



**greater WELLINGTON**  
REGIONAL COUNCIL  
Te Pane Matua Taiao

If calling please ask for: Democratic Services

15 February 2019

## **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, 20 February 2019 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, 20 February 2019 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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**Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 20 February 2018**

**Report 18.586**

5/12/2018

File: CCAB-20-628

**Public minutes of the Sustainable Transport Committee meeting held on Wednesday, 5 December 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9:33am**

**Present**

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw, Lamason (from 10:12am by telephone conference), McKinnon, Ogden, Ponter, Staples, and Swain (from 9:38am).

Marama Tuuta.

**Public Business**

**1 Apologies**

*Moved*

*(Cr Laidlaw/ Cr Kedgley)*

*That the Committee accepts the apology for lateness from Councillor Swain.*

The motion was **CARRIED**.

**2 Declarations of conflict of interest**

There were no declarations of conflict of interest.

**3 Public Participation**

Sam Somers presented a petition in support of a direct Wellington Zoo/Wellington Railway Station Bus Service.

Kara Lipski presented a petition in support of an all day and weekend service, direct from Strathmore Park to Wellington City CBD via the Newtown suburb where the Wellington Regional Hospital is based.

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

Robin Boldarin spoke to item 6 on the agenda, *Implementation of new Wellington bus network - December update*.

Councillor Swain arrived at the meeting during item 3, *Public Participation*, at 9:38am.

Councillor Lamason joined the meeting via telephone conference at 10:12am.

**4 Confirmation of the minutes of 30 October 2018**

*Moved* (Cr McKinnon/ Cr Blakeley)

*That the Committee confirms the public minutes of the meeting of 30 October 2018, Report 18.517.*

The motion was **CARRIED**.

**5 Action items from previous Sustainable Transport Committee meetings**

**Report 18.529** File ref: CCAB-20-617

*Moved* (Cr Brash/ Cr Staples)

*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 - December update**

Greg Campbell, Chief Executive, spoke to the report, and outlined the performance improvements which have been implemented to date.

**Report 18.526** File ref: CCAB-20-616

*Moved* (Cr Brash/ Cr Ogden)

*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 Vogeltown 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.*

*Moved as an amendment*

*(Cr Blakeley/ Cr McKinnon)*

*That recommendation 5 is amended to:*

5. *Endorses the collaborative process established with the Zoo to identify and evaluate options to improve access to the Zoo and acknowledges progress to date; requests the Chief Executive to achieve the earliest possible resolution of solutions to improve access to the Zoo, subject to the capacity of the operators to respond; requests early action to improve signage for access to the Zoo; and authorises the Chair and Deputy Chair of the Sustainable Transport Committee with power to act on the recommendations from the Chief Executive on the collaborative process.*

The amendment was **CARRIED**.

*Moved as an amendment:*

*(Cr Gaylor/ Cr Ponter)*

*That recommendation 2 is amended to:*

2. *Notes the content of the report and requests that future update reports include the financial costings of actions taken, planned, and underway, to improve performance and customer experience.*

The amendment was **CARRIED**.

The substantive motion was put:

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report and requests that future update reports include the financial costings of actions taken, planned, and underway, to improve performance and customer experience.*
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 acknowledges progress to date; requests the Chief Executive to achieve the earliest possible resolution of solutions to improve access to the Zoo, subject to the capacity of the operators to respond; requests early action to improve signage for access to the Zoo; and authorises the Chair and Deputy Chair of the Sustainable Transport Committee with power to act on the recommendations from the Chief Executive on the collaborative process.*
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 Vogelstown 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.*

The substantive motion was **CARRIED**.

The meeting was adjourned at 10:55am and reconvened at 11:18am, during discussion of item 6.

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

Angus Gabara, General Manger, Public Transport (Acting), spoke to the report.

**Report 18.525**

File ref: CCAB-20-615

*Moved*

*(Cr Kedgley/ Cr Ogden)*

*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.*
4. *Agrees that any proposals for additional park and ride facilities include the financial implications, including revenue and costs of these proposals.*

The motion was **CARRIED**.

Councillor Laban left the meeting during discussion on item 7, at 12:09pm.

9 **Exclusion of the public**

**Report 18.575**

File ref: CCAB-20-626

*Moved*

*(Cr Gaylor/ Cr Blakeley)*

*That the Committee:*

*Excludes the public from the following part of the proceedings of this meeting, namely, the 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:*

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

*Information 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 the ability Greater Wellington Regional Council (GWRC) in its negotiations with other parties as it would reveal GWRC's negotiating 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 the need to withhold the information.*

*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.*

The motion was **CARRIED**.

The public part of the meeting closed at 12:37pm.

B Donaldson  
(Chair)

Date:



**greater WELLINGTON**  
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**Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 20 February 2019**

**Report PE18.588**

5/12/2018

File: CCAB-20-629

**Public excluded minutes of the Sustainable Transport Committee meeting held on Wednesday, 5 December 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 12:38pm**

**Present**

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Lamason (by telephone conference), Laidlaw, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

**Public excluded business**

**1 Confirmation of the Public Excluded minutes of 30 October 2018**

*Moved*

*(Cr Lamason/ Cr Ponter)*

*That the Committee confirms the Public Excluded minutes of the meeting of 30 October 2018, Report PE18.518.*

The motion was **CARRIED**.

The public excluded part of the meeting closed at 12:38pm.

B Donaldson  
(Chair)

Date:

<b>Report</b>	<b>19.9</b>
Date	12 February 2019
File	CCAB-20-638
<b>Committee</b>	<b>Sustainable Transport Committee</b>
<b>Author</b>	<b>Greg Pollock, General Manager, Public Transport Luke Troy, General Manager, Strategy</b>

## 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:
<b>Greg Pollock</b> General Manager, Public Transport	<b>Luke Troy</b> General Manager, Strategy

**Attachment 1:** Action items from previous meetings

## Attachment 1 to Report 19.9

## Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
9 May 2018	<p><b>Resolution</b></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><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b> Will be actioned when PTTP priorities have been completed.</p>
9 May 2018	<p><b>Resolution</b></p> <p><i>Requests officers work with NZ Transport agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>	<p><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b> Will be actioned when PTTP priorities have been completed.</p>
20 June 2018	<p><b>Resolution</b></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><b>Status:</b> <i>Completed</i></p> <p><b>Comments:</b> No new updates since October (see Report 18.454)</p>
30 October 2018	<p><b>Resolution</b></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><b>Status:</b> <i>Awaiting action</i></p> <p><b>Comments:</b> Will be considered as scheduled</p>
30 October 2018	<p><b>Noted</b></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><b>Status:</b> <i>In progress</i></p> <p><b>Comments:</b> See General Managers' report for update.</p>
5 December 2018	<p><b>Resolution</b></p> <p><i>Requests that future update reports include the financial costings of actions taken, planned, and underway, to improve performance and customer experience.</i></p>	<p><b>Status:</b> <i>Recurring action</i></p> <p><b>Comments:</b> Will be included as required.</p>
5 December 2018	<p><b>Resolution</b></p> <p><i>5. Endorses the collaborative process established with the Zoo to identify and evaluate options to</i></p>	<p><b>Status:</b> <i>Completed</i></p> <p><b>Comments:</b> See Report 19.14</p>

	<p><i>improve access to the Zoo and acknowledges progress to date; requests the Chief Executive to achieve the earliest possible resolution of solutions to improve access to the Zoo, subject to the capacity of the operators to respond; requests early action to improve signage for access to the Zoo; and authorises the Chair and Deputy Chair of the Sustainable Transport Committee with power to act on the recommendations from the Chief Executive on the collaborative process.</i></p> <p>6. <i>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.</i></p> <p>8. <i>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 Vogeltown 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.</i></p>	
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**Report** 19.27  
**Date** 14 February 2019  
**File** CCAB-20-642

**Committee** Sustainable Transport Committee  
**Author** Angus Gabara, Manager, Rail Operations

## Presentation from Transdev

### 1. Purpose

Senior Managers from Transdev will provide a presentation to the Sustainable Transport Committee (the Committee) setting out the rail operators new trial approach to rail replacement services on the Hutt Line.

### 2. Background

In October last year, Greater Wellington Regional Council (GWRC) and KiwiRail were successful in securing Crown funding to improve the rail infrastructure across the Wellington Region. The majority of work is planned to take place on the Hutt Valley and Wairarapa Lines. As a result of this, there will be an increase in the number of off-peak train services that will be delivered by bus.

To help decrease the impact of this to customers, and to improve efficiency of both the upgrade works and the replacement buses, Transdev has proposed an alternative schedule, in which Melling will be used as a Hub while buses are replacing trains.

### 3. Communications

No communications are necessary.

### 4. Consideration of climate change

There is no need to conduct a climate change assessment.

### 5. The decision-making process and significance

No decision is being sought.

#### 5.1 Engagement

Engagement on this matter is not necessary.

## 6. Recommendations

*That the Committee:*

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

Report prepared by:

**Angus Gabara**  
Manager, Rail Operations

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



**Report** 19.49  
**Date** 15 February 2019  
**File** CCAB-20-647

**Committee** Sustainable Transport Committee  
**Author** Greg Pollock, General Manager, Public Transport

## Presentation from NZ Bus

### 1. Purpose

Senior managers from NZ Bus will provide a presentation to the Sustainable Transport Committee (the Committee) setting out issues related to the current driver shortage being faced by the company.

### 2. Background

NZ Bus is facing a bus driver shortage which is impacting on its ability to deliver bus services. NZ Bus has agreed to come in to provide an update to the Committee on the driver shortage.

### 3. Communications

No communications are necessary.

### 4. Consideration of climate change

There is no need to conduct a climate change assessment.

### 5. The decision-making process and significance

No decision is being sought.

#### 5.1 Engagement

Engagement on this matter is not necessary.

### 6. Recommendations

*That the Committee:*

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

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



**Report** 19.14  
**Date** 13 February 2019  
**File** CCAB-20-641

**Committee** Sustainable Transport  
**Author** Wayne Hastie, General Manager, Strategic Programmes

## **Implementation of new Wellington bus network - February update**

### **1. Purpose**

To provide the Sustainable Transport Committee (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, but there remain challenges.

The recent focus has been on the timetable changes introduced on 3 February 2019 and ensuring that school services were adequate for the start of the new school year.

The 3 February 2019 changes were designed to improve on-time performance, introduce double-deckers on NZ Bus routes, and improve capacity through correcting the allocation of the correct sized bus to routes. Banker buses that had been introduced into the timetable post July 2018 were incorporated into the new timetables. In addition, a number of planned enhancements to the network were incorporated into the 3 February 2019 changes.

Importantly three route enhancements were introduced in response to customer feedback: a trial service to the Wellington Zoo, a direct service from Vogeltown to the city, and an extension of route 14 from Hataitai to Kilbirnie.

