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Committee Economic Wellbeing Committee
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General Managers' report to the Economic Wellbeing Committee on 7 March 2013

1. Purpose

To inform the Committee of Greater Wellington Regional Council's (GWRC) 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 Response to Public Participation

Patrick Morgan from Cycling Advocates Network spoke to the Committee about cycling and requested that more resources be allocated to provide secure bike parking at Wellington stations.

Response: GWRC is well advanced in the design of a cycle cage at the Wellington central railway station. The design has had to meet heritage and consent requirements laid down by KiwiRail and Wellington City Council respectively. This proposed project will provide space for 20 cycles in a lockable cage and will include solar powered lighting. Following the acceptance of the design full design documents will be developed, and manufacture and installation is expected to be completed by mid May 2013. Existing cycle boxes are to be relocated to other stations where a demand has been identified. If the cycle cage is successful, similar installations at other larger stations may be explored.

Mike Mellor spoke to the last meeting of the Committee in relation to the Wellington City Bus Review. Mr Mellor has received a response to the items

he raised at the meeting. Details of the response are provided below; the bullet points are from Mr Mellor's statements:

Improved reliability

- 33% of suburbs and 83% of suburban town centres have fewer off-peak buses

Response: It is not clear on what specific assumptions Mr Mellor has used to deduce the percentages stated. However, it is acknowledged that implicit in "reducing duplication and redeploying resources", there will be a reduction in the number of buses operating on major transport corridors and through suburban centres where many bus routes currently overlap, leading to more buses operating than are required for the number of passengers travelling. The actual reduction in off-peak buses has not yet been finalised, as we are still in the process of generating draft timetables which will be consulted on from Easter 2013. However, it is expected that the areas where service duplication is being reduced will generally still enjoy a 10 to 15 minutes bus frequency at off peak times.

It should be also noted that more frequent buses at peak times will be provided as required to meet demand.

Improved connections

- Newtown has 40% fewer off-peak buses, serving 10 fewer suburbs directly;

Response: Currently 46 buses per hour depart from Newtown during the day at off peak times (on average a bus every 1.3 minutes). This is significantly more than required for the number of passengers travelling, and we are looking to potentially reduce this to around 26 bus departures (a bus every 2.3 minutes). However, the actual reduction in off-peak buses through Newtown has not yet been finalised, as we are still in the process of generating draft timetables which will be consulted on from Easter 2013.

The current bus network attempts to provide direct services from many areas to many major destinations with the result of significant and costly duplication of bus routes, many with low levels of utilisation for much of the day. It results in some areas being significantly over serviced, while other areas have very poor service levels. Reducing duplication frees up resources which are able to be redeployed to provide a more equitable spread of bus services across Wellington City.

Free bus transfers and improved bus transfer points will be implemented along with the network changes, so that Newtown can be accessed from across Wellington City with at most a single change of bus.

- Suburban centres such as Miramar, Kelburn, Thorndon, Johnsonville and Karori have off-peak bus numbers reduced by 10%-30%, all with the number of direct destinations reduced.

Response: As noted, implicit in “reducing duplication and redeploying resources” there will be a reduction in the number of buses operating on major transport corridors and through suburban centres where many bus routes currently overlap, leading to more buses operating than are required for the number of passengers travelling.

The present bus network attempts to provide direct services from many areas to many major destinations with the result of significant and costly duplication of bus routes, many with low levels of utilisation for much of the day. It results in some areas being significantly over serviced, while other areas have very poor service levels. Reducing duplication frees up resources which are able to be redeployed to provide a more equitable spread of bus services across Wellington City.

The Network changes have focussed on minimising the need to change buses to reach Wellington CBD, and ensuring direct access to the nearest centre. Free bus transfers and improved bus connection hubs will be provided for travel to destinations not directly serviced, with at most a single change of bus.

Improved coverage and access

- The February proposal had more people (75%) with access to more frequent bus service (every 15 minutes or better) within the same walking distance.

Response: It is correct that the February 2012 proposal did promise a greater coverage of high frequency bus routes. To achieve this outcome a high degree of network change would have been required, which included extensive passenger transfer between services. Following extensive feedback and consultation with communities, this was found not acceptable on the scale initially proposed. As a result, a revised plan has been developed which provides a better fit to the feedback from the community and includes a significant reduction in the need to transfer for many people.

