



Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 20 June 2017

**Report 17.144**  
9/05/2017  
File: CCAB-20-302

**Public minutes of the Sustainable Transport Committee meeting held on Tuesday, 9 May 2017 in the Level 2 East meeting room, Westpac Stadium, Waterloo Quay, at 9.31am**

**Present**

Councillors Donaldson (Chair), Ponter (Deputy), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw, Lamason, McKinnon, Ogden, Staples and Swain (until 12.20pm).

Evelyn Tuuta.

**Public Business**

The Committee Chair welcomed Evelyn Tuuta to the Committee.

**1 Apologies**

There were no apologies.

**2 Conflict of Interest**

There were no declarations of conflict of interest.

**3 Public Participation**

Michael Barnett spoke about item 5 on the agenda – Let's Get Wellington Moving Programme update.

Patrick Morgan, Cycle Aware, spoke about item 6 on the agenda – Bike racks on buses.

Mike Mellor spoke about item 7 and item 9 on the agenda – A strategy for improving public transport customer information; and General Managers' report.

Tony Randle spoke about item 8 on the agenda – Public transport fares review – update and decisions.

There was a second round of public participation after item 5 on the agenda – Let’s Get Wellington Moving Programme update.

Jill Stansfield, Deputy Chair of the Kapiti Older Persons’ Council, spoke about the need for bus stop shelters on the Kapiti Coast and the World Health Organisation’s checklist of essential features of age-friendly cities.

**4 Confirmation of the public minutes of 21 March 2017**

*Moved*

*(Cr Lamason/ Cr Blakeley)*

*That the Committee confirms the public minutes of the meeting of 21 March 2017, Report 17.81.*

The motion was **CARRIED**.

**5 Let’s Get Wellington Moving Programme update**

**Oral presentation**

Barry Mein, Programme Manager, updated the Committee on the Let’s Get Wellington Moving Programme.

**6 Bike racks on buses**

Melanie Thornton, Manager, Sustainable Transport, and Gail Reeves, Service Delivery Advisor, spoke to the report.

**Report 17.95**

File ref: BOBT-2033272107-77

*Moved*

*(Cr Kedgley/ Cr Laidlaw)*

*That the Committee:*

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

The motion was **CARRIED**.

The meeting adjourned at 11.03am and reconvened at 11.24am.

**7 A strategy for improving public transport customer information**

David Boyd, Customer Experience Leader.

**Report 17.135**

File ref: CCAB-20-293

*Moved*

*(Cr Ponter/ Cr Laban)*

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that customer experience engagement has highlighted rising expectations of the quality, responsiveness and usability of digital information about public transport services, and that customer expectations are expected to continue to rise rapidly in line with other digital innovations.*
4. *Agrees to adopt the Customer Information Strategy set out in this report.*
5. *Requests that officers undertake ongoing customer segmentation to identify, prioritise and target customer experience improvements and patronage growth.*
6. *Notes that the next review of the Wellington Regional Public Transport Plan updates the policies and actions in section 5.4 of the Plan relating to creating an effective connection with customers, to emphasise the importance of a managed approach for developing public transport information for customers.*

The motion was **CARRIED**.

## 8 **Public Transport fares review – update and decisions**

Paul Kos, Manager Public Transport Planning, spoke to the report.

Councillor Swain left the meeting at 12.20pm, during consideration of this item.

### **Report 17.123**

File ref: CCAB-20-299

*Moved*

*(Cr Lamason/ Cr Ponter)*

*That the Committee:*

1. *Receives the report.*
2. *Notes the proposal to pre-engage statutory stakeholders, the tertiary sector, local councils and the NZ Transport Agency on tertiary fares and funding.*
3. *Notes the extent and nature of decisions that will be required to enable fare initiatives to be implemented in line with the intent signalled in the draft Annual Plan 2017/18 consultation document.*
4. *Agrees to the proposal to develop a package of fare initiatives for consultation with the public in August/September 2017.*
5. *Notes that a paper setting out the pathway for a comprehensive review of the PT Plan will be reported to the Committee later in the year.*

9 **General Managers' report to the Sustainable Transport Committee  
meeting 9 May 2017**

**Report 17.118**

File ref: CCAB-20-290

*Moved*

*(Cr Lamason/ Cr Gaylor)*

*That the Committee:*

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

The motion was **CARRIED**.

The meeting closed at 12.55pm.

B Donaldson  
(Chair)

Date: