

Report 17.184
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Committee Sustainable Transport Committee

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General Managers' report to the Sustainable Transport Committee meeting 20 June 2017

1. Purpose

To inform the Committee of Greater Wellington Regional Council's (GWRC) activities relating to the Committee's areas of responsibility. This report focusses on:

- Progress with key programmes
- Progress towards key outcomes and targets

It is intended to read in conjunction with the Quarterly Performance Report.

2. Metlink Public Transport

2.1 PTOM

(a) Bus

Since Council confirmation of Tranzit and Uzabus as Preferred Tenderers on 4 May negotiations are progressing well towards finalisation of contracts. Invitation to Price documentation has been issued to NZ Bus and Mana for the Direct Appointed Units and initial engagement meetings have been held with both.

Preparations for the new 2018 Wellington bus network are well underway. Community and commuter consultation on the Kilbirnie and Johnsonville bus hubs is scheduled for end-June, and final consultation on bus stop changes has commenced. Customer education information covering all Wellington city routes has also been finalised.

2.2 Fares and ticketing

(a) Public Transport Fares Review

The public transport fares review is progressing in accordance with the programme endorsed at the previous Committee in May. The present focus is on pre-engagement with key stakeholders and on-going analysis and modelling of fare initiatives. A paper with an attached consultation package will be brought to Committee in August, prior to public release.

(b) Ticketing

The Interim Bus Ticketing Solution project continues to progress well and is on schedule and budget. Planning has now commenced for the transition following announcement of Preferred Tenderers for PTOM bus.

The National Ticketing Programme has reached a significant milestone with the initiation of a 'market sounding' process via the Government Electronic Tendering System. This process invites local and international organisations to provide feedback on the overall scope of the solution and requirements, implementation options and budgetary estimates for national ticketing. The information received via the market sounding will help inform the indicative business case that will be considered by Council later in the year.

2.3 Service planning and reviews

2.3.1 School Services Review

Service improvements for school bus services in the northern suburbs have been identified. Officers have met with the schools who will benefit from these improvements and have a draft service change proposal which has been presented to the operator for feedback.

Analysis has been undertaken on Wellington city school services and solutions have been identified which have been considered against the timeline for the planned implementation of the new PTOM network. Some improvements have been identified as 'quick wins' and these have already been implemented. An example of this was provision of an additional school bus trip in the afternoon from Wellington High School to Island Bay.

2.3.2 Capacity Improvements

Officers have continued to work on resolving capacity issues on the current network. There are three elements to this work:

- 1) Monitor services to ensure that the operator is running all scheduled services with appropriate bus sizes.
- 2) Assess whether it is possible to fine tune timetables to resolve identified issues.
- 3) Determine if significant timetable changes are required to enable more resource on particular routes.

Any changes we proposed are subject to negotiations with operators.

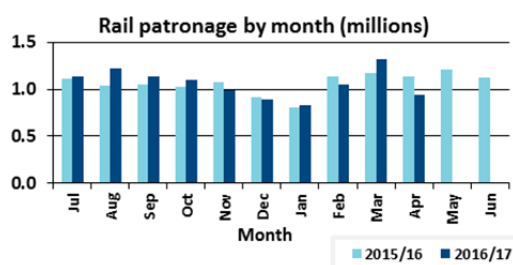
2.4 Rail operations

2.4.1 Service performance

(a) Patronage – year to date April

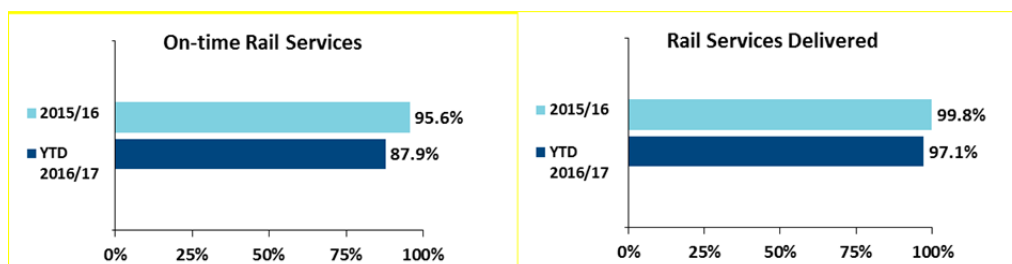
There were three fewer working days in April this year compared to April 2016 and as a consequence there was a 17% decrease in patronage when compared to last year. It is hard to accurately ascertain the direct impact of this as many people would have taken extended leave over Easter and Anzac day. When March and April are combined and compared to last year it is estimated that there has been 2% growth.