The revised network has been developed with extensive consultation and feedback from communities in over 100 meetings. At these meetings, workshops were held where GWRC officers worked closely with community representatives on network design.

- No information is given for the coverage of existing network.

Response: The proportion of the population within the study area within 500 metres of a high frequency (15 mins) bus does reduce to 49% from the current network level of 50%, while the population within 500 metres of a medium frequency (20-30 mins) service or better increases to 90% from the current network level of 85%.

Improved service levels

- 15 suburbs have fewer off-peak buses;

Response: As noted previously, reducing service duplication and better matching service levels to demand will lead to fewer buses on some corridors that currently have more buses than required. However, notwithstanding this, in most cases a bus will still depart at least every 10 to 15 minutes at off peak times in the areas affected. The exact frequency of services is currently being worked on as part of the development of draft timetables. These draft timetables will be consulted on from Easter 2013.

- One suburb loses its entire off-peak public transport service (and the newly-bus-served suburb already has a half-hourly train service);

Response: Further information is being sought from Mr Mellor in order for us to respond further.

- Evening services on many routes are reduced by about half.

Response: As draft timetables are still being produced, this can not be substantiated. It is noted that the outermost ends of the Miramar and Seatoun routes beyond Caledonia Street may reduce to hourly after 9pm to reflect demand. However, final decisions on evening service levels will follow detailed analysis of current usage.

Attachment 1

- Every suburban town centre has buses to fewer destinations, with the number of through routes reduced (see below).

Response: An issue of the current bus network is that attempting to provide direct one bus rides between as many locations as possible has resulted in significant duplication of routes in some areas, while other areas are left relatively poorly serviced. The new network focuses on providing direct access to the nearest main suburban centre and Wellington CBD, while providing free bus connections for access to other suburban centres around the City.

- The high-frequency network is appreciably smaller than both today's network and the core network in the February proposal, omitting suburban centres at Johnsonville, Newlands, Miramar, Strathmore Park and Seatoun.

Response: It is correct that the February 2012 proposal did promise a greater coverage of high frequency bus routes. To achieve this outcome, a high degree of network change would have been required which included extensive passenger transfer between services. Following extensive feedback and consultation with communities, this was found not acceptable on the scale initially proposed. As a result, a revised plan has been developed which provides a better fit to the feedback from the community and includes a significant reduction in the need to transfer for many people.

The clearest example of this can be seen in the northern suburbs where a new high frequency bus route was proposed, serving both Newlands and Johnsonville. This proposal was very poorly received by the communities affected, and a strong preference was expressed to maintain two separate half hourly bus routes to Churton Park and Newlands versus the alternative of a single bus route every 15 minutes with feeder buses. This significantly reduced the proportion of the population with access to a bus departing every 15 minutes or better. However, this change from the February proposal delivered a service more acceptable to the communities affected.

- 33% of suburbs and 83% of town centres have fewer buses during the day.

Response: As noted, implicit in “reducing duplication and redeploying resources” there will be a reduction in the number of buses operating on major transport corridors and through suburban centres where many bus routes currently overlap, leading to more buses operating than are required for the number of passengers travelling.

The present bus network attempts to provide direct services from many areas to many major destinations with the result of significant and costly duplication of bus routes, many with low levels of utilisation for much of the day. It results in some areas being significantly over serviced, while other areas have very poor service levels. Reducing duplication frees up resources which are able to be redeployed to provide a more equitable spread of bus services across Wellington City.

The Network changes have focussed on minimising the need to change buses to reach Wellington CBD and ensuring direct access to the nearest centre. Free bus transfers and improved bus connection hubs will be provided for travel to destinations not directly serviced, with at most a single change of bus.

- There is nearly 10% less through-routing through the CBD.

Response: Further information is being sought from Mr Mellor in order for us to respond further.

- The number of suburban town centres with high-frequency services is reduced from 5 to 3.

Response: It is correct that the February 2012 proposal did promise a greater coverage of high frequency bus routes. To achieve this outcome a high degree of network change would have been required, which included extensive passenger transfer between services. Following extensive feedback and consultation with communities, this was found not acceptable on the scale initially proposed. As a result a revised plan has been developed, which provides a better fit to the feedback from the community and includes a significant reduction in the need to transfer for many people.

