



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

If calling please ask for: Democratic Services

3 May 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, 8 May 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, 8 May 2019
in the Council Chamber, Greater Wellington Regional Council, Level
2, 15 Walter Street, Te Aro, Wellington at 9.30am**

Public Business

Page No.

1.	Apologies		
2.	Declarations of conflict of interest		
3.	Public participation		
4.	Confirmation of the Public minutes of 20 March 2019	Report 19.104	3
5.	Action items from previous Sustainable Transport Committee meetings	Report 19.170	9
6.	Public Transport Plan review - update	Report 19.130	12
7.	Public Transport – operational performance	Report 19.131	18
8.	Metlink service activities	Report 19.132	38
9.	Post implementation review of the Metlink bus transformation, Stage Two: update	Report 19.133	48
10.	General Managers' report to the Sustainable Transport Committee meeting on 8 May 2019	Report 19.122	53



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Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 8 May 2019

Report 19.104

20/03/2019

File: CCAB-20-675

Minutes of the Sustainable Transport Committee meeting held on Wednesday, 20 March 2019, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.32am

Present

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw, Lamason, McKinnon, Ogden (until 12.24pm), Ponter (until 12.18pm), Staples, and Swain, and Marama Tuuta.

Public Business

A minute of silence was observed as a mark of respect for those killed in, and impacted by, the act of terrorism in Christchurch on Friday, 15 March 2019.

1 Apologies

There were no apologies.

2 Declarations of conflict of interest

There were no declarations of conflict of interest.

3 Public Participation

Mike Mellor spoke to a presentation regarding bus and train performance on the Wellington Region public transport network.

John Cuthbert expressed his concerns about the operation of the bus network, particularly with regard to the cancellation of services and ongoing reliability issues with routes 13 and 22.

Tony Randle raised concerns about the lack of timeframes in the proposed terms of reference for the Metlink Stage 2 post implementation review, and about the need for predictability in the bus network.

A letter from Norman and Linda Wilkins regarding the Airport Flyer bus service was tabled.

4 **Confirmation of the minutes of 20 February 2019**

Moved (Cr Gaylor/ Cr Lamason)

That the Committee confirms the minutes of the meeting of 20 February 2019, Report 19.58.

The motion was **CARRIED**.

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

Report 19.69 File ref: CCAB-20-665

Moved (Cr Blakeley/ Cr Brash)

That the Committee:

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

The motion was **CARRIED**.

6 **Operational guidelines – requests for sponsorship or free or subsidised fares for events**

Paul Kos, Manager Public Transport Policy, introduced the report.

Report 19.86 File ref: CCAB-20-668

Moved (Cr Swain/ Cr Kedgley)

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:*

- a. *Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers.*
 - b. *On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:*
 - i. *as part of a strategy to reduce traffic congestion and network congestion associated with the event*
 - ii. *to address operational or safety issues related to public transport*
 - iii. *to reduce revenue leakage.*
4. *Agrees that decisions on fare subsidies for specific events shall be determined by the Sustainable Transport Committee, or in the case of urgency jointly by the Council Chair and the Chair of the Sustainable Transport Committee (or in each case by their Deputy if the officeholder is unavailable).*
 5. *Notes that officers will continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis.*
 6. *Notes that commercial sponsorship opportunities for public transport (should Metlink wish to pursue them) are best considered within a wider marketing/branding strategy for public transport and should be reported to the Committee for approval.*

Moved as an amendment (to be an additional motion)

Moved (Cr Ponter/ Cr Gaylor)

7. *Authorises the Chief Executive to organise appropriate signage of buses and trains in light of the terrorism event that occurred in Christchurch on Friday, 15 March 2019.*

The amendment was **CARRIED** and became part of the substantive motion.

The substantive motion was put to the vote and was **CARRIED**.

The meeting adjourned from 10.41am to 11.03am.

7 **Public Transport – operational performance**

Jonathon Gear, Business Performance and Insights Manager, introduced the report.

Report 19.72 File ref: CCAB-20-666

Moved (Cr Staples/ Cr Blakeley)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes the operational performance report attached as Attachment 1 to this report.*
4. *Notes that the information contained in Attachment 1 is complemented by the performance metrics currently published on the Metlink website.*
5. *Requests that officers include additional graphical information in the performance metrics on the Metlink website in a way that enables easy comparison with the “Target”, “Needs Improvement” and “Unsatisfactory Performance” levels that have been set.*

The motion was **CARRIED**.

Noted: The Committee requested that:

- Officers provide the Committee with details of the number of non-Metlink commercial public transport services in the Wellington Region, including those that operate on the Golden Mile.
- More comprehensive narrative is included in future versions of the Metlink performance report to support the information included in the tables and graphs and to provide commentary on any significant changes and their potential impacts.
- Officers provide the Committee with information on the patronage of feeder bus services (buses connecting with train services) across the region.

The Council Chair advised that he would formally write to the Mayor of Wellington City requesting that the City Council attach greater urgency to advancing bus priority lanes in Wellington City.

8 **Metlink service activities**

Rhona Hewitt, Manager, Business Network and Infrastructure (Acting), introduced the report.

Report 19.73

File ref: CCAB-20-667

Moved

(Cr Laban / Cr McKinnon)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees to defer any decision on the addition of late night trips to Strathmore Park until the review of the network design and timetables in Wellington’s eastern suburbs has been completed.*

The motion was **CARRIED**.

Noted: The Committee requested that officers provide the Committee with details of the priority list for placement of additional Real Time Information signs.

Cr Ponter departed the meeting at 12.18pm, during the discussion on the above item. Cr Ogden departed the meeting at 12.24pm, during the debate on the above item.

9 **Draft terms of reference – Post implementation review Metlink bus transformation: Stage two**

Wayne Hastie, General Manager, Strategic Programmes, introduced the report.

Report 19.88

File ref: CCAB-20-669

Moved

(Cr Kedgley/ Cr Swain)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Approves the terms of reference for stage two of the post implementation review of Metlink bus transformation attached as Attachment 1 to this report.*

The motion was **CARRIED**.

10 **General Managers' report to the Sustainable Transport Committee meeting on 20 March 2019**

Greg Pollock, General Manager, Public Transport, spoke to the report.

Report 19.68

File ref: CCAB-20-663

Moved

(Cr Lamason/ Cr Swain)

That the Committee:

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

The motion was **CARRIED**.

Noted: The Committee requested that officers provide further detail to the next meeting setting out steps taken by NZ Bus to reduce the driver shortage.

The Committee expressed concern about the implications and potential impacts of the amendments to the Employment Relations Act on bus services in the Wellington Region.

The meeting closed at 1.21pm.

Cr B Donaldson
(Chair)

Date:



Report 19.170
Date 1 May 2019
File CCAB-20-697

Committee Sustainable Transport Committee
Authors Greg Pollock, General Manager, Public Transport
Wayne Hastie, General Manager, Strategic Programmes
Luke Troy, General Manager, Strategy

Action items from previous meetings

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

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

Recommendations

That the Committee:

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

Report approved by:
Greg Pollock
General Manager, Public
Transport

Report approved by:
Wayne Hastie
General Manager, Strategic
Programmes

Report approved by:
Luke Troy
General Manager, Strategy

Attachment 1: Action items from previous meetings

Attachment 1 to Report 19.170

Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
9 May 2018	<p>Resolution</p> <p><i>Requests officers work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p>	<p>Status: <i>In progress</i></p> <p>Comments:</p> <p>Letter sent to Ministry of Transport and NZ Transport Agency to advise them of our willingness to work with them to develop nationwide tailpipe testing of bus emissions.</p>
30 October 2018	<p>Resolution</p> <p><i>Agrees to consider route and service option changes for Churton Park as part of the post-implementation review to commence in the first quarter of 2019, including the feasibility of looping the off-peak Route Number 60 service via the Churton Park shops.</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments:</p> <p>Will be considered as scheduled.</p>
20 February 2019	<p>Noted</p> <p>The Committee requested officers provide a timeframe to work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.</p>	<p>Status: <i>Updated</i></p> <p>Comments:</p> <p>See comment above</p>
20 February 2019	<p>Resolution</p> <p><i>Requests the Chief Executive to convene a forum of all relevant stakeholders to seek a coordinated national approach to resolving driver shortages.</i></p>	<p>Status: <i>In progress</i></p> <p>Comments:</p> <p>See update in section 2.3.1 of Report 19.122</p>
20 February 2019	<p>Noted</p> <p>The Committee requested that officers consider a more direct level of engagement with customers following further trials of the double-decker bus wrapping.</p>	<p>Status: <i>Awaiting action</i></p> <p>Comments:</p> <p>Will be actioned following further trials</p>
20 March 2019	<p>Noted</p> <p>That officers provide the Committee with details of the number of non-Metlink commercial public transport services in the Wellington Region, including those that operate on the Golden Mile.</p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 3.3 of Report 19.131</p>

20 March 2019	<p>Noted</p> <p>That more comprehensive narrative is included in future versions of the Metlink performance report to support the information included in the tables and graphs and to provide commentary on any significant changes and their potential impacts.</p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See Attachment 2 of Report 19.131</p>
20 March 2019	<p>Noted</p> <p>That officers provide the Committee with information on the patronage of feeder bus services (buses connecting with train services) across the region.</p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 3.4 of Report 19.131</p>
20 March 2019	<p>Noted</p> <p>That officers provide further detail to the next Committee meeting setting out steps taken by NZ Bus to reduce the driver shortage.</p>	<p>Status: <i>Completed</i></p> <p>Comments:</p> <p>See section 2.3.2 of Report 19.122</p>



Report 19.130
Date 18 April 2019
File CCAB-20-683

Committee Sustainable Transport
Author Zara Webb-Pullman, Policy Advisor, Public Transport

Public Transport Plan review - update

1. Purpose

To provide the Committee with a summary of feedback from pre-engagement with statutory stakeholders for the Wellington Regional Public Transport Plan (PT Plan) review, outline implications for the review, and provide an updated schedule for the review.

2. Background

Under the Land Transport Management Act 2003 (the Act), Greater Wellington Regional Council is required to review the PT Plan after changes are made to the public transport components of the Regional Land Transport Plan. The Regional Land Transport Plan was updated in June 2018 to reflect the desired direction and the transport activities for which the region is seeking funding over the next three years. As part of that update, public transport was identified as a short term focus area.

The Act also requires the PT Plan to remain current. While the PT Plan has been varied three times in response to specific issues (fares, PTOM units, and the Levin to Waikanae bus trial), many policies have not been updated since 2014 and a number of initiatives are well advanced or completed.