Despite the November earthquake year-to-date patronage remains steady at a 3% increase for peak services compared to last year and 1.5% increase overall.



	YTD		Change	%
	2015/16	2016/17		
Kapiti	4,432.8	4,395.7	-37.2	-0.8%
Hutt Valley	4,345.6	4,465.3	119.8	2.8%
Johnsonville	1,086.4	1,152.3	65.9	6.1%
Wairarapa	605.3	611.4	6.1	1.0%
Total	10,470.1	10,624.7	154.6	1.5%

(b) Punctuality and reliability – year to date April



Overall year-to-date performance increased to 87.9%.

It is important to remember that these figures use a new and more customer focussed measurement technique which involves automated measurement of both destination and mid-point arrival times. The old technique only manually measured in and out of Wellington Station – under the old technique the current on-time performance would be above 95%.

Year-to-date on-time performance was significantly affected by the earthquake and storms in November. The biggest and longest lasting impact was the now largely resolved speed restrictions in Tunnel 2 on the Kapiti Line.

Year-to-date reliability dropped slightly from 97.2% to 97.1%.

The new automated measurement has a similar impact on reliability.

(c) Wairarapa line peak punctuality

Punctuality on the Wairarapa line is at 63.2% year-to-date. *Under the old technique, discussed above, this figure would be close to 90%.*

The main cause contributing to poor on-time performance is speed restrictions due to network maintenance worksites and track settling time required after the works are complete. GWRC has agreed to contribute additional funding for track work to be completed before June. Together with KiwiRail's contribution the work will see an additional \$1M targeted at reducing speed restrictions. Unfortunately the Wairarapa Line will still require significant additional investment in the track asset to be able to provide a consistently reliable service.

However, speed restrictions on the line have dropped to under ten minutes in May (from a high of around 17 minutes in April) and this has contributed to an improvement in performance.

2.4.2 Asset management

(a) Rolling stock

Availability and reliability of rolling stock remains good.

(b) Park and ride

70 spaces on the front half of the Waikanae car park extension is now open for use. The remainder of the carpark is now largely complete, but awaits a suitably lengthy dry period for the base course to dry out sufficiently to enable sealing to occur, we are hopeful we will be able to have the car park fully open by mid-July but this is hugely dependant on the weather.

Solway Station is to have 35 additional spaces added. The works will include a new entry and exit to improve the car park flow. It is expected that these new spaces will be available by early July, but will be dependent on weather.

2.4.3 KiwiRail Network

Major works took place on all lines over the Easter Weekend, with 30 work sites across the network. Crown funding was confirmed for work to replace the traction poles on the Hutt Line, this is a major milestone and involved KiwiRail and Greater Wellington Regional Council working together to achieve a great result. KiwiRail is beginning planning for this and work is expected to begin towards the end of the year.

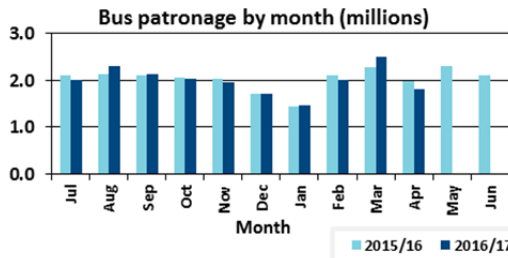
2.5 Bus and Ferry operations

2.5.1 Service performance

(a) Patronage – year to date April

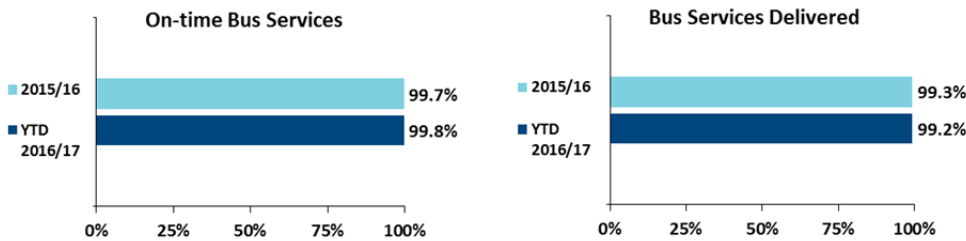
Total cumulative patronage for the year to April has decreased by 0.4%.