The clearest example of this can be seen in the northern suburbs, where a new high frequency bus route was proposed serving both Newlands and Johnsonville. This proposal was very poorly received by the communities affected, and a strong preference was expressed to maintain two separate half hourly bus routes to Churton Park and Newlands versus the alternative of a single bus route every 15 minutes with feeder buses. This significantly reduced the proportion of the population from the criteria of a bus departing every 15 minutes or better, however it delivered a service more acceptable to the communities affected.

- Stated frequencies appear to have been re-defined from the February proposal to exclude evenings, with frequency halving in that period (e.g. “at least every 15 minutes” now means half-hourly in the evenings).

Response: Operating buses every 15 minutes until midnight on core routes was initially proposed, however subsequent feedback has indicated that, on balance, this was not aligned with community priorities. Resources have instead been deployed into a network that retains greater direct access to Wellington City, with reduced need to change between buses.

In this section, GWRC officers are responding to the bolded bracketed items that Mr Mellor has added to the November media release:

What the GW Wellington City Bus Review November media release said [and what it should have said to give the full picture]

Core bus routes, such as between Wellington and Karori, Island Bay, Lyall Bay, Brooklyn, and the Miramar Peninsula, will run at least every 15 minutes, seven days a week [except for Brooklyn that’s no change from the current situation on weekdays, Johnsonville, Miramar, Strathmore Park and Seatoun lose their current 15 minute services.]

Key features of the new network include:

- More frequent off-peak bus services for 15 suburbs [**and less frequent services for 15 suburbs**]

Response: As noted, implicit in “reducing duplication and redeploying resources” there will be a reduction in the number of buses operating on major transport corridors and through suburban centres where many bus routes currently overlap, leading to more buses operating than are required for the number of passengers travelling.

Service levels will generally remain high in the locations where service duplication is removed. For example at Newtown, there would still be a bus departing every 2.3 minutes during the day, down from every 1.3 minutes.

- A new weekday bus service for Crofton Downs [**and withdrawal of all off-peak buses to Broadmeadows**]

Response: Draft timetables, to be consulted on from Easter 2013, will likely include an enhanced route 46 Broadmeadows service to partly replace the current poorly used Broadmeadows Shopper service.

- Better access to local centres and key destinations [**in the weekday off-peak all local town centres have fewer buses or have buses to fewer destinations, or both**]

Response: Compared with the February 2012 proposals, the need to connect between buses to reach the Wellington CBD and local centres (such as Kilbirnie), has been reduced in line with the feedback from the community.

Key differences between the new network and that proposed at the start of the year include:

- Less need for people to connect between services [**except to/from the Miramar Peninsula, where all passengers will now have to change for Newtown, Wellington Hospital, Massey University, and Karori, served by through core routes in the February proposal**].

Response: To clarify, this should have noted less need to connect between services to reach the Wellington CBD, a major concern of the submissions received. Also, in line with public feedback, direct services are now, in most cases, to be provided to the nearest main suburban centre. For example, there is no need to change between buses to access Kilbirnie from Strathmore, which addressed a particular concern of the Strathmore community.

- The removal of a proposed core route along The Terrace [**and core routes to Johnsonville, Newlands, Miramar, Strathmore Park and Seatoun**].

Response: The core route from Johnsonville via Newlands into Wellington CBD was also rejected by these communities. These communities favoured a separate 30 minute service into Wellington, so the route design evolved into this. The route design on the Miramar peninsula is also a result of community consultation.

- Direct services to Kilbirnie from the Miramar Peninsula [**direct core services to Kilbirnie in the original proposal are replaced by lower-frequency routes**]

Response: A frequent service is proposed between the Wellington CBD and the Miramar Peninsula, with a branch serving Miramar and a branch serving Seatoun. This provides the most direct route to Wellington City throughout the day travelling via Hataitai and removes any need to change between buses to reach Wellington CBD, which was a key issue of concern in the initial proposals. It is fair to note that to achieve a more direct route to Wellington CBD from Seatoun, while still reducing route duplication, the frequency of buses during the day at off-peak times may reduce from the current every 15 minutes to every 20 minutes. This represents a clear trade off to match resources to what people told us they valued.

- **Reduction of weekday off-peak services to suburbs like Highbury, Broadmeadows, Miramar, Strathmore Park, Kelburn, Thorndon and Seatoun by 10% to 30% (50% for Highbury, 100% for Broadmeadows)**

Response: As draft timetables are still being produced and demand analysis is ongoing, these figures are speculative. Some of the areas quoted may see a reduction, and others could see an increase in off peak service.