At its meeting on 20 June 2018, the Committee resolved to initiate a Review of the Regional Public Transport Plan starting in the 2018/19 financial year. The Committee was updated with a revised timetable for the PT Plan review at its meeting on 8 August 2018.

Taking account of the current operational environment and uncertainties around key projects (such as the Let's Get Wellington Moving project), the review approach was adjusted to be more iterative, to enable the Committee to adjust its approach and timing if required.

2.1 Pre-engagement with key stakeholders

The Act requires Greater Wellington Regional Council, when preparing a PT Plan, to consult with the Regional Transport Committee, the territorial authorities in the region, the NZ Transport Agency, the Ministry of Education, public transport operators in the region including exempt operators, and KiwiRail.

Consultation with statutory stakeholders was undertaken through the circulation of a pre-engagement document in mid-January 2019, with feedback sought by 11 March 2019. Officers also met with operators and the NZ Transport Agency to discuss feedback

While not required under the Act, officers also engaged with mana whenua, through Ara Tahi, and with the accessibility sector through an accessibility reference group for the review of the PT Plan.

3. Summary of feedback

Feedback on the overall direction and approach of the document was generally positive, with strong support noted for the proposed priorities.

Some stakeholders suggested new priorities (or a stronger focus) for areas such as safety and accessibility of public transport. Other stakeholders suggested some areas, such as using customer insights to inform all aspects of public transport, need not be a separate priority.

Wellington City Council suggested delaying the release of the draft PT Plan to allow the outcomes of the Let's Get Wellington Moving project to be incorporated into the draft PT Plan.

There were a number of comments on or suggestions to improve policies and actions, including a more overt linkage of policies and actions to the main priority areas.

3.1 Feedback on proposed priorities

Priority 1: Use customer insight to inform all aspects of public transport

There was strong support for this priority.

Kapiti Coast District Council commented that taking a customer centred approach, undertaking early community and customer engagement, and understanding customer needs will ensure that there is a public transport system that better reflects requirements. The NZ Transport Agency suggested this priority area be embedded across all strategic priorities and policies as a means of measuring success and identifying key actions rather than as a separate priority.

Priority 2: Improve the planning and delivery of public transport services

There was strong support for this priority.

Wellington City Council expressed the need for clear success measures regarding the implementation and delivery of public transport services. Kapiti

Coast District Council supported this priority but raised the need for more engagement with local councils during the service planning process.

Priority 3: Provide a high capacity, high quality core network

There was strong support for this priority.

Wellington City Council requested a stronger focus on central Wellington mass transit. Wellington City Council and the NZ Transport Agency sought inclusion of key Let's Get Wellington Moving project outputs (when these are known). Masterton District Council and Kapiti Coast District Council expressed strong support for the Regional Rail Plan initiatives for Wairarapa and the Manawatū lines. Some councils suggested that this priority should not be at the expense of other public transport services (particularly bus travel) outside of Wellington City.

Priority 4: Improve multimodal access to public transport, including a new approach to park and ride

There was strong support for this priority.

The majority of comments related to providing further detail on the planned approach to park and ride, including consideration of commuter parking near bus stops, plans to improve facilities, the potential downstream impacts of charging, and how potential changes would be implemented. Masterton District Council noted that the local context and pressures on park and ride facilities can vary between communities. Other feedback suggested more consideration of emerging trends such as micro-mobility and of the use of new technologies for demand management. Porirua City Council suggested alternative options to get to the train station (e.g. safe bike routes and/or buses) should be introduced before introducing charging.

Priority 5: Transition to a zero-carbon, fully electric fleet

There was limited comment on this priority.

Operator Mana Coachlines sought further information on the planned approach to the wider introduction of electric vehicles, suggested that Greater Wellington Regional Council take a lead role in the provision of electric vehicle infrastructure, and commented that incentives for operators to invest in electric vehicle technology would be needed. The NZ Transport Agency suggested a wider multimodal focus on electric vehicle use, which was echoed by the ferry operator East by West.

Priority 6: Provide integrated fares and ticketing

There was limited comment on this priority.

Wellington City Council commented that implementing integrated fares and ticketing needs to be a high priority over the next PT Plan period. Kapiti Coast District Council sought more information on how the rollout would occur across modes and how multimodal travel would be accommodated during this

transition process. Some changes to fares were also suggested, such as merging central Wellington fare zones 1 and 2, and providing a wider range of free connection opportunities across the region.

3.2 Feedback on policy areas

Feedback on the more detailed policies was also generally positive, with a wide range of specific comments on specific policies and actions.

Importantly, there was positive feedback and engagement from the accessibility reference group on many of the proposed policies and actions. Areas for improvement included setting the policies in a more strategic context (e.g. The United Nations Convention on the rights of persons with disabilities and the NZ Disability Strategy) and ensuring a stronger focus on accessibility for all across all aspects of a journey.

Wellington City Council expressed strong support for the policies to implement a 'high frequency, high quality core network', but noted further detail would be provided with the Let's Get Wellington Moving project. The NZ Transport Agency suggested using the policies more overtly to link growth expectations to public transport levels of service, thereby providing more certainty for transport and land use planners, along with communities.

Masterton District Council suggested further engagement with councils on the school bus policy section, recognising the different local contexts and appropriate interventions recommended across the region.

4. Implications for the review

While a good start, the pre-engagement process has identified that further work is needed to refine policies and priorities to reflect stakeholder feedback. Officers will continue with policy development and engagement on specific issues (e.g. school bus policy, accessibility policies, fares) as required.

The current environment of ongoing operational change has also created uncertainty for the development of a draft PT Plan. These changes include ongoing service adjustments, and planned service cancellations due to vehicle and driver shortages affecting some operators.

In addition, there are several large projects underway that have significant potential to influence the future strategic policy direction for Public Transport. Further work and time is needed to allow these existing projects and processes to conclude and their findings to be considered by the review. For example:

- *The post implementation review of the network* - This review could lead to changes to the Metlink network and services, which will need to be included in the PT Plan. Council has also committed to significant public consultation for this review, starting with the eastern suburbs of central Wellington. Public confusion is likely if we are also consulting on a draft PT Plan.
- *Let's Get Wellington Moving* - Some stakeholders (e.g. Wellington City Council) have requested we delay the release of the draft PT Plan until

announcements are made on Let's Get Wellington Moving to ensure there is clear alignment.

- *Transition to all-electric bus fleet* – An electric bus fleet strategy is being developed to provide information on the costs and other considerations of different electric bus transition pathways and to inform the selection of a preferred transition pathway to an all-electric bus fleet. This strategy will incorporate and build on the existing 2015 fleet strategy, and its findings will need to be reflected in the next PT Plan.
- *Regional Rail Plan update* - The 2013 Wellington Regional Rail Plan is being updated to prepare for anticipated future rail patronage growth.

Given the importance of these projects, and the timing for the next local government elections, it is proposed to delay the development and release of a draft PT Plan until the new triennium.

A revised schedule will be developed and confirmed in the new triennium.

5. Variations to the 2014 PT Plan

Under the Act, Greater Wellington Regional Council may make variations to an existing PT Plan at any time. While it is proposed to delay the comprehensive review of the Plan, the Council can vary the 2014 PT Plan to deal with any necessary changes that are required in the interim period before the adoption of a new PT Plan.

6. Communication

Statutory and key stakeholders already approached for pre-consultation in January 2018 will be informed of the Committee's decision on the proposal to delay consultation of a draft PT Plan until the new triennium.

No further external communication to the wider public is proposed as an outcome of the consideration of this report.

7. Consideration of climate change

The matters requiring decision in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. Climate change and the implications of climate change from public transport initiatives and policies will be an important consideration in the review of the PT Plan.

8. The decision-making process and significance

The subject matter of this report continues a decision-making process that will lead to the Council making a decision of high significance within the meaning of the Local Government Act 2002. The decision-making process is explicitly prescribed by section 125 of the Land Transport Management Act 2003 and must include consultation in accordance with the consultative principles specified in section 82 of the Local Government Act 2002, or the special consultative procedure in sections 83 and 87 of the Local Government Act.

8.1 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

9. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees to delay the development and release of a draft PT Plan for public consultation until the new Council triennium.*
4. *Notes that variations to the 2014 PT Plan can be made at any time.*

Report prepared by:

Zara Webb-Pullman
Policy Advisor, Public
Transport

Report approved by:

Paul Kos
Manager, Public
Transport Planning

Report approved by:

Greg Pollock
General Manager,
Public Transport



Report 19.131
Date 29 April 2019
File CCAB-20-684

Committee Sustainable Transport
Author Jonathan Gear, Business Performance and Insights Manager

Public Transport – operational performance

1. Purpose

To provide the Committee with an update of current operational performance compared to historical trends.

2. Background

Metlink now has access to more information than ever before relating to the performance of its public transport network.

Officers have developed a monthly report drawing on available information to provide performance reporting at the level provided in other authorities. To enable the public to easily access this information it will be updated monthly when information becomes available and published on the Metlink website.

This report also provided answers to questions posed by the Committee at the last meeting.

Please note that proposed remedies and actions aimed at improving performance will be reported on via the Metlink service activities report (Report 19.132), which will follow operational reports on the agendas for these meetings.

3. Operational matters

The analysis below is to provide answers to questions that have been posed in regards to the new bus network that was introduced in mid-2018.

3.1 Congestion in Wellington City (variability of travel times)

At the last Committee meeting, members expressed interest in seeing information on how congestion in Wellington City is impacting on the variability of travel times across the city.

Officers have prepared an analysis of travel time variability attached as **Attachment 1** to this report. The analysis shows the travel time variability

during weekdays in March for a key route variant on each of the routes 1, 2, 3, and 7.

The key findings of the analysis are:

- The longest median travel time on a route variant can be more than twice that of the shortest
- Travel times are consistently longer in the AM peak and when schools break each day at 3pm
- Bus priority measures at key pinch points on routes would reduce travel time variability. However, addressing a single trip leg will not remove variability entirely as variability occurs throughout trips.

3.2 Comparing Wellington performance with Auckland

At its last meeting the Committee was presented with analysis from Mike Mellor during public participation that compared on-time performance at origin for Tranzit and NZ Bus delivering services for Metlink with that being achieved by the same operators delivering services for Auckland Transport. This section of the report investigates the reason for the differences.

Table 1 below has been prepared to compare a high frequency route delivered for Auckland Transport (NX2 – Albany to University and University to Albany) against comparable high frequency routes delivered for Metlink. These metrics illustrate how the different timetables can contribute to the difference in performance.

Table 1: Comparison of high-frequency routes in Wellington and Auckland

	Auckland: Route NX2	Wellington: route 1 (single variant)	Wellington: route 7 (single variant)
Route variant	Albany to Auckland University / Auckland University to Albany	Island bay to Churton Park	Kingston to Wellington
Trip length	c. 18.3km ¹	20.9km	6.4km
Trip duration	37 minutes	60 to 80 minutes	23 to 34 minutes
Trip average speed	c. 30km/h	16-21 km/h	11-17 km/h
Stops	12	52	24
Stops per km	0.7	2.5	3.8
Weekday frequency between 6:30am to 6pm	4 - 10 minutes	20-35 minutes (8-20 minute frequency across all route 1 variants)	8-15 minutes
% of route on	c. 50%	No busway	No busway.

¹ Based on google maps estimate mapping the road distance between the origin and destination

busway		c. 1.07 km of full time bus lane 5.1%, c. 1.24 km of peak only bus lane 5.9%.	c. 0.8 km of full time bus lane 12.5%
Punctuality at origin (Dec-18)	99.0%	93.1%	93.8%

The data in Table 1 shows a number of factors that will impact on travel time variability and therefore impact on punctuality at origin for subsequent trips. The key differences between the metrics are:

- Lower travel speeds in Wellington, an indicator of congestion/traffic signal delays
- Lower ratio of busway/bus lane priority in Wellington. Busways limit the impact that external factors can have on travel times
- Longer trip durations in Wellington, compounding any delays
- Higher number of stops per km in Wellington.

The above factors illustrate how roadway configuration and network design can influence on punctuality at origin statistics.

3.3 Commercial bus services on the Golden Mile

At its last meeting, this Committee was provided with information relating to the number of Metlink buses using the Golden Mile. The Committee requested that it be provided with an update of that information including commercial bus services. Information including commercial bus services is provided below.

Number of Metlink and commercial services passing key Golden Mile stops

Between 8:01 - 9:00am on weekdays (excl public holidays)

Direction	Stop name	Jun-18			Aug-18			Apr-19		
		Metlink	Commercial ¹	Total	Metlink	Commercial ¹	Total	Metlink	Commercial ²	Total
Northbound	Lambton Quay at Cable Car Lane (5010)	113	7	120	91	7	98	96	7	103
Southbound	Lambton Quay at Hunter street (5508)	112	10	122	68	10	78	66	8 ³	74
Both directions		225	17	242	159	17	176	162	15	177

Between 5:01 - 6:00pm on weekdays (excl public holidays)

Direction	Stop name	Jun-18			Aug-18			Apr-19		
		Metlink	Commercial	Total	Metlink	Commercial	Total	Metlink	Commercial	Total
Northbound	Lambton Quay at Cable Car lane (5010)	101	14	115	65	14	79	68	11 ³	79
Southbound	Lambton Quay at Hunter street (5508)	105	6	111	72	6	78	77	6	83
Both directions		206	20	226	137	20	157	145	17	162

¹ 5 x commercial trips ran along the Golden Mile just before 8am

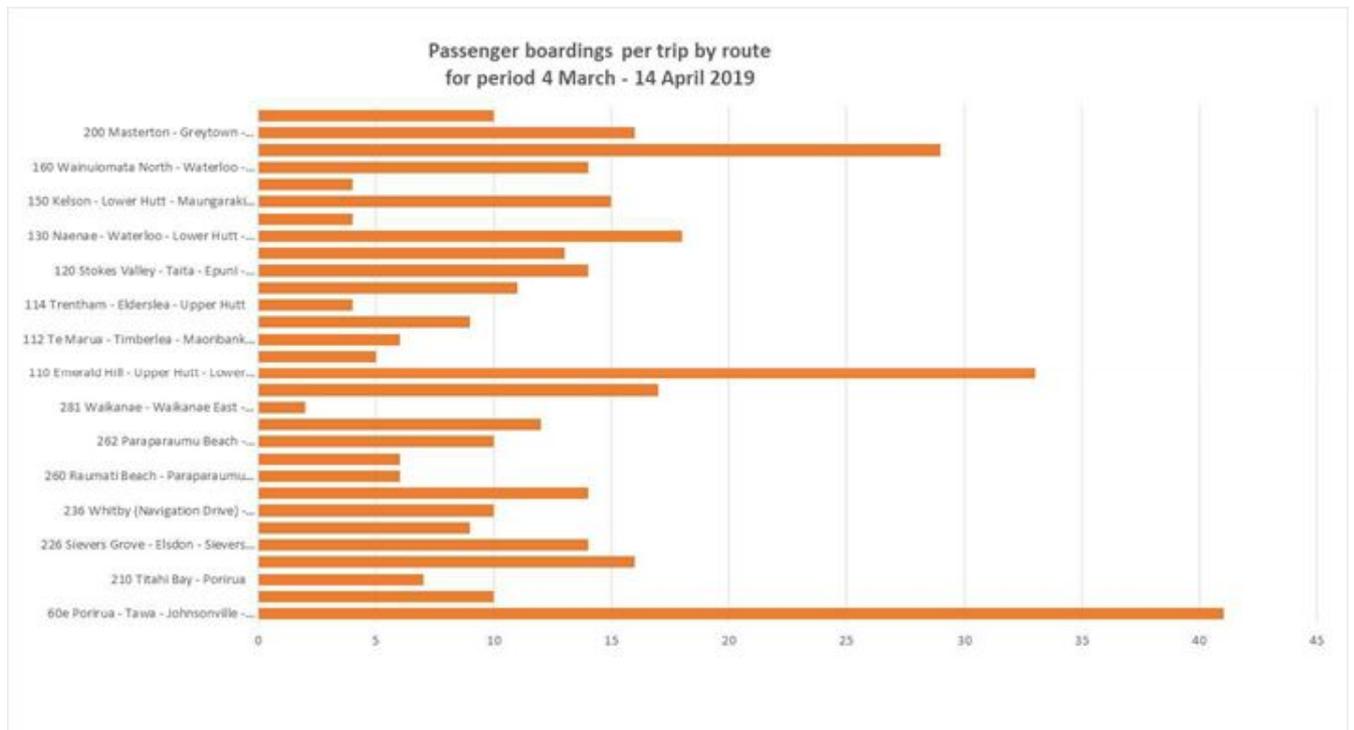
² 4 x commercial trips ran along the Golden Mile just before 8am

³ On 1 April 2019 New Zealand Coach Services combined the north and south Wainuiomata commuter routes, and the Upper Hutt commuter routes

3.4 Patronage of bus feeder services

At its last meeting, this Committee requested information on the patronage of feeder bus services (buses connecting with train services) across the region. Passenger boardings per trip by route for the period 4 March to 14 April 2019 is provided in the graph below.

The highest used bus route per trip with rail connections is route 60e (41 passenger per trip). This bus route travels from Porirua Station to Courtenay Place via Tawa and Johnsonville at peak times. This route provides a rail connection at Porirua but also a local service between key locations. The next highest used bus route by trip is in Hutt Valley (33 passengers per trip). The route 110 runs from Emerald Hill in Upper Hutt to Petone, and has planned connections with the rail at Upper Hutt Station. The lowest used bus route with rail connections is the new community requested Waikanae Township and Waikanae East bus route 281 (2 passengers per trip). This is a new local hourly 7 day a week service, which connects with rail at Waikanae Station.



4. Customer experience insights

The two key areas of operational performance that have influenced the customer experience over April are the positive impact of introducing double-decker buses on NZ Bus operated routes and the ongoing negative impact of peak service cancellations due to driver shortages.

The introduction of double-decker buses on routes 3, 36, and 31x (and ongoing improvement in correct bus size allocation) has improved passenger capacity in Wellington City’s eastern suburbs, particularly to and from Lyall Bay, at Hataitai village and through Newtown in the morning peak.

Planned and unplanned bus cancellations due to driver shortages have had a significant negative impact on some suburbs. Unplanned cancellations during the morning peak on routes 13, 22 and 14, on top of planned cancellations to route 22, have meant prolonged waits (of up to 30 minutes) and full buses unable to pick some passengers up in parts of Wadestown, Wilton and Northland. This has been further exacerbated by the late running of a morning

route 22 service from Johnsonville. Unplanned morning peak cancellations are also intermittently creating inconsistent frequency and extending wait times for direct services into the city from Strathmore Park (on routes 12, 12e) and Miramar North (route 31x) at times.

The frustration caused by cancellations has also been partly mitigated by informing customers in advance via Twitter and the Metlink website and app of each individual bus cancellation.

The ongoing issue with the late running (of over 10 minutes) of some services at peak times continues on routes 12, 12e, 13, 21 in the AM peak and routes 13, 33, 34 and 31x in the PM peak, is further impacting customers in Northland and Strathmore Park, as well as creating delays for customers in parts of Karori. Late running can further impact passenger capacity on buses, creating longer than scheduled waiting times for customers between peak services and full buses unable to load passengers at busy stops.

5. Monthly operational performance

5.1 Monthly report

[Attachment 2](#) to this report contains an overview (including commentary) of Metlink’s monthly performance report for the month of March 2019. Note that performance data for the month of April was unavailable at the time of writing this report.

5.2 Publishing performance metrics on the Metlink website

At its last meeting, this Committee requested that officers include additional graphical information in the performance metrics on the Metlink website in a way that enables easy comparison with the “Target”, “Needs Improvement”, and “Unsatisfactory Performance” levels that have been set.

Prior to this request reliability, punctuality at origin, and patronage were reported for bus on the Metlink website by route for the top 10 routes only. Further information was available providing passenger boardings for each mode and rail performance by line.

The following enhancements to the website, have been made: graphs were added that allow viewers to see the performance of Bus and Rail services overtime; and the achievement against the set performance levels and target. The changes can be viewed [here](#).

In addition to the changes requested, officers also used this as an opportunity to make further changes to improve performance reporting on the Metlink website. These further changes are:

- All performance reporting is provided on a single web page, previously delivered on four separate pages. This consolidates reporting for bus performance, rail performance, patronage, and customer satisfaction.
- The Monthly report has been formatted to improve readability and consistency with the Metlink brand.

- Bus performance reporting (reliability, punctuality at origin, and patronage) has been expanded to cover all public routes and a summary view for school routes by week. This information is formatted so users can see at a glance each route and the performance levels achieved by week.
- All information available on this page will be updated monthly as data becomes available.

Prior to these changes being published feedback was sought from the Wellington Public Transport Reference Group members on content, form and readability.

6. Communication

Operational performance reports will be placed on the Metlink website.

7. 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 public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

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.

7.1 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.

7.2 Engagement

Engagement on the matters contained in this report is not necessary.

8. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes the operational performance report attached as Attachment 2 to this report.*

Report prepared by:

Jonathon Gear
Manager, Business
Performance and Insights

Report prepared by:

David Boyd
Manager, Customer
Experience

Report approved by:

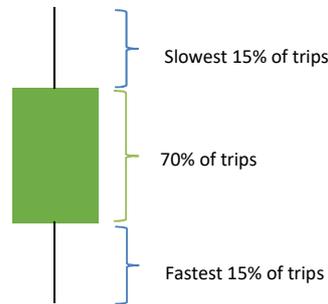
Greg Pollock
General Manager, Public
Transport

Attachment 1: Variability of travel times on key routes

Attachment 2: Operational performance

Variability of travel time on key routes

The analysis presented in this attachment shows the travel time variability during weekdays in March for a key route variant on each of the routes 1, 2, 3, and 7. This variability is illustrated by plotting the range in trip duration based on the time the trip starts. The facts for each hour of the day are represented by the following box and whisker chart information.

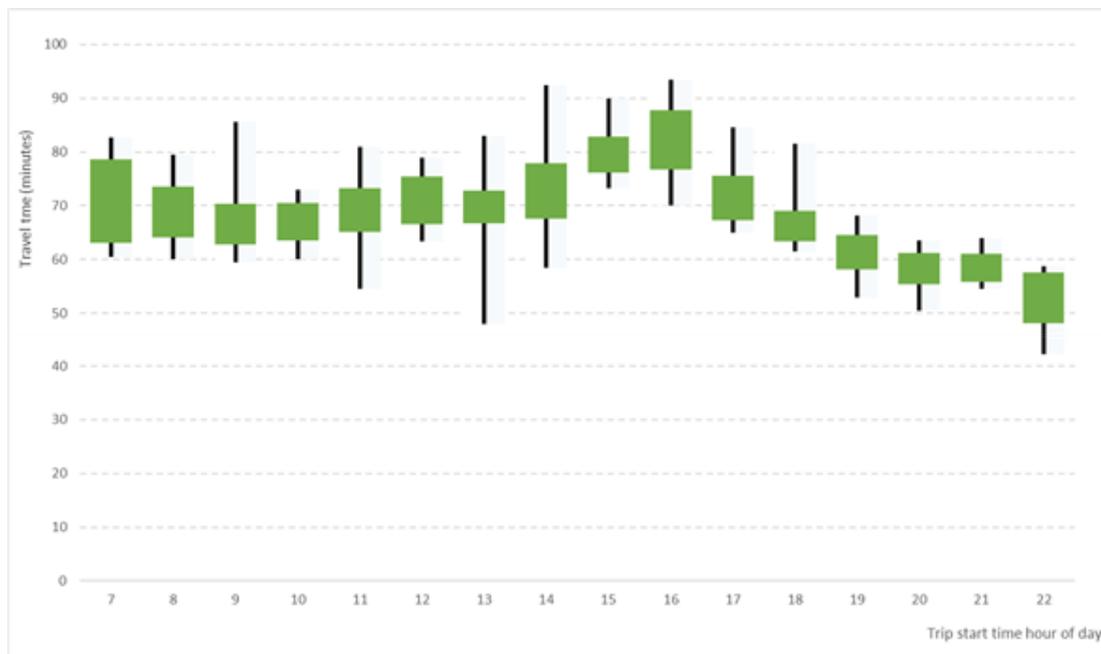


The travel time is the actual time required for the vehicle to travel from the first to last stop on the route. Variability is due to a number of factors including intersection delays, traffic conditions, number of bus stops, bus bunching and passenger demand which increases dwell time at stops.

Route 1: Island Bay to Johnsonville West

Travel times on this route variant range from 42 minutes to 93 minutes, with the median travel time by time of day ranging from 55 minutes to 82 minutes.

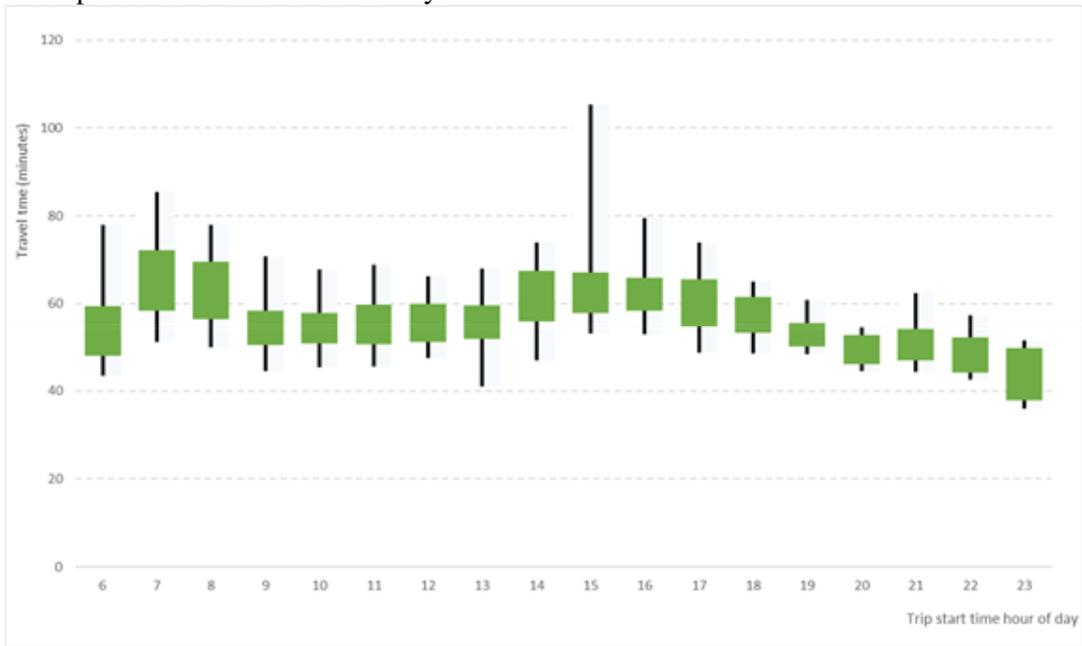
The travel time variability on this route variant is most significantly impacted by traffic conditions in the am peak and when schools break each day at 3pm.



Route 2: Karori to Seatoun

Travel times on this route variant range from 36 minutes to 105 minutes, with the median travel time by time of day ranging from 47 minutes to 64 minutes.

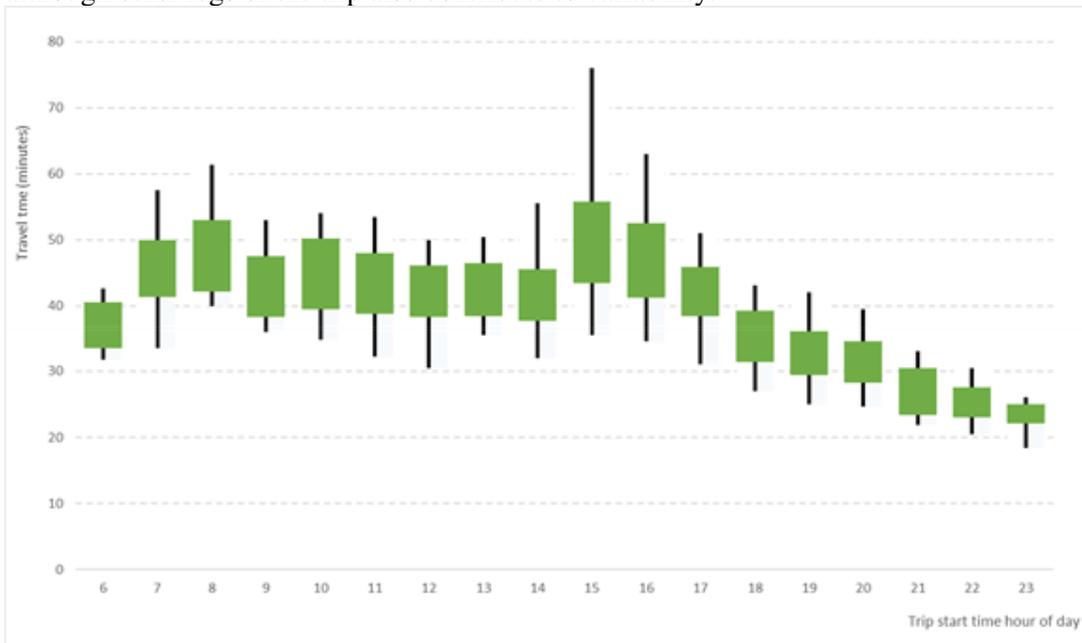
The travel time variability on this route variant is most significantly impacted by traffic conditions in the am peak and when schools break each day at 3pm. Variability is worst on this route variant between Karori West and the Karori tunnel, although other legs of the trip also contribute to variability.



Route 3: Lyall Bay to Wellington

Travel times on this route variant range from 18 minutes to 76 minutes, with the median travel time by time of day ranging from 24 minutes to 49 minutes.

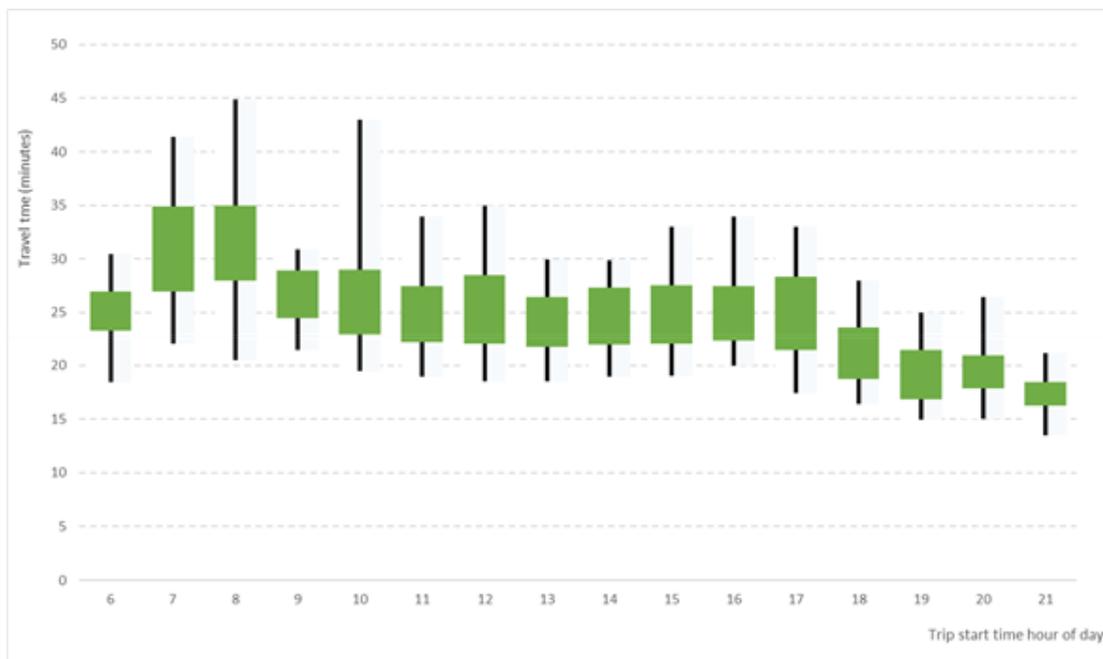
The travel time variability on this route variant is most significantly impacted by traffic conditions in the am peak and when schools break each day at 3pm. Further analysis of this trip between key points on the route shows that the most significant influence of the variability is the road between Riddiford Street in Newtown and Taranaki Street, although other legs of the trip also contribute to variability.



Route 7: Kingston to Wellington

Travel times on this route variant range from 13 minutes to 45 minutes, with the median travel time by time of day ranging from 18 minutes to 31 minutes.

The travel time variability on this route variant is impacted by traffic conditions between the am peak and after schools breaking each day at 3pm. The variability on this route variant cannot be isolated to an individual section of road.





Patronage

There are two ways to report on patronage: Passenger boardings and passenger journeys. A passenger journey is calculated by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of visibility on transfers between modes and on rail and ferry services.

Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.4% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.1% year on year. Boardings growth in Porirua has declined year on year following an historical trend, but this decline may be overstated in the current year due to the assumptions used to map the pre Jul-2018 routes to the new network map.

By area for March

	Mar-19	Mar-18	% Change
Wellington	1,794,941	1,676,203	7.1%
Hutt Valley	457,906	429,327	6.7%
Porirua	98,056	110,971	-11.6%
Kapiti	62,871	57,152	10.0%
Wairarapa	17,509	16,574	5.6%
Total	2,431,283	2,290,227	6.2%

By area - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Wellington	13,454,430	12,802,510	5.1%
Hutt Valley	3,438,457	3,367,061	2.1%
Porirua	719,022	837,164	-14.1%
Kapiti	451,752	439,371	2.8%
Wairarapa	124,562	141,459	-11.9%
Total	18,188,223	17,587,565	3.4%

Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 6.1% year on year. The majority of this growth has come from the Kapiti Line (+8.2% year on year) followed by the Hutt Valley Line (+6.7% year on year). In 2018 the Easter holidays commenced on 30 March but in 2019 they started on 20 April, this has contributed to the double digit growth figure when comparing March 2019 to March 2018. Patronage on the Johnsonville Line has declined year on year, impacted by three morning and three evening peak services being replaced by buses (implemented as an interim measure to respond to train staff shortages) and the bus network changes implemented in July 2018.

By line for March

	Mar-19	Mar-18	% Change
Hutt Valley	607,347	531,246	14.3%
Kapiti	600,022	520,058	15.4%
Johnsonville	136,319	141,529	-3.7%
Wairarapa	72,882	69,778	4.4%
Total	1,416,570	1,262,611	12.2%

By line - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	4,492,994	4,210,253	6.7%
Kapiti	4,451,734	4,113,000	8.2%
Johnsonville	1,094,979	1,118,378	-2.1%
Wairarapa	583,104	570,616	2.2%
Total	10,622,811	10,012,247	6.1%

Ferry Passenger boardings

For March

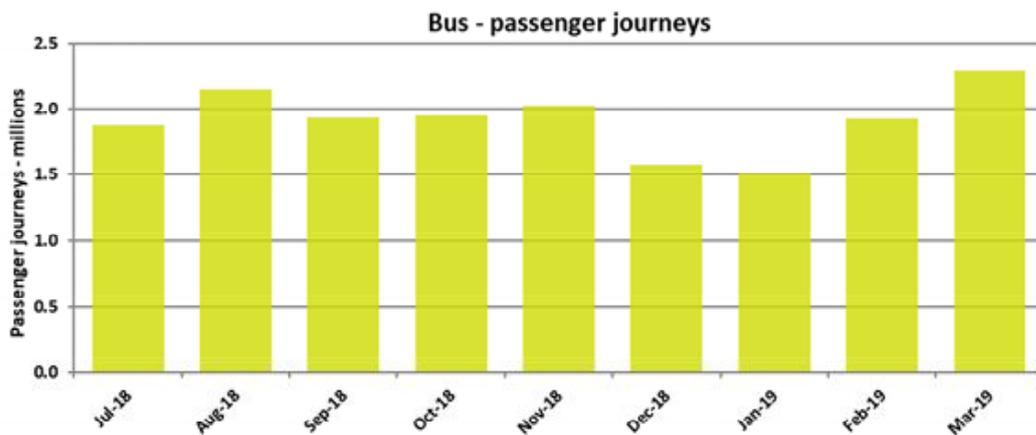
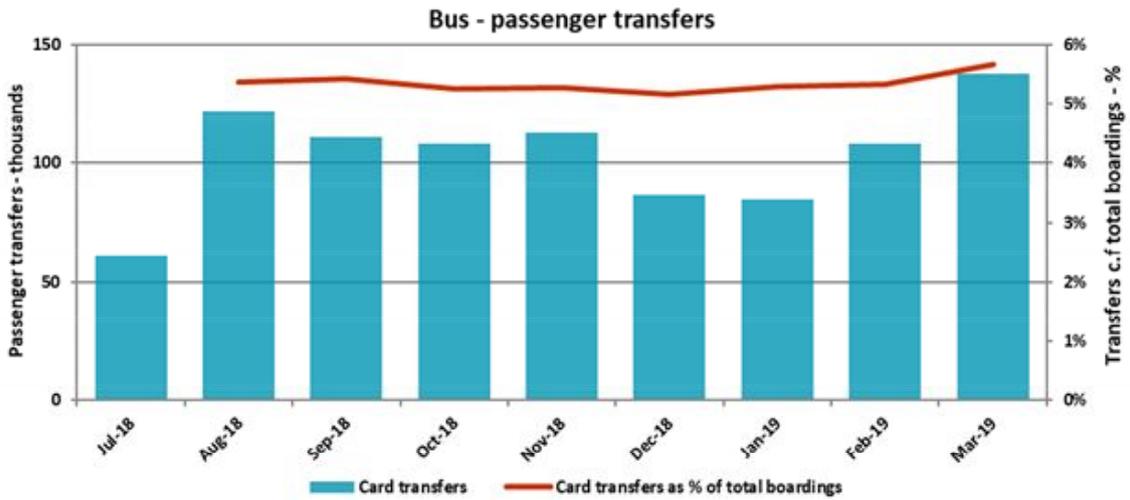
	Mar-19	Mar-18	% Change
Total	18,953	21,467	-11.7%

Year to date (Jul - Mar)

	2018/19	2017/18	% Change
Total	156,814	160,898	-2.5%

Bus Passenger transfers and Journeys

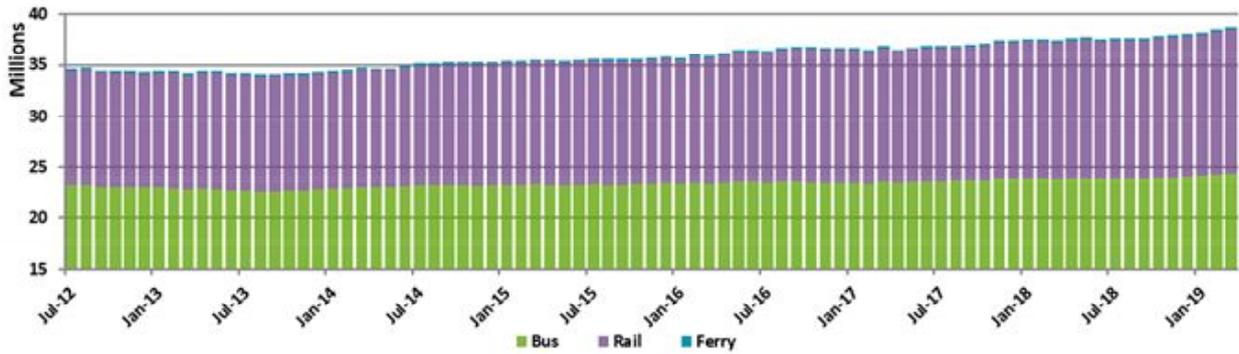
Card transfers account for 5.1% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.7%. Metlink is only able to report on transfer data for all bus services since mid-July 2018 when Snapper was implemented on all Metlink buses.



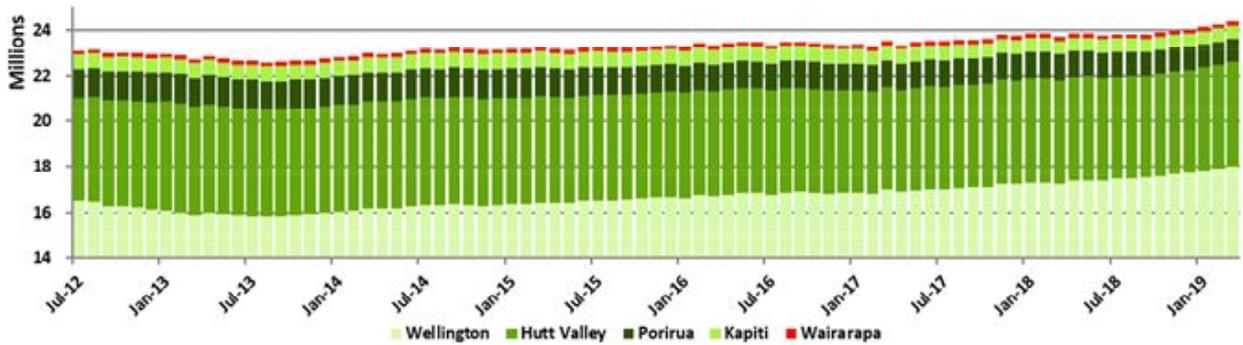
Passenger boardings trend

The following graphs show the number of passenger boardings using a 12 month rolling total. Boardings growth is occurring on bus and rail. However, ferry boardings are in decline after peaking in the year to January 2018.