Two key factors have impacted on the delivery of the planned improvements. First, at short notice advice was received about a delay in the arrival of the double-decker buses so the bus allocations had to be adjusted for an interim period, putting pressure on the network. Secondly, there has been a significant driver shortage at NZ Bus meaning that trips have been cancelled.

The first major reschedule was implemented on 11 November 2018 on Tranzurban routes as planned and has delivered some improvements to the network performance. For example, since implementation for the period of 11 November 2018 to 10 February 2019, Tranzurban routes in Wellington City have lifted to an average of 94% on-time performance.

A fleet of six double-decker buses operated by Mana Coachlines was successfully introduced in January 2019.

Since November 2018, cancellations have been less than 1% (0.8%). By operator, the number of services cancelled during this time is as follows:

Mana Coachlines 0.2%  
NZ Bus 1.5%  
Tranzurban 0.6%  
Uzabus 0.1%.

While the average of cancelled services since November 2018 has been 0.8% of all services, the average to date in February 2019 (1 to 11 February) shows that 1.9% of services have been cancelled. The impact of cancelled services in February 2019 is set out in more detail in section 3.4.1 below.

Correct bus allocation has lifted to 93.6% as a result of the 3 February 2019 changes.

We are formally targeting on-time departure from origin of 90% with a higher aspiration of achieving 95%. For the period 4 to 10 February 2019, 92% of trips across the network were on-time at the first stop.

There have been further improvements to the Real Time Information System with tracking levels trending around the mid 90% mark.

Hubs have been completed at Miramar, Brooklyn, Kilbirnie and Newtown. The current focus is on addressing the immediate issues of dropped trips due to driver shortages and completing preparations for the introduction of the NZ Bus double-decker buses to be phased in from 26 February 2019.

### **3.2 Patronage**

Figure 1 below shows daily bus patronage as measured by the number of boardings. Patronage is starting to increase as we move towards the end of the holiday period and the beginning of university and school terms.

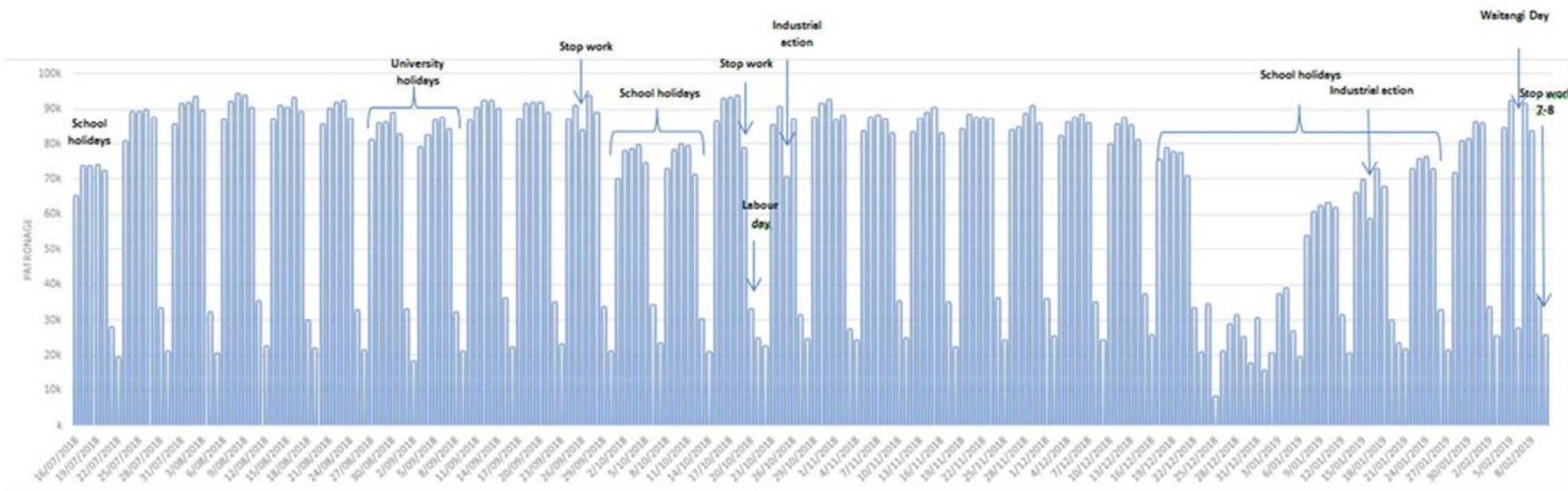


Figure 1: Daily boardings on the Wellington bus network from 16 July 2018



### 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 one minute early to four minutes 59 seconds late compared with the scheduled time.

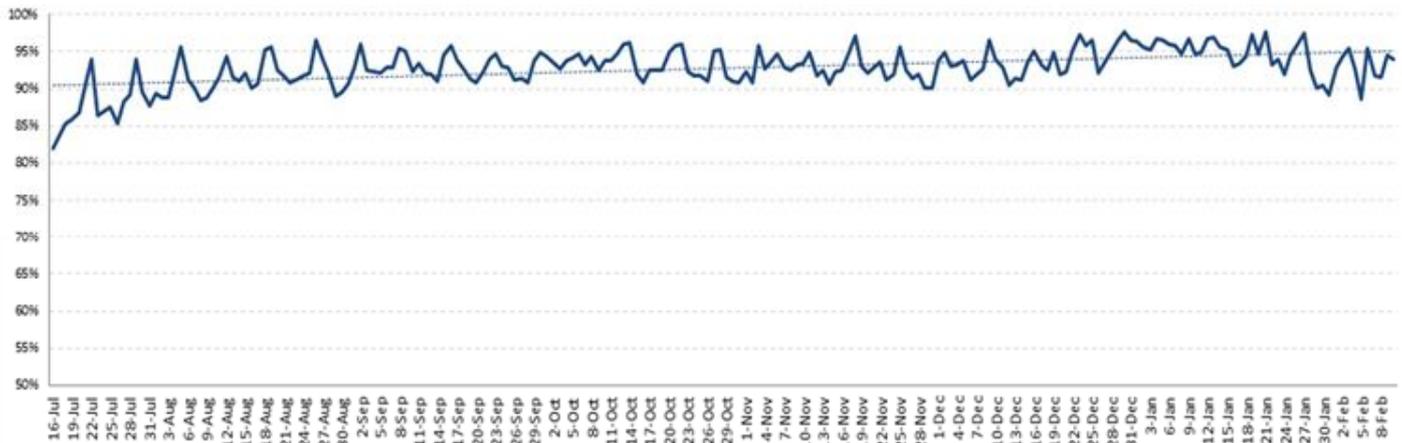


Figure 2: On-time performance of the Wellington bus network from 16 July 2018 at the first stop

Within Wellington City, 90.5% of trips during the week of 4 to 10 February 2019 were on-time at the origin stop.

#### 3.3.1 Impact of 11 November reschedule on on-time performance

The first major reschedule was implemented on 11 November 2018 on Tranzurban routes as planned and has delivered some improvements to the network performance. For example, since implementation for the period of 11 November 2018 to 10 February 2019, Tranzurban routes in Wellington City have lifted to an average of 94% on-time performance.

#### 3.3.2 Impact of 3 February 2018 reschedule on on-time performance

On 3 February 2018, a major reschedule was implemented on NZ Bus Wellington City routes. At the time of writing this report, officers only have data which covers one week since implementation. This limited data indicates that the reschedule has delivered marginal improvements to the network performance. For example, prior to the February reschedule, NZ Bus achieved an average of 89.7% of on-time performance, for the period since the reschedule (4 to 10 February 2019), NZ Bus Wellington City routes have achieved an average on time performance of 90.3%.

Note that on-time performance was only one of the objectives to be achieved through the 3 February 2019 reschedule.

### 3.4 Bus services delivered

Figure 3 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 3: 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 16 January 2019 coincides with industrial action that saw a large number of off-peak trips cancelled and stop work meetings on 7 and 8 February 2019 also had an impact.

As noted earlier, a driver shortage at NZ Bus is having a negative impact on current service delivery. We are currently working with NZ Bus to mitigate (to the extent possible) the effect of this issue. Steps taken include identifying services attracting low patronage that may be able to be cancelled in favour of services with a higher demand, and supporting driver recruitment, including by identifying opportunities where GWRC could provide assistance (such as advertising opportunities on buses).

We are aware that the driver shortage is not a short term issue, and that it requires a long term strategic approach. A long term strategic approach will be the subject of further work by officers.

#### 3.4.1 Cancelled services - by operator - February

To date, the month of February has seen an increase in the number of cancelled services. While the average of cancelled services since November 218 has been 0.8% of all services, the average to date in February 2019 (1 to 11 February) shows that 1.9% of services have been cancelled. Cancellation rates by operator for this period are listed below:

Operator	% of services cancelled 1/2/2019 to 11/02/19
Mana	0.1%
NZ Bus	4.7%
Tranzit	0.5%
Uzabus	0.0%
<b>Total</b>	<b>1.9%</b>

Cancellation rates by unit and operator are as follows:

Operator	% of services cancelled 1/2/2019 to 11/02/19
<b>Mana</b>	<b>0.1%</b>
Unit_08 (Newlands)	0.1%
Unit_18 (Tawa)	0.1%
<b>NZ Bus</b>	<b>4.7%</b>
Unit_02 (East-West Spine)	4.1%
Unit_03 (University)	5.8%
Unit_05 (Central)	4.7%
Unit_06 (Taranaki)	4.9%
Unit_12 (Eastbourne)	3.6%
<b>Tranzit</b>	<b>0.5%</b>
Unit_01 (North-South Spine)	1.0%
Unit_04 (Khandallah/Aro)	0.9%
Unit_07 (Brooklyn/Owhiro)	0.8%
Unit_09 (Lower Hutt)	0.4%
Unit_10 (Upper Hutt)	0.2%
Unit_11 (Wainuiomata)	0.3%
Unit_13 (Porirua)	0.1%
Unit_15 (Wairarapa)	0.0%
<b>Uzabus</b>	<b>0.0%</b>
Unit_14 (Kapiti)	0.0%
<b>Total</b>	<b>1.9%</b>

Please note that during this period NZ Bus services were impacted by industrial action on 7 and 8 February 2019.

### 3.5 Capacity

Correct bus matching is a key to providing sufficient capacity on the network and for the period 4 to 10 February 2019, the correct bus allocation was 93.6% against the target. In the previous report this metric was recorded as 89.8%. The improvement is due to the 3 February 2019 timetable and fleet changes implemented by NZ Bus. Correct bus matching should further improve when NZ Bus double-decker buses come into service.

Cancellations can also contribute significantly to capacity issues and are an area of focus for both GWRC and operators.

### 3.6 Customer experience

Over the eight weeks prior to Christmas 2018, an expanded Customer Experience team 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 provided opportunities to develop customer-centred solutions for improving the network design.

A number of Customer Experience personnel have been retained to ensure an ongoing focus on customer needs. This includes on-street monitoring of the impacts of the 3 February 2019 timetable and route changes and ongoing evaluation of network performance of customer information. The holiday period has also provided an opportunity to understand the visitor experience of public transport. The team will also extend its focus beyond Wellington City bus services to bus and rail services throughout the region.