- **Less frequent services on core routes in the evening with 15 minute frequencies reduced to half-hourly.**

Response: Operating buses every 15 minutes until midnight on core routes was initially proposed, however subsequent feedback has indicated that, on balance, this was not aligned with community priorities. Resources have instead been deployed into a network that retains greater direct access to Wellington City, with reduced need to change between buses.

Service levels on core routes are likely to remain largely unchanged from the current typical half hourly frequency. As draft timetables are still being produced and demand analysis is

ongoing, where evening service levels should increase or decrease has yet to be concluded.

- **Much worse coverage – 72% of people within 10 minutes’ walk of a half-hourly service, compared with 75% the same distance from a 15-minute service.**

Response: Mr Mellor has quoted two different measures which are not able to be directly compared. It is correct that the February 2012 proposal did promise a greater coverage of high frequency bus routes. However to achieve this outcome, a high degree of network change, including extensive transferring between services, would have been required. Public feedback and further community consultation has found that this was just not acceptable to the wider community on the scale initially proposed. As a result, a revised plan has been developed which provides a better fit to the feedback from the community.

Within the study area, access to a bus every half hour or better will increase from around 85% of the population at present, to 90% of the population under the current proposed network.

3.2 Rail operations

3.2.1 Johnsonville line

The Johnsonville line continues to provide challenges. Due to the warm weather and track condition, grease from the wheel flange lubrication applicators has worked onto the top of the rail head and caused adhesion difficulties on the steeper inclines. In order to rectify this problem, the grease applicators and the friction modification applicators (being used to reduce wheel squeal noise), were turned off by KiwiRail. Unfortunately, this saw a return of wheel squeal noise to pre-Christmas levels. The friction modification applicators have since been reinstated, but most of the grease applicators will remain turned off to ensure services are not delayed or lost due to poor adhesion.

Unfortunately, this means that the noise is not abating at the rate we would like. As all the variables become better understood, the fine tuning of all applicators and noise measurement continues.

We are also about to trial wheel dampers (devices fitted to the trains to reduce the radiation of noise), on a selection of Matangi trains.

We will be monitoring the effects of both of these interventions on the wheel squeal noise, to try and ensure the noise is reduced as much as possible. We intend to provide a full update to all residents within the next month.

3.2.2 Matangi

The Matangi 1 project is in the process of being closed, as it moves into business as usual.

In contractual terms, the Matangi train is well exceeding reliability performance requirements and the reliability performance target was achieved, and the reliability bond released, in December.

3.2.3 Ganz Mavag

The Ganz Mavag fleet continues to meet its reliability targets, although the maintenance requirements are increasing. A programme of heavy maintenance has been developed for the fleet in order to ensure availability and reliability levels are maintained for the next two to three years.

An Expression of Interest (EOI) document to seek proposals to procure the 15 currently decommissioned Ganz Mavag trains has been prepared.

3.2.4 English Electric

A total of 22 English Electric cars have now been scrapped. Both the NZ Railway Museum and the Wellington EMU Preservation Trust are expected to take ownership of the 2-car Phoenix and 3-car Cyclops respectively in March 2013.

3.2.5 Carriage fleet

Work on converting the SE carriages for operations on the Wairarapa line continues. The project is assessed as on track to have the carriages in service by 1 July 2013.

3.2.6 Rail Infrastructure

(a) Tawa Station

The Tawa station upgrade continues into week seven of the construction programme. Relocation of signalling equipment has been completed, and platform drainage and strengthening work is underway. Preparation of the foundations for the new building and bridge repairs has begun. Good progress has been made working with the Tawa Community board in identifying artwork for the building panels.



(b) Park and Ride

Work at Silverstream car park to increase the available number of spaces from 32 to 62 continues to make good progress, and completion is expected by the end of February 2013. The installation of CCTV cameras in both the car park and the station will provide added security and safety.

Construction of 24 new car parks on the road reserve adjacent to Carterton station will begin later this month. GWRC have entered into a joint project with Carterton District Council to construct additional parks, which are expected to be completed by the end of March 2013.