Wellington city routes saw minor growth of +0.3% while in the Hutt Valley, Porirua and Kapiti patronage declined by over 2% respectively.



	YTD		Change	% Change
	2015/16	2016/17		
Wellington	13,794.7	13,842.0	47.3	0.3%
Hutt Valley	4,496.1	4,401.5	-94.6	-2.1%
Porirua	962.8	935.9	-26.9	-2.8%
Kapiti	545.6	530.8	-14.8	-2.7%
Wairarapa	139.4	146.3	6.8	4.9%
Total	19,938.6	19,856.4	-82.2	-0.4%

(b) Punctuality and reliability – year to date April



On-time performance in the year to April increased by 0.1% to 99.8%, despite the impact of the earthquake and storms in November 2016¹.

Bus services delivered in the year to April decreased 0.1% to 99.2% reflecting a number of trips missed in January due to a driver stop work meeting.

2.5.2 Service changes

Major service improvements made on 30 April 2017 have been implemented. This included the final stage of the Karori service changes, and review of the Grenada Village / Churton park bus services.

2.5.3 Special events & service disruptions

(a) Stop work

Stop work meetings for Go Wellington and Valley Flyer (including the Airport Flyer) (NZ Bus) drivers were held Thursday 25 May between 9am and 2.30pm, and Newlands / Mana (Mana Coach Services) drivers Wednesday 31 May between 9am and 2.30pm in order to discuss the recent bus tender outcome.

The disruption for customers meant there were no bus services provided by either NZ Bus or Mana during the time of their respective meetings, however a detailed approach to customer information minimised the effect of this – there

¹ Services missed or running late as a result of the November earthquake and storms are not reported by operators, as they are not considered 'at fault' incidents.

is a well established plan for these types of meetings as they do happen at least annually albeit for different reasons.

As a result we received an additional combined 250 calls to the Contact Centre over and above the usual average number for a typical day.

(b) Bomb threat

On Tuesday 9 May, at approximately midday we were notified of a bomb threat at Victoria University, Rutherford House. This meant that the whole of the Wellington Bus Interchange and Railway Station was evacuated. Due to this most bus routes were affected. We were able to keep in close contact with the Police and NZ Bus who were on site so that customer information was current, informative and relevant. Through this active management no services were cancelled and delays for our customers were kept to a minimum.

2.5.4 Asset management

(a) Planning

A comprehensive audit of the bus stop infrastructure was completed over December 2016 and January 2017 and has now been used to update the asset database for bus and ferry assets. This information supports officers in decision making regarding asset management.

The Public Transport Asset Management Plan (AMP) is currently being updated. As part of this process officers will refine the bus stop levels of service which includes provision of bus shelters and RTI signs. Bus stops are currently categorised based on usage, purpose and proximity to activity centres. With close to 3000 bus stops, it is important that appropriate levels of service are based on the type of activity the bus stop is serving. The closing of the gaps in level of service is planned in our AMP.

The Integrated Bus and Rail Interchange Strategy has been completed and is providing a sound platform to inform the AMP and enable progress towards a seamless connection between modes across the network for our customers.

(b) Operations and Maintenance

The cleaning schedule for the bus shelters in Bunny Street, Hutt City has been increased to four times per week, following customer feedback. This is making a significant difference to the appearance of the area for our customers.

(c) New and Renewals

Five RTI screens were installed across the region. The sign at bus stop 7515 near Oriental Terrace on Oriental Parade was repositioned to face the bus shelter after customer requests due to the shelter being located some distance ahead of the bus stop.

The New Bus Shelter programme will see completion of 22 out of a planned 24 new shelters across the region by the end of the financial year. Objections were received from some residents in Hutt City on two new planned shelters. This will likely mean these shelters will not be installed. Work continues on planning the New Bus Shelter programme for 2017/18.

The Renewal Bus Shelter programme is complete with 38 shelters replaced across the region. A significant milestone has been achieved with the removal of earthquake damaged concrete shelters. The photo below shows the renewed shelter at The Crescent in Roseneath in which we were able to retain local artwork as part of the new shelter.



An upgrade of the Bunny St bus shelters, as seen below, in Hutt City was completed in May. This involved replacing the seats, painting the structure, and new laminates for the glass walls.



New and replacement signage at the Wellington Station Bus Interchange have all been completed, including new RTI departure boards inside the atrium, where customers can wait in full shelter from the weather.