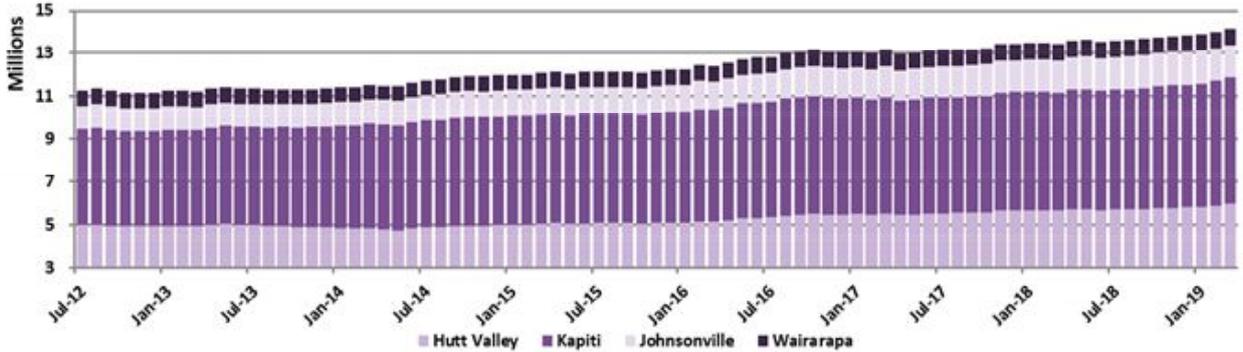
All modes



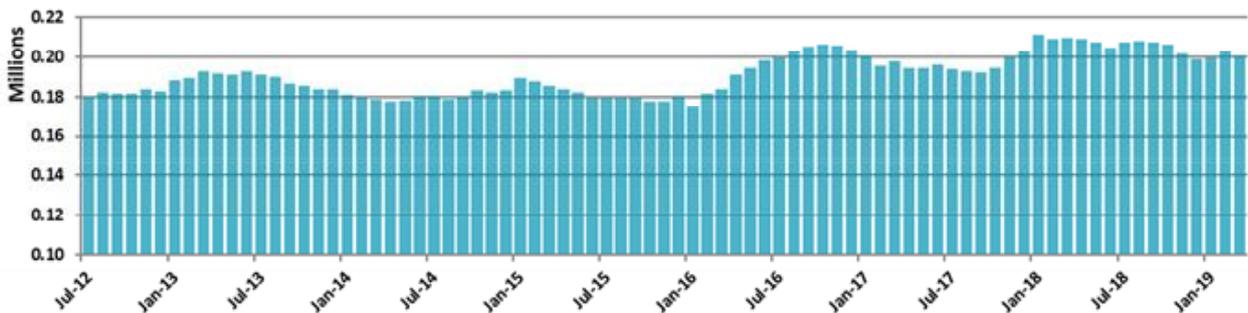
Bus



Rail



Ferry



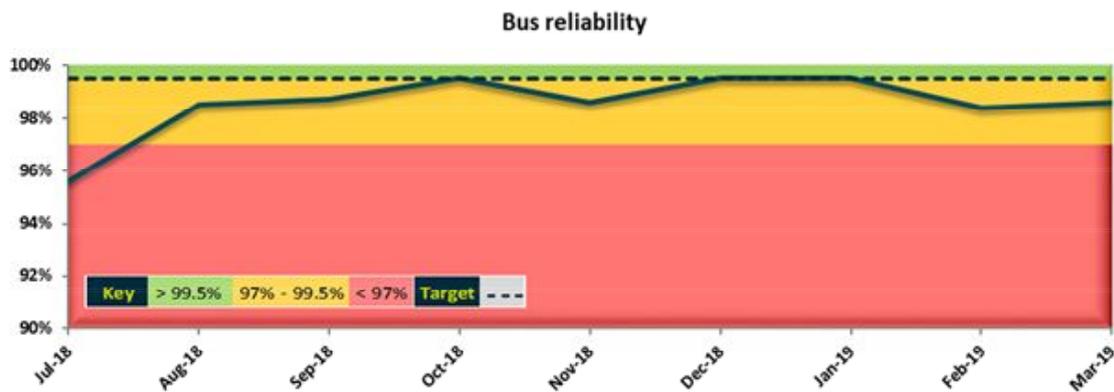
Bus service delivery

Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.6% of bus service were delivered reliably in March 2019, and 98.7% were delivered reliably since the new network commenced in Jul 2018.. Performance against this metric was negatively impacted in March as driver shortages led to services being cancelled, particularly in Wellington City’s East, West & City suburbs. From 25 February Metlink agreed that in the East, West & City sub-region NZ Bus would cancel 21 timetabled services per day (decreasing to 20 from 25 March). These 20 services were removed from the timetable from 31 March 2019.

Reliability - current month

	Mar-19
Wellington City	
Newlands & Tawa	99.1%
East, West & City	97.2%
North, South, Khandallah & Brooklyn	98.8%
Hutt Valley	99.2%
Porirua	99.5%
Kapiti	99.8%
Wairarapa	99.4%
Total	98.6%



Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality in March was 92.5%, and 92.4% year to date. Newlands & Tawa, Porirua, and Kapiti are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions. The poorest punctuality performance is occurring in the East, West & City sub-region.

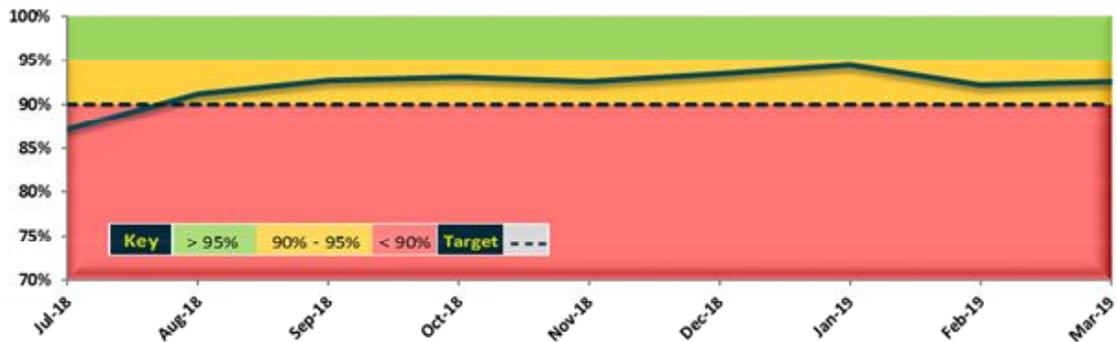
Punctuality - current month

	Mar-19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	88.1%
North, South, Khandallah & Brooklyn	92.5%
Hutt Valley	94.7%
Porirua	95.8%
Kapiti	98.4%
Wairarapa	93.2%
Total	92.5%

Punctuality - year to date (Jul - Mar)

	2018/19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	89.7%
North, South, Khandallah & Brooklyn	91.0%
Hutt Valley	93.7%
Porirua	95.4%
Kapiti	97.8%
Wairarapa	93.0%
Total	92.4%

Bus punctuality



Correct bus used

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route. In March 96% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 86%. This metric is expected to improve further in the East, West & City and Hutt Valley sub-regions due to NZ Bus introducing Double Deckers into service.

Correct bus used - current month

	Mar-19
Wellington City	
Newlands & Tawa	100%
East, West & City	94%
North, South, Khandallah & Brooklyn	96%
Hutt Valley	94%
Porirua	100%
Kapiti	100%
Wairarapa	100%
Total	96%

Correct bus used - year to date (Jul - Mar)

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	70%
North, South, Khandallah & Brooklyn	90%
Hutt Valley	92%
Porirua	98%
Kapiti	99%
Wairarapa	96%
Total	86%



Rail service delivery

Reliability

The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

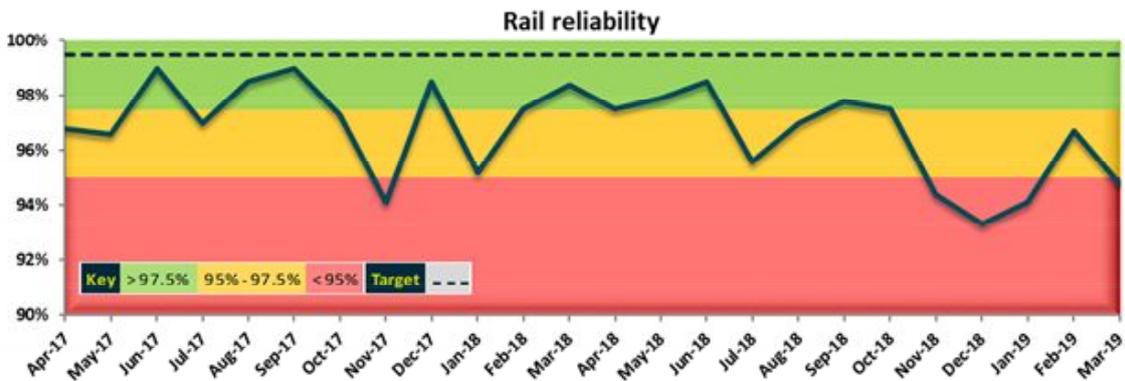
Rail service reliability is 94.8% in March, and 95.7% year to date. Performance across all lines has declined (year to date and current month) as staff shortages and maintenance issues have impacted on service delivery. Reliability on the Johnsonville line has declined more than other Lines as the operator aims to minimize the number of passengers impacted by un-reliable services.

Reliability - current month

	Mar-19	Mar-18	% Change
Hutt Valley	96.9%	98.2%	-1.3%
Kapiti	96.8%	98.2%	-1.4%
Johnsonville	88.9%	99.0%	-10.1%
Wairarapa	96.2%	97.7%	-1.5%
Total	94.8%	98.4%	-3.6%

Reliability - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	95.8%	97.2%	-1.4%
Kapiti	96.3%	97.4%	-1.1%
Johnsonville	95.2%	97.7%	-2.5%
Wairarapa	92.6%	94.7%	-2.1%
Total	95.7%	97.3%	-1.6%



Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

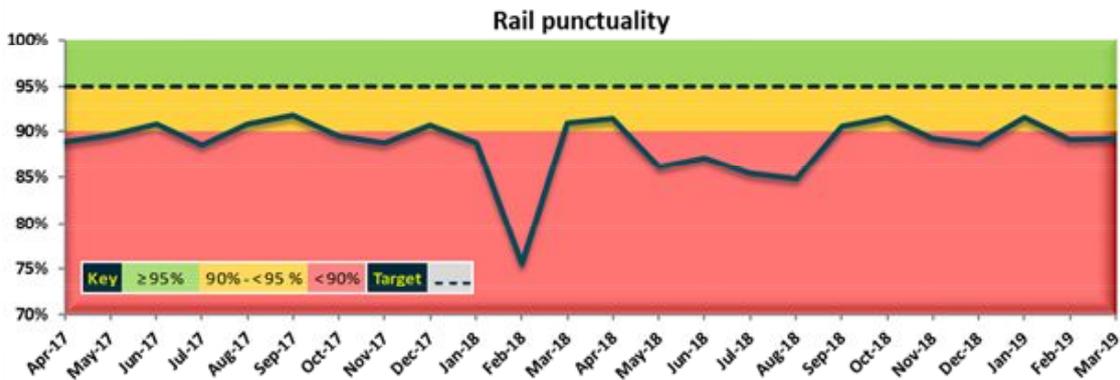
Punctuality in March was affected by a number of issues outside the operator’s control, including a number of network issues (signal, points and overhead faults) and three occurrences where a freight train broke down (1x Hutt Valley line, 2x Kapiti line). Punctuality on the Wairarapa line has improved year on year due to a reduction in track maintenance issues and speed restrictions. February 2018 punctuality was adversely affected by speed restrictions at Wellington station, following overhead damage.