(c) Station General Maintenance

Officers continue to work with contractors to improve and repair infrastructure throughout the rail network, with particular attention being paid to immediate faults found through the recent bridge inspection report. Other works include electrical safety items and building condition repairs. Work is due to begin on strengthening the foundation piles and chimneys at Carterton Station, upon receipt of the necessary building consent. Work is also being carried out repairing leaking roofs at Porirua and Masterton stations.

(d) Cycle facilities

See response to public participation.

(e) Wellington Urban Network Security Works and Services

Progress continues to be made with preparations to introduce wireless radio connectivity. This project will allow the connection of all CCTV sites around the network to enable faster downloading of images and overall better monitoring for improved incident response. This project is a joint effort between Water, Transport and ICT. The roll out will commence later this year with completion planned for May 2014.

Security services elsewhere on the network continue to have a positive effect, although there has been a noticeable increase in incidents over the last month which is usual for the time of year. Officers continue to work with KiwiRail and security staff to improve security measures.

3.3 Bus and Ferry Operations

3.3.1 Bus services

(a) NZ Bus service changes

The changes to NZ Bus's commercial services in the Hutt Valley (Airport Flyer and Runcimans) were implemented by the end of January 2013. Following implementation a small number of issues have been identified, which have since been resolved or are still being worked through.

Two of these key issues relate to capacity on school services between Porirua and Lower Hutt, and the use of 'Go Wellington' yellow buses on some Airport Flyer services. Runcimans are now providing additional capacity on school

services, and GWRC officers are working with NZ Bus to try and reduce customer confusion, which has been caused by the change in fleet usage on the Airport Services. It is hoped that the Airport Flyer fleet will return to the distinctive orange buses by March.

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

(b) Bus Dwell times

GWRC officers have given instruction to OPUS to carry out further work on bus loading and dwell times along the Golden Mile. The objective of this work is to provide practical operational information on the dwell times and congestion, and to determine if a reduction in the number of bus stops or their configuration along the Golden Mile would have an impact.

(c) Hataitai Bus Tunnel

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

To assist in the scoping of the work required, a survey of the tunnel is occurring over the weekend of 23-24 February. The tunnel will be closed during this period and bus services will be diverted via Taurima St and Mount Victoria Tunnel.

(d) Memorial Park Tunnel

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

Traffic diversions have already commenced with the closure of the top of Tory Street, and GWRC officers are working closely with the NZTA and WCC throughout the construction period to monitor any potential impacts on bus services operating around this area. In addition to route impacts to a small amount of school bus services, the pedestrian lights installed at the intersection of Sussex Street and (the realigned) Buckle Street may be causing congestion on and around the Basin Reserve. GWRC officers have met and are now working with WCC, NZTA and NZ Bus on analysis of available journey time data (including real time information), and possible solutions.

(e) Karori Tunnel

Works affecting the use of trolley buses in Karori Tunnel were completed in early February. There is a small amount of work remaining on the project, but this will not require any tunnel closure and will be completed over weekends, when trolley buses are not in use. The older green diesel buses that were brought in temporarily to replace the trolley buses have now been removed from service, but a couple of these buses may be kept for driver training in the short term.

(f) Street events

Street events that occurred during February 2013 included the 'Round the Bays' fun run, the Petone Fair and the Island Bay Festival. The annual Newtown Fair on 3 March is the next key street event which will cause significant disruptions to bus services. It is expected that there will be some late operation of trips, or even some trips missed completely. GWRC officers will ensure information about access to temporary bus stops and service changes are available to customers.

3.3.2 Real time information

(a) Wellington CBD display signs

In-principle approval has recently been provided by WCC for a revised RTI display sign for the 15 locations on the Golden Mile between Lambton Interchange and Courtenay Place.

Pedestrian safety and pedestrian obstruction considerations have led to the development and acceptance of a display structure consisting of a single pole, rather than the solid 'totem' structure originally approved. The unusually high frequency of bus services on the Golden Mile requires at least 16 lines of bus information to be displayed, and via the RTI supplier it has been possible to develop a unique and larger (18-line) version of the standard RTI display sign that is now a familiar sight at over 200 locations in the Region.

A range of benefits result from using an enlarged version of the existing display sign, rather than a developed version of the flat screen installed in the prototype RTI totem. These include its known visual performance in all lighting conditions, and the display of destination names and system messages consistently with the rest of the network. They also avoid the requirement for expensive software licensing for management of the display content and the need for internet connection, and support the audio capability for blind or partially sighted users. There are also practical considerations such as maintenance familiarity and common spares holding.

