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Committee Economic Wellbeing Committee  
Authors Wayne Hastie, General Manager, Public Transport  
Luke Troy, Acting General Manager, Strategy and  
Community Engagement

## **General Managers' report to the Economic Wellbeing Committee on 6 August 2013**

### **1. Purpose**

To inform the Committee of Greater Wellington Regional Council'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 Participation**

Geoff Norman, CEO, Mana Coach Services, spoke to item 5 on the agenda – Porirua Post Implementation Review. Mr Norman said that he was happy to support GWRC to implement the findings of the Review.

### **4. Public Transport**

#### **4.1 Rail Operations**

##### **4.1.1 Effect of June storm and July earthquakes on service delivery**

The severe storm which hit Wellington on 20 June caused major disruption to the network. Worst hit was the track between Ngauranga and Petone. The track foundation was washed away in several areas when the seawall succumbed to the battering from large waves. Crews worked 24 hours a day for five days to get the line operational again. Minor damage was experienced at some stations, although this was very quickly fixed and no stations were deemed non-operational. One train received damage to its pantograph.

The July earthquakes caused very little damage to the network; however, services were disrupted briefly while mandatory check were made to bridges and tunnels.

#### 4.1.2 Johnsonville Line

Work continues to reduce noise levels on the Johnsonville line. The rail grinder was able to deliver all the work planned in the time available, except one side of the Wadestown loop. The rail now has a rough surface and this will polish smooth with normal wear over the coming weeks. Flange lubrication and friction modification will not be turned on until the line has worn to a smooth finish. Observations are that noise levels have reduced although there are still occasional noisy trains. Noise data is still being collected and will continue to be analysed. Once the effects of the grinding are fully understood lubrication and friction modification will be reinstated.

#### 4.1.3 EMU Fleet Utilisation

The daily operating plan is delivering optimised fleet utilisation for both Matangi and Ganz Mavag fleets. This has had a positive impact on the overall maintenance budget.

#### 4.1.4 Ganz Mavag

A contract for the sale of the Ganz Mavag fleet has now been signed and a deposit lodged for the first tranche of 15 x 2 car EMUs. These are expected to be shipped off shore in August 2013 with the remainder of the fleet being available for operational service until the arrival of the last Matangi 2, anticipated to be late 2016.

#### 4.1.5 Carriage Fleet

The SE conversion project was completed by the end of June and the carriages entered service on 1 July. This project was completed on time and on budget with the opportunity also being taken to carry out some longer term maintenance and overdue paint work.

There have been some complaints from Wairarapa customers regarding the seat configuration, and the lack of tables and power points (which are provided on the SW carriages). Cost effective options are being explored to adjust the seating and provide more amenity where practicable.

#### 4.1.6 Rail Infrastructure

##### (a) Tawa Station

Tawa Station was re-opened as planned on 20 May.

(b) **Kaiwharawhara Over-bridge**

The Kaiwharawhara over-bridge has been declared unsafe and closed, which effectively closes the Kaiwharawhara station. An engineering assessment has been carried out on the over-bridge which includes costs to repair to a safe standard. A proposal on the future use of the Kaiwharawhara station will be brought before the committee at its next meeting.

(c) **Park and Ride**

The 24 additional car parking spaces at Carterton station which were developed as a joint venture between GWRC and the Carterton District Council have been completed.

(d) **Cycle Facilities**

The purpose built cycle shelter facility has been completed at Wellington station. The new shelter replaces six individual cycle lockers (to be used elsewhere) increasing the number of cycles which can be safely stored to 20. This facility includes easy access, wide self-closing doors, secure Chubb bi-locks, individually numbered adjustable protective hooks and solar powered lighting for night access. The new cycle facility uses the same footprint as previously used for the lockers. The six replaced lockers are being refurbished and two lockers each will be installed at Silverstream, Porirua, and Waikanae stations to improve secure cycle storage.

(e) **Over-bridges**

Major repairs and stair replacements have been completed on Wingate South over-bridge. Significant cracking in the concrete slabs, vertical cracks in the lower structural sections, and deterioration in the wooden stringers and joints supporting the staircases on both sides of the bridge had been identified. Works were completed in mid-June with the bridge being closed for 2 days. Repair works on other pedestrian bridges such as Linden, Woburn and Ava have also been carried out in order to maintain the structures in good repair.

