



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

If calling please ask for: Democratic Services

30 November 2018

Sustainable Transport Committee

Order Paper for the meeting of the Sustainable Transport Committee to be held in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington

Wednesday, 5 December 2018 at 9.30am

Membership

Cr Donaldson (Chair)
Cr Ponter (Deputy Chair)

Cr Blakeley
Cr Gaylor
Cr Laban
Cr Lamason
Cr Ogden
Cr Swain

Cr Brash
Cr Kedgley
Cr Laidlaw
Cr McKinnon
Cr Staples

Marama Tuuta

Recommendations in reports are not to be construed as Council policy until adopted by Council

Sustainable Transport Committee

Order Paper for the meeting to be held on Wednesday, 5 December 2018 in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am

Public Business

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Public Excluded Business

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Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 5 December 2018

Report 18.517

30/10/2018

File: CCAB-20-613

Public minutes of the Sustainable Transport Committee meeting held on Tuesday, 30 October 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9:34am

Present

Councillors Donaldson (Chair), Blakeley, Brash (from 9:42am), Gaylor (from 9:47am), Kedgley, Laban, Lamason, McKinnon, Ogden (from 9:42am), Ponter, Staples, and Swain.

Marama Tuuta.

Public Business

1 Apologies

Moved

(Cr Lamason/ Cr Blakeley)

That the Committee accepts the apology for absence from Councillor Laidlaw.

The motion was **CARRIED**.

2 Declarations of conflict of interest

There were no declarations of conflict of interest.

3 Public Participation

Karen Fifield, Chief Executive, Wellington Zoo, spoke to item 6 on the agenda, *Implementation of new Wellington bus network - October update*.

Michael Gibson spoke to item 6 on the agenda, *Implementation of new Wellington bus network - October update*.

Mike Mellor spoke to item 6 on the agenda, *Implementation of new Wellington bus network - October update*.

Deborah Holyoake presented a petition in support of reinstating a direct service from Mornington/Vogelstown to and from the CBD.

Kara Lipski spoke to item 6 on the agenda, *Implementation of new Wellington bus network - October update*.

Noted: Crs Brash, Gaylor and Ogden arrived at the meeting during Public Participation.

4 Confirmation of the minutes of 19 September 2018

Moved (Cr Blakeley/ Cr McKinnon)

That the Committee confirms the public minutes of the meeting of 19 September 2018, Report 18.429.

The motion was **CARRIED**.

5 Action items from previous Sustainable Transport Committee meetings

Report 18.427 File ref: CCAB-20-560

Moved (Cr Blakeley/ Cr Brash)

That the Committee:

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

The motion was **CARRIED**.

6 Implementation of new Wellington bus network - October update

Greg Campbell, Chief Executive, spoke to the report.

Report 18.457 File ref: CCAB-20-606

Moved (Cr Ponter/ Cr Kedgley)

That the Committee:

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

2(i) Notes:

- a. Patronage continues to remain steady*
- b. Progressive improvements in the timeliness of services*

- c. A high percentage of bus services are being delivered - higher now than under the previous bus network*
 - d. The use of the correct size buses has significantly improved capacity on core routes, noticeably the Route Numbers 2, 3, 22, and 36*
 - e. Complaints have dropped close to business as usual levels*
 - f. That in some instances there is a long lead-in time between when a route change is agreed by Council and when it can be delivered by an operator*
 - g. The service enhancement package, agreed as part of the GWRC Long Term Plan, to be progressively introduced in coming months, including service adjustments and additions being made on 11 November 2018.*
- 3. Endorses the actions taken or underway as outlined in the report including in particular:*
- a. The establishment of a team of Customer Experience Leads to provide in-depth insight to customer journey experiences*
 - b. The deployment of banker services to address the capacity issues*
 - i. Officers are continuing to monitor the network for capacity issues and timeliness and apply measures as appropriate*
 - ii. Officers have identified potential solutions to further improve timekeeping of connecting routes, improve information about connections, and remove duplication of services.*
 - c. The refinement of school services introduced on 14 October*
 - d. The proposed publishing of performance metrics on the Metlink website*
 - e. The implementation of the commercial performance regime with performance targets*
 - f. The research into transfers and the identification of potential actions to improve the experience of customers*
 - g. The service changes and enhancements planned for November 2018 and February 2019*
 - h. The improvements and on-going work on the performance of the Real Time Information System*
 - i. The progress with hub construction*
 - j. The request to Wellington City Council to work with GWRC on bus priority measures.*

4. *Notes the advice of officers proposing no extension to Route 23e to service the Zoo.*
 - a. *Requests the Chief Executive to provide more detailed information to the next Sustainable Transport Committee meeting on:*
 - i. *The use of the Number 10 and 23 services under the previous network, to access the Zoo and the Newtown Flats*
 - ii. *The cost/benefit and responsibilities of running a van-type shuttle service to and from the Zoo.*
 - b. *Invites the Chief Executive to identify ways by which visitors to the Wellington Region, including those travelling to the Zoo, can gain benefits of Snapper discounts (including free transfers) without the cost of having to invest in a Snapper Card*
 - c. *Requests the Chief Executive to provide clear signage at hub locations and key stops on journeying to the Zoo, Weta Caves, Mt Victoria and other notable regional tourist destinations.*
5. *Notes officers' advice not to split the Route Number 2 at Miramar and to focus on improving connections for customers.*
 - a. *Requests the Chief Executive to report back to the next Sustainable Transport Committee meeting with the pros and cons, and costs of splitting Route Number 2 at Miramar versus extending the Route Number 18 service to the Kilbirnie hub, including likely service consequences for communities in Miramar/Miramar North and Seatoun/Broadway, and any implications for the Route Number 18E service.*
6. *Notes officers' advice not to provide additional services for Vogeltown and Mornington but to continue to monitor on-going bus services' performance in this area.*
 - a. *Notes that a key issue in relation to the Route Number 23 service to and from Mornington/Vogeltown is the failure of the connection at Hutchinson Road to guarantee timed connections with available capacity*
 - b. *Requests the Chief Executive to report to the next Sustainable Transport Committee meeting with an assessment of the loadings on the former Route Number 21 and a detailed analysis of performance of connection at the Hutchinson Road stop.*
7. *Agrees not to merge Routes 12, 20 and 21.*
8. *Agrees not to merge Routes 20 and 21*
9. *Agrees to further develop a proposal for merging Routes 12 and 14 and to consult with affected communities.*

10. Agrees to consider route and service option changes for Churton Park as part of the post-implementation review to commence in the first quarter of 2019, including the feasibility of looping the off-peak Route Number 60 service via the Churton Park shops.

Voting on the motion was taken in parts. Motions 1 and 2 were put to the vote and were **CARRIED**. Motion 2(i) was put to the vote and was **CARRIED**. Motion 3 was put to the vote and was **CARRIED**. Motion 4(a) was put to the vote and was **CARRIED**. Motion 4(b) was put to the motion and was **CARRIED**. Motion 4(c) was put to the vote and was **CARRIED**. Motion 5 was put to the vote and was **CARRIED**. Motion 6 was put to the vote and was **CARRIED**. Motions 7 to 10 were put to the vote and were **CARRIED**.

Noted: Councillor Lamason requested that her vote against motion 4(b) be recorded.

The meeting was adjourned at 11:07am and reconvened at 11:21am, during discussion of item 6.

7 Ticketing arrangement for Accessible Concession

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

Report 18.458

File ref: CCAB-20-606

Moved

(Cr Brash/ Cr Blakeley)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Agrees to implement the proposed approach to make existing single-trip child cash tickets available for customers entitled to the Accessible Concession on rail and ferry services.*
- 4. Notes that the proposed approach is consistent with the current fares policy and no changes are required to the current fares package and fares schedule.*
- 5. Authorises officers to communicate the changes to the accessibility service providers, Transdev and East by West Ferries for implementation.*
- 6. Notes that the fares information on Metlink website and the Metlink Conditions of Travel will be updated to reflect the change.*

The motion was **CARRIED**.

8 Christmas day travel

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

Report 18.503

File ref: CCAB-20-604

Moved

(Cr Lamason/ Cr Staples)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Agrees to provide free travel on Christmas day on Metlink bus and rail services.*
- 4. Notes that the expected cost of providing free travel on Christmas day is within the Chief Executive's delegation and can be met from existing public transport budgets.*
- 5. Notes that the proposed approach will ensure a more consistent customer experience across the public transport network in accordance with Policy 1(c) of the Regional Public Transport Plan.*
- 6. Notes that officers will communicate the Committee's decision to Metlink bus and rail operators and to Snapper for implementation.*
- 7. Notes that the fares information on the Metlink website will be updated to reflect the Committee's decision, along with any service disruptions affecting the scope of services available on Christmas day.*

The motion was **CARRIED**.

9 General Managers' report to the Sustainable Transport Committee meeting on 30 October 2018

Report 18.454

File ref: CCAB-20-565

Moved

(Cr McKinnon/ Cr Staples)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Endorses the actions taken by officers for matters set out in this report.*

The motion was **CARRIED**.

Noted: The Committee requested officers report to the first Sustainable Transport Committee meeting in 2019 in relation to progress of an organisational policy for promotional bus wrapping.

Noted: The Committee requested officers report to the Sustainable Transport Committee on the future of commuter requirements from the Levin, Otaki and Palmerston North areas.

10 Exclusion of the public

Report 18.505

File ref: CCAB-20-605

Moved

(Cr Swain/ Cr Blakeley)

That the Committee:

Excludes the public from the following part of the proceedings of this meeting, namely, the Future fleet options.

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<i>General subject of each matter to be considered:</i>	<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground under section 48(1) for the passing of this resolution</i>
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<i>Future fleet options</i>	<i>The information contained in this report sets out the future fleet requirements for the Wellington Region's Public Transport Network. Having this part of the meeting open to the public would disadvantage Greater Wellington Regional Council (GWRC) in its negotiations with other parties as it would reveal GWRC's negotiation strategy. GWRC has not been able to identify a public interest favouring disclosure if this particular information in public proceedings of the meeting that would override this prejudice.</i>	<i>That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7(2)(i) of the Act (i.e. to carry out negotiations without prejudice).</i>
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This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.

The motion was **CARRIED**.

The public part of the meeting closed at 12:47pm.

B Donaldson
(Chair)

Date:



Report 18.529
Date 27 November 2018
File CCAB-20-617

Committee Sustainable Transport Committee
Author Angus Gabara, General Manager, Public Transport (Acting) and Luke Troy, General Manager, Strategy

Action items from previous meetings

Attachment 1 lists items raised at Sustainable Transport Committee meetings that require actions or follow-ups from officers. All action items include an outline of current status and a brief comment. Once the items have been completed and reported to the Committee they will be removed from the list.

No decision is being sought in this report. This report is for the Committee's information only.

Recommendations

That the Committee:

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

Report prepared by:	Report prepared by:
Angus Gabara General Manager, Public Transport (Acting)	Luke Troy General Manager, Strategy

Attachment 1: Action items from previous meetings

Attachment 1 to Report 18.529

Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
9 May 2018	<p>Resolution</p> <p><i>Requests that GWRC officers report back to the next Sustainable Transport Committee meeting on the logistics and cost of introducing some random testing of tailpipe emissions of the diesel bus fleet in the future</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTTP priorities have been completed.</p>
9 May 2018	<p>Resolution</p> <p><i>Requests officers work with NZ Transport agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTTP priorities have been completed.</p>
20 June 2018	<p>Resolved</p> <p><i>Notes that officers will provide this Committee with regular updates on the implementation of recommendations contained in the SNC-Lavalin investigation report.</i></p>	<p>Status: <i>Recurring action</i></p> <p>Comments: No new updates since last General Mangers' report (see report 18.454)</p>
30 October 2018	<p>Resolution</p> <p><i>Notes the advice of officers proposing no extension to Route 23e to service the Zoo.</i></p> <p><i>a. Requests the Chief Executive to provide more detailed information to the next Sustainable Transport Committee meeting on:</i></p> <p><i>i. The use of the Number 10 and 23 services under the previous network, to access the Zoo and the Newtown Flats</i></p> <p><i>ii. The cost/benefit and responsibilities of running a van-type shuttle service to and from the Zoo.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments: See report 18.526</p>
30 October 2018	<p>Resolution</p> <p><i>Notes officers' advice not to split the Route Number 2 at Miramar and to focus on improving connections for customers.</i></p> <p><i>a. Requests the Chief Executive to report back to the next Sustainable Transport Committee meeting with the pros and cons, and costs of</i></p>	<p>Status: <i>Completed</i></p> <p>Comments: See report 18.526</p>

	<p><i>splitting Route Number 2 at Miramar versus extending the Route Number 18 service to the Kilbirnie hub, including likely service consequences for communities in Miramar/Miramar North and Seatoun/Broadway, and any implications for the Route Number 18E service.</i></p>	
30 October 2018	<p>Resolution</p> <p><i>Notes officers' advice not to provide additional services for Vogeltown and Mornington but to continue to monitor on-going bus services' performance in this area.</i></p> <p><i>a. Notes that a key issue in relation to the Route Number 23 service to and from Mornington/Vogeltown is the failure of the connection at Hutchinson Road to guarantee timed connections with available capacity</i></p> <p><i>b. Requests the Chief Executive to report to the next Sustainable Transport Committee meeting with an assessment of the loadings on the former Route Number 21 and a detailed analysis of performance of connection at the Hutchinson Road stop.</i></p>	<p>Status: <i>Completed</i></p> <p>Comments: See report 18.526</p>
30 October 2018	<p>Resolution</p> <p><i>Agrees to further develop a proposal for merging Routes 12 and 14 and to consult with affected communities.</i></p>	<p>Status: <i>Completed/ongoing</i></p> <p>Comments: See report 18.526</p>
30 October 2018	<p>Resolution</p> <p><i>Agrees to consider route and service option changes for Churton Park as part of the post-implementation review to commence in the first quarter of 2019, including the feasibility of looping the off-peak Route Number 60 service via the Churton Park shops.</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be considered as scheduled</p>
30 October 2018	<p>Noted</p> <p>The Committee requested officers report to the first Sustainable Transport Committee meeting in 2019 in relation to progress of an organisational policy for promotional bus wrapping.</p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be presented as scheduled</p>



Report	18.526
Date	30 November 2018
File	CCAB-20-616
Committee	Sustainable Transport
Author	Greg Campbell, Chief Executive

Implementation of new Wellington bus network – December update

1. Purpose

To provide the Committee with an update on the operation of the new bus network in Wellington City.

2. Introduction

This report provides an overview of the status of the Wellington bus network and documents actions taken, planned or underway to improve performance and customer experience.

3. Network performance

3.1 Overview

Overall network performance continues to improve in response to committed performance management and specific interventions.

Focus has been on:

- Minimising cancelled trips
- Delivering bus capacity where needed
- On-time departure from point of origin
- Priority routes for urgent action.

On cancellations, our target in Wellington City is to achieve 99.5% of services run and we are now averaging 98.7%, with a range from 98.4% to 100% since September.

Overall capacity exceeds demand by 4.3%. More important to customer experience is the right bus capacity available on each route. This correct bus allocation has lifted to 89.8%.

We are formally targeting on-time departure of 90% with a higher aspiration of achieving 95%.

For the period 19-25 November, 92.8% of trips across the network were on-time at the first stop.

The first major reschedule was implemented on 11 November on Tranzurban routes as planned and has delivered some improvements to the network performance. For example, since implementation, Tranzurban routes have lifted to a range of 90.2% to 97.6% on-time performance.

A reschedule of NZ Bus Wellington City routes will follow in February 2019.

The ability to achieve further performance gains of significance are being constrained by this and the ongoing systemic shortage of drivers. The shortage is affecting both primary Wellington City providers.

There have been further improvements to the Real Time Information System with tracking levels trending towards 98%.

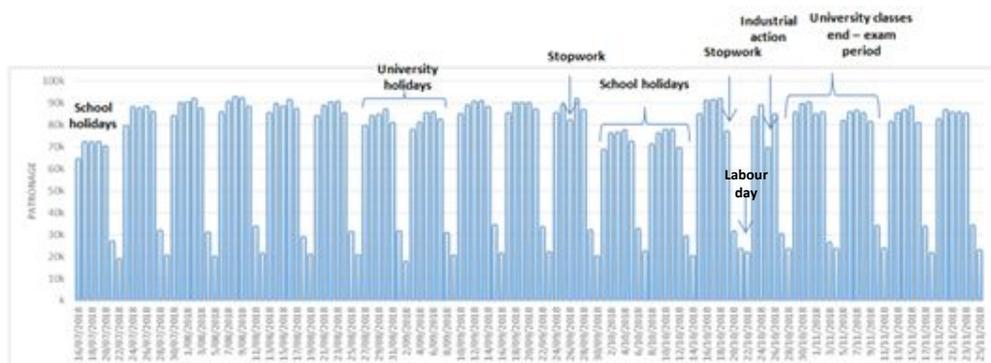
Hubs have been completed and opened at Kilbirnie and Brooklyn.

We are focusing on addressing some key network issues including peak services to Vogeltown, improving access to the Zoo and improving access from the Miramar peninsula.

3.2 Patronage

Figure 1 shows the daily bus patronage as measured by the number of boardings, including transfers.

Figure 1 – Daily boardings on the Wellington bus network from 16 July 2018

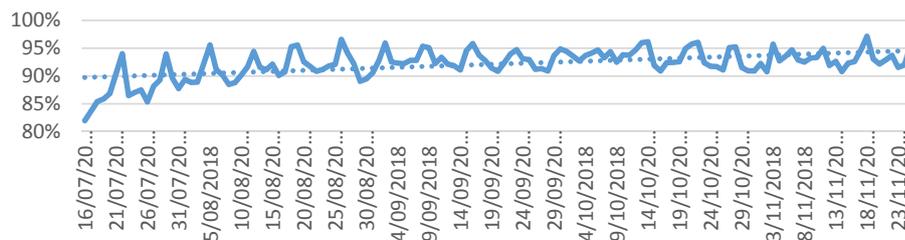


Patronage remains strong but is starting to drop off as we move towards the end of the year and university and school student travel reduces.

3.3 On-time performance

Figure 2 below shows the on-time performance of bus services at the first stop on a route, a key lead indicator of performance against schedule. “On-time” means that the bus departed within a period of less than 1 minute early to 4 minutes 59 seconds late compared with the scheduled time.

Figure 2 – On-time performance of the Wellington bus network from 16 July 2018 at the first stop.



Within Wellington City, 91.2% of trips during the week of 19 – 25 November were on-time at the origin stop, with just 3.1% of trips being 10 minutes or more late at the origin stop.

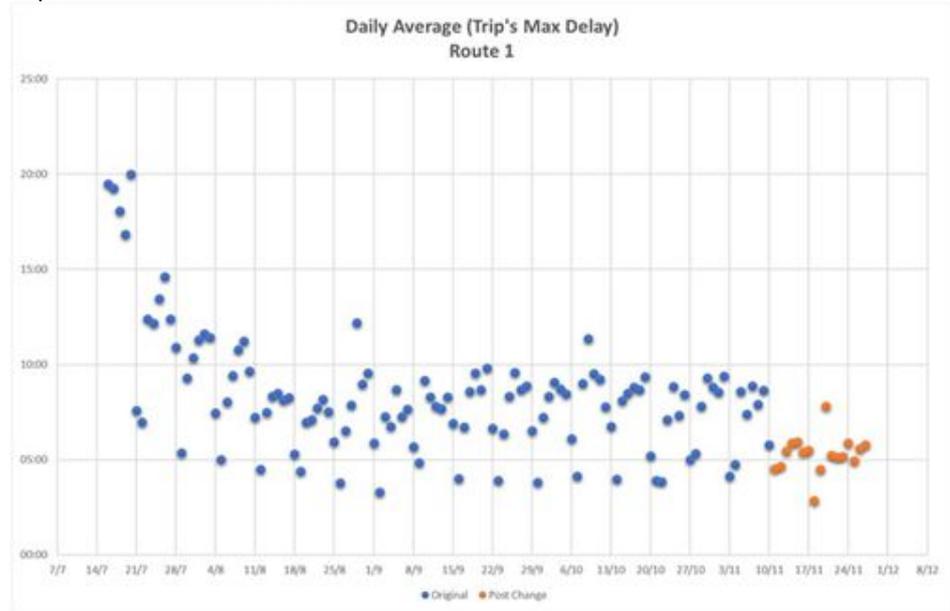
3.3.1 Impact of 11 November reschedule on on-time performance

While there have only been two weeks of data since the 11 November reschedule by Tranzurban, there are some promising signs of improvement in on-time performance. For example, for Route 1 the average destination arrival time variance has dropped from 5.1 minutes in the week before the reschedule to 0.6 and 0.9 minutes in the two weeks following. The equivalent figures for Route 7 are 1.9 minutes in the week before the reschedule and 0.1 and -0.1 minutes in the two weeks following.

Similarly the variance to schedule, which compares the running times against the times allowed in the timetable, has more than halved for route 1 from an average of 2.3 minutes before the reschedule to -0.5 and -0.9 minutes in the following two weeks. Route 7 had better schedule adherence than route 1 and the figures have remained similar.

The reschedule also appears to have reduced the maximum delays on route 1 as can be seen in Figure 3 below.

Figure 3 – Daily average trip maximum delay on route 1 showing improvement since the 11 November reschedule.