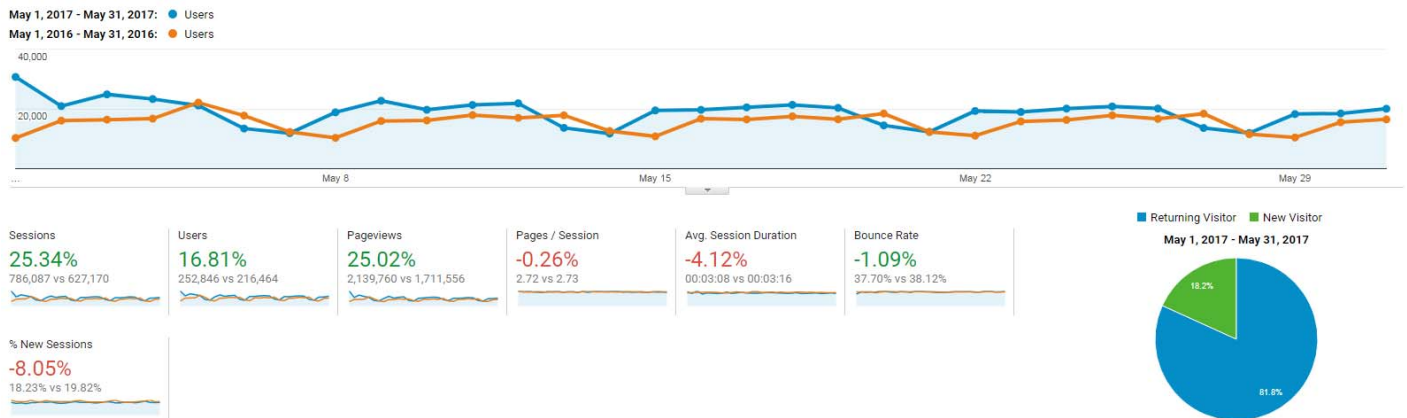


2.6 Metlink customer services and information

2.6.1 Digital – website, social media and app

(a) Website

May was another busy month on metlink.org.nz. There was a power cut at Wellington Railway station on 1 May and weather issues on 3 May which pushed up visits to the site



Year-on-year traffic (1 January to 31 May) shows significant growth with the number of users increasing by 8% and the number of visits and page views up by around 17%.








In May we have been undertaking a comprehensive customer experience testing programme which has included an online survey, face to face interviews and asking users to undertake a range of tasks on a desktop and mobile device.

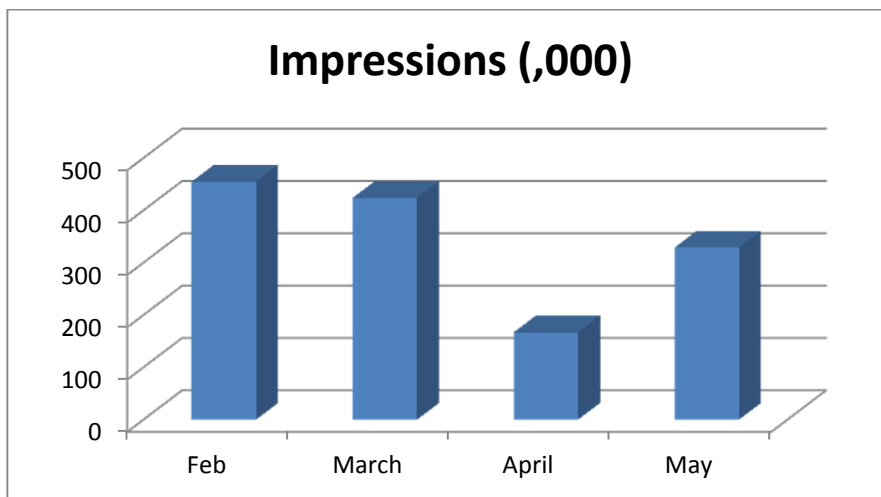
The results of this research will be available mid-June and we intend to build a road map of continuous improvements to the site for the next 12 months.