## **4.2 Bus and Ferry Operations**

### **4.2.1 4.2.1 Bus services**

(a) **Street events**

There were no major street events during this reporting period but rather a number of smaller temporary bus stop closures due to roadworks. Planning is however underway for potential closure of the Willis Street Grand Arcade bus stop for up to two months while the adjacent building that incorporates the entrance to the Grand Arcade is demolished. The works and movement of trucks to and from the worksite will be extensive, and safety of customers that would otherwise be waiting near the site will be the main consideration in the decision to close or relocate the stop.

(b) **Weather events**

Services on the 20th of June were severely affected by storm conditions resulting in a high number of missed bus services. As well as road closures,

mainly along the Wellington south coast, Kilbirnie Bus Depot suffered damage from winds effectively trapping and damaging buses inside. Eastbourne bus services were also affected extensively due to road closures. Services were returned to normal as soon as possible but the residual effect of the damaged unusable buses was felt for approximately one week.



(c) Analysis of Timetable Compliance using Real Time Information  
Currently routes 13, 22 and 23 between Mairangi and Houghton Bay / Southgate suffer from late running and unreliability. GWRC officers have proposed to NZ Bus a revised timetable using real time information data. As well as adjustments to timetable times a slight change to the terminus of the route is proposed. Instead of terminating at Dover Street it is proposed to terminate the bus service at the Island Bay shops outside the New World supermarket. This route change saves 1 to 4 minutes in travel time in each direction and will assist in maintaining service reliability.

GWRC officers have engaged with Wellington City Council over the proposed new bus stop and tested its practicability, and are consulting with affected landowners the week of 22 July 2013.



#### 4.2.2 Service reviews

##### (a) Wellington

Officers have collated feedback received as a result of the community and stakeholder meetings on the Wellington City Bus Review draft timetables. This feedback has been analysed and officers are in the process of responding to each group or individual who fed back to us. All of the feedback has been taken on board and where possible amendments made to the draft timetables.

##### (b) Targeted consultation

A targeted consultation process has begun in the Highbury community as a consequence of the community concerns about the future bus routes for the area as proposed through the Wellington City Bus Review. The consultation is in the form of an online survey detailing 3 service options agreed to be put forward by the Highbury community. The deadline for feedback is July 31.

##### (c) Post implementation service reviews

The Porirua post implementation review is now at the stage of negotiation with the operator. A provisional date of 14 October 2013 has been put forward for operational implementation.

Kapiti patronage and service performance data has been analysed. It is felt that at this time only minor timetable improvements should be implemented with more extensive changes being considered when the Kapiti area-wide service review is undertaken in 2014/15.

Officers are awaiting data from the service operator in the Wairarapa to begin the post implementation review.

**(d) Wellington City School Bus Review**

An initial data analysis of the existing Wellington City school bus services has taken place. This has given officers a high level view on poorly used services as well as services which are well patronised. A communication plan is currently being drafted for communication with schools in order to discuss potential future service changes.

**4.2.3 Bus stops and shelter**

**(a) Asset management**

The new bus stop cleaning and maintenance contract commenced on 1 May 2013. The contractor is Directionz who previously contracted by GWRC to maintain its Metlink signs. The new contract covers all cleaning and maintenance of the assets at all bus stops, other than Wellington City who continue to undertake bus shelter maintenance funded by GWRC. The bus stop signs in Wellington City are now also maintained under the GWRC new maintenance contract.

Survey data and financial forecast report of all bus stop assets in the region including the condition, performance and aesthetics of the infrastructure at each stop has been completed, and the consultant undertaking the work has presented a draft report to officers. This work will feed into the developing prioritisation framework tool to assist with long term asset and budget planning, and will provide a transparent and consistent approach to bus stop development.

The process of bringing a number of bus stop assets over on to GWRC's books from some Territorial Authorities (TA) is also underway, it was identified that in some instances this process had been started but not completed and some TA's didn't have the assets on their books either. A valuation of the assets to come across to GWRC's books has been completed and at the end of last year the bus stop assets in the Hutt City Council transferred across to GWRC. Assets in the Kapiti District Council and Upper Hutt District Council areas will be recognised in GWRC's books shortly. Discussions on the transfer of assets in the Porirua City Council area have begun.