### 3.6.1 Customer insight

With a total of over 914 interviews undertaken up to 21 December 2018, the balance of sentiment remains positive. Most customers are continuing to experience improvements since the network was launched. In comparison to the network prior to 15 July 2018: 347 say it has improved; 212 say it is similar; 355 feel it is worse for them.

Results for the regular passenger satisfaction survey undertaken on rail and bus services throughout the Region in November 2018 are due for release in late February. The results will provide a benchmarked comparison between survey results collected prior to mid-2018 network changes in May 2018. The survey results will be published on the Metlink website.

### 3.6.2 Complaints

Figure 4 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. Complaints about capacity and cancelled services have also increased.

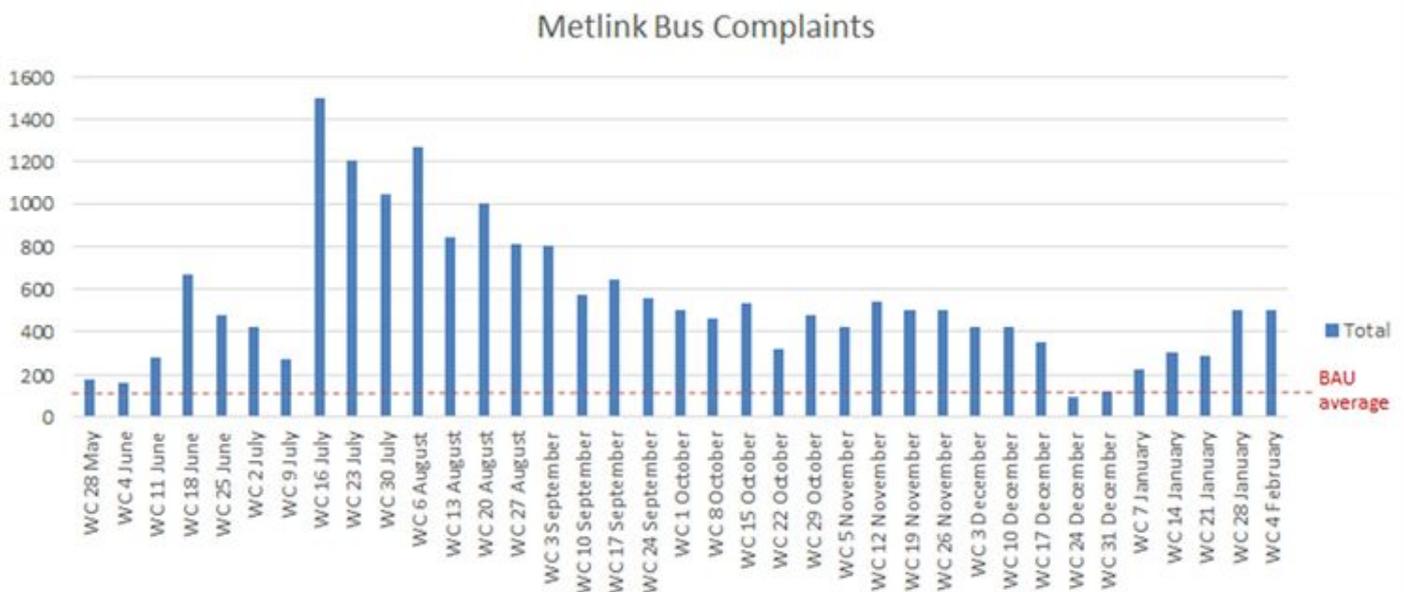


Figure 4: Number of complaints received on the Wellington bus network from 28 May 2018

#### 4. Industrial relations

NZ Bus and the Tramways Union have agreed an employment contract which should provide us with a stable industrial relations platform for the foreseeable future.

#### 5. Network changes

##### 5.1 Scheduled changes

###### 5.1.1 9 December 2018 changes

The package of reliability and increased evening frequencies improvements targeted in the Newlands and Tawa areas went into to operation on 9 December 2018.

###### 5.1.2 27 January 2019 adjustments

Double-decker buses began operation in the Newlands area. As a result, the banker buses that provided the interim additional capacity were removed from operation. Initially there was an issue with the tracking of these buses, but this issue has now been resolved.

###### 5.1.3 3 February 2019 adjustments

A number of changes were introduced from 3 February 2019. Details of the changes are set out below:

Route	Detailed changes
Route 1	<ul style="list-style-type: none"> <li>• <b>Capacity</b> - Weekday afternoon peak between new northbound trips added to increase peak capacity and frequency from city:                             <ul style="list-style-type: none"> <li>• 4:27pm Courtenay Place to Churton Park</li> <li>• 4:37pm Courtenay Place to Grenada Village</li> <li>• 4:47pm Courtenay Place to Johnsonville West</li> </ul> <p>These additional trips result in buses every 5 minutes to Johnsonville from the City between 4:39pm to 5:39pm (previous 5:09 to 5:39). Results in buses every 15 minutes to Churton Park from 4:29pm to 5:44pm (previous 4:59 to 5:44) addressing an area of customer complaint regarding Churton Park service levels at this time period.</p> </li> <li>• <b>Capacity</b> - Weekday bus size specification changed to double deck (DD) for following pm trips to recognise consistently high loads on these service requiring a double deck bus to always be operated (currently many are operated by double deck buses but only contractually require a Large Bus):                             <ul style="list-style-type: none"> <li>• 15:08 Island Bay to Johnsonville West</li> <li>• 15:35 Island Bay to Johnsonville West</li> <li>• 15:55 Island Bay to Grenada Village</li> <li>• 16:05 Island Bay to Johnsonville West</li> <li>• 16:45 Island Bay to Churton Park</li> <li>• 17:05 Island Bay to Churton Park</li> <li>• 13:36 Johnsonville West to Island Bay</li> <li>• 13:45 Melksham Drive to Island Bay</li> <li>• 14:45 Melksham Drive to Island Bay</li> <li>• 16:36 Johnsonville West to Island Bay</li> <li>• 17:26 Grenada Village to Island Bay</li> <li>• 17:37 Johnsonville West to Island Bay</li> </ul> </li> </ul>

Route 2	<ul style="list-style-type: none"> <li>• <b>Reliability</b>- Weekday and weekend timetables retimed based on recent travel time data</li> <li>• <b>Capacity</b>-Morning banker buses from Karori incorporated into schedule and new trip at 8.26 to give higher peak frequency (every 7-8 mins TBC) from Karori to City between 7am and 8:10am Afternoon banker buses to Seatoun incorporated into schedule to give higher peak frequency (every 7-8 mins) from city to Seatoun between 5 and 5:30pm (capacity) Afternoon peak banker buses to Karori incorporated into schedule and additional bus at 5:26pm to give higher peak frequency (every 7-8 mins) from city to Karori between 5 and 6:20pm (capacity) Evening frequency 6-7pm increases to every 10 minutes from Seatoun to address high loading to Karori</li> <li>• <b>Enhancement Package 9</b>-Weekday and Saturday evening frequency increase to every 15 minutes till 8pm</li> <li>• <b>Enhancement Package P3</b>-Additional evening buses weekday and Saturday evening to provide service till midnight</li> </ul>
Route 3	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Retimed based on travel time data</li> <li>• <b>Enhancement Package P9</b>-Additional evening buses weekday and Saturday evenings to provide more regular buses every 15 minutes till 8pm from city</li> <li>• <b>Capacity</b>-Banker buses (two am and one pm) incorporated into timetable with buses retimed to provide more even flow of capacity through Taranaki corridor in am peak and more frequent service in pm peak every 7-8 minutes</li> <li>• 3a service temporarily run by Mana now included in route 3.</li> </ul>
Route 7	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Sunday departure times from Kingston adjusted later by a few minutes between 9:05am and 8:35 to increase connection window for route 17 at Brooklyn Hub to allow more reliable connections between services at Brooklyn.</li> <li>•</li> </ul>
Route 12	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Some trip times adjusted to maintain connections with retimed route 2</li> <li>• <b>Enhancement Package P9</b>-Additional evening buses from Kilbirnie to provide more regular service from city till 8pm Monday to Saturday</li> <li>• <b>Enhancement Package P6</b>-Additional earlier am trip from Strathmore Park at 5:52am to provide service connection to city before 7am</li> <li>• <b>Enhancement Package P1</b>-Additional late evening trips to and from Strathmore Park Monday to Saturday to allow travel from city till 11pm</li> </ul>
Route 12e	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Travel times adjusted between Kilbirnie and Wellington Station</li> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P7</b>-Two additional am peak trips at 6:40am and 8:40am</li> <li>• <b>Customer requests &amp; Enhancement Package P8</b>-Three additional pm peak trips at 3:41pm, 4:11pm and 6:15pm</li> </ul>
Route 14	<ul style="list-style-type: none"> <li>• <b>Customer &amp; Councillor request</b>-Route 14 extended from Hataitai to Kilbirnie</li> </ul>
Route 17	<ul style="list-style-type: none"> <li>• <b>Enhancement Package P1</b> – Monday to Saturday services operate between 7am and 11pm for customers from city: <ul style="list-style-type: none"> <li>• New weekday and Saturday 11:50pm to Kowhai Park</li> <li>• New Saturday trip from Kowhai Park at 6:57am</li> </ul> </li> <li>• <b>Enhancement package P6</b> – Weekday first trips timed to get customers to city before 7am: <ul style="list-style-type: none"> <li>• New weekday trip 6:20am from Kowhai Park</li> </ul> </li> <li>• <b>Enhancement Package P9</b> – Additional inbound and outbound trips between 7pm and 8pm Monday to Saturday to provide bus every 30 mins till 8pm: <ul style="list-style-type: none"> <li>• New weekday trip to Kowhai Park at 8:11pm and current 7:53pm retimed to 7:41pm.</li> <li>• New Saturday trip from Kowhai Park at 7:12pm and current 6:57pm and 7:57pm retimed to 6:42pm and 7:50pm.</li> <li>• New Saturday trips to Kowhai Park at 6:57pm and 7:27pm, and current 6:42pm and 7:42pm retimed to 6:27pm and 8:00pm.</li> </ul> </li> <li>▪ <b>Reliability</b> – Weekday minor time adjustment of services from Kowhai Park at 7:32pm and 8:03pm to 7:30pm and 8:00pm.</li> <li>• <b>Reliability</b> - Sunday minor time adjustment to departure times to improve reliability of connections at Brooklyn Hub.</li> </ul>