(b) Twitter

We now have over 10,000 followers on Twitter and it is proving to be a productive channel for keeping customers updated with delays impacting on trains and buses but also the more proactive messaging about what we are doing. Good recent examples include the stopwork meetings, Zoo/Zealandia open days and activities at the Stadium:

		May 7	May 14	May 21	May 28		
Tweets	Top Tweets	Tweets and replies	Promoted	Impressions	Engagements	Engagement rate	
	Metlink Wellington @metlinkwgtm · May 3	All rail services are experiencing delays arriving and departing Wellington due to an overhead power fault bit.ly/2qqBfm4			7,349	938	12.8%
	View Tweet activity					Promote	
	Metlink Wellington @metlinkwgtm · May 24	Remember everyone the Airport Flyer, all Go Welly and Valley Flyer buses are cancelled tomorrow, for more info bit.ly/2pEVGvZ pic.twitter.com/H4p0VBXFPk			6,060	335	5.5%
	View Tweet activity					Promote	
	Metlink Wellington @metlinkwgtm · May 9	Metlink advises that due to a bomb scare at Wellington Station the bus interchange is closed and services diverted bit.ly/2pVQsua			5,699	192	3.4%
	View Tweet activity					Promote	
	Metlink Wellington @metlinkwgtm · May 26	Get Wild weekend - \$2 entry to Zealandia and Wellington Zoo - let us do the driving - go by bus bit.ly/2qaHsiv pic.twitter.com/Ju9eRLVccx			5,361	78	1.5%
	View Tweet activity					Promote	
	Metlink Wellington @metlinkwgtm · May 1	We have additional train services to get you to the stadium and back - go the 'Canes!! bit.ly/2oNLbpn twitter.com/WestpacStadium...			4,903	26	0.5%
	View Tweet activity					Promote	

Impressions are the number of times a tweet is seen by users and Twitter helps us get messages to Wellingtonians who may not subscribe to our messaging through other channels. Our messages were viewed 454,900 times in May:



(c) Metlink Commuter App

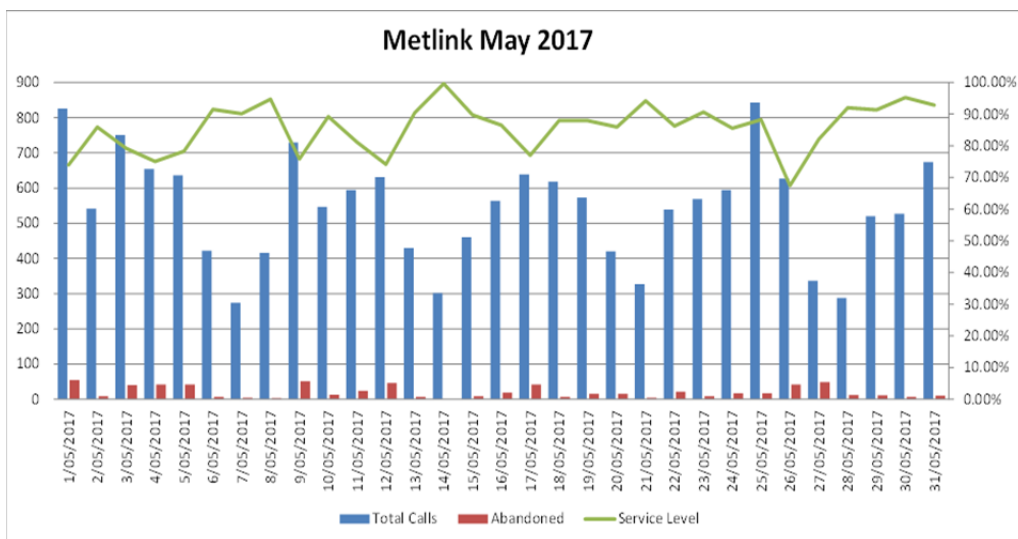
There has now been 21,725 downloads of the Metlink Commuter App with 50% Android/50% iOS. A bug was identified whereby cancellation of a service in RTI was not showing on the app. A fix is available now.

2.6.2 Digital – Customer Contact Centre

(a) Inbound Calls

16,869 calls were presented with an abandonment rate of 3.8%.

Metlink Service Level was 84.63% with an average handling time of 87 seconds and an average speed to answer of 15 seconds. This is consistent with previous months.