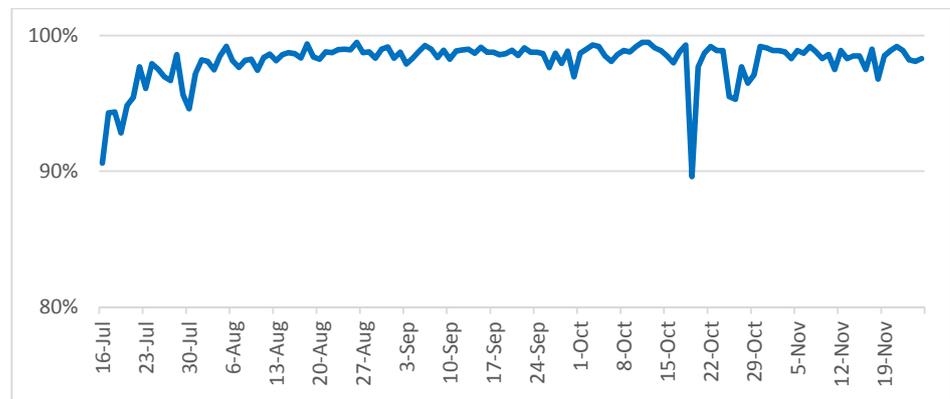


The reschedule also appears to have improved connections on Tranzurban routes, as is outlined later in this report.

3.4 Bus services delivered

Figure 4 below shows the percentage of scheduled bus services delivered. These services are ones that are recorded as having operated in either the Real Time Information or Snapper systems.

Figure 4 – Percentage of services delivered on the Wellington bus network from 16 July 2018



Overall the delivery of services remains strong but is still not at optimal levels. The large dip shown on 19 October co-incides with a stopwork meeting that saw a large number of off-peak trips cancelled.

3.5 Capacity

Banker buses deployed on Tranzurban routes were incorporated into the timetable as part of the 11 November reschedule. Remaining banker and stand-by buses continue to be used to provide capacity at key pressure points across the network, and the majority of these will be incorporated into the timetable when the NZ Bus reschedule is implemented on 3 February 2019. Some additional banker services are planned for February to meet the peak demand time of the year when schools and universities students start to use the network.

Correct bus matching is a key to providing sufficient capacity on the network and for the period 19-25 November the correct bus allocation was 89.8% against the target. Cancellations can also contribute significantly to capacity issues and are an area of focus for both GWRC and operators.

While there is sufficient capacity on the network when services operate as planned, capacity remains an issue for customers as outlined in section 3.6 below.

3.6 Customer experience

Work to better understand customers' experience of the new bus network in Wellington City - and what still needs to be done to improve this - continues with an expanded Customer Experience team of six Customer Journey Leads focused on priority bus routes.

Over the last six weeks the Customer Journey Leads have gained an in-depth understanding of bus customer experiences in Wellington City by observing and speaking to customers, drivers, community groups and reviewing complaint and performance data. This has enabled GWRC to gain an objective measure of customer sentiment, identify and resolve customer pain-points and opportunities and develop customer-centred solutions for improving the network design.

3.6.1 Overall sentiment

With a total of over 563 interviews to date, the balance of sentiment remains positive, with most people continuing to experience improvements since the network was launched. In comparison to the network prior to 15 July: 255 say it has improved; 125 say it is similar; 183 feel it is worse for them.

Customers and bus drivers continue to be overwhelmingly positive and responsive to being asked to provide feedback. Some customers have appreciated the opportunity to provide positive feedback, which they do not believe is possible to do on social media or through public meetings.

3.6.2 Positive aspects

Specific improvements noted by customers include:

- Increased frequency on routes – peak and off-peak. Examples include route 32x, which has improved peak frequency to Island Bay, and route 2, which is well patronised through the weekend and evenings, providing a frequent connection to and from the central city.
- Many of the local services, such as routes 29, 23, 33, 24 and 25 are providing improved access to near-by suburbs and to the central city on evenings and weekends that did not previously exist. Tertiary fare discounts and free Super Gold Card travel are encouraging these customers to use transfers to reach new destinations.
- Tertiary discounts and free transfers are appreciated and encouraging public transport use.
- Improved driver service. Customers speak very positively about the patience and courtesy shown by most drivers.

3.6.3 Target areas for improvement

The Customer Experience Team have identified the priority pain-points that will deliver the most significant improvements when resolved. These include:

(i) On-time performance

- The on-time performance of services, especially relating to timetabled services arriving on time and/or consistently spaced frequency between buses on high frequency services. This is a particular issue for customers on route 3.
- Variable reliability continues to undermine some customers desire to establish a reliable commuting routine that fits their work-life balance, or ability to depend on public transport to meet time critical appointments.
- *On-time performance is the most significant customer pain-point, which also has a large influence on many of the other pain-points outlined below. Improving this, through the planned changes to timetables and minimising service cancellations, will significantly improve the over-all customer experience.*

(ii) Capacity

- Capacity issues, relating to full or crowded buses with many standing passengers. This issue is exacerbated by poor on-time performance - when there is a long gap between services particularly at peak times, causing

passengers to wait for extended periods before a bus with available capacity arrives.

- Crowding is also being observed later in the peak periods (after 9am and 6pm), reflecting the changing work patterns of people in Wellington City.
- Crowded buses also reinforce perceptions of discomfort and makes it difficult for people with baggage, young children and disabilities to access buses.
- *Fixing capacity, through the planned changes to timetables, minimising service cancellations and introducing the new right-sized buses will significantly improve comfort levels and perceptions of dependable access.*

(iii) Transferring

- Connecting between services is adding more time, effort and anxiety at specific locations, including between: Vogeltown and the central city (peak only); Strathmore Park and Newtown (off-peak) and; Southern Newtown (and Wellington Zoo) and the central city (off-peak).
- For peak time commuters the additional time added to the journey is the primary pain-point, particularly when one of the connecting services is only a short journey. In these cases, people are often electing to walk to high frequency services if they are able.
- It is difficult for some vulnerable customers to practically manage transfers due to a physical and/or mental impairment, managing baggage and young children. If they are dependent on using cash for budgeting and don't use a Snapper card, the cost of transferring is sometimes proving to be unaffordable.
- The variable reliability of some high-frequency services adds time and anxiety to transferring and prevents customers developing a reliable routine or meeting time critical appointments.
- *Reviewing and improving the connection between the locations shown above will remove many of the negative perceptions about transferring on the network.*

(iv) Real Time Information accuracy

- The performance of the RTI system has significantly improved since 15 July, however some incidences persist on specific services relating to service reliability. It is

also exacerbated by the current sensitivity of many customers to reliability issues.

- *This issue should diminish as bus service reliability improves and trust in the network increases. There is also an opportunity to promote the vehicle tracking facility on the Metlink website and app, which many customers find more useful in setting expectations of vehicle arrival.*

(v) Passengers not standing or taking designated seating for people with disabilities

- This was an issue prior to the new network that has been exacerbated by more crowded buses and capacity issues.
- *The planned implementation of the on-bus information system next year will help to manage set expectations of customer behaviour on the bus. Prior to this there may be an opportunity for an information campaign.*

(vi) The maps and timetables are confusing for some customers

- Some older and non-English/English as a second language customers are having difficulty in interpreting information about the new network.
- *Ambassadors have played a valuable role in helping many of these customers adapt to the new network, but as we move into business-as-usual mode new approaches will need to be designed to help these customers self-manage their journey.*

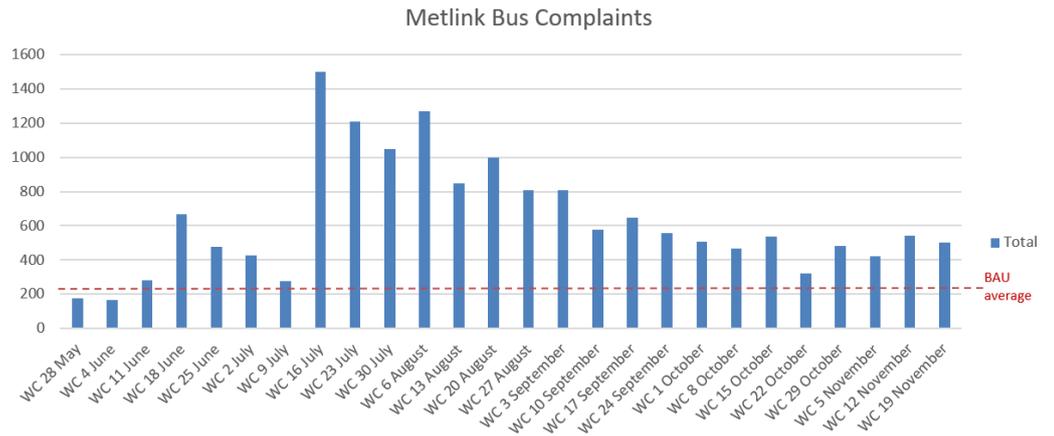
3.6.4 Next steps

The Customer Experience team is now focused on working with the broader Metlink team to develop solutions to these pain-points. As well as continued monitoring of operational improvements, ongoing collection of customer insight will enable further analysis of issues to enable solutions that are more effectively targeted and customer-centred.

3.6.5 Complaints

Figure 5 below shows bus complaints for the region. Failed to appear, failed to pick up, ran late and driving continue to be the main topics of complaints.

Figure 5 – Number of complaints received on the Wellington bus network from 28 May 2018



3.7 School services

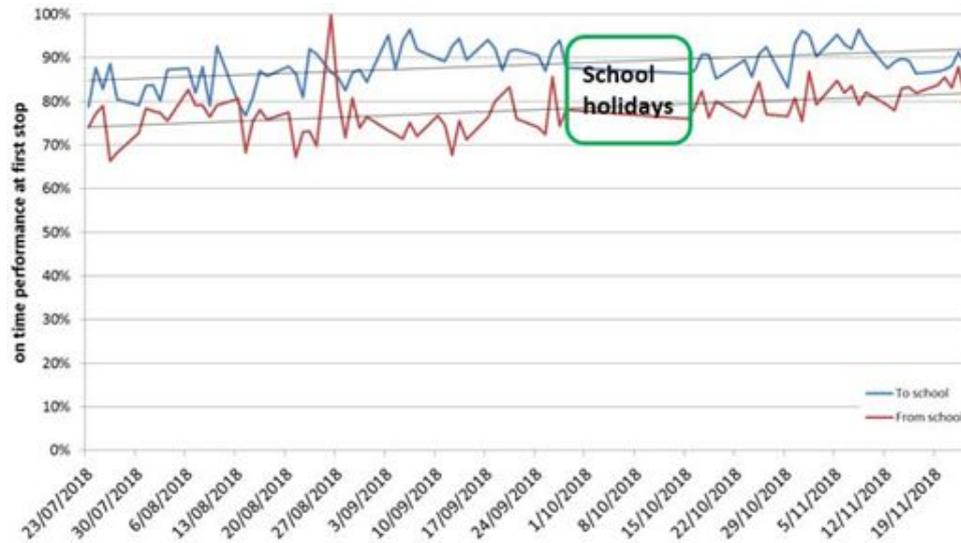
3.7.1 On-time performance

Figure 6 below shows the on-time performance of Metlink school bus services across the Wellington region at the first stop on the route.

School routes generally have high on-time performance and continue to have a trend of improvement as ongoing timetable and operational delivery improvements are made.

Afternoon homeward bound school trips show as having a lower on-time performance than trips to school. The afternoon trips tend to depart from the schools as soon as all the students have boarded the bus. In some cases this means the bus will leave earlier or later than the timetabled departure times. If the bus is ready to depart it makes more sense to leave early and start the journey home for the students rather than wait around for the timetabled departure time. However, this then can have a detrimental affects on the afternoon on-time performance metrics at the first stop.