Route 17e	<ul style="list-style-type: none"> <li>• <b>Enhancement Package P8</b> - New later 6:05pm Wellington Station to Kowhai Park service added.</li> </ul>
Route 18	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Some trip times adjusted to maintain connections with retimed route 2</li> <li>• <b>Enhancement Package P9</b>-More regular services till 8pm on Saturday night to connect with more regular route 2</li> </ul>
Route 18e	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Some trip times adjusted to maintain connections with retimed route 2</li> <li>• Incorporates additional route 18e services introduced on 1 Oct.</li> </ul>
Route 19	<ul style="list-style-type: none"> <li>• <b>Journey Time</b> - All trip times from Lakewood Avenue at Westchester Drive brought forward by 2 minutes to reduce dwell time at this locality and speed up journeys for customers.</li> <li>• <b>Reliability</b> - Trip start times adjusted to increase reliability of evening connections from route 1 to 19 at Johnsonville: <u>Weekdays:</u> <ul style="list-style-type: none"> <li>• Johnsonville to Churton Park 19:35 retimed to 19:37</li> <li>• Johnsonville to Churton Park 20:28 retimed to 20:30</li> <li>• Johnsonville to Churton Park 21:28 retimed to 21:30</li> <li>• Johnsonville to Churton Park 22:28 retimed to 22:30</li> </ul> </li> </ul> <p><u>Saturdays:</u></p> <ul style="list-style-type: none"> <li>• Johnsonville to Churton Park 20:15 retimed to 20:18</li> <li>• Johnsonville to Churton Park 21:28 retimed to 21:30</li> <li>• Johnsonville to Churton Park 22:28 retimed to 22:30</li> </ul> <p><u>Sundays:</u></p> <ul style="list-style-type: none"> <li>• Johnsonville to Churton Park 20:30 retimed to 20:32</li> </ul>
Route 21	<ul style="list-style-type: none"> <li>• <b>Customer requests</b>-8:18am route 21 from Wrights Hill changed to a route 37.</li> </ul>
Route 22	<ul style="list-style-type: none"> <li>• <b>Capacity</b>-Additional trips from Wellington Station to Kelburn at 7:27, 7:47, 8:25, 9:32 and 10:32 (additional capacity to align with lecture times).</li> <li>• <b>Customer requests</b>-Existing 7.40 moved to 7.37 (to align with lecture times)</li> </ul>
Route 23	<ul style="list-style-type: none"> <li>• <b>Enhancement Package P1</b> – Monday to Saturday services operate between 7am and 11pm. <ul style="list-style-type: none"> <li>• Weekday 11:05pm trip from Houghton Bay extended to Kingston</li> <li>• Saturday 11:05pm trip from Houghton Bay extended to Kingston</li> <li>• Retimed weekday 11:35pm trip to 11:37 due to extension of weekday 11:05pm trip to Kingston.</li> </ul> </li> <li>• <b>Enhancement package P6</b> – Weekday first trips timed to get customer to city before 7am. <ul style="list-style-type: none"> <li>• New 5:56am from Houghton Bay</li> <li>• New 6:30am from Kingston</li> </ul> </li> <li>• <b>Enhancement Package P9</b> – Additional inbound and outbound trips between 7pm and 8pm Monday to Saturday to provide bus every 30 mins till 8pm (with some resulting adjustments to existing trips at these times). <u>Weekday</u> <ul style="list-style-type: none"> <li>• New 6:48pm trip from Houghton Bay</li> <li>• New 7:30pm trip from Houghton Bay</li> <li>• New 8:04pm trip from Kingston</li> </ul> </li> </ul> <p><u>Saturday</u></p> <ul style="list-style-type: none"> <li>• New 7:06pm trip from Houghton Bay</li> <li>• New 7:36pm trip from Houghton Bay</li> <li>• Retimed 6:50pm trip to 6:36pm as a result of addition of new 7:06pm trip to Houghton Bay</li> <li>• New 7:50pm trip from Kingston</li> </ul> <ul style="list-style-type: none"> <li>• <b>Timetable change</b> - Removal of five am peak Kingston to Hutchison Road, and six pm peak Hutchison Road to Kingston trips. Resource to be redeployed to new route 27 Vogelstown-Wellington peak service.</li> </ul>
New Trial Route 23z	<ul style="list-style-type: none"> <li>• <b>Zoo Route Trial</b> – New trial service between Wellington Station and Zoo</li> </ul>

Route 24	<ul style="list-style-type: none"> <li>• <b>Enhancement Package P1</b> – Monday to Saturday services operate between 7am and 11pm:             <ul style="list-style-type: none"> <li>• New weekday trip 10:45pm Johnsonville to Miramar</li> <li>• New Saturday trip 6:45am Johnsonville to Miramar</li> <li>• New Saturday trip 7:10am Miramar to Johnsonville</li> </ul> </li> <li>• <b>Enhancement Package P9</b> – Additional inbound and outbound trips between 7pm and 8pm Monday to Saturday to provide bus every 30 mins till 8pm:             <ul style="list-style-type: none"> <li>• New weekday trip 7:20pm Courtenay Place to Johnsonville</li> </ul> </li> <li>• New weekday trip 7:15pm Johnsonville to Miramar</li> </ul>
Route 25	<ul style="list-style-type: none"> <li>• <b>Reliability</b> - Travel times adjusted for all services Monday to Sunday to ensure published times in timetable better reflect actual travel times of the bus. Change also reduces opportunity for late departure of some peak services due to the previous service taking longer than scheduled.</li> <li>• <b>Enhancement Package P1</b> – Monday to Saturday services operate between 7am and 11pm             <ul style="list-style-type: none"> <li>• New weekday trip 7:30pm Highbury to Khandallah</li> <li>• New weekday trips 6:30 and 7:30pm Khandallah to Highbury</li> <li>• New Saturday trips 5:30, 6:30, and 7:30pm Highbury to Khandallah</li> <li>• New Saturday trips 5:30, 6:30, and 7:30pm Khandallah to Highbury</li> </ul> </li> <li>• <b>Enhancement Package P9</b> – Additional inbound and outbound trips between 7pm and 8pm Monday to Saturday to provide bus every 30 mins till 8pm:             <ul style="list-style-type: none"> <li>• New 11:00pm trip Weekday and Saturday Highbury to Khandallah</li> <li>• New 11:00pm trip weekday and Saturday Khandallah to Highbury</li> </ul> </li> <li>• <b>Timetable simplification</b> – Timetable regulation point removed from Kaiwharawhara to simplify timetable and assist KPI adherence at suggestion of bus operator. Ensures that early running buses do not need to sit at Kaiwharawhara.</li> <li>• <b>Accessibility</b> – Khandallah to Victoria Street morning peak trips (Variant 4) extend to last stop on Victoria Street (stop 6711) to improve commuter access from Khandallah and Wellington Station to southern end of Victoria Street. As a result the regulation point is moved to stop 6711 on Victoria Street to align with the new trip end point.</li> </ul>
Route 26	<ul style="list-style-type: none"> <li>• <b>Reliability</b> - Travel times adjusted based on recent travel time data to ensure published times in timetable better reflect actual travel times of the bus. Change also reduces opportunity for late departure of some peak services due to the previous service taking longer than scheduled.</li> <li>• <b>Reliability</b> - Outbound buses from Brandon Street depart a few minutes earlier between 7:50am to 8:30am to allow for increased travel time and ensure punctual arrival at Khandallah for subsequent services to city to assist with reliability.</li> </ul>
New Route 27	<ul style="list-style-type: none"> <li>• <b>New route</b> - New Weekday only Vogeltown to city and return peak bus route:             <ul style="list-style-type: none"> <li>• Am peak to City 7:20 and 8:20</li> <li>• Pm peak to Vogeltown 17:13 and 18:13</li> </ul> </li> </ul>
Route 29	<ul style="list-style-type: none"> <li>• <b>Enhancement Package P1</b> – Monday to Saturday services operate between 7am and 11pm for customers from city:             <ul style="list-style-type: none"> <li>• New weekday trip from Newtown at 10:59pm</li> <li>• New weekday trip from Brooklyn at 11:20pm</li> <li>• New Saturday trip from Newtown at 11:00pm</li> <li>• New Saturday trip from Brooklyn at 10:20pm</li> </ul> </li> <li>• <b>Enhancement Package P9</b> – Additional inbound and outbound trips between 7pm and 8pm Monday to Saturday to provide bus every 30 mins till 8pm:             <ul style="list-style-type: none"> <li>• New weekday trip from Brooklyn at 7:41pm</li> <li>• New Saturday trips from Brooklyn at 6:42 and 7:42pm</li> <li>• New Saturday trips from Newtown at 6:25 and 7:25pm and 7:50pm retimed to 7:55pm</li> </ul> </li> <li>• <b>Reliability</b> – Sunday minor time adjustment to departure times to improve reliability of connections at Brooklyn Hub.</li> </ul>
Route 33	<ul style="list-style-type: none"> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P7</b>-Additional 9am trip from Karori South</li> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P8</b>-Additional 3:20 and 3:50pm trips from city</li> <li>• <b>Capacity</b>-Minor time adjustments from city between 4pm and 5:40pm to provide more regular services to Karori before 5pm</li> <li>• <b>Capacity</b>-Minor time adjustment to 7:28am from Karori Mall to 7:25am to even out headway between route 2 trip times</li> </ul>

Route 34	<ul style="list-style-type: none"> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P8</b>- Additional 3:35 and 4:05pm trips from city</li> <li>• <b>Capacity</b>-Minor time adjustments from city between 4:20pm and 5:30pm to provide more regular services to Karori before 5pm</li> <li>• <b>Capacity</b>-Minor time adjustment to 7:37am from Karori Mall to 7:35am to even out headway between route 2 trip times</li> </ul>
Route 35	<ul style="list-style-type: none"> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P7</b>-Additional 7:20am and 8:40am trips from Hataitai to city (customer request for 8:40am service for Hataitai School parents).</li> <li>• <b>Capacity, Customer requests &amp; Enhancement Package P8-A</b>New PM peak services added from Wellington Station at 4:30, 4:50, 5:10, 5:30 and 5:50pm</li> </ul>
Route 36	<ul style="list-style-type: none"> <li>• <b>Reliability</b>-Retimed based on travel time data (reliability)</li> <li>• <b>Capacity</b>-Banker buses incorporated into timetable and one additional bus from Kilbirnie in am peak with times adjusted through Hataitai to better meet demand (capacity)</li> <li>• <b>Capacity and customer request</b>-Additional 5:58pm trip from city to Lyall Bay</li> <li>• 36a service temporarily run by Mana now included route 36</li> </ul>
Route 37	<ul style="list-style-type: none"> <li>• <b>Customer requests &amp; Enhancement Package P7</b>-Additional 6:40am trip from Wrights Hill and 8:18am route 21 from Wrights Hill changed to a route 37.</li> <li>• <b>Customer requests &amp; Enhancement Package P8</b>-Additional 4:28pm and 5:48pm trips from city <ul style="list-style-type: none"> <li>• MV added as a vehicle option for all trips except 7:55am trip</li> </ul> </li> </ul>

#### 5.1.4 17 February 2019 adjustments

Bus services will be relocated from temporary Stop C in the Johnsonville Mall carpark to the new permanent Stop C located on Moorefield Road (routes 22 and 24).