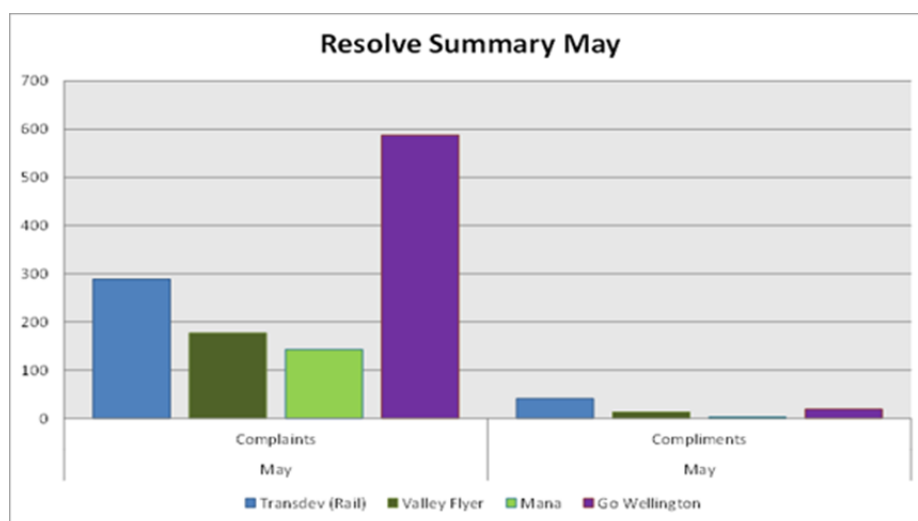


The impact of the NZ Bus Drivers Stop Work meeting on the 25 May was minimal with Contact centre staff moved into shifts to cover any anticipated call volumes. Call volumes while up, were manageable with most customers just checking the situation. On the days of the two stop work meetings no cases were escalated to Resolve. They were dealt with on the call as First Call Resolution by the agent. NZ Bus on 25 May had 166 calls wrapped as relating to the stop work with 84 wrapped for the Mana/Newlands stop work meeting on 31 May.

There were a number of disruptions earlier in the month, with firstly bad weather and then a major power outage for the trains on 3 May. This led to customers complaining about the lack of on-board communication and the time it takes to be removed from a train that is only sitting 100 metres from Wellington Stations. The PT Management team are dealing with these issues with the operator Transdev.

Metlink received 1303 emails. Average speed to answer was 2 hours 41 mins. While the number of emails increased in May the average speed to answer reduced due to more agents being trained in responding to emails.

(b) Customer Complaints



For the buses, operational performance - failed to pick up, failed to appear, ran late, and ran early, in that order - together with driver’s interaction with passengers were the key issues.

2.7 Customer Experience

2.7.1 Public transport customer segmentation

A segmentation of off-peak customers is underway in partnership with Massey University’s design research facility, Toi Aria / Design for Public Good, following on from the completed segmentation of adult peak customers. The initiative will provide a deeper understanding of the needs and behaviours of non-working adults, including stay-at-home parents, beneficiaries and retirees, to enable the Council to better understand, prioritise and target customer service improvements, marketing and patronage growth opportunities. It is anticipated that these segments will provide particularly useful insights regarding accessibility improvements for more vulnerable members of the community.

2.7.2 Other public transport customer insight initiatives of note

A number of research projects are have been commissioned in support of PTOM and GRETS-National Ticketing Programme activity, including:

- Research to quantify and understand public transport customers who prefer cash payment to smart card payment. Research is being undertaken in the Wellington region, Christchurch and the Bay of Plenty. The research will inform the feasibility of introducing cashless payment and provide valuable (and as yet unavailable) insights into the payment behaviours of PT users within different demographics. Findings will be reported in August.
- Research to understand demand for ferry services and whether there is potential demand to increase services within the region. Findings will be reported in late June.

2.8 Total Mobility

2.8.1 Service performance

Total Mobility usage for the 2016/17 period to date is up by 4% compared to the same period in 2015/16.

Total active Total Mobility customers	10,047
Total trips taken (YTD)	233,614

2.8.2 Wheelchair Accessible Vehicles



Grant funding was provided in May 2017 as a contribution towards the purchase of a new wheelchair accessible vehicle in the Porirua area.

This addition takes the total number of wheelchair accessible vehicles in the Total Mobility fleet to 45.

2.8.3 Communications

A process of reviewing and realigning Total Mobility print resources has been undertaken and involved applying the 'Easy Read' principles to reinforce key messages with the use of simple graphics to support understanding by people with intellectual or visual impairments.

This review was a direct result of customer feedback received at the Total Mobility engagement workshops and is the first GWRC resource developed in accordance with 'Easy Read' principles.

total MOBILITY  | metlink 


About Total Mobility


The Total Mobility card provides access to subsidised door-to-door transport for people who cannot use regular public transport services because of a permanent disability.

The card is accepted by a range of approved transport operators across the Greater Wellington Region and includes wheelchair accessible vehicles.