Punctuality - current month

	Mar-19	Mar-18	% Change
Hutt Valley	88.2%	90.7%	-2.5%
Kapiti	87.4%	89.0%	-1.6%
Johnsonville	96.6%	97.3%	-0.7%
Wairarapa	57.3%	54.5%	2.8%
Total	89.3%	90.9%	-1.6%

Punctuality - year to date (Jul - Mar)

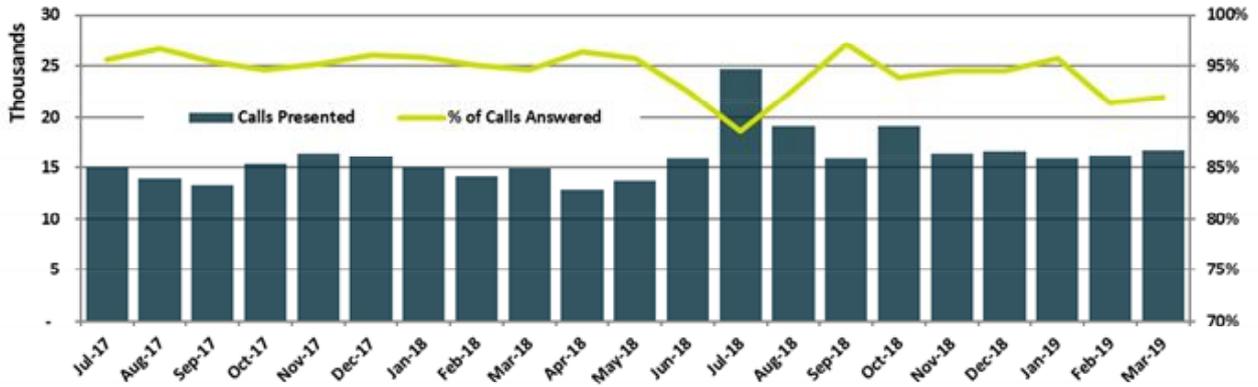
	2018/19	2017/18	% Change
Hutt Valley	89.6%	86.7%	2.9%
Kapiti	83.7%	86.8%	-3.1%
Johnsonville	97.2%	97.6%	-0.4%
Wairarapa	58.5%	43.4%	15.1%
Total	88.9%	88.4%	0.5%



Customer Contact

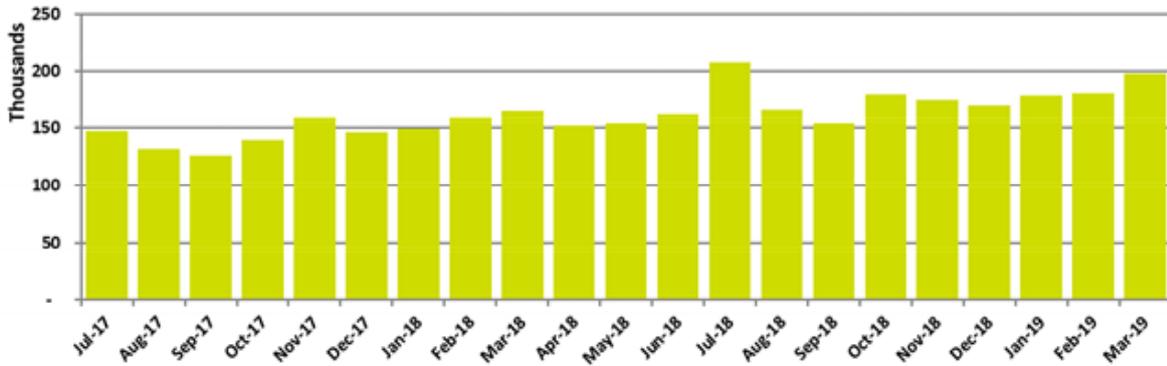
Call centre incoming calls

91.9% of the 17,000 calls received in Mar-19 were answered. Calls answered fell below average in February and March 2019 as cancellations and schools starting back contributed to an increase in call volumes.



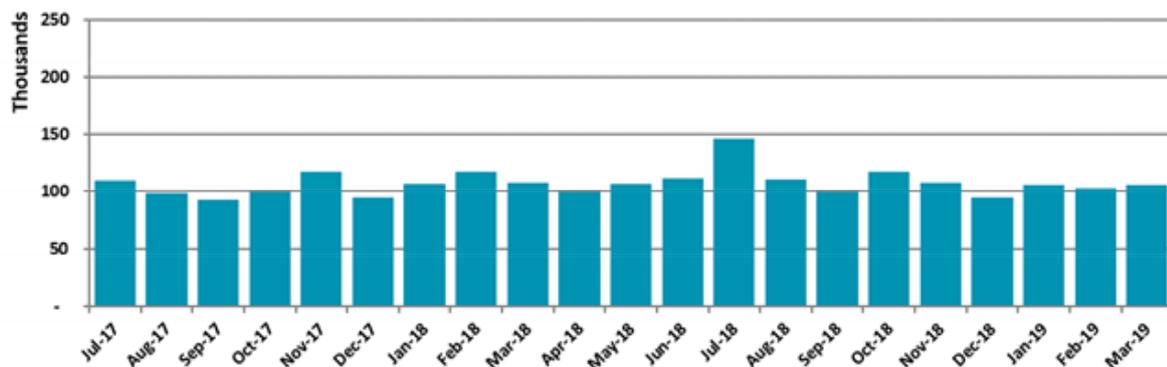
Metlink app – unique users

In Mar-19 there were 189,000 unique users of the Metlink app. This is a 20% increase against Mar-18.



Metlink website – unique users

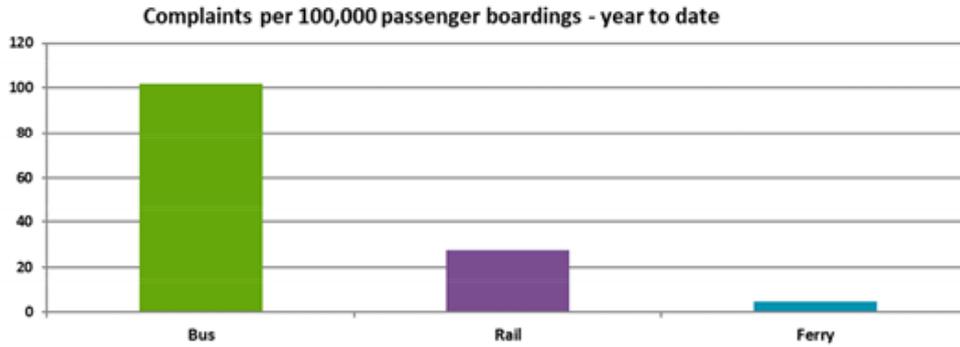
In Mar-19 there were 106,000 unique users of the Metlink website. This is a 1% decrease against Mar-18.



Complaints

Complaints volume

To compare complaint volumes, Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.



Bus complaints

Bus complaints have increased by 160.8% on the same period for the previous year.

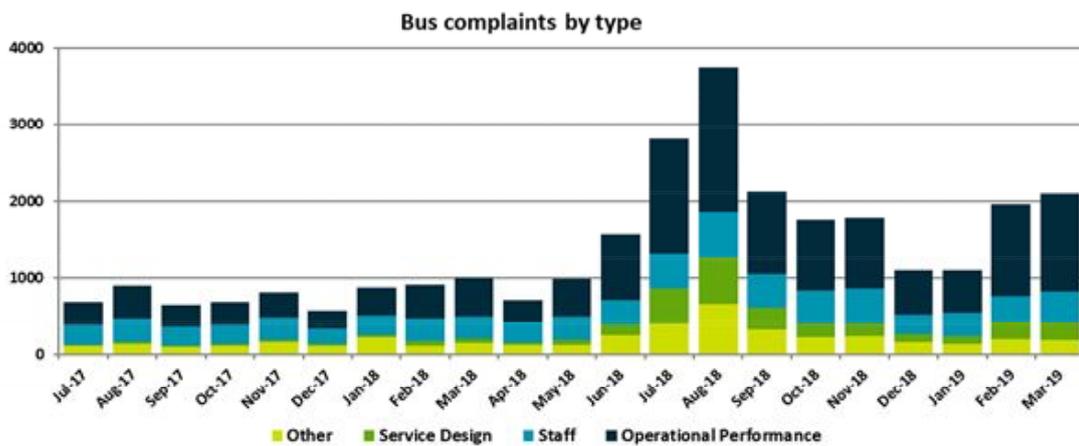
Bus complaints for current month*

	Mar-19	Mar-18	% Change
Wellington			
Newlands, Tawa	58		
East-West, City	1,101		
North-south, Khandallah, Brooklyn	572		
Hutt Valley	293		
Porirua	59		
Kapiti	15		
Wairarapa	2		
Total	2,100	1,001	109.8%

Bus complaints - year to date (Jul - Mar)*

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	457		
East-West, City	7,313		
North-south, Khandallah, Brooklyn	7,859		
Hutt Valley	2,517		
Porirua	121		
Kapiti	268		
Wairarapa	11		
Total	18,546	7,111	160.8%

* Area split not available prior to July 2018



Rail complaints

Rail complaints have increased by 46.6% on the same period for the previous year.

Complaints volumes have increased on the Hutt Valley line as bus replacements required for the traction upgrade are regularly impacting on passengers’ travel. Three morning and three evening peak services are being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaints volumes.