#### 5.1.5 24 February 2019 changes

##### (a) Rail

An additional morning rail trip from Waikanae to Wellington (6.46am) is being formally introduced into the timetable.

Minor changes to the Kapiti Line rail timetable are being made to improve peak time reliability of rail services. These changes impact some bus/train connections.

In Kapiti, the changes affect five weekday connecting bus trips. In most cases the changes increase waiting time between getting off the train and getting onto the bus (increase of four to six minutes).

In Porirua, the rail changes affect two weekday connecting bus trips where the transfer times will increase by up to 12 minutes.

We will be working with the bus operators to see if these wait times can be reduced/increased where appropriate or necessary. Adjustments to accommodate any changes may require a reschedule of buses and drivers, which would determine the timeframe for implementation.

##### (b) Metlink buses

Improvements are scheduled to be made to route destination names displayed on Real Time Information screens to make it easier for customers to understand and have reassurance they are getting on the correct bus.

Brooklyn hub stop C will be removed as a regulation stop (timing point). This will mean that early arriving buses no-longer need to sit and wait at this stop until their scheduled departure. This will improve flow of buses and general traffic around this in-lane bus stop.

(c) Commercial bus – Airport Flyer

Following discussion with operator NZ Bus, the commercial non-Metlink Airport Flyer route 91 will be removed from Real Time Information, Metlink website and Journey Planner. These changes arise from a change to the fare collection system used on this service.

5.1.6 3 March 2019 changes

Proposed changes for 3 March 2019 changes are focussed on Hutt Valley bus routes (excluding Eastbourne), and aim to deliver:

- improved reliability
- better timetabled connections with rail and bus services
- capacity improvements to better match capacity to demand
- some customer requests.

**Lower Hutt**

Route	Detailed changes
Route 120	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all timetables based on recent travel time data</li> <li>• <b>Departure time</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Capacity</b> – Bus size changed from large vehicle to medium vehicle for some trips due to moderate passenger boarding's. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> </ul>
Route 121	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all timetables based on recent travel time data</li> <li>• <b>Departure time</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Customer experience</b> – At suggestion of Snapper the short early morning and afternoon trips that commence and end at Wagon Road will be incorporated with regular bus trips to and from Robson Street to minimise penalty fares for passengers boarding before and after the Terminus at Robson Street.</li> </ul>
Route 130	<ul style="list-style-type: none"> <li>• <b>Capacity</b> – Bus size changed from large vehicle to medium vehicle due to moderate passenger boarding's. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all timetables based on recent travel time data.</li> <li>• <b>Reliability &amp; Connections</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> </ul>
Route 154	<ul style="list-style-type: none"> <li>• <b>Route</b> – Afternoon school run on replaced by extension to school route 854. Change due to low passenger boarding's and there being multiple routes serving similar areas.</li> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for weekday timetable based on recent travel time data.</li> <li>• <b>Reliability &amp; Connections</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> </ul>

## Upper Hutt

Route	Detailed changes
Route 110	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for weekday timetable based on recent travel time data</li> <li>• <b>Reliability &amp; Connections</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> </ul>
Route 114	<ul style="list-style-type: none"> <li>• <b>Departure time</b> – one trip moved later by 2 min to reduce dead running</li> </ul>

## Wainuiomata

Route	Detailed changes
Route 160	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all days based on recent travel time data.</li> <li>• <b>Departure time</b> – Changes to departure times (up to 10min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Consistency of service span</b> – One less evening trip (6pm – 7pm) on route 160 with one more evening trip on the route 170. Is so that both the route 160 and 170 have the same frequency in the evening.</li> <li>• <b>Regulation points</b> – Wainui Road (near 50) removed as a regulation point</li> </ul>
Route 170	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all days based on recent travel time data.</li> <li>• <b>Consistency of service span</b> – One more evening trip (6pm – 7pm). Is so that both the route 160 and 170 have the same frequency in the evening.</li> <li>• <b>Departure time</b> – Changes to departure times (up to 10min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Regulation points</b> – Wainui Road (near 50) and Wainui Road (near 61) removed as a regulation points</li> </ul>

### 5.1.7 31 March 2019 changes

The 31 March 2019 changes are focussed on Porirua bus routes. Timetables are currently being reviewed and confirmed with the bus operator. The focus of these changes is to provide improvement to reliability, responding to customer requests, and right sizing buses on school bus routes.

### 5.1.8 Direct bus service to Wellington Zoo and Newtown Park Flats – trial

In response to a request from the Committee at its 5 December 2018 meeting, officers investigated options to improve access to the Wellington Zoo.

After considering a range of options in collaboration with Wellington Zoo, it was recommended that a trial service was introduced on 3 February 2019. This includes:

- A direct Metlink service (named the 23z) to and from Wellington Station and Wellington Zoo, stopping all stops; with hourly frequency each way, between the hours of 9.05am (first service from Wellington Railway Station) and 5.35pm (last service returning from Zoo stop) on weekdays and weekends
- The trial period is designed to include school holidays, through to 2 June 2019. The service will run additional to the existing 23 service that travels along parts of the same route. The 23e will continue to provide direct services to the Zoo from 3pm on weekdays.

- The service is based on the mutually agreed principles that the service is a Metlink service and meets the needs of the local community as well as Wellington Zoo.

Tranzurban (the operators of Unit 1 which includes this location) are running the service.

The cost of running this trial is approximately \$44,000 for the 4 month trial period. Note, that this figure does not include any revenue recovered to offset the cost of the trial.

A decision on whether or not to extend the trial service will be sought from this Committee prior to 2 June 2019.

(a) Evaluation of trial

The service will be evaluated throughout the trial period and will be considered against meeting the following criteria, as well as any other impacts it may have on the wider network:

- Bus patronage (measured through ticketing data) during the trial period of:
  - An average of 115 boardings per day at the Zoo and Mansfield Street stops during school holidays on routes 23 and 23z services (current average boardings for route 23 at these stops is around 69 per day)
  - An average of 75 boardings per day at the Zoo and Mansfield Street stops, during school terms on routes 23 and 23z (current average boardings for the route 23 at these stops is around 54 per day).
- The proportion of customers travelling to Wellington Zoo by bus increasing from the current 6% proportion of Zoo patrons travelling by bus up to 10% (measured by Wellington Zoo).

(b) Signage

In addition to the trial, signage at the Wellington Station and Wellington Hospital bus hubs has been upgraded to feature Wellington Zoo. Metlink has also run a public campaign on radio, posters and online to promote the trial service.

#### 5.1.9 Extending Route 18 to Kilbirnie Hub

An initial investigation has been carried out on the proposal to extend the route 18 from Miramar to Kilbirnie hub together with a reduced off-peak frequency from every 10 minutes to every 15 minutes on weekdays. Operationally, such a change would be feasible and based on current variation rates would cost in the order of \$170,000 per annum (this will need to work through with the bus operator to check whether it affects vehicle requirements. If this is the case then the costs will be higher).

This costing also assumes the Saturday and Sunday daytime services would continue to operate every 15 minutes, and evening services every 20 to 30 minutes with all trips extended to start and finish at Kilbirnie hub.

Further work needs to be undertaken to look at demand and effects on other timetables within the Miramar area to ensure a regular flow of buses running through the Miramar hub, and timing with connections between services is maintained. To implement such a change as this will require a reschedule by NZ Bus. This means from receipt of a set of timetables from GWRC it will take three months to implement.

As Councillors have also expressed a desire to review the routes in the Miramar Peninsular, officers propose that this be considered as part of the upcoming post-implementation review.

**5.1.10 Additional services for Vogeltown and Mornington**

In order to facilitate the introduction of two morning and two afternoon peak time direct services to the Central Business District on a cost and resource-neutral basis, officers sought feedback from Vogeltown community representatives. As a result, the frequency of the local feeder route 23 between Kingston and Hutchison Road has been reduced.

These new trips were set up within new peak only bus route 27, which went into operation on 4 February 2019.

**5.1.11 Extension of Route 14 to Kilbirnie**

The extension of route 14 to Kilbirnie went into operation on 3 February 2019.

**5.1.12 Re-route of Route 14 in Hataitai**

Following the decision to extend the route 14 service through to Kilbirnie, public consultation was undertaken in Hataitai during late-December and January, regarding options for rerouting the service through the suburb. Three options were proposed for feedback, including:

- The existing route – city-bound services travelling via Hataitai Road and Kilbirnie-bound services travelling via Waipapa Road
- All services travelling via Hataitai Road
- All services travelling via Waipapa Road.

610 responses were received, with the significant majority stating a preference for routing all services via Waipapa Road.

First preference	All services via Waipapa Road	451 respondents
Second preference	City-bound services via Hataitai Road/ Kilbirnie-bound services via Waipapa Road	113 respondents
Third preference	All services via Hataitai Road	46 respondents

Based on this response, GWRC will reroute the service in both directions through Waipapa Road. The implementation date is dependent on gaining traffic resolutions from Wellington City Council (WCC) to convert existing 'school service only' bus stops to all day bus stops. Officers are working with WCC to confirm a date of when the traffic resolutions approvals may be granted.

There was sentiment from many respondents that Hataitai Road is too narrow for buses and poses a safety risk to pedestrians, as well as a potential damage risk to vehicles owned and parked on street by residents. As well as being a wider road, Waipapa Road was also believed to provide improved access for the elderly residents and people with disabilities.

The consultation was also an opportunity to gather general feedback about bus services in the area. This included satisfaction with the extension of the route to Kilbirnie, although there was a desire for some respondents to extend the route further to Rongotai to provide access to the Lyall Bay Retail Park and Rongotai College. The need for an improved bus stop shelter and a more reliable and frequent service was also mentioned.

## **5.2 School services**

As many of the school bus services have only just started to run for the new term, there is limited on-time performance information to ascertain if there are any consistent issues. However, we are monitoring complaints and loadings to see if and where issues may arise. Areas we are currently working on are set out below.

### **5.2.1 Eastbourne to Hutt Valley High School -Route 887**

Loadings are high on both the morning and afternoon school trips. In the morning a public route 83 has been timed three minutes after the school bus to pick up any college student not able to get on the school bus. The route 83 trip has capacity to carry the students. We will be contacting the schools and customers who have directly contacted us to advise them that the route 83 is a travel option.

In the afternoon, the public route 83 runs a bit too late for the students getting out of college. We are working with the operator to see if a larger bus can be reallocated to this trip in the short term. A longer term solution may be to look at retiming a route 83 trip to better align with the afternoon school bell time.

### **5.2.2 Aotea College**

Aotea College has seen a significant increase in its roll this year. This has created significant pressure on the school bus services. As a short-term fix, the operator is managing to provide an afternoon 'mop up' bus which collects any students left on the school grounds due to capacity issues until formal agreed changes to school buses on routes 429, 440, 441 and 444 are finalised. We are working with the operator to put in some changes to better accommodate the student numbers, and aim is have changes in by 31 March 2019, at the latest.

