increased lighting and additional security features. Before and after photos are included in **Attachment 1**.

Tawa Station Officers are currently working with the Tawa Community Board, Wellington City Council and the Tawa Heritage Society on accepting the final design which is to be presented at the Community board meeting on 13 September. The station is to be demolished with plans for the future building / shelter to be re-sited further north on the platform in order to increase the covered waiting area and include the signalling building into the design. A draft programme has also been developed to incorporate the initial works required into the 2012 Christmas block-of-line. The remaining works will continue for a period of three months. Unfortunately, during this time the station will need to be closed. Greater Wellington is considering the nature of alternative arrangements for commuters that use the station regularly and will communicate widely before the station closes.

Park and Ride Greater Wellington has developed a Park and Ride maintenance programme through to 2030. Since the car park maintenance programme began in 2010 we have been able to increase the number of car parks with a condition grade of 1 (very good) by 20%. Silverstream car park is to receive an upgrade which will increase the off street parking from 32 spaces to 64. Work on this project is due to begin in mid January 2013. All other car parks are to be maintained as per the planned programme.

Cycle facilities Since taking responsibility for the administration and maintenance of cycle lockers on train stations the level of service has improved markedly. A number of lockers have now been repaired and reopened for service. Officers are currently reviewing the cycle facilities at Wellington rail station with a view to relocating the current lockers to other locations and replacing them with a purpose built cycle cage facility with increased storage capacity.

Station cleaning and minor maintenance This new contract is now in its second month and improved standards are noticeable. Officers recently completed their first audit of the contract with only minor issues being identified. The new standards introduced through the contract are working

well and ensure that the stations are cleaned and maintained to an appropriate level.

Wellington Urban Network Security Works and Services The new three year security contract is in its second month and we are working with the provider to get the scheduled patrols, monitoring and maintenance up to an acceptable level. Planning is also underway to introduce improved security arrangements through technology interventions at the stabling yards for the protection of trains and property. Officers will shortly begin discussions regarding the introduction of a wireless network to improve connectivity of our CCTV systems and monitoring centre at Wellington City Council.

3.1.4 Service performance

Rail service performance has started well in 2012/13, and it is pleasing to see the levels of punctuality and reliability being maintained. Punctuality (at Wellington Station within five minutes of timetable) was 93% for July and 95% for August, which meets the target and is the best performance since RWC in October 2011. Reliability (timetabled services run) was 99.4% for July and 99.2% for August, which includes the disruption caused to services when the tanker crashed on State Highway 2 in the AM peak.

3.1.5 Johnsonville noise

Wheel/rail interface noise experts, commissioned by Greater Wellington, have now determined the exact cause of the noise and produced a report on a range of potential train mounted and trackside solutions. Greater Wellington and KiwiRail have selected the most appropriate solutions and the best courses of action to try and mitigate the noise as quickly as possible. The trial implementation of the first in a potential series of interventions is planned for November at the latest. The relative success of the trials will determine the number of interventions required and the ultimate timeframe for solving the problem.

3.2 Integrated Ticketing

On 24 August 2012, Auckland Transport announced that it had terminated its agreement with Snapper Services Limited to deliver part of Auckland's integrated fares system. The announcement cited concerns about whether Snapper could modify its system in a suitable timeframe to make it compliant with the technology being implemented for Auckland Transport by French firm Thales. As a consequence, Thales will now deliver the on-bus equipment in addition to the rail and ferry solutions.

Changes in Auckland should have no impact on the current operation of Snapper on public transport in Wellington (provided under contract to NZ Bus).

We expect to commence the investigation phase of the Wellington integrated ticketing project in early 2013. The first steps are to identify our business requirements and to prepare a detailed business case. Once the business case is approved by Greater Wellington and NZTA, detailed design and specifications

will then be developed for a public procurement process.

3.3 Bus and Ferry Operations

3.3.1 Bus services

(a) **Route 10 Newtown Park timetable improvements**

Changes to the route 10 timetable based on real-time information data are effective this day of writing. A review on how the new timetable is performing will be included in the October General Managers' report to the Committee.

With the work having been completed on the route 10 officers have now begun looking at the route 23. This is another route which has high levels of unreliability, particularly at weekends. It is hoped that the timetable improvements using real time information for this route will be implemented early next year.

(b) **Wairarapa services**

The changes to the Wairarapa bus services, as reported to the 9 August 2012 Committee meeting, commence on 30 September 2012.

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

The variation to the route 114 will take effect from 14 October 2012. The existing route is being varied to provide one morning and one afternoon trip to Riverstone Terraces.

(d) **1 October 2012 general fare increase**

All transport operators under contract with Greater Wellington having agreed the commercial principles for the 1 October 2012 fare increase and contract variations are now being finalised.

3.3.2 Total Mobility Scheme

(a) **Total Mobility Electronic System (TMES)**

All technical specifications of the TMES have now been delivered by Snapper NZ Limited, so the system has now entered its warranty period. The warranty period is for six months and on satisfactory completion of this a two year maintenance and support agreement commences.

3.3.3 Service reviews

(a) **Wellington**

Following the meetings with resident groups and other stakeholders a high level next iteration of the proposed network has been developed and was advertised to the public via a media advertorial in the middle of August. To date very little feedback on this has been received.

During October and November of this year Officers will be meeting once more with resident groups and other stakeholder groups to go through this next iteration of the network. At this point the network will be close to being finalised with only small changes being required. The final network plan will be used to go into implementation planning from early 2013.

(b) **Wairarapa**

Options for improving the rail services are currently being worked through with KiwiRail and Greater Wellington officers. However, it is hoped that the short term measure of reconfiguring the existing rolling stock to better meet levels of demand on specific services will be implemented in November 2012.

(c) **Porirua and Kapiti post implementation reviews**

Officers have begun post implementation reviews on service changes that occurred on 20 February 2011 in Porirua and Kapiti.

The purpose of these reviews is to assess the success of the service changes against the reviews objectives. The data outcomes will then provide information on targeted improvements to services; whilst we are not looking to make wholesale changes it is potentially possible to fine tune some areas

3.3.4 **Bus stops and shelters**

(a) **Maintenance**

A consultant has been engaged to assist in the development of a new maintenance contract and accompanying tender documents. The new maintenance contract will bring together what is currently managed under three contracts into one contract; these being bus stop signage and pole cleaning and maintenance, RTI unit cleaning, and bus shelter cleaning and maintenance. The new contract will cover the areas of Kapiti, Porirua, Upper Hutt, Lower Hutt, Wairarapa, and some of the activities in Wellington City.

(b) **Standing pads**

A total of 121 standing pads have now been installed throughout Upper Hutt, Stokes Valley and Lower Hutt. Work will commence shortly on identifying further suitable locations across the region requiring standing pads.

(c) **Real Time Information (RTI)**

161 of the 190 bus stop RTI units have been installed across the region. Of the remaining units 15 are allocated for the CBD, and the other 14 are work in progress and should all be installed by the end of October 2012.

4. Development

4.1 Wairarapa Water Use Project

The number of possible water storage sites being investigated has been reduced from 240 to 30. Thirty sites would not be required, rather a combination of sites is needed to achieve the water storage volume. Once some further refinement is completed, landowners will be approached to see if they are agreeable to an onsite inspection. This is just to check some of the physical attributes of the various sites, for example, rock types.

5. Recommendations

That the Committee:

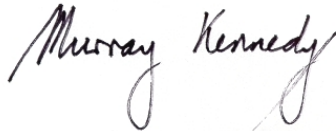
1. *Receives the report.*
2. *Notes the content of the report.*

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Attachment 1: Naenae Station before and after photos