The requirement for static information display (timetable, map, etc) at the CBD locations is the subject of research currently being carried out for Metlink. Static information may later be accommodated on RTI display poles, or be provided on separate existing structures (such as bus shelters), and will require the further approval of WCC.

The approval process for the precise location of each of the CBD display signs is currently underway. Three foundations completed at the time of the Manners Mall works will be utilised, and the existing totem display will be replaced. A definitive schedule for the supply and installation of the CBD display signs remains under development but, subject to the necessary approvals, it is expected that the programme will be completed by the end of the financial year, and hopefully sooner.

In the meantime, RTI is available for all bus stops whether a display sign is provided or not, through the established Metlink channels.

(b) RTI for Rail

Development of the RTI for Rail project jointly with KiwiRail is progressing well, with the main development components continuing on schedule.

One of the most significant components is the development of KiwiRail's existing operational management systems to provide train position and service information to the RTI system via a bespoke interface, which is also under development. The programme for installing the necessary equipment in the residual fleet of GANZ trains is almost half completed. A range of changes to the roles of operational and communications staff are in the process of being made in anticipation of the enhanced passenger information and operational management potential that RTI will provide, and additional recruitment for these roles is well advanced.

From early March, electronic display signs installed at rail stations will be utilised to provide scheduled train times to passengers, together with network information and disruption messaging. This is a precursor to the use of the display signs later in the year for true RTI, which will inform passengers of the expected arrival time of their rail service. As with bus RTI, this information will be available for all stations through the established Metlink channels.

(c) RTI problems over Christmas

The reliability of RTI reduced over Christmas and January, with a significant proportion of journeys being untracked by the RTI system. This has been traced to a number of different issues, including the way the timetable changes for the holiday period and changes to bus routes where delivered to equipment on buses, and the way changes to bus fleets were managed.

Following identification and resolution of the faults, procedural and management changes have been introduced to prevent this situation recurring. Most significantly, these include changes in the way the system is managed by the RTI supplier, improved change management process for system changes, and improved management of the processes controlling the movement of equipment between buses, and of buses between fleets. Following changes made using these processes, RTI performance has improved to some of its highest levels to date, and further improvements are expected following forthcoming changes to driver sign-on procedures on NZ Bus services.

3.3.3 Service reviews

(a) Wellington

The revised concept of the Wellington City Bus Review was approved by the Committee in November 2012. Draft timetables are currently being formulated for the new network, and once these are available a further round of resident group and stakeholder workshops and meetings will be held. Additional consultation has been undertaken with Northland and Highbury representatives on the network design, at their request.

(b) Porirua and Kapiti post implementation reviews

The last major changes to services in Porirua were implemented in February 2011, and a post implementation review of the performance of the changed services is nearing completion. Targeted consultation with the community in the affected area will begin in late March. This will follow briefings to GWRC councillors and key stakeholders on the process and options to be put forward to the community.

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

(c) Wellington City School Bus Review

The objective of this review of school bus services in Wellington City is to assess the sustainability of these services in relation to the revised network design in the Wellington City Bus Review. Patronage data has been received from the operator, and GWRC officers are currently analysing this.

(d) Eastern Area review

GWRC officers are currently drafting the project brief and scope for the Eastern Area review. Initial briefings to outline the process and scope of the review are being organised with GWRC councillors, the relevant territorial authority councillors, and other key community representatives and stakeholders. It is intended to commence these briefings towards the end of March 2013.

3.3.4 Bus stops and shelter

(a) Asset management

An asset condition and data capture survey of all bus stop infrastructure in the region is underway. The data from this survey will assist in further developing the asset management plan, establishing a maintenance program, and informing future funding requirements.

A new bus asset infrastructure maintenance contract was released for tender at the beginning of February. It is anticipated that the new maintenance contract will commence on 1 May 2013.