### 5.2.3 Miramar North to Evans Bay Intermediate School

We have been made aware that as a result of the bus network changes, a large number of school students from Miramar North are now using the 18e from Miramar to Kilbirnie. Officers will further investigate and monitor this to determine what, if any, solutions are required.

### 5.2.4 9 December 2018 changes

Minor timing adjustment to the school route 887 to better reflect the afternoon actual departure time from Hutt Intermediate School commenced.

### 5.2.5 27 January 2019 changes

#### (a) Tawa Intermediate

At the request of Tawa Intermediate, and supported by Tawa College, one of the two afternoon route 460 trips serving the schools has been designated to Tawa Intermediate and starts from a new bus stop on Duncan Street (new route 461).

#### (b) Additional banker buses

The start of a new school year has always placed considerable load on our school bus and public services at school times. This demand usually evens out through the course of the term as students settle around regular travel patterns, and before and after school activities commence.

In response to this, we have identified a number of school trips where additional buses are being provided to meet this start of Term One peak demand. These additional banker buses are provided on a temporary basis and may be reallocated to other trips at short notice, based on where they are needed most. Banker buses provide temporary additional capacity for students who cannot board regular scheduled school buses due to buses being loaded to capacity (both seating and standing capacity). If demand remains high on both the regular scheduled school buses and the banker buses, some of these banker buses may convert to being scheduled school buses.

These buses are not shown on the Metlink website, due to the fact they may change at short notice. However, the relevant schools have been notified that they are being provided.

We will keep the schools informed if we make changes to the banker trips. The following school routes currently have banker buses.

**Table 1: AM**

Route code	Route description	Depart time	Arrive time
711	Moa Point - Seatoun - Kilbirnie - Hataitai - Wellington East Girls' College & St Mark's School	07:47	08:24
737	Karori - Kelburn - Wellington College & Wellington High School	07:59	08:30
751	Wellington Station (Vic Law School) - St Patrick's and Rongotai Colleges	08:16	08:41
768	Mairangi - Wellington, St Patrick's & Rongotai Colleges	07:51	08:35
611	Karori (Wrights Hill) - Thorndon Colleges	07:54	08:24

613	Karori – Wellington Girls’ & St Mary’s Colleges	07:56	08:31
764	Karori - Wellington College	07:56	08:31

**Table 2: PM**

Route code	Route description	Depart time	Arrive time
614	Wellington Girls’ & St Mary’s Colleges - Kelburn - Karori (Wrights Hill)	15:31	15:58
615	Wellington Girls’ College - Karori	15:32	16:02
724	Wellington East Girls’ College - Newtown - Kilbirnie - Seatoun	15:31 (except Wed) 14:26 (Wed only)	15:56 (except Wed) 14:51 (Wed only)
740	Wellington College - Kelburn - Karori	15:28	15:55
745	Wellington College - Wellington - Wadestown - Wilton	15:26	16:01
704	Wellington College - Wellington Station	15:24	15:37
739	Wellington College - Kelburn - Karori (Wrights Hill)	15:27	15:50
769	St Patrick’s & Wellington Colleges, Wellington High School - Kelburn - Northland - Mairangi - Wilton	15:26	16:11

**(c) Minor timetable adjustments**

There were also some minor timetable adjustments to improve reliability on routes 685 (Karori – Cardinal McKeefry, Otari Schools and Onslow College), and 402 (Grenada North-Tawa Schools).

**(d) St Oran’s – bus stop area**

The bus stop area in front of St Oran’s School was extended at the start of the term to enable a safer operation of the buses outside of school at the end of the day.

**5.2.6 17 February 2019 changes**

Relocation of school bus services at Johnsonville from the Mall carpark to planned new Stop C located on Moorefield Road (routes 631, 646, 648, 673, 682).

Silverstream School bus stop changes to provide a more direct route for school routes 915 and 916. As a result this also frees up space for parent pick up/drop off due to a bus stop no longer being required.

**5.2.7 3 March 2019 changes**

The 3 March 2019 changes are focused on improving reliability (timetables adjusted to better reflect actual travel times), and right sizing capacity on Hutt Valley school bus routes.

The following provides an indication of what is expected to be implemented from 3 March 2019, and we are working with operators to get final sign-off.

**Lower Hutt**

Route	Detailed changes
Route 825 inbound	<ul style="list-style-type: none"> <li><b>Capacity</b> – Bus size changed from large vehicle to medium vehicle due to low passenger boarding’s. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> </ul>

Route 828 inbound	<ul style="list-style-type: none"> <li><b>Capacity</b> – Bus size changed from large vehicle to medium vehicle due to low passenger boarding's. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> </ul>
Route 842 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 7min added to journey time due to late running.</li> <li><b>Departure time</b> – Moved 5 min earlier to get to school on time.</li> </ul>
Route 848 outbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 2min added to journey time due to late running.</li> </ul>
Route 852 outbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 5min added to journey time of 15:20 departure due to late running.</li> </ul>
Route 853 inbound	<ul style="list-style-type: none"> <li><b>Capacity</b> -banker trip removed and bus size of remaining trip changed from medium vehicle to large vehicle, as boarding's can be accommodated comfortably on one large bus.</li> </ul>
Route 854 inbound	<ul style="list-style-type: none"> <li><b>Capacity</b> – Bus size changed from large vehicle to medium vehicle for inbound trip due to low passenger boarding's. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> </ul>
Route 854 outbound	<ul style="list-style-type: none"> <li><b>Capacity</b> – Bus size changed from large vehicle to medium vehicle for inbound trip due to low passenger boarding's. Large vehicle will be used elsewhere in the network to provide more capacity where needed.</li> <li><b>Route</b> – Extended route to serve Korokoro. Replaces the afternoon school run on the route 154. Change due to low passenger boarding's and there being multiple routes serving similar areas.</li> <li><b>Reliability</b> – 5min added to journey time to Petone due to late running.</li> </ul>
Route 855 outbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 5min added to journey time due to late running.</li> </ul>
Route 951 outbound	<ul style="list-style-type: none"> <li><b>Regulation points</b> – Silverstream Station, Ropata Medical Centre and Melling Station removed as regulation points.</li> </ul>
Route 953 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 5min added to journey time for trip #100 due to late running.</li> <li><b>Departure time</b> - Trip moved 5min earlier to arrive at school on time.</li> </ul>
Route 953 outbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – additional time added to both trips due to late running</li> </ul>

### Upper Hutt

Route	Detailed changes
Route 110	<ul style="list-style-type: none"> <li><b>Reliability</b> – Adjustment to inbound and outbound travel times for weekday timetable based on recent travel time data</li> <li><b>Departure time</b> – Changes to departure times (up to 5min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> </ul>
Route 114	<ul style="list-style-type: none"> <li><b>Departure time</b> – trip 123 moved later by 2 min to reduce dead running</li> </ul>
Route 901 outbound	<ul style="list-style-type: none"> <li><b>Departure time</b> – trip departs 5 min later to allow students more time to board</li> <li><b>Reliability</b> – additional time added to timetable due to late running</li> <li><b>Capacity</b> – Bus size changed from medium vehicle to large vehicle due to high boarding's.</li> </ul>
Route 904 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – Trip moved 5min earlier to get to school on time.</li> <li><b>Reliability</b> – additional time added to timetable due to late running</li> </ul>
Route 904 outbound	<ul style="list-style-type: none"> <li><b>Departure time</b> – trip moved 10 min later due to change in school bell time</li> </ul>
Route 906 outbound	<ul style="list-style-type: none"> <li><b>Departure time</b> – trip moved 10 min later to give students more time to board</li> </ul>
Route 911 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 9min added to journey time due to late running.</li> <li><b>Departure time</b> - Trip moved 9min earlier to arrive at school on time.</li> </ul>
Route 924 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 3min added to journey time due to late running.</li> </ul>
Route 926 inbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 4min added to journey time due to late running</li> <li></li> </ul>
Route 926 outbound	<ul style="list-style-type: none"> <li><b>Reliability</b> – 7min added to journey time due to late running.</li> </ul>
Route 930 inbound	<ul style="list-style-type: none"> <li><b>Capacity</b> – Bus size changed from medium vehicle to large vehicle to for 7:40 trip due to high boarding's</li> </ul>

Route 930 outbound	<ul style="list-style-type: none"> <li>• <b>Capacity</b> – Medium vehicle banker add due to high boarding's</li> <li>• <b>Route</b> – 15:25 trip cut back to Emerald Hill as two trips to Te Marua is sufficient</li> <li>• <b>Reliability</b> – 15:30 trip moved 2min earlier to accommodate additional banker trip</li> </ul>
Route 931 outbound	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – 7min added to journey time due to late running.</li> </ul>
Route 935 outbound	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – 3min added to journey time due to late running.</li> </ul>

### Wainuiomata

Route	Detailed changes
Route 160	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all days based on recent travel time data.</li> <li>• <b>Departure time</b> – Changes to departure times (up to 10min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Trips</b> – One less evening trip (6pm – 7pm) on route 160 with one more evening trip on the route 170. Is so that both the route 160 and 170 have the same frequency in the evening.</li> <li>• <b>Regulation points</b> – Wainui Road (near 50) removed as a regulation point</li> </ul>
Route 170	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Adjustment to inbound and outbound travel times for all days based on recent travel time data.</li> <li>• <b>Trips</b> – One more evening trip (6pm – 7pm). Is so that both the route 160 and 170 have the same frequency in the evening.</li> <li>• <b>Departure time</b> – Changes to departure times (up to 10min) for some trips to accommodate longer travel times whilst maintaining bus linkages.</li> <li>• <b>Regulation points</b> – Wainui Road (near 50) and Wainui Road (near 61) removed as a regulation points</li> </ul>
Route 860 inbound	<ul style="list-style-type: none"> <li>• <b>Capacity</b> – Bus size changed from medium vehicle to large vehicle due to high boarding's</li> <li>• <b>Reliability</b> – 9min added to journey time due to late running.</li> <li>• <b>Departure time</b> - Trip moved 5min earlier to arrive at school on time.</li> </ul>
Route 860 outbound	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – 5min added to journey time due to late running.</li> </ul>
Route 868 outbound	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – 10min added to journey time due to late running.</li> </ul>
Route 874 inbound	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – 8min added to journey time due to late running. Trip moved 6min earlier to arrive at school on time.</li> </ul>
Route 874 outbound	<ul style="list-style-type: none"> <li>• <b>Capacity</b> – Bus size changed from large vehicle to medium vehicle due to moderate boarding's</li> <li>• <b>Reliability</b> – 5min added to journey time due to late running.</li> </ul>