Currently, the Total Mobility subsidy is 50% of the total fare, up to a maximum of \$40.00 per trip.

Contact us now to talk about Total Mobility.

 **0800 801 700**

 **metlink.org.nz**

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Customer terms summary

- 1** Contact an approved company to book your trip or hail from a rank.  Do not contact the driver directly.
- 2**  Give your card to the driver before the trip starts or pay full fare. 
- 3** Pay the driver at end of trip. 
- 4** Keep your receipt. 

Visit metlink.org.nz/totalmobility for full Customer terms & conditions

2.9 Park and Ride strategy development

The Wellington Region has about 40 park and ride facilities with over 5,000 off-road car parking spaces located near train stations on the Kapiti, Johnsonville, Hutt and Wairarapa lines. Park and ride facilities support the use of public transport, contributing to several important outcomes such as reduced traffic congestion and fewer vehicles entering Wellington City.

Most of the current facilities are at or over capacity at peak periods. GWRC is increasingly coming under pressure to provide more car parking spaces to meet growing demands, and the predict and provide model may not be the most appropriate approach in every situation. GWRC also needs to consider the role of park and ride in relation to the bus network, land use changes and emerging technologies. In response, a project has been initiated to develop a regional park and ride strategy. The strategy will replace the existing ‘Park and Ride Capacity Strategy’ in Appendix G of Regional Rail Plan (last updated in 2013).

The objective of this work is to ensure that GWRC has a consistent strategic framework for park and ride, including managing demand at existing facilities, developing future park and ride facilities as required across the region and funding park and ride facilities and operations. The strategy will be developed in a way that meets the requirements of a ‘strategic case’ as part of the NZTA’s business case approach. This will ensure that NZTA funding support can be sought for future investigation and implementation of park and ride facility development options, if required.

Public Transport Planning and Regional Transport Planning are jointly managing the project. Development of the strategy will involve other teams across GWRC such as Sustainable Transport and Environmental Policy, and key partners including NZTA and local councils.

Initial work is underway and is focusing on the objectives, scope and timeline of the project. This work will be presented and discussed at a council workshop in August.

3. Regional Transport Planning

3.1 Let's Get Wellington Moving (LGWM) / Ngauranga to Airport (N2A)

Feedback from the stakeholder/community workshops held in March/April has now been documented in a report by UMR Research and a summary is expected to be made available shortly. The feedback from these workshops has provided the project team with some useful insights about what people want to see in the options in terms of approach, evidence, and information.

The project team has spent some time reviewing the programme, and this has been endorsed by the Governance Group. It provides for targeted stakeholder consultation in July and public consultation on scenarios in November.

A consultant is in the process of being appointed to lead the work looking at mass transit routes through Wellington, including light rail.

3.2 Regional Land Transport Plan mid-term review

The mid-term review of the RLTP will involve checking the strategic direction is still fit for purpose, and updating the projects and activities in the second three years of the programme. The detailed scope for the review was presented to the Regional Transport Committee at its meeting on 30 May. The review must be completed by the end of April 2018 to feed into the next National Land Transport Programme 2018-21. It will include a number of assessments and identification of any areas/objectives that require particular focus in the second three years of the programme.

3.3 Other projects

NZTA is currently developing a Long Term Strategic View (LTSV) with councils and other partners. The region's Technical Advisory Group provided early feedback to NZTA in May. There is further opportunity for individual organisations to provide feedback by the end of June. NZTA presented the LTSV to the Regional Transport Committee on 30 May as part of an ongoing dialogue. This Committee will receive a separate presentation on the LTSV following the meeting.

4. Sustainable Transport

Smart Travel, the new web and app-based multi-modal platform, was launched in early May in the eight other regions participating in this platform. Smart Travel replaces the Lets Carpool website and provides a more comprehensive offering of transport options to users. It is also an incentives-based platform so has the ability to incentivise people to log trips and use other modes. A carpool karaoke video was developed with the Saints basketball team to promote the platform to their fans and other users. It was promoted through the GWRC Facebook page, the Saints Facebook page, the Smart Travel Facebook page

and the GWRC You Tube channel. It has been viewed over 13,500 times.
<https://www.youtube.com/watch?v=S0yEoCsCA8Y>

Auckland Transport is currently running a large campaign to promote Smart Travel in the Auckland Region.

https://www.youtube.com/watch?v=06MoXH_b7j4

The providers of the platform, Canadian company RideShark say it is the first time a whole-of-country platform has been developed using their software.