Figure 6 - On time performance of Metlink school routes at first stop



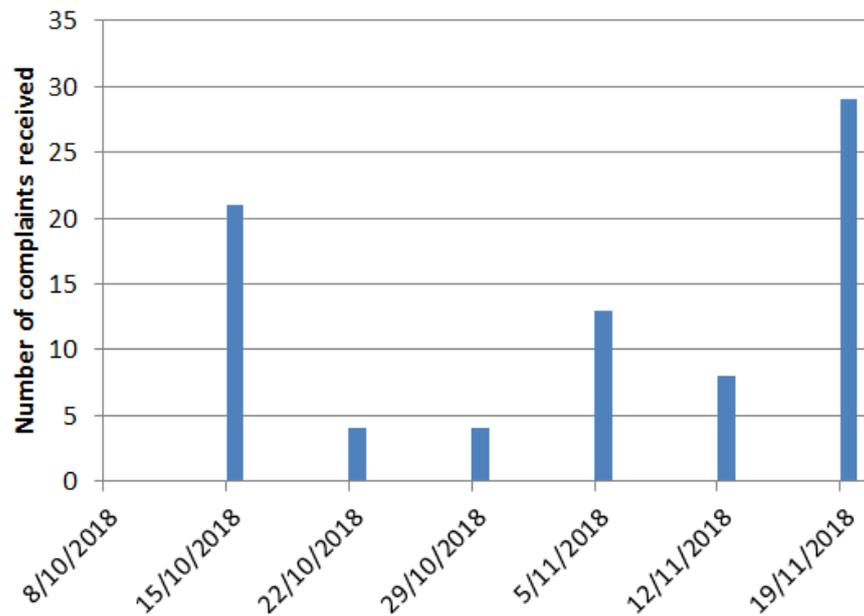
3.7.2 Complaints and feedback

There are 120 Metlink school bus routes, with several of these routes running multiple trips, and multiple buses due to high demand (a particular service feature for some of the larger colleges). This means Metlink provides well over 200 school trips per day with approximately 8000 boardings per day or about 9% of all trips.

Figure 7 below shows school bus complaints for the region from the start of Term 4. The volume of complaints is very low and shows no trend as the number received varies from week to week. For example the 29 complaints received for week 19-25 November covers 17 school trips of which 3 complaints related to one school trip where the driver took an incorrect route, and 10 complaints relate to 2 school trips running late. The remaining 16 complaints refer to a mixture of staff and operational performance across 14 trips. Also looking across the weeks the routes that receive complaints vary so again no particular significant trend for a route.

Schools tend to contact us directly if they are having any particular issue, and we then work with the schools on options and solutions to resolve the issues.

Figure 7 – Number of complaints received on Metlink school routes across the Wellington region from the start of 2018 Term 4



3.7.3 School service changes

Metlink monitors the performance of school services and works with schools when more specific issues arise. Our focus is on improving reliability and providing the right capacity. A number of timetable changes have already been implemented and work is underway with bus operators to implement further improvements. Below is a summary of the recent and some of the planned school timetable improvements.

(a) 14 October 2018 improvements

- Wellington - reliability improvements for six school routes, and minor route changes to one school route at the request of the school.
- Porirua - minor route change to one school route at the request of the school

(b) 11 November 2018 improvements

- Wellington - reliability improvements for two school routes, back-office changes to improve real time information tracking of eight school routes, and a public timetable adjusted to incorporate a temporary school trip.
- Hutt Valley - minor route change to one school route at the request of the operator.
- Kapiti – change of bus size to reflect the actual demand on two bus routes.

(c) 9 December 2018 improvements

- Hutt Valley - reliability improvement for one school route.

(d) Improvements in the planning stage

The following changes are expected to be implemented in early 2019. The exact details of the changes and timing of implementation are yet to be confirmed.

- Wellington – additional capacity on eighteen school routes during the high demand period of term 1, with the potential to continue on into term 2 depending on whether there is ongoing demand. Capacity provided by increasing the bus size or by running a banker trip.
- Porirua – additional capacity on three school services by increasing the bus size or by running a banker trip, and minor route change to one school route at request of the school to incorporate a new zoned catchment area.
- Hutt Valley – reliability improvements for ten school routes (timetables adjusted to better reflect actual travel times), and additional capacity on five routes by increasing the bus size or by running a banker trip.
- Wairarapa and Kapiti – no further changes anticipated at the moment as these school services are performing well.

3.8 Publishing performance metrics

At its meeting on 19 September the Committee asked that the Chief Executive include daily information on route performance (from Real Time Information feeds) on the Metlink website, on a route by route basis. A mock up of the information proposed to be published was reported to and endorsed by the Committee at its meeting on 30 October.

The route performance data for the top 10 routes by patronage has been published since 14 November. The information is published at <https://www.metlink.org.nz/customer-services/heres-what-were-doing/were-making-progress/>.

To-date we have had over 200 visits to the data page, and those visiting have spent an average of about 6 mins on the page, suggesting a highly interested/engaged audience.

We will be looking to provide the information at a more prominent part of the Metlink website and to promote its availability.

4. Industrial relations

There has been significant activity in the industrial relations area since the last meeting of the Committee. Tramways Union members and supporters picketed the Council meeting on 3 October and addressed the meeting as part of the public participation process. Following the meeting Council called for the Union and bus operators to try harder to reach agreement and offered to facilitate meetings between the parties.

Strike notices against Tranzurban in the Hutt Valley and Wellington were issued on 18 October with an indefinite strike planned from 23 October. Subsequently the strike was deferred until 25 October. GWRC worked with other agencies through the Regional Transport Response Team to plan for the impacts of the strike and to provide information to the public. The key message was to check before you travel as the impact of the strike activity was uncertain. Metlink kept bus travellers updated on the evolving situation through the website and social media channels as well as public information on radio.

While there were some cancellations in the Hutt Valley, overall 98% of services ran as scheduled in Wellington and Porirua. No school services were affected and the strike was called off from 2am on 30 October after three working days.

Bargaining between the union and Tranzurban is set to resume early next month.

Tramways Union members from NZ Bus met on 19 October to ratify a new collective agreement. The members did not ratify the agreement and the parties are to return to the bargaining table in late November.

Bargaining with Uzabus is set to resume in late November.

Mana has a signed collective agreement and so is not affected by the current round of negotiations.

5. Transfers

We continue the work on reviewing and improving connections between services, with an initial focus on improving the timekeeping of connecting routes. The 11 November reschedule for Tranzurban was designed to achieve this for routes 1 and 7. Subsequent analysis has shown the percentage of connections made for services waiting to connect with routes 1 or 7 has risen from an average of 73% prior to 11 November to an average of 88% after 11 November, as shown in Table 1 below.

Table 1. Connections with routes 1 and 7.

Connecting Route	Average percentage of connections made	
	Prior to 11 Nov	Since 11 Nov
17	72%	86%
19	64%	84%
23	70%	88%
29	73%	85%
60	84%	94%
Total	73%	88%

While it is pleasing to see the improved connections that have resulted from the reschedule by Tranzurban, further improving timetabled connections remains a focus for GWRC.

6. Network changes

6.1 Overview

The new Wellington network is a connected network. A connected network is designed with a reliance on key routes meeting at connections points, usually hubs. The aim of this design is to maximise the number of trip choices customers can make, within the resources available, to provide the services needed. This type of network typically allows for a simplification of routes by removing the need to duplicate services across the network.

Direct trips are generally provided for where demand is high enough between an origin and destination to justify the cost of running a direct service, such as on the high-frequency routes and on peak only services.

6.2 Changes scheduled for 9 December 2018

A package of changes are scheduled to be implemented on 9 December 2018 to deliver:

- Reliability improvements
- Planned service enhancements for increased evening frequencies on the route 52 (CBD – Newlands/Woodridge)

The key changes to be introduced are:

- Revised running times based on recent real time information.
- Adjustments to connecting service times as a result of changes to core route times.
- Changes to bus terminal arrangements at Porirua Station to improve legibility of service for customers and reduce stop congestion (route 60 and 60e).

- Changes to some regulation points to assist KPI compliance, simplify operational delivery, and improve customer experience.

The detailed changes are set out in Table 2 below.

Table 2 – December 2018 changes

Unit 8

Route	Detailed changes
Route 52	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Reliability - Minor adjustment to some intermediate times to reduce lateness in Newlands and Woodridge. • Enhancement Package P9 – Additional inbound and outbound trips at 7pm and 8pm on Saturday night to provide bus every 30 mins till 8pm. • Regulation Point Removal – bus stops 5028, 5486, & 5500 regulation points removed. • Customer Experience - 8:30am from Johnsonville to depart 5 minutes earlier to ensure gap between buses on Newlands Road is not made longer than 20 minutes. • Reliability - 3:25pm from Basin reserve to depart 3 minutes later with 3 minutes less travel time allowed between the Basin and Courtenay Place to address early running from Courtenay Place to Johnsonville.
Route 56	<ul style="list-style-type: none"> • Regulation Point Removal – bus stops 5028, 5486, & 5500 regulation points removed. • Reliability – From city travel times adjusted to address early running at intermediate time points. No change to city bound travel times.
Route 57	<ul style="list-style-type: none"> • Regulation Point Removal – bus stops 5028, 5486, & 5500 regulation points removed. • Reliability - From city travel times adjusted to address early running at intermediate time points. No change to city bound travel times.
Route 58	<ul style="list-style-type: none"> • Regulation Point Removal – bus stops 5028, 5486, & 5500 regulation points removed. • Reliability - From city travel times adjusted to address early running at intermediate time points. No change to city bound travel times.

Unit 18

Route	Detailed changes
Route 60	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Regulation Point Removal – bus stops 3910, & 3962 regulation points removed. • Customer Experience – Change arrival and departure stop at Porirua Station from Stop C and A to Stop B so buses arrives and departs from the same bus stop and to reduce bus stop congestion. Currently buses arrive at A and depart from C which causes some passenger confusion as customers see the bus pull up

	<p>at Stop A before proceeding to Stop C.</p> <ul style="list-style-type: none"> • Connectivity – Some trip times adjusted to maintain and fine tune connections retimed route 1 (commenced 11 Nov). • Reliability – Weekday daytime buses to depart 5 minutes earlier from Johnsonville to Porirua to address late departures from Porirua Station.
Route 60e	<ul style="list-style-type: none"> • Reliability – Travel times retimed based on recent travel time data • Regulation Point Removal – bus stops 3910, 3962, 5028, 5486, & 5500, 5516 regulation points removed. • Customer Experience – Change arrival and departure stop at Porirua Station from Stop C and A to Stop B so buses arrives and departs from the same bus stop and to reduce bus stop congestion. Currently buses arrive at A and depart from C which causes some passenger confusion as customers see the bus pull up at Stop A before proceeding to Stop C. • Reliability – 7:38 and 7:58am from Courtenay Place to Whitireia Polytech to depart earlier to reflect extra travel time required to Porirua.