#### 5.2.8 31 March 2019 - Porirua

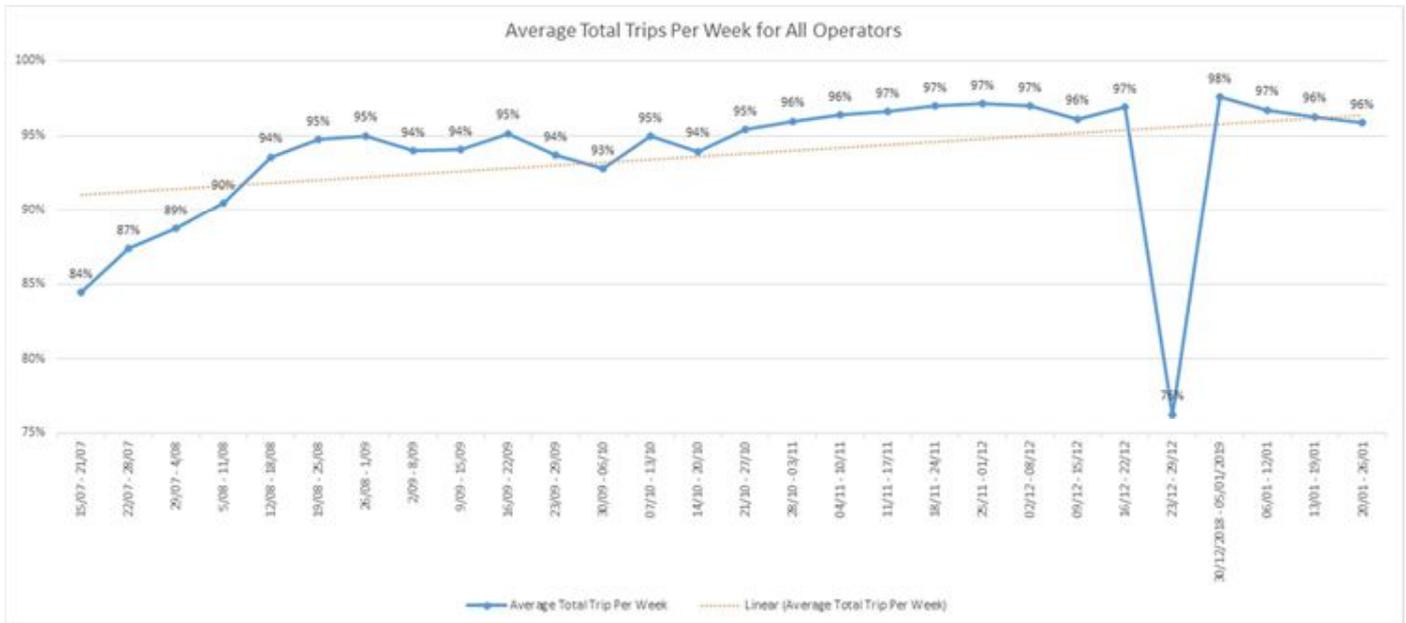
While we have capacity issues at Aotea College, there are some very low usage school buses serving primary/intermediate schools. Changes to school services are being worked through with the bus operator and details yet to be confirmed.

## 6. Real Time Information

The Real Time information (RTI) system is now in a stable and operational state that reflects the status of the network and actions of the driver and operators. Work continues to improve the processes of managing on-bus equipment and the implementation of improved systems, both through the recently completed audit and the planned release of new versions of the driver display software.

## 6.1 Current tracking and performance

In recent months, the tracking of the buses has settled around the mid 90% mark. The fluctuations in the average tracking denotes ongoing fleet changes within individual operators and the flexible approach to increased services that can take time to bed down (such as banker buses and route changes).



### 6.1.1 Post- Christmas outage

Of specific note is the impact of the 27 to 28 December 2018 RTI outage (reflected in the average tracking percentage dropping to 76% on that week). This outage occurred as the result of a process failure. The process failure was promptly resolved by both GWRC officers and representatives of our key vendors.

A full post incident review of this outage has been completed and additional actions and steps are currently being implemented to ensure an outage of this nature does not reoccur.

## 6.2 Improvements and actions since last report

The focus of the current period has been to assess the state of on bus equipment network wide, and initiate improvements that will assist in the elimination of ‘Ghost buses’.

### 6.2.1 On-bus audit

As part of upgrades to the Snapper ticketing hardware, a complete audit of all on-bus equipment was undertaken by our vendor’s hardware contractor HTS Group Limited.

This audit identified that 14% of the buses audited had issue. These issues ranged from incorrect software through to damaged hardware. All of these issues have the potential to impact the reliability of customer RTI displays.

As an outcome of the audit, all damaged/incorrect devices are being repaired/upgraded and processes are being put in place to ensure a higher level of management of on-bus equipment is available.

#### 6.2.2 Cross Journey Predictions improvements

‘Cross Journey Predictions’ is the term used to describe the actions of a bus on a trip prior to that being displayed on a RTI onstreet display. These predictions are made to provide better information to the customer and accurately reflect both controllable (i.e. scheduled travel times) and non-controllable (i.e. traffic congestion at peak times) impacts on the estimated time a bus is expected at its next stop.

The current investigations have identified a number of ways that these predictions can be better managed.

### 6.3 Ongoing and future improvements

A number of updates are ready to be rolled out across the network, and are being scheduled in amongst the ongoing timetable and service design changes expected in late February and March 2019.

#### 6.3.1 Central System update

This server upgrade will provide improvement to the prediction generation process, the handling of dead runs (when buses need to relocate between services), and the journey cancellation process.

#### 6.3.2 On-bus Driver Display update

Improved information and processing for the drivers, including the resolution of some known bugs. To ensure that these changes do not impact other systems or recent improvements, this update will be trialled with specific operators and routes prior to full release.

#### 6.3.3 Intermittent Tracking issues

There have been some cases where buses with correctly configured and functioning on bus equipment fail to track. After some investigation, we are working with Vodafone (our network provider) to assist in identifying any root causes and resolutions.

## 7. Fleet

Mana’s six double-decker buses became operational as planned.

NZ Bus’s 17 double-decker buses are scheduled to start arriving in Wellington from 23 February 2019. These buses should arrive at a rate of approximately three per day. They will be fitted with RTI and Snapper as they arrive, and go into service on the Wellington routes progressively from 26 February 2019. They will be operational on the Eastbourne routes once these routes have been cleared for double-decker buses (estimated to be ready in April 2019).

### 7.1 Future fleet

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

Officers are aware that operators are experiencing a shortage of large vehicle buses in their fleets. We are working with them to develop a solution to this issue.

## **7.2 Reinstatement of seats**

There are 17 buses that require seat reinstatement. Reinstatement of seats has been completed on three buses. With a limited spare pool, the operational focus is to ensure that customers are able to access a bus, rather than accelerate the seat replacements, which takes buses out of service.

It is anticipated that by 30 May, all 17 buses will have standing areas replaced with seats (approximately eight seats per bus).

## **8. Infrastructure**

### **8.1 Bus hubs - progress since last update**

Miramar, Brooklyn, Kilbirnie and Newtown hubs are all now in operation. Stop C at Johnsonville is complete and will come into operation on 17 February 2019.

Work is currently underway on Johnsonville Stop B and Karori Stop B. Both stops are expected to be complete by mid-to-late March.

#### **8.1.1 Kilbirnie median fence and canopy**

The median fence for the Kilbirnie hub has still not been constructed due to a conflict between engineering requirements (a foundation with piles to prevent over-turning) and Wellington Electricity requirements (no excavation within 500mm of strategic cables). A recent meeting with Wellington Electricity has delivered a strategy that will allow for pile excavation. As this work is very involved, construction is not expected to be complete for a number of months.

Work on the Kilbirnie pedestrian canopy is scheduled to begin in April 2019.

#### **8.1.2 Minor changes to hub plans – Johnsonville and Karori**

There have been some minor changes to plans for Karori and Johnsonville hubs.

At Karori, our plan to locate a narrow shelter on the footpath on the west side of Glenmore Street to serve Stop A has been prevented by the discovery of a large number of very shallow underground services running through the shelter location. Instead, we intend to introduce seating, lighting and CCTV under the veranda of the existing business premises (Justin Smith and Associates) adjacent to the stop.

At Johnsonville, we had intended to install a new shelter adjacent to the railway station in the Mall carpark to create a customer-friendly interim Stop A until an alternative Stop A was constructed under the canopy of the new library. Delays to the project and the progress on the library now mean we no longer consider it necessary to create the interim Stop A in the Mall carpark. Instead, we are exploring options to begin construction on the permanent Stop

A, adjacent to the library in July 2019, with the goal of having the new stop operational when the library opens to the public in November 2019.

#### 8.1.3 Courtenay Place and Wellington Bus (Lambton) Interchange

A report on options for hub developments at Courtenay Place and the Wellington Bus Interchange was delivered to WCC officers in January 2019. We are still working with WCC officers to agree a path forward at this site.

#### 8.1.4 Project budget

There have been no changes to project budget since last report.

### 9. **Bus priority measures**

Officers from WCC and GWRC have agreed to set up a joint management working group for overlapping transport issues. This management group will make joint reports to the joint transport working group (which will be made up of Councillors) including identifying any issues where further discussion is required.

In addition, as part of Let's Get Wellington Moving, officers have started preliminary work to scope a series of early improvements, including bus priority measures.

### 10. **Bus implementation review**

The terms of reference for the second stage of the post-implementation review will be provided to the next meeting of the Committee for approval. The immediate focus area of the review will be the routes serving the Miramar Peninsula.

### 11. **Reference Group – update**

The Public Transport Users Group met on 22 January 2019. Members discussed a number of key issues relating to the network, including:

- Providing Metlink real-time data so members can identify trends and hot spots across the network
- Upcoming service changes: the new 3 February 2019 timetables, expected increases in patronage for February and March (traditionally the busiest time of the year), and the introduction of double-decker vehicles on key NZ Bus routes to address capacity in March 2019
- The status of infrastructure projects across the Region
- The importance of ongoing quality communication with customers in accessible and consistent formats. Also taking in to account information needs of customers who may not be familiar with the Region.

Members feel that bus priority for the city is a key aspect that needs to be addressed, especially along the golden mile, if real progress with the network is to be made.

## **12. Community engagement**

### **12.1 Public information activity update**

Customer and wider engagement activity has continued to provide a consistent presence in communicating on-going network enhancement measures. This has been designed to provide detailed public information where timetable adjustments require customer awareness and preparation, particularly the major package of changes introduced on 3 February 2019, as detailed in this report.

This has been deployed through a comprehensive programme of paid media (advertising) to ensure the widest possible reach across the Region, supported by detailed messaging utilising digital channels targeting specific changes by route. This has resulted in high levels of comprehension among customers (evidenced by the types of enquiries received by our contact centre, in social media and, anecdotally, through the customer experience leads located at network pinch points).

In conjunction with on-going customer information communications, recent industrial action has required a system of pre-emptive, public engagement to minimise the impact on customer routines.

As the network reaches greater levels of stabilisation, a greater shift toward how to 'work the network' will be introduced through a wide range of proactive messaging and channels and detailed in subsequent Committee reports.

## **13. Responses to public participation**

### **5 December 2018**

Mike Mellor and Robin Boldarin each spoke to item 6 on the agenda, Implementation of new Wellington bus network - December update.