There has been some work involved in contributing to the Travel Demand Management stream of work for Let's Get Wellington Moving through workshops and reviewing of final documents. This was to ensure an accurate picture of current workstreams was provided and an appropriate level of future investment for this work was articulated.

Preparations for the Project Glow Wear reflective design competition and runway shows have continued. Auckland Transport is preparing to develop a second runway show following the Wellington show. To date over 170 registrations have been received which is more than twice the number received last year.

The cycle skills programme Pedal Ready has been in huge demand from schools around the region with bookings at capacity this quarter. Just over 1000 children and 55 adults have received training. New e-bike courses have been developed and delivered in Kapiti and Wellington City and workplaces in the CBD are being approached to determine interest in more workplace training. Participation in the national cycle skills working group has ensured the programme is best practice and aligned with NZTA's future plans for a national cycle skills programme.

5. Responses to public participation – 9 May 2017

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

Response

The recent Let's Get Wellington Moving workshops were a chance to test some early thinking with the community as the project team work towards a preferred transport solution for Wellington. The workshops were framed around four focus areas: Better public transport; improving the state highway; active transport improvements (walking and cycling); and managing travel demand. The interdependencies between these areas were also discussed, including the challenges and the opportunities.

Over the coming months, possible solutions will be assessed against the project objectives and will be guided by the 12 principles that reflect the earlier community feedback. Enhancing the liveability of the city is a core objective of the programme.

There are no easy answers. The solution will need to consider all modes of transport and will need to make getting around better and safer for as many people as possible – commuters, students, shoppers, visitors, emergency vehicles, tradespeople, and freight.

Better public transport is likely to be central to all shortlisted scenarios. Any public transport solution taken forward needs to be both feasible and outcome focused – making public transport an attractive option that more people choose to use, for more of their journeys. With this in mind, LGWM is considering a range of options for mass transit along the public transport spine and will be able to provide more information after assessment work is complete.

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

Response

Officers noted Patrick Morgan's support for the installation of bike racks on buses. The roll out of this will take place with the commencement of the new PTOM contracts in July 2018. This gives the new operator opportunity to install the racks on their new fleet.

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

Response

Regarding item 7 (A Strategy for Improving Public Transport Customer Information). The primary focus of the strategy is digital information and the plan for keeping pace with digital innovation in the medium to long term. Signage and printed information remain an important part of business-as-usual continual improvement and we acknowledge their ongoing importance, and the needs of people with limited access to digital technology, as part of a mix of channels for communicating information into the future. Mike Mellor's proposal for a destination-centred information on signage (i.e. How to get to...) will be included in a review of interchange information for the July 2018 Wellington bus network changes.

Regarding the information about bus replacement stops, the Wairarapa line train replacement bus services are timed to match the times on the timetable, due to the isolated nature of some of the stations the actual bus stop is situated some distance away from the train station, the communications team will make this clearer on future posters. We are not aware of any timing issues with these Wairarapa rail replacement services.

We are currently working with the rail operator and the GW ICT systems team to investigate the feasibility of adding the rail replacement services to the RTI system.

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

Response

Mr Randle’s comments were directed at the rates component of public transport funding - raising concerns about the assumptions and methodology for determining how public transport rates are distributed.

The rates component of public transport funding sits within and is guided by Council’s Revenue and Finance Policy. Both the policy and public transport rating model will be reviewed this year as part of the process to develop the next Long Term Plan. Any changes proposed to the rating model will be consulted on with the public and key stakeholders.

- **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.**

Response

Officers have a planned schedule for building new bus shelters over. To consider where these shelters go we use a combination of analytical tools and customer feedback to ensure that bus shelters are cited where there is a demand. In regard to Kapiti we have 5 new shelters planned this current financial year. These will be installed at:

- 1754- 22 Koromiko Street – Alexander Rest Home
- 1202- Kapiti Road at Milne Drive – Whitireia Polytechnic
- 1172- 84 Michael Road
- 1776- Main Road, Otaki – (opposite New World)
- 1718- Freemans Road at Brandon

New bus shelters are designed for accessibility and crime prevention through environmental design.

6. The decision-making process and significance

No decision is being sought in this report.

7. Engagement

Engagement on this matter is unnecessary.

8. Recommendations

That the Committee:

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

Report approved by:

Wayne Hastie
General Manager
Public Transport

Report approved by:

Luke Troy
General Manager
Strategy