Unit 12

Route	Detailed changes
School route 887	<ul style="list-style-type: none"> • Reliability – service start time adjusted from 3:20 to 3:10pm to match actual time buses are departing.

6.3 Further information requested to inform possible changes

At its meeting on 30 October the Committee asked the Chief Executive to report back on a number of possible future changes. Good progress has been made but further work is required for some of these, to identify solutions that can be implemented in the short, medium and longer terms.

6.3.1 Access to the Wellington Zoo and Newtown Park Flats

Work on improving access to the Zoo is on-going with a key focus now on working with the Zoo management to share data and insights and explore options to enhance access. Some short term options to improve signage may be possible before Christmas.

Futher details are provided in the sections below.

(a) Customer insights

45 people were spoken to in the area in November, through on-street and on bus interviews, as well as meetings with local community groups and visitors to Wellington Zoo. Numerous on-street observations have also been undertaken.

Peak demand is well met by the route 23e service, however this does not meet the needs of visitors and residents travelling in the off-peak. Many able-bodied people have

chosen to walk 1km, along the flat, to high-frequency bus services at Newtown shops rather than wait for a connecting service. However, this is difficult for people with disabilities, baggage or younger children.

There is a large proportion of social housing in southern Newtown and a specific effort was made to get their first-hand insight. Many of these people have adapted to transferring or now choose to walk from Newtown shops. Some people spoken to in social housing with disabilities said they have now limited their travel to Newtown, rather than going to the central city, due to difficulties with transferring.

Further analysis is required to quantify the numbers of transport disadvantaged residents in the area and visitors to the Zoo who would prefer to travel by public transport but do not and why this is.

(b) Working with the Zoo

Wellington Zoo is working collaboratively with GWRC to identify and explore options for increasing access to the Zoo and southern Newtown by public transport.

Managers from both GWRC and Wellington Zoo will share all available insights, data, options and ideas in December. This includes the costs of extending direct off-peak services, a van-type shuttle service, as well as other ideas such as better promoting Metlink Explorer and Snapper discounts, and improved signage.

January will provide an opportunity to evaluate ideas, with a view to jointly presenting a number of options to the Committee in February 2019 for consideration.

Some quick wins may be achieved prior to the Christmas holidays such as improving clarity of destinations on the front display signs of the bus going past the Zoo, improving some on-street and website information. We will endeavour to make similar improvements to signage for other notable regional tourist destinations such as Weta Caves and Mount Victoria.

(c) Patronage from previous routes servicing the Zoo

In the **off-peak** weekday period:

- the previous network offered 3 trips per hour between the Zoo and CBD (2 on route 10 (Station) – half hourly, and 1 on route 23 (Lambton Quay) – hourly).

- the new network offers 2 route 23 trips per hour (half hourly) between Zoo and Hospital Bus Hub (connecting to routes 1 and 3 for CBD)

Analysis has been undertaken comparing recent 2018 patronage data to data from 2014, 2015 and 2016 across a 4 week period from late August through to late September. Boardings at the Zoo stops across the 8 hours (between 1000 and 1800) relevant to the Zoo opening hours have been used. It is noted that the bus stops near to the Zoo are also used by local residents, and some of the reported patronage is not zoo-related.

There is a reduction in boardings in the new network, but the demand levels were never particularly high:

- School term weekdays previously averaged 47 boardings per day (6 per hour). Now 18 per day (2.2 per hour)
- School term weekends previously averaged 44 boardings per day (5.5 per hour). Now 20 per day (2.5 per hour)
- School holidays (weekends & weekdays) previously averaged 90 boardings per day (11.2 per hour). Now 39 per day (5 per hour)

The above analysis aligns with the observation made by the Zoo that the number of visitors travelling by bus has decreased.

Exceptions to these averages are special events, such as the Open Weekend that the Zoo holds each May. Best practice for special events is to run dedicated services to cater specifically for this demand, and as such these special events have been excluded from the analysis.

(d) Patronage from previous routes servicing Newtown Flats

In the **off-peak** weekday:

- The previous network offered 3 trips per hour between the Flats (Mansfield St) and CBD (2 on route 10 (Station) – half hourly, and 1 on route 23 (Lambton Quay) – hourly).
- The new network offers a bus approximately every 15 minutes between the Flats and Hospital Bus Hub. Route 23 runs half hourly from the Mansfield St stop at front of the Flats, and route 29 runs half hourly from the Russell Tce stop at the back of the Flats. Both routes 23 and 29 connect to routes 1 and 3 at the Hospital Bus

Hub which means from here there is a bus approx. every 5 mins into the CBD.

The local community now also benefit from the new route 29, which travels along Russell Tce towards Newtown and outbound to Island Bay and Brooklyn. For some residents, the new bus stops on Russell Tce are more convenient and may have diverted some boardings from the stops on Mansfield St.

The high-frequency route 1 also runs nearby to the Flats on Rintoul St. Thus some residents may also be choosing to walk approximately 300m between the access at the back of the flats to bus stops on Rintoul St to catch this route which provides an even high-frequency of service, a bus every 10 minutes, and services direct into the CBD.

Analysis of ticket data from September 2016 and September 2018 was undertaken.

The level of demand appears to be not have changed significantly, so can be considered as comparable:

- In the old network between 9am and 5pm on weekdays, the Mansfield St stops generated an average of 29.8 boardings (3.7 per hour).
- In the new network, these stops plus the new Russell Tce stops generate an average of 28.2 boardings (3.5 per hour).

(e) **Conclusion**

The collaborative process established with the Zoo provides an opportunity to identify and evaluate ideas to improve access to the Zoo. Positive progress has been made in identifying data and customer insights to feed into the evaluation. The outcomes will be reported in the New Year.

6.3.2 **Splitting route 2 at Miramar vs extending route 18 to Kilbirnie**

(a) **Customer insights**

The ability to be able to easily travel to Kilbirnie and Newtown in the off-peak and shoulder peaks remains the current priority for people in Miramar North, who were required to transfer once to get to Kilbirnie and twice to get to Newtown in the off-peak.

Off-peak and peak access from Newtown and the city is also a consideration for workers and visitors travelling to Miramar for Weta Workshop, Camperdown Studios and The Weta Cave.

The introduction of the all-day 18e service has provided this access and patronage for this service is increasing since its introduction – particularly with tertiary students.

Customers in Miramar North and Seatoun are generally satisfied with their peak service access to the city. However, variable reliability of route 2 remains an issue both during the peak and off-peak, reinforcing perceptions for some customers that the system does not meet their needs. Improving this reliability would potentially overcome many of the feelings about the quality of bus services on the Miramar Peninsular.

(b) Splitting route 2

A two-way split of route 2 between Seatoun and Miramar North is technically viable but would have trade-offs for the local community.

In the off-peak, service headways would drop from 10 minutes to 20 minutes in each area (i.e. half of the services to Seatoun would be removed, and the current 10 minute headways of route 18 would be replaced by a 20 minute headway on relocated route 2 to services).

This may not be viewed as satisfactory by all customers and would require community engagement. Higher service frequencies in peak hours would ensure customers on both legs would retain a 15 minute headway or better. Increasing frequencies to this level in the off-peak could also be considered as the additional frequency and capacity would provide benefit to customers along the entire length of route 2.

The rationale of providing off-peak services on route 18e would need to be reconsidered as part of any changes to route 2. If direct service is provided from Miramar North through Kilbirnie, the argument for providing route 18e (to combat needing to transfer twice to reach Newtown or the hospital) will no longer be valid.

(c) Extending Route 18 to Kilbirnie Hub

Extending route 18 to the Kilbirnie Hub is considered a simpler alternative than splitting route 2 at Miramar. The extension would eliminate the need for some customers to transfer, and customers travelling to the CBD or Newtown area would have additional options through the ability to transfer to route 3.

It is suggested that if Council agrees to this option the frequency of route 18 be reduced to 15 minute headways,

allowing the cost saving to be used to partially fund the extension to Kilbirnie Hub.

The role of the 18e, if a route 18 extension to Kilbirnie is implemented, should also be reassessed, as discussed above.

The changes proposed above are likely to require a reschedule by the operator so the likely earliest implementation date if they are to proceed is Easter 2019.

(d) **Conclusion**

Taking into account the above considerations it is recommended that in the short-term, officers work with the operator to develop an operationally feasible and costed proposal to extend the Route 18 to the Kilbirnie Hub together with a reduced off-peak frequency of route 18 from 10 to 15 minute headways.

In the medium-term it is recommended that a full review of Miramar Peninsula services is undertaken including routes 2, 12, 12e, 18, 18e, 30x and 31x as part of 2019 post network implementation review. Such a review will include detailed analysis of travel patterns and demand.

6.3.3 **Additional services for Vogeltown and Mornington**

Initial observation and customer feedback suggests the inbound morning connection to the route 3 at Hutchison Terminus is working better following the 11 November timetable changes. However, outbound trips remain problematic as connections to 23 have been designed to occur at the Hospital Bus Hub rather than the Hutchison Terminus, and transferring at the Hutchison Terminus involves two pedestrianised crossings. Transfers will improve further with the introduction of the planned 3 February 2019 timetable changes

All 4 stops at the Hutchison Terminus have shelters and Real Time Information (RTI) display signs installed at them. Two of the RTI displays are operational and two are waiting Wellington Electricity power connection before they can be operational.

(a) **Customer insights**

Over 50 people were spoken to in the area in November, through on-street and on bus interviews, as well as meetings with local advocates for improved bus services. Numerous on-street observations have also been undertaken.

The majority of sentiment about the current services in the area is negative and mostly relating to the loss of direct peak services into the central city along the Golden Mile. Insights include:

- Transfers make the journey into the central city longer. What was previously a 25 minute direct journey has been replaced by a 45 to 60 minute journey with the added effort of a transfer
- People choosing to transfer at nearest and most intuitive transfer point, which is with the route 3 at Hutchison Road, rather than with scheduled services at the Wellington Hospital hub provided in the network design.
- Connections with the route 3 at Hutchison Road are unscheduled and the regular poor reliability and resulting capacity issues of the route 3 service exacerbates transferring and travel time issues.
- The short journey time of the route 23 journey has meant some customers who live nearer Hutchison Road or Kingston terminus stops (with the route 3 and 7 respectively) have chosen to walk rather than put the perceived extra effort into waiting for and transferring between buses.
- There is a loss of community that existed with the prior route 21 services, where many passengers socialised – even to the extent of inviting ‘their driver’ to a Christmas barbeque.

Not all feedback has been negative. Some people have noted the benefits of more frequent off-peak, weekend and evening access to Newtown and the central city. This is echoed by customers using the route 23 service in Houghton Bay.

These insights align with presentations made to Council by the local community.

(b) Patronage analysis - morning peak period

An assessment of the performance of the old route 21 vs the new route 23 has been undertaken comparing data from September 2018 against September 2016 (weekdays only, morning peak period from 6am-9am only). Note this is a small sample but represents two comparable typical months,

While it has created a less convenient outcome for Vogeltown customers wishing to travel to the CBD, the new network appears to have had no substantial affect on the number of customers travelling by public transport in the local area in the morning peak period.