A project is also underway to improve the infrastructure information held within GWRC's internal asset management systems (SAP). It is expected that this project will provide improved visibility of the bus stop assets in the Metlink public transport network and will enable more informed decisions on maintenance and replacement of these assets. It is also expected that it will deliver the capability of producing improved reports to track and analyse maintenance and asset management activities, and related expenditure, over time.

**(b) Bus shelters**

The 2012/13 financial year roll out of new bus shelters is completed. The new shelters are located at:

- Lower Hutt 9000B Petone railway station
- Wellington 3542 Newlands Road - Newlands School
- Wellington 3536 Horokiwi Rd West - 58 at Bloomsbury Grove
- Wellington 4136 Surrey Street - Wilton
- Wellington 4131 Warwick Street - 7 at Gloucester Street
- Wellington 7244 Miramar North Rd - 145 at Centennial Park
- Wellington 7097 Ahuriri Street (30)
- Wellington 7328 Onepu Road - 96 at Endeavour Street
- Wellington 7121 Rintoul Street, opp Wakefield Hospital (near 128)
- Kapiti 1570 Te Moana Road - 311
- Kapiti 1760 Tasman Road - 70 at Robert McKeen Street
- Porirua 2779 Aotea Drive at Nelson Ave
- Porirua 2566 Spinnaker Drive - #138
- Porirua 2168 "Mungavin Avenue 146 Windley School"
- Carterton 1835 Carterton - 80 High Street Sth (New World)
- Carterton 1935 Carterton High St South (Opposite 100)

### **4.3 Total Mobility**

#### **4.3.1 Total Mobility Fraud**

In 2011 officers identified a taxi driver accessing the Total Mobility Scheme through use of client electronic photo ID cards that belonged to persons known to him, when there was no actual taxi travel being undertaken. A complaint was laid with the Police, and subsequently following a lengthy process and collection of evidence charges were laid. A trial by jury was to have occurred in May this year, but the person accused has now pleaded guilty following a pre-trial hearing.

Subsequently a sentence of 12 months community probation and monetary reparation to GWRC has been handed down. The lessons learnt from this process have been incorporated into the recently issued new terms and conditions for drivers' access to Total Mobility, and contracts with transport operators.

In June 2013 officers suspended four drivers where a pattern of inflated reimbursement claims to GWRC has been identified. Unfortunately these four drivers are all based in the same local area and so there are some issues with supply of services to our customers. Fortunately there are other drivers able to serve the Total Mobility customers; however, they (the customers) will be experiencing a slower response time to short notice bookings as the taxis will be covering longer distances prior to collecting the customer. Officers have been explaining to customers that in the mean time they will need to give some thought to earlier booking of their taxi, which in this case should mean for example calling and booking an hour in advance rather than on an ad hoc basis.

#### 4.3.2 Wheelchair Accessible Vehicles

In August 2013 officers will commence seeking applications from GWRC contracted Total Mobility service providers for the funding of modification of vans, and installation of wheelchair ramps.

### 5. Strategy and Community Engagement

#### 5.3 Public Transport Spine Study

Public consultation on the Public Transport Spine Study options has commenced and closes on 30 September. This has been advertised in local papers and through media releases. Information is available on the Greater Wellington Regional Council (GWRC) website as well as the Wellington City Council (WCC) website, this includes online and hardcopy submissions and a summary brochure. Surveys using the GWRC and WCC citizens' panels will be happening over the next few weeks.

The RTC will consider the submissions and hold a hearing in December, once the new committee is formed.

#### 5.3 Basin Reserve Bridge

NZ Transport Agency lodged the notice of requirement and resource consent applications with the Environmental Protection Agency in June. It is expected that these will be publically notified in early August. There is a 20 day submission period. It is expected that a GWRC submission will be considered by the Council in August.

### Recommendations

*That the Committee:*

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



Report prepared by:

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**Wayne Hastie**  
General Manager, Public  
Transport

**Luke Troy**  
Acting General Manager,  
Strategy and Community  
Engagement