(b) Bus shelters

This financial year's bus shelter installation programme has now been confirmed. Sixteen new shelters, four developments (new shelter), and 12 replacements will be installed across the region by the end of June 2013. The shelter locations are listed below:

Lower Hutt	Development – Petone railway station
Carterton	Development – Carterton – 80 High Street South (New World)
Carterton	Development – Carterton High Street South (Opposite 100)
Kapiti	Replacement – Tasman Road – 70 at Robert McKeen Street
Kapiti	Replacement – Te Moana Road – 311
Porirua	Replacement – Mungavin Avenue – 146 Windley School
Porirua	Development – Aotea Drive at Nelson Avenue
Porirua	Replacement – Spinnaker Drive - #138
Wellington	Replacement – Onepu Road – 96 at Endeavour Street
Wellington	Replacement – Horokiwi Road West – 58 at Bloomsbury Grove
Wellington	Replacement – Surrey Street – Wilton
Wellington	Replacement – Miramar North Road – 145 at Centennial Park
Wellington	Replacement – Newlands Road – Newlands School
Wellington	Replacement – Rintoul Street
Wellington	Replacement – Warwick Street – 7 at Gloucester Street

A trial of a protective laminate on the glass component of shelters to reduce etching is progressing well. The laminate has been designed with a picture and Metlink branding on it. It is hoped that if this laminate does deter vandalism and graffiti, it can be used in place of the perforated steel which does not offer the best weather protection for customers.

Examples of trial shelters are shown below:



Outside Taita College





Outside Papakowhai Dairy



3.3.5 Total Mobility Scheme

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

GWRC Total Mobility rules and business processes have been reviewed in light of best practice advice received by PriceWaterhouseCooper. As a consequence, we have updated our contracts with taxi operators, driver terms and conditions of access to the scheme, and client conditions of use of the scheme. A mail out of the new client terms and conditions occurred on 12 February 2013.

3.4 txtBUS and txtTRAIN

The txtBUS and txtTRAIN services have experienced a decline in usage over the last 12 months and will be terminated with effect from the 31 March 2012. The introduction of real time information on the mobile site, along with a redevelopment in May 2012, has seen usage increase significantly contributing to the decline in the txt services. Over the last three months to January 31, txtBUS received 5,174 requests, a 37% decrease on the same period last year. TxtTRAIN messages for the same period totalled 1,969, a decrease of 21% compared to the previous year. The majority of mobile users now access the internet on their device, and smartphone usage continues to grow with a 34% annual increase in mobile broadband subscriptions to June 30 2012 (source:National Business Review). Over the last three months, the combined cost of txtBUS and txtTRAIN to the Council was \$6,003, which equates to 84c per txt request and \$2.84 per user.

The termination of the services will be communicated to users with posters on trains and buses from the 1 March until the 2 April. In addition to the posters, we are currently in the process of obtaining estimates from the provider to set up automatic response messages to further inform users of the pending termination.

4. Strategy and Community Engagement

4.1 Wellington PT Spine Study – progress update

The study is progressing well and is expected to be completed by the end of April. Currently the study is in the process of evaluating the shortlist options, which consist of the following:

- Bus priority
- Bus Rapid Transit
- Light Rail Transit (LRT)

These options all run along the Golden Mile from the Railway Station to Courtenay Place, and then along Kent and Cambridge Terraces. From this point there are a number of alternative options being considered. Bus Priority routes continue along the existing bus corridors to Newtown and through the bus tunnel to Kilbirnie. Bus Rapid Transit has a split route, with one section crossing the Basin reserve towards Newtown and the other section continuing through the future duplicated Mt.Victoria tunnel to Kilbirnie. LRT has a number of alternative routes. The first continues to Newtown and connects via Constable Street to Kilbirnie; the second passes through the future duplicated Mt.Victoria tunnel to Kilbirnie.

These various options are being modelled using the suite of regional and city models. These include the strategic transport model, the public transport model, and the Wellington traffic model. The modelling will enable comparison of key factors such as patronage, mode/shift, travel times, capacity and overall benefits.

Various sensitivity tests are also planned to better understand the variability of the results against other factors. The tests will include factors such as fuel price, parking, fares, population and transfer penalties.

In addition to transport modelling, a planning and environmental assessment is being undertaken for the routes. This will include information on possible impacts on property and other road users, and will be reported using a series of cross-sections.

The final report, to be delivered by the end of April, will also outline the estimated costs of each option (both opex and capex), the overall economic assessment, and future sequencing plans.

5. Recommendations

That the Committee:

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

Report prepared by:

A handwritten signature in black ink, appearing to read 'Wayne Hastie', written in a cursive style.

Wayne Hastie
General Manager, Public
Transport

Report prepared by:

Jane Davis
General Manager, Strategy
and Community Engagement