Overall, the number of boardings in the local area are roughly the same (297 per morning in 2016, 301 vs per morning in 2018). This is a slight increase but a small

number of recorded boardings may be a transfer at Kingston and double counted.

There is an increase in boardings onto route 7 at Kingston (around 33 boardings on average per morning increase). As there are no longer services in Farnham Street this could be attributed to some residents of the Farnham St area now using route 7 (previously average 26 boardings from the Farnham St area onto old route 21), and the attractiveness of the high-frequency route 7, a bus every 8-10 mins at peak times.

There is a reduction of boardings at the stops along McColl Street and Short Street. The most pronounced is at the northernmost stop at Short Street, where customers may now be walking to Hutchison Terminus to catch the high-frequency route 3 (around 800m away), a bus approx. every 4–10 mins at peak times.

Analysis of boardings at Hutchison Terminus have been excluded, as it is difficult to distinguish customers who walk there vs who travelled on the new route 23 and transferred.

Regarding the time at which most customers are travelling on route 23, it is noted that demand generated by the existing Kingston-Hutchison morning peak services is highest on the 0800 and 0820 departures, averaging ~12 persons per trip alighting at Hutchison Terminus. Demand for the 0720 and 0740 services is much lower, averaging ~4 persons. This analysis correlates with the 2016 data, which also suggests a service departing the area around 0830 would experience similar strong demand. Interpreting these findings, any new services planned to travel direct to the CBD need to prioritise departure times from Kingston in the period from 0750 to 0820.

(c) Patronage analysis - afternoon peak period

In the afternoon peak period, the average number of customers alighting from buses in the local area between 4pm and 7pm was 155 in September 2016 and 181 in September 2018, including customers on route 7 alighting at the stops formerly shared with route 21. However, data from alightings needs to be viewed with caution as up to 17% of customers were believed to be using paper tickets in 2016 from which no alighting data is available. This increase in 2018 may partly be attributable to an increase in the use of Snapper.

At Hutchison Terminus, current 2018 afternoon peak period data (2 hours) shows an average of 4 persons per service board the route 23 at Hutchison Terminus to travel towards

Kingston (~46 persons across 11 services). It is likely that a service direct to the CBD would increase demand, but even if the patronage from the Kingston-Hutchison segment doubled, based on current and previous patronage data the loading on buses at Hutchison, would be no more than half a seated load on a small bus.

(d) Options

A number of options have been identified to provide two AM and PM peak services from Vogelstown direct to the CBD utilising existing resources. The advantage of these options is that it is probable that they could be implemented in a short space of time. The trade off would be a reduction in frequency of services between Kingston and Hutchison Street at peak times. Discussion with community representatives has identified a preferred option which would provide two AM and two PM trips that run into the CBD along the Golden Mile.

(e) Conclusions

Taking into account the above considerations it appears that providing some direct peak time services into the CBD from Vogelstown is both feasible and desirable. It is recommended that we work with the operator to finalise the details of the preferred option with a view to an early introduction of the service. There should be minimal if any cost implications as the proposal involves the re-deployment of an existing resource.

In the medium to long term the provision of additional peak services direct to the CBD should be considered as part of a wider 2019 post network implementation review of the local network and whole of route 23.

6.3.4 Merging routes 12 and 14

At the October Committee meeting it was agreed to further develop a proposal for merging routes 12 and 14 and to consult with affected communities. Interviews with bus users has enabled us to gain a better understanding of customer needs particularly for those from the Strathmore Park area (route 12). These customer insights have highlighted that while the proposal to merge these two routes would suit some customers, there may be other options which would have greater benefit for the community. Detail of the customer insights is provided below.

(a) Customer insights

While delivering operational efficiencies, merging routes 12 and 14 is likely to be of limited value in addressing some of the current pain-points experienced by customers along these routes – particularly in Strathmore Park.

The loss of direct off-peak services to Newtown has been an issue for many Strathmore Park residents, who frequently travel to or via Newtown for shift work, medical appointments, Work and Income and for cultural reasons such as attending church. Transferring adds time and, because many low income households depend on cash for budgeting, also adds cost and can be unaffordable. Further analysis is underway to quantify the number of “dependent” off-peak travellers in the area.

Joining route 12 with route 14 would not achieve the direct off-peak service to Newtown that many in Strathmore Park are requesting. For those wanting direct access to the city from Strathmore Park it would allow a single-seat off-peak journeys to the CBD. However, given the longer route taken by the route 14 through Hataitai and Roseneath, there is likely to be little attraction for people wanting to reach their destinations quickly. Transferring at Kilbirnie onto the route 2 will provide a shorter journey time.

From the customer insights noted above it has become clear that rather than continue to develop this option further, more work needs to be undertaken to better understand customer needs and then to develop a range of options to better meet these needs. For example one option could be to extend route 12 to provide a direct access to the Hospital and Newtown.

(b) **Conclusion**

In response to the community feedback it is recommended that any potential changes to bus services for communities along route 12, such as Strathmore Park, be considered within a 2019 post network implementation review. Such a review will include all Miramar Peninsula bus services, and detailed analysis of travel patterns and demand.

In the interim, the route 14 service will be extended to Kilbirnie as resolved by the Committee.

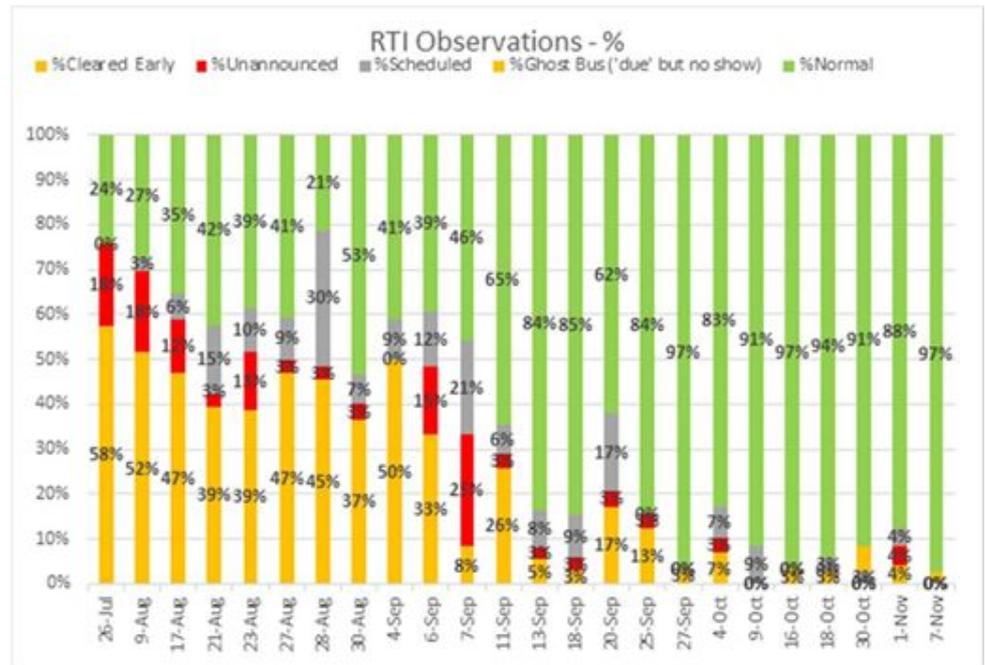
7. Real Time Information

The Real Time information (RTI) system has undergone continual improvement over the last month, with the focus of efforts now moving from the systems applications and servers, to the processes and functions undertaken by operators and drivers. This specifically concentrates on the performance of the on-bus equipment and driver displays used to manage adherence to scheduled timetables.

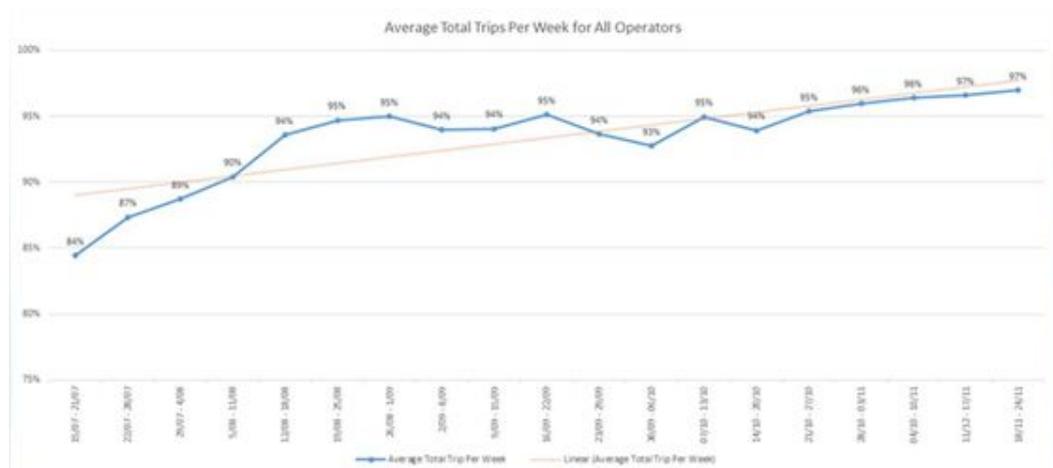
7.1 Current tracking and performance

A number of data points are maintained to demonstrate the impact of the changes undertaken to improve the onstreet RTI experience.

Accuracy of onstreet signs has improved. The sample site at Newtown demonstrates that the vast majority of buses which are scheduled to arrive, do arrive within expected timeframes.



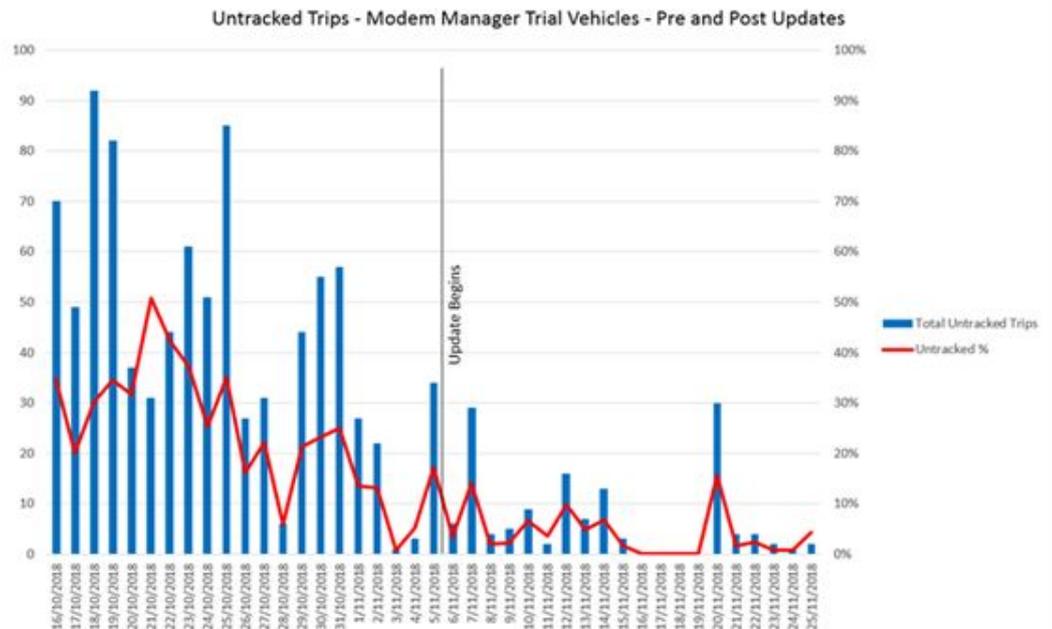
On bus tracking across all operators continues to improve with this number trending towards 98%. This percentage has trended up consistently since the commencement of the network changes in July 2018, and indicates the efforts of the Operators, GWRC staff and third-party vendors to ensure buses are tracking in the RTI system.