Sam Somers presented a petition in support of a direct Wellington Zoo/Wellington Railway Station Bus Service.

Kara Lipski presented a petition in support of an all day and weekend service, direct from Strathmore Park to Wellington City CBD via the Newtown suburb where the Wellington Regional Hospital is based.

Key issues raised during public participation relating to the implementation on the new network have been addressed according to subject matter.

#### **Wellington Zoo**

Issue: Petition to reinstate direct bus service to the Wellington Zoo.

Response: A trial service has been implemented. See section 5.1.8 of this report.

#### **Strathmore Park**

Issue: Strathmore Park needs a direct link to Newtown. Service should be all day and weekend too (petition and submitter).

Response: Comments noted. All Miramar Peninsula bus services will be considered as part of the network design review which will form part of the post-implementation review.

#### **Punctuality and bus priority**

Issue: There was concern that the punctuality target in contract is not ambitious enough. The importance of having bus priority measures to ensure that the network is able to operate effectively was also raised

Response: Comments noted. Officers are actively working to ensure that bus priority measures are in place (see above section 9 of this report). Punctuality targets in the operating contracts are industry standard.

#### **Hubs**

Issue: Two participants expressed dissatisfaction with bus hubs in general. One particular concern was raised regarding safety at the Kilbirnie hub, and the proposed changes to the Courtenay Place hub shelters

Response: Officers are aware that there are safety concerns at the Kilbirnie hub. A safety audit of bus hub facilities is in the process of being undertaken. Section 8 of this report sets out progress on the Kilbirnie hub and Courtenay Place hub shelters.

### **14. Communication**

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

### **15. 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.

### **16. 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.

## 16.1 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.

## 16.2 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.

## 17. Recommendations

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that Terms of Reference for Stage 2 of the Post Implementation Review will be presented to the meeting of the Committee on 20 March 2019.*
4. *Agrees that the review of Miramar Peninsular bus services will be a priority task for the Stage 2 of the Post Implementation Review.*
5. *Notes that after initial consideration of extending route 18 from Miramar to the Kilbirnie hub, officers propose that further consideration be made as part of Stage 2 of the Post Implementation Review.*
6. *Notes that a direct service to and from Wellington Station and Wellington Zoo has been introduced on a four-month trial basis at a cost of approximately \$44,000.*
7. *Notes that route 14 has been extended from Hataitai to the Kilbirnie hub.*
8. *Notes that additional direct peak services have been introduced on route 27 (Vogelton to the Central Business District) on a cost-neutral basis.*

Report prepared by:

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Report approved by:

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**Report** 19.12  
**Date** 14 February 2019  
**File** CCAB-20-639

**Committee** Sustainable Transport Committee  
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## **General Managers' report to the Sustainable Transport Committee meeting on 20 February 2019**

### **1. Purpose**

To inform the Sustainable Transport Committee (the Committee) of Greater Wellington Regional Council (GWRC) activities relating to the Committee's area 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 19.14).

### **3. Strategic Framework**

#### **3.1 Regional Land Transport Plan (RLTP)**

Two variations to the RLTP 2018-21 programme were approved at the 13 December 2018 Council meeting and have been sent to NZ Transport Agency for inclusion in the National Land Transport Programme.

Through the regional sector Transport Special Interest Group, GWRC is leading work to improve the role and purpose of RLTPs for the next round of plans to be adopted in 2021. We are also closely involved in a number of working groups with the Ministry of Transport and NZ Transport Agency relating to the next Government Policy Statement, the Long Term View, and the Investment Decision Making Framework.

### **3.2 Regional Public Transport Plan (PT Plan)**

The pre-consultation process on the PT Plan review has been initiated with a letter (and attached pre-consultation document) sent to statutory stakeholders on 16 January 2019.

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 also being initiated with mana whenua iwi and the accessibility sector.

The pre-consultation feedback is being sought until 11 March 2019 and will be used to help inform the development of a draft PT Plan. Subject to consideration of pre-consultation feedback, wider consultation on a draft PT Plan is from mid-April 2019.

## **4. Significant issues and projects**

### **4.1 National ticketing – Project NEXT**

The Registration of Interest phase of the procurement to secure a next generation national public transport ticketing solution for New Zealand was successfully completed on schedule in December. A shortlist of international prime contractors has been appointed and endorsed through approval by Council on 13 December 2018.

The second procurement component of the national ticketing solution is to procure a range of financial services. This Request for Tender was released to the market on 14 January 2019. Interest has been high and an encouraging number of registrations have been received.

PricewaterhouseCoopers was appointed as commercial advisors to the project and they are developing key elements of the requirements for the Ticketing Solution Request for Procurement (RFP).

In support of the development of the Ticketing Solution detailed requirements for the RFP, a series of workshops are being held with all participating authorities and the NZ Transport Agency; approximately 30 workshops will take place.

A series of pre-RFP workshops with the shortlisted suppliers are being scheduled for late-March 2019.

### **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.

Following Council's request at its last meeting in December 2018, officers have started work on operational guidelines for considering requests for free or subsidised fares for events. Officers will look to bring the operational

guidelines to the Committee for consideration at the 20 March 2019 Committee meeting.

### **4.3 Bus advertising**

On 30 October 2018, the Committee was advised that officers would commence a bus advertising trial. The trial related to the location of advertising on buses. Specifically:

Double-deckers: on the roadside position (located behind and above the driver's side window)

Standard bus: lower side position (below windows).

It was agreed that the trial would commence from November 2018 and be reviewed in February 2019.

Double-decker roadside advertising went live in December 2018. Officers ensured that, in accordance with Council's request, no windows were covered. The response from commercial customers to date has been positive, with several campaigns being sold for December, January and February. e.g. Resene Paints, Coca-Cola fruit burst, and Book Depository. The first standard bus lower sides have been sold for the month of February 2019.

Advertising agencies set budgets six to 12 months ahead, so there is a lead time for spend after introducing new formats for sale. We expect the market response to both of our new formats to build over the next few months, as planning cycles catch up and budgets are reset.

We were notified in January 2019 that due to technical requirements for charging electric double-deckers, a pantograph on the rear will be installed. The pantograph will occupy a premium advertising space. Double-decker roadside advertising is an alternative clear space with no obstructions and is very attractive to advertisers who use the same format already in Auckland.

We have not received any negative feedback from customers about bus advertising on either the rear or sides of buses.

As a result of the trial's success, officers have determined to continue to sell advertising on bus sides (excluding windows).

#### **4.3.1 Bus wrapping - trial**

Officers organised a trial with the Pulse netball team to fully wrap a double-decker bus for the purpose of promotion of netball to the community. This campaign went live on 1 February 2019. There was a positive response from those that attended the launch event. Officers will continue to monitor the community response to this initiative which is due to run until June 2019.

#### **4.3.2 Bus wrapping – organisational approach**

At its meeting on 30 October 2018, the Committee requested that officers report to this meeting in relation to the progress of an organisational approach

for promotional bus wrapping. Officers will develop and implement further commercial double-decker wrap promotions as a premium and limited product.

This product will need to be developed and tested with the market prior to the creation of an organisational approach to bus wrapping.

#### **4.4 Rail**

##### **4.4.1 Linden bridge closure**

A detailed seismic assessment of the Linden pedestrian overbridge (the Bridge) identified that the Bridge poses a risk to users in the event of a large earthquake. On this advice, the Bridge was immediately closed.

Detailed strengthening design is currently in progress. The Bridge will not be able to be re-opened until the strengthening works has been completed, which is likely to be mid-to-late 2019 (depending on the final design solution).

##### **4.4.2 Kapiti Line timetable**

A revision to the Kapiti Line timetable is planned to be implemented on 24 February 2019. These changes are aimed at minimising rail congestion, which should have the effect of improving on-time performance.

The additional morning trial services from Waikanae that commenced in mid-2018 will be included in this timetable revision.

##### **4.4.3 Wairarapa**

Wairarapa commuters are enjoying the improvements to the carriage air conditioning system, which are performing significantly better during this year's heat wave.

Planning for increasing capacity on the 4:25pm Wairarapa service is progressing. However, a definite implementation date is not available at this time.

##### **4.4.4 Train crew shortages**

We are currently experiencing some issues with delivering all services, due to train crew shortages. We are working with our operator (Transdev) to explore all options to resolve this issue, and ensure the least disruption to as few customers as possible.

##### **4.4.5 Drop zones at railway stations**

In response to the rapid increase in shared mobility usage, including bike share and electric scooters, we are in the process of implementing trial drop zones at Petone, Waterloo and Upper Hutt railway stations. It is hoped the drop zones will encourage shared mobility vehicles to be left in a safe and convenient location rather than randomly spread around, and left in potentially dangerous locations (i.e. on platforms).



Officers will work with the Travel Choice Team on future developments in the shared mobility area.

## **5. Sustainable transport**

### **5.1.1 Workplace travel planning**

GW undertook a staff travel survey at Capital & Coast District Health Board (CCDHB) from December to the end of January and received 1,300 responses. These responses will help CCDHB develop facilities for staff including bike parking, end of trip facilities, and carpool parking.

Events have been held at CCDHB and Victoria University for staff to trial bikes, and find out more about safety and journey planning.

### **5.1.2 Movin'March:**

Over half of all of the Region's primary schools have registered for Movin'March this year, an increase of 20 schools. Movin'March encourages and celebrates walking and "wheeling" (biking, scooting and skating) to school. Teachers receive classroom resources and there are a number of competitions and prizes for students.

### **5.1.3 Aotearoa Bike Challenge**

The Aotearoa Bike Challenge kicked off on 1 February 2019 and to date between 350 to 400 organisations are involved, with almost 4,000 individuals having registered. Bike-to-work day took place on 13 February 2019 on Queens Wharf, Wellington City, and the Dowse in Lower Hutt.

### **5.1.4 Bus bike workshops**

Three bus bike workshops have been held with TranzUrban drivers. We are working hard to get other operators on board.

## **6. Responses to public participation**

### **5 December 2018**

Sam Somers presented a petition in support of a direct Wellington Zoo/Wellington Railway Station Bus Service.

Kara Lipski presented a petition in support of an all day and weekend service, direct from Strathmore Park to Wellington City CBD via the Newtown suburb where the Wellington Regional Hospital is based.

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

Robin Boldarin spoke to item 6 on the agenda, *Implementation of new Wellington bus network - December update*.

Issues raised during public participation have been addressed according to subject matter in Report 19.14.

## 7. The decision-making process and significance

No decision is being sought in this report.

### 7.1 Engagement

Engagement on this matter is unnecessary.

## 8. Recommendations

*That the Committee:*

1. **Receives** the report.
2. **Notes** the content of the report.
3. **Notes** that officers will develop and implement further commercial double-decker wrap promotions as a premium and limited product.
4. **Notes** that a bus wrapping product will need to be developed and tested with the market prior to the creation of an organisational approach to bus wrapping.
5. **Endorses** the actions taken by officers for matters set out in this report.

Report approved by:

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General Manager, Public  
Transport

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