7.2 Improvements and actions since last report

In the last month, the following achievements have been made to improve the RTI tracking and its performance:

- Resolution of System Lag – A server issue was identified that impacted at peak time (8am) performance of onstreet signs. System and server changes have resolved this issue.
- Identification of Low Tracking Vehicles – Ongoing reporting identified a number of buses (23) across the network that displayed consistent low-tracking. A rollout of an on-bus modem upgrade improved the tracking of the majority of these buses (while also identifying those that needed further remedial work).



7.3 Ongoing and future improvements

As noted above, the focus of the RTI Working Group is now on driver and on-bus equipment with the goal of improving schedule adherence (which reflects on increased accuracy with onstreet signs). Ongoing and future improvements are set out below:

- Rollout of Modem Manager changes – With the improvements noted on the trial buses, the update to the on-bus modem has been rolled out to all vehicles across all operators (with an initial focus on the TranzUrban fleet). This is currently ongoing.
- Rollout of On-bus Display updates – Some issues have been identified with the information provided to drivers in regards to the accuracy of their arrival at Timing Points. This rollout will remove this inaccurate information until a comprehensive resolution is provided by the RTI vendor.

- Audit of on-bus Equipment – An audit of all on-bus systems and displays is planned to provide a comprehensive baseline of the current state of equipment.
- RTI Education plan – In co-ordination with other Greater Wellington Regional Council Business units, further onstreet observations and user education on the use of RTI is planned.

8. Fleet

8.1 Future fleet

The presence of the stink bug issue is impacting on the delivery of new double decker buses for both NZ Bus and Mana. The 17 NZ Bus vehicles are due to go into service on 3 February along with the reschedule. The six vehicles for Mana were due to go into service in December but are now expected to be operational in mid-January 2019.

GWRC and NZ Bus continue to work together on the provision of electric buses to replace the retired trolley bus fleet.

8.2 Reinstatement of seats

At its 19 September meeting, the Committee requested that the Chief Executive work with bus operators to reinstate seating on high capacity buses that are in use as interim and permanent buses.

The reinstatement of seats is not a simple exercise because when the seats were removed there were a number of other modifications made to the bus layout to improve the priority seating area. These modifications resulted in the vacant spaces being smaller than the space that was created when the seats were removed, and it is not just a case of fitting seats back to where they were taken from.

As a consequence there is a need to redesign the layout so that we can retain the improvements to the priority seating area while allowing the seats to be reinstated. The design work has taken longer than anticipated and reinstatement of seats will now start in December.

9. Infrastructure

9.1 Bus hubs

Bus hub construction is progressing well.

The Kilbirnie hub has now been completed (excluding the median fence) and became operational from 18 November. The median fence is scheduled for construction in November.

Brooklyn stop C has been finished, making the entire hub complete, and operational from 20 November.

The Newtown hub is under construction and advancing well. Both shelter foundations have been poured and Kassel kerbs have been installed. We anticipate that this hub will become operational prior to Christmas 2018.

Johnsonville stop C is under construction. We anticipate that this stop will be completed prior to Christmas 2018.

Construction of the Courtenay Place hub has been delayed following the reversal of a decision by Wellington City Council to allow installation of the three new shelters. They now wish to retain the two existing 20 year old shelters and want the Stop B shelter to reflect the same design as them. If agreed, this will delay construction of Stop B until late March after the completion of Karori

Construction of Johnsonville stops A and B is to begin in the new year for completion mid-February 2019

Work on Karori hub is scheduled to commence in the new year for completion by the end of February 2019.

Work on the Kilbirnie pedestrian canopy will begin to follow the completion of the Johnsonville hub.

9.2 Bus hub costs

There has been recent publicity on the revised forecast cost of the hubs after the New Zealand Transport Agency asked GWRC to produce a business case for the total project, rather than treating each hub as a separate project in the low cost/low risk funding category. This required a variation to the Regional Land Transport Programme which has been approved by the Regional Transport Committee and will require the approval of Council on 13 December.

A high level scope for the project was agreed between GWRC and Wellington City Council specifying more ambitious shelter design and evidence of 'place making' than previously deployed on the network. This high level scope established a budget baseline of \$7m in late 2017.

None of the traditional suppliers of bus shelters tendered at this high level design stage, and the single tenderer was contracted on an Early Contractor Involvement model which brings the contractor into the detailed design stage.

The shelters were designed for security, durability and connectivity, consisting of a cantilevered structure, with glass all around for better visibility. This required a stronger structural pole and stronger foundations because of the heavier steel structure.

The shelters are bigger, have better lighting, and are connected to an uninterrupted power supply, the network and CCTV, which meant a weatherproof high tech cabinet needed to be installed in the totem. The Wayfinder Unit will enable digital displays with real time information to be put into the shelters in the future.

Re-forecasting to \$9.33m (an average of \$1.33m for each hub) was based on this design, and covered professional services, civil works, shelter manufacture, ICT, compliance costs, additional survey work and design requirements, and delays. It was always expected that the budget would need to be right-sized once detailed design of all elements was completed.

The current re-forecast of \$14.4m includes potential significant additional scope extensions, including shelter upgrades for the Wellington Interchange (the 8th hub in the network). These were not included in the original scope because of the potential disruption of construction on the site while the new network bedded in. It also includes two additional replacement shelters for Courtenay Place because the existing shelters lack the accessibility, usability and security features of the new shelters. As noted in 9.1 above, this work may not go ahead.

The forecast includes 10% contingency and responds to those items not yet fully scoped or without detailed design – the Interchange, Kilbirnie pedestrian canopies and Courtenay Place replacement shelters. Without these additions the budget would be approximately \$9.5m, \$170k above the previous forecast, the difference being accounted for by contract variations responding to site-specific demands.

10. Bus priority measures

As reported to the last meeting of the Committee, and in accordance with a direction from the Committee, GWRC wrote to Wellington City Council on 9 October suggesting that officers from both organisations meet to determine a scope and process for providing further bus priority within the City.

We are working at Chief Executive level to implement a joint management and governance approach to progress this important work.

11. Independent review

GWRC and the New Zealand Transport Agency (NZTA) have jointly commissioned Australian based company L.E.K. Consulting to undertake an independent review of the implementation of the new bus network.

The review will be completed and reported to the Council meeting on 13 December.

12. Reference Group – update

The Wellington Public Transport Reference Group met for the second time on 7 November. One of the key topics of discussion was Metlink communications and the Group recommended that communications should adhere to four key principles:

- that the network and how it works should be clear to both regular and first-time users: the former are essential as the continuing "base load" for the network, the latter are essential to maintain patronage as existing users move on and to increase patronage
- that all communications need to be clear, accurate, consistent and as complete as reasonably possible, using media appropriate for all types of user
- that any public transport organisation has to have a primary focus on passengers
- that all feedback is valued by being acknowledged promptly and, where appropriate, acted upon as promptly as possible
- that communications be usable and accessible for all.

There was considerable discussion on the subject of the RTI system, and an acceptance that the system will never be completely accurate.

In order to deal with this fact the group recommended an education campaign to inform passengers on the shortcomings of the system, and how to interpret what information the system does carry on its bus stop screens.

It was further recommended that GW "road-test" its information with audiences before releasing it to the market to ensure it is communicating accurately.

As a result of this discussion the following actions were agreed:

- GWRC to consider education collateral for use at RTI-equipped bus stops to enable users to interpret and understand what is on the signs and what information is being conveyed. (There is already work under way on this in the light of feedback received from the Customer Journeys Group, and we will consult the WPTRG on this)
- GWRC to consider ways in which it can "road-test" its communications with users to ensure it is accurate and understandable by the intended audience.
- GWRC to ensure all communications reflect the communications principles endorsed by the Wellington Public Transport Reference group.

13. Community engagement

13.1 Public information activity update

The programme of customer information has continued. This activity has included communicating the first in the series of enhancement packages introduced on November 11, the use of banker buses, the implementation of the Kilbirnie hub and educating correct double decker usage.

The overall approach has been developed to make the network enhancement package and progress updates as clear as possible to customers and to promote the advantages of the new network wherever possible. The communications programme will continue through the use highly targeted tactical media channels, such as print, paid social media, digital and outdoor advertising channels.

Further presence is planned for roll-out during December focusing on the opportunity to address reduced confidence and guidance in the real time information system, timetable changes planned for December 9 and the enhancement packages scheduled for 3 February 2019.

A shift in communications approach will be undertaken in the first quarter of 2019 to reflect the findings and customer insight implications defined by the work of the customer segment lead team and will focus on maximising the network, educating the advantages of connections and enabling new customer routines.

Additionally, a programme of engagement that tells the network story will be developed and provide context for the transition. This will be conducted through a combination of owned channels, primarily the core website and released in early 2019.

13.2 Signage

Information supporting the new network highlights publicly owned visitor destinations on the Metlink network map (in a style similar to that of London Transport). Wellington Zoo is also featured as a primary destination on bus hub signage at Wellington Hospital. We currently have a practice of not showing commercially owned destinations on signage to avoid being seen to favour particular commercial interests over others. For this reason the Weta Cave does not appear on any Metlink information.

We are currently developing a couple of approaches for improving information about key destinations, including visitor attractions. This includes a 'How to get to' poster for hubs, which lists key destinations and how to get there by bus. This will be trialled in Kilbirnie from mid-December. As noted earlier in the report, we will be considering improved wayfinding signage as part of our collaboration with Wellington Zoo to improve public transport access.

14. Responses to public participation

30 October 2018

Karen Fifield, Chief Executive, Wellington Zoo; Michael Gibson; Mike Mellor; and Kara Lipski each spoke to item 6 on the agenda, Implementation of new Wellington bus network - October update.

Deborah Holyoake presented a petition in support of reinstating a direct service from Mornington/Vogeltown to and from the CBD.

Issues raised during public participation have been addressed according to subject matter.

Wellington Zoo

Issue: Concern was raised regarding the loss of a direct bus service to the Wellington Zoo. The data collected by the Wellington Zoo since the loss of the direct service is quite different to the data relied on by GWRC.

Response: At its meeting on 30 October the Committee requested further information relating to previous bus patronage to the zoo.

Section 6.3.1 above provide information on progress with access to the Zoo and the data sought by the Committee.

Hubs - viability and design

Issue: Concern was raised that hubs would be suitable when GWRC only aspires to achieve 95% bus punctuality. Comment was made that hubs are still an issue for the community.

Response: GWRC acknowledges that timed transfers are still not functioning at the level required, but notes that some significant improvements have been achieved for some routes as outlined in section 5 in the report. Further work is underway to improve the performance of timed transfers.

Reporting on performance

Issue: It was noted that there was no visible reporting on goals that GWRC wanted to achieve as a result of changes to the network.

Concern was also raised that data relating to congestion on the Golden Mile, and hub performance had not been included in the report.

Response: A full assessment of the impact of the network changes will form a part of the post-implementation review of the network scheduled to commence in the first quarter of 2019.

Information on website

Issue: Comment was made that certain information on the Metlink website was not right (bus strike and zoo information).

Response: The information was reviewed and changed where necessary.

Timed connections

Issue: Public participants noted that timed connections were not working well

Response: Covered off above

Direct service from Morningside/Vogeltown to CBD – petition

Issue: A petition was presented to request a direct service from Morningside/Vogeltown to CBD. The presenter noted that: the change from a direct service has increased journey times for most passengers and advised that people who used old route 21 are no longer using new route 23 (which would impact patronage data). In addition the presenter commented that there were issues at Hutchison Rd too – no RTI and inadequate shelter

Response: Options to provide some direct services in the peak have been developed as outline in section 6.3.3 of the report.

15. Communication

Key decisions arising from this report will be the subject of a news release from GWRC.

16. Consideration of climate change

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the new public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

17. The decision-making process and significance

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government

Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

17.1 Significance of the decision

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

17.2 Engagement

This report provides observations on the implementation of the new network. Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

18. Recommendations

That the Committee:

1. ***Receives the report.***
2. ***Notes the content of the report.***
3. ***Notes that the reschedule on 11 November 2018 has delivered improvements to network performance.***
4. ***Notes the performance improvements of the Real Time Information System.***
5. ***Endorses the collaborative process established with the Zoo to identify and evaluate options to improve access to the Zoo; and notes that the outcomes will be reported in the New Year.***
6. ***Requests that the Chief Executive work with the operator to develop an operationally feasible and costed proposal to extend the route 18 to the Kilbirnie hub together with a reduced off-peak frequency of route 18 from 10 to 15 minutes headway.***
7. ***Agrees that in the medium to long term a full review of Miramar Peninsula services is undertaken including routes 2, 12, 12e, 18, 18e, 30x and 31x as part of a wider 2019 post network implementation review of the network.***
8. ***Requests that the Chief Executive work with the operator to finalise the details of the preferred option for two AM and PM peak trips from Vogelstown to the CBD via the Golden Mile with a view to an early introduction of the service; and notes***

that there should be minimal if any cost implications as the proposal involves the re-deployment of an existing resource.

9. ***Agrees** that in the medium to long term the provision of additional peak services from Vogeltown direct to the CBD be considered as part of a wider 2019 post network implementation review of the network.*
10. ***Agrees** that potential changes to bus services for communities along route 12, such as Strathmore Park, be considered as part of the wider 2019 post implementation review of the network.*

Report approved by:

Greg Campbell
Chief Executive



Report	18.525
Date	30 November 2018
File	CCAB-20-615
Committee	Sustainable Transport Committee
Author	Angus Gabara, General Manager, Public Transport (Acting) and Luke Troy, General Manager, Strategy

General Managers' report to the Sustainable Transport Committee meeting on 5 December 2018

1. Purpose

To inform the Sustainable Transport Committee (the Committee) of Greater Wellington Regional Council (GWRC) activities relating to the Committee's areas of responsibilities.

This report provides information on key work programmes and linkages between transport projects, programmes and the strategic framework. It is complemented from time to time by other reports, such as quarterly and annual reports.

2. Key issues

2.1 Implementation of new Wellington bus network

A separate report on the performance of the network is on the agenda for consideration at this meeting (Report 18.526).

3. Strategic Framework

3.1 Regional Land Transport Plan (RLTP)

Two variations to the RLTP 2018-21 programme were considered at the 27 November 2018 meeting of the Regional Transport Committee and will be subsequently considered by Council on 13 December.

3.2 Regional Public Transport Plan (PT Plan) review

Section 125 of the Land Transport Management Act 2003, requires regional councils to pre-consult with statutory stakeholders when developing a draft regional public transport plan. Statutory stakeholders comprise local councils, the Regional Transport Committee, operators, NZ Transport Agency, KiwiRail, and the Minister of Education.

Pre-consultation is proposed to start in early December 2018 and carry over the New Year to mid-March 2019, to give statutory stakeholders sufficient time to respond. A letter and consultation material has been prepared to guide input from statutory stakeholders.

Wider public consultation on a new draft PT Plan is proposed for mid-April 2019.

4. Significant issues and projects

4.1 National ticketing – Project NEXT

Since the Registration of Interest phase of the procurement to secure a next generation national public transport ticketing solution for New Zealand closed on 24 August 2018, the evaluation process has progressed according to plan.

A shortlist of potential providers to be invited to participate in the next stage of the procurement (RFP) has been identified and agreed through the Evaluation Selection Group representing participating authorities and the transport agency. Verification of the shortlist will be sought from the participating authorities as required by each authority. A paper will be presented to Council at its next meeting on 13 December 2018. Probity Auditors were presented through the process and produced a summary report with no issues identified with the evaluation process.

The second procurement component of the national ticketing solution is to procure a range of financial services. These will be procured through a tender (RFT) process which is now due to be released early in the New Year to avoid seeking responses over the holiday period.

4.2 Metlink policies

There have been no updates to the conditions of carriage, fares, revenue collection, or advertising policies since the last Committee meeting.

Work has started on the development of a sponsorship policy, as requested by the Committee at its last meeting. Officers will look to bring a policy to the Committee for consideration at the February 2019 Committee meeting.

4.3 Rail operations

4.3.1 Peak patronage

Overall year-to-date peak patronage is up **6.2%** to the end of October. This peak growth is spread across the four lines:

Hutt Valley Line	6.8%
Kapiti Line	6.4%
Johnsonville Line	4.8%
Wairarapa Line	3.6%

Average workday peak patronage has risen to 38,394 passenger journeys.

We have, however, noticed a flattening in off-peak patronage, which is only up 1.0% year-to-date. This is likely attributed to there being about 80 more

services replaced by bus, and serves as a reminder of the challenges ahead with the large amount of network renewals and upgrades planned over the next 4-5 years.

4.3.2 Rail disruptions in late November

Unfortunately we experienced a high level of disruption on rail services in the week beginning 26 November, including:

- A carriage electrical issue affecting Monday, 26 November 2018 afternoon Wairarapa peak services
- A train cover damaging an overhead line affecting Tuesday, 27 November 2018 Kapiti morning peak services, with flow on impacts to other lines.
- An emergency services incident affecting Wednesday, 28 November 2018 Hutt Valley afternoon peak services
- A points machine failure affecting Thursday, 29 November 2018 Johnsonville morning peak services
- A cut cable affecting Thursday, 29 November 2018 Wairarapa afternoon peak services

While there is no direct linkage to these incidents, there have been issues with customer communications on each occasion, which in some instances has had a compounding impact on rail customers.

We have raised our concerns with our rail operator and requested that they increase their communications and customer focus during disruptions.

4.3.3 Porirua park and ride extension

The northern extension at Porirua's park and ride facilities is underway, after being delayed due to issues with the weather, ground contamination and streambank stability issues. We expect the project to now be completed by late May.



CCTV screenshot of activity at Porirua Park n Ride extension site 29/11/18

4.3.4 Wairarapa Capacity Improvements

The eight-carriage Wairarapa train began operating with six SE cars and two SW cars from 28 November 2018, providing an additional 30 seats on this service, which is almost a 7% increase in capacity.

We are working hard on making the Wellington yard changes to enable a nine-carriage train to be operational from early in 2019. The ninth carriage will add another 64 seats.

4.3.5 Wairarapa Rolling Stock Improvements

The prototype modifications to the air conditions system went well and the fan speeds were increased on the entire fleet by late November, which has improved the cooling capacity.

4.4 Sustainable transport

4.4.1 EnviroSchools Resource

A new active travel resource for primary schools has been developed between EnviroSchools and GWRC as a way to respond to congestion at school gates and student well-being. This is the first time EnviroSchools has focussed on “active transport” and the comprehensive nature of this resource which encompasses a Te Ao Maori approach, encourages children to lead their own enquiry and create a sense of connection to the wider community. GWRC recently organised two workshops to equip local councils and teachers to implement the resource. Teachers are giving positive feedback about its look and ease of use. This online resource will be piloted in Term 1 with fourteen schools across the Region.

4.4.2 Bike Ready Launch

On 26 November 2018, GWRC attended the national launch of BikeReady, at Titahi Bay School in Porirua along with Associate Minister of Transport, Julie Anne Genter, and Porirua Mayor, Mike Tana. Guests were welcomed by Titahi Bay School Principal, Kerry Delaney, and students.

BikeReady is a national cycle skills training programme based on GWRC's Pedal Ready programme. The aim of BikeReady is to make riding a bike a life skill. GWRC has been heavily involved in the development of this programme and are the first nationally accredited provider. GWRC officers Matt Shipman and Tessa Coppard are national trainers for BikeReady.

4.4.3 Smart Travel ridesharing update.

The current Smart Travel ridesharing tool requires review and/or replacement to improve the user interface and meet privacy requirements. Regional ridesharing representatives from throughout New Zealand met with NZ Transport Agency in Auckland in October 2018, to plan for improvements to Smart Travel and how it can be integrated with Mobility as a Service initiatives.

5. Responses to public participation

30 October 2018

Karen Fifield, Chief Executive, Wellington Zoo; Michael Gibson; Mike Mellor; and Kara Lipski each spoke to item 6 on the agenda, Implementation of new Wellington bus network - October update.

Deborah Holyoake presented a petition in support of reinstating a direct service from Mornington/Vogeltown to and from the CBD.

Issues raised during public participation have been addressed according to subject matter in Report 18.526.

6. The decision-making process and significance

No decision is being sought in this report.

6.1 Engagement

Engagement on this matter is not necessary.

7. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Endorses the actions taken by officers for matters set out in this report.*

Report approved by:

Angus Gabara
General Manager, Public
Transport (Acting)

Report approved by:

Luke Troy
General Manager, Strategy

Exclusion of the public**Report 18.575**

That the Committee:

Excludes the public from the following part of the proceedings of this meeting, namely, Confirmation of the Public Excluded minutes of 30 October 2018

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<i>General subject of each matter to be considered:</i>	<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground under section 48(1) for the passing of this resolution</i>
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Confirmation of the Public Excluded minutes of 30 October 2018

The information contained in these minutes sets out the future requirements for the Wellington Region's Public Transport Network. Having this part of the meeting open to the public would disadvantage Greater Wellington Regional Council (GWRC) in its negotiations with other parties as it would reveal GWRC's negotiation strategy. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override this prejudice.

That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7(2)(i) of the Act (i.e to carry out negotiations without prejudice).

This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.