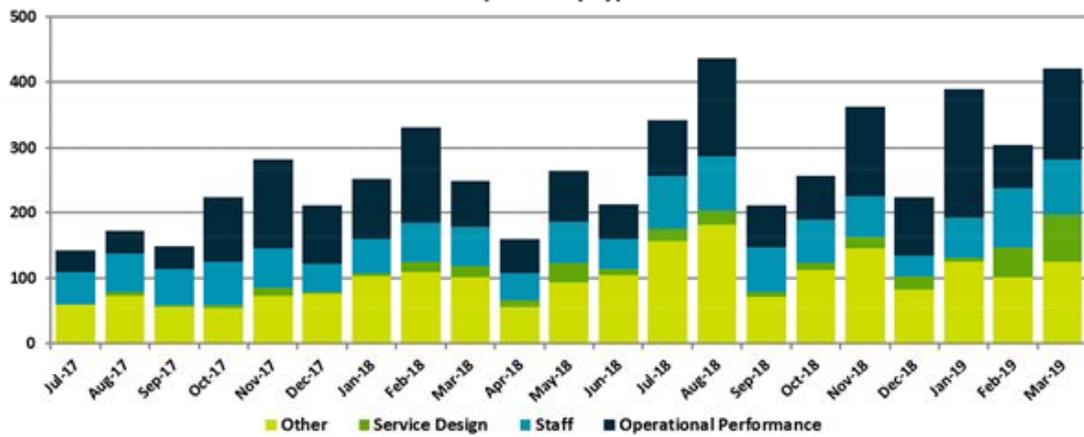
Rail complaints current month

	Mar-19	Mar-18	% Change
Hutt Valley	150	73	105.5%
Kapiti	72	95	-24.2%
Johnsonville	135	9	1400.0%
Wairarapa	24	25	-4.0%
General	40	47	-14.9%
Total	421	249	69.1%

Rail complaints - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	958	603	58.9%
Kapiti	1,051	644	63.2%
Johnsonville	274	130	110.8%
Wairarapa	240	311	-22.8%
General	422	321	31.5%
Total	2,945	2,009	46.6%

Rail complaints by type



Report 19.132
Date 30 April 2019
File CCAB-20-685

Committee Sustainable Transport
Author Rhona Hewitt, Manager Bus and Ferry - Networks and Infrastructure
Angus Gabara, Manager, Rail Operations

Metlink service activities

1. Purpose

To provide the Committee with an update of service activities planned or undertaken by Metlink.

2. Background

This report provides an update of service activities planned or undertaken by Metlink. The matters in this report will be driven largely by the operational performance reports set out in the order papers for these Committee meetings.

This report covers bus, ferry and rail operations as required.

3. Bus operations

3.1 Network changes

3.1.1 31 March 2019 changes

The package of bus improvements focussed on Porirua bus services (excluding bus services travelling through Tawa) went into operation on 31 March 2019. These changes deliver:

- improved reliability
- capacity improvements to better match capacity to demand for Aotea College school buses and route 220
- service enhancements to route 220 to improve and add some services connections, including additional Sunday morning services
- simplification of route 226 Takapuwahia loop
- increased coverage of school route 430 to Waitangirua
- some customer requests.

3.1.2 1 April 2019 – Introduction of interim measure to address performance issue on route 22

Unplanned cancellations and late running of route 22 trips between Wellington Station and Victoria University Kelburn campus, at the busiest time when students are travelling for 9am lectures, has created overcrowding and safety issues at Wellington Station.

To address this issue, Metlink has contracted Tranzurban to provide some additional trips on an as needed basis. This was able to be activated quickly as a number of Tranzurban buses were identified as completing peak morning service in the CBD and able to run trips at the required time before returning to depot. In addition, two traffic controllers were also contracted to provide crowd management in the mornings on an as needed basis to ensure waiting passengers were not obstructing entrances and exits or standing in unsafe locations on the bus carriageway. These measures have been a success.

3.1.3 14 April 2019 changes

On 14 April, changes were made to the Otaki bus route 290 timetable to accommodate construction work on the Rahui Bridge, which is part of the Otaki to Peka Peka expressway work. While the bridge construction is underway a section of Rahui Road has been closed for up to seven months. This closure means the bus route runs a little earlier and makes a slight route change in the Waitohu Plateau loop. The bus diverts along County Road, and travels round the Plateau in the reverse direction to its normal route. Following feedback from our customers, this route diversion differs to what was previously advertised as it better suits our customers' needs. Waitohu Plateau residents' received a flyer in their letterboxes advertising the changes, and further information can be found on the Metlink website <https://www.metlink.org.nz/service-updates/changes-to-the-bus-route-290-timetable-from-sunday-14-april/>.

3.1.4 28 April 2019 changes (minor adjustments)

(a) Minor adjustment to school stop location for routes 782 and 784
The timetables for Scots College routes 782 and 784 have been amended to use the bus stop located inside the school grounds. This change ensures the timetables reflect current operational practice.

(b) Minor adjustments to routes 30x/31x to ensure correct fare charged at Hataitai

The timetables for routes 30x and 31x morning inbound trips have been amended to include 'Hataitai - Stop A' and 'Waitoa Road at Bus Tunnel (near 73)'. This change is required to ensure the timetables reflect current operational instructions and the correct fare is charged when customers board at Hataitai bus stops.

(c) Additional Term 1 school 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 identified a number of school trips where additional buses were needed to meet this start of Term 1 peak demand. Prior to the end of Term 1, an assessment, using ticketing information and on-site observations, was undertaken to determine whether there was an ongoing need for these additional school banker bus to be provided.

As a result of the assessment of the seven morning and eight afternoon school banker trips provided during Term 1, five morning and two afternoon school banker trips will continue to be provided during Term 2. The other banker trips are no-longer required due to reduced demand. Schools affected by these changes were notified before the end of Term 1.

(d) Minor adjustment to Wairarapa school bus route 309

At the suggestion of the bus company (Tranzurban), the school bus route 309 from Makoura College will depart 5 minutes earlier to improve the timetabled connection with the school bus route 313 at Carterton.

3.1.5 6 May 2019 changes

Some minor adjustments are planned to some Hutt Valley school bus routes, and to improve bus and train connections for Hutt Valley public services, routes 145 and 154.

(a) Public services - Lower Hutt

Route	Detailed changes
145	<ul style="list-style-type: none"> • Improved bus train connections – adjust the departure time of the 3:12pm route 145 bus from Hutt Intermediate 3 minutes later to allow the bus to connect with the 3:25pm Melling train from Wellington at Melling Station. Formalises an unpublished connection that some customers are using which is currently not reliable due the 3 minutes between the trains scheduled arrival time and when the bus is scheduled to depart.
154	<ul style="list-style-type: none"> • Improved bus train connections – some connections between bus and train allow just 3 minutes to transfer. Weekday departure times adjusted between 9am and 5pm to provide better connections.

(b) School services - Upper Hutt

Route	Detailed changes
919 924 931	<ul style="list-style-type: none"> • School request – Departure time from Sacred Heart College to be 3:25pm on Tuesdays (instead of 2:45pm now) to align with rest of week. On Tuesdays one year group finish at usual time while rest finish early. School have requested bus depart at the later time so can accommodate all year groups together. Change means bus will be 40 minutes later for other year groups on Tuesdays. • Footnote added to note school request

3.2 Real Time Information – performance and improvements

3.2.1 Current tracking and performance

On-bus tracking has reached a level of considerable stability (averaging in the high 90% daily for each operator). The changes and upgrades undertaken in March and April have assisted in eliminating a variety of intermittent tracking issues, with further work currently underway.

3.2.2 Improvements and actions since last report

In March and April, a series of upgrades and changes were rolled out to the core system and all buses in the network.

(a) Modem Manager Updates

This change improved recovery of on-bus tracking in the event of communication outages (i.e. when signal was handed from one cell phone tower to the next, or exiting blackspots), and provided an immediate reduction in intermittent tracking issues. Note that these issues previously accounted for roughly one-third of all, then current, tracking issues (impacting 0.5% to 1% of all trips daily). This fix did not resolve the ‘failure to track on start-up’ issue (see below).

(b) Core System Updates

Changes to the RTI/Bus Tracking reporting application successfully provided operators and Public Transport officers with improved functionality and reliability.

(c) Upgrade to Driver Displays

After the success of the Uzabus trial (in early March), the improvements to the Driver Displays, improving schedule adherence and resolving loop route issues, were rolled out to the fleets of the three other operators (Mana, Tranzit and NZ Bus). To ensure success in the change, the implementation of each operator’s roll out was extended to two weeks. This upgrade has been completed with both Mana and Tranzit, with the completion of the NZ Bus rollout expected early May.

3.2.3 Ongoing and future improvements

The reduction of ‘ghost buses’ across the network remains a high priority, with consideration of technology options to improve the accuracy of on-street information. System changes will be trialled to consider ‘dead run’ management (i.e. track bus repositioning between scheduled trips) and prediction management (where a bus departure times is severely impacted by delays from previous trips during that shift). It is expected that these trials will be undertaken prior to the end of the financial year, with planning underway to minimise the impact of these changes on other RTI functions.

Other RTI system improvements expected to be initiated prior to the end of the financial year include:

- Further investigation and resolution of the ‘failure to track on start-up’ issue, where RTI fails to initiate at the depots. This issue impacts one or

two vehicles every day but results in these buses failing to track on all trips in their shift.

- A significant improvement has been observed in tracking (1 to 2% percent for each operator) during the school holiday period without the intervention of GWRC staff or changes in operator actions. A detailed analysis of the underlying reason for this improvement will be undertaken and reported on.
- To gain any further improvement in either RTI tracking or driver schedule adherence, close co-operation with all operators is required. A series of operator systems workshops are proposed to:
 - o Detail how Driver Display system can be improved.
 - o Set requirements for data analytics sources (i.e. where information such as the Snapper data can be utilised to improve operational reporting).
 - o Outline improvements for operator facing systems (such as disruption management and customer complaint management systems)
- Investigating and working with bus operators on a solution to reduce the impact of late running services on RTI accuracy

3.3 Fleet

NZ Bus's 17 double-decker buses started arriving in Wellington from 23 February 2019. The buses were then fitted-out with real time information and Snapper equipment, plus other operator systems. Double-deckers started to roll-out into operation from 5 March 2019, commencing on route 3.

The deployment of driver guidance aids in Hataitai Bus Tunnel was completed on 21 March. NZ Bus driver training on routes that use the tunnel (31x and 36) commenced from 25 March with services commencing progressively that week.

Demand for travel between Lower Hutt and Wellington has been growing. To accommodate this growth, while ensuring bus congestion is not increased double-deck buses are planned to go into operation on the Eastbourne bus routes. Before double-deck buses commence operation, road corridors are surveyed to identify any hazards for all bus types i.e. single and double deck buses. Some adjustments to infrastructure and trees are required to improve safety and operation for all bus types and will also have added safety benefits for all road users. Only 20% of the adjustments relate directly to the use of double-deck buses. These adjustments are expected to be completed mid-2019. As part of this work, GWRC and Hutt City Council will be consulting with affected residents over a number of road marking changes required to move the buses away from trees and the removal of six poorly formed trees along the road corridor.

While all double-decker buses are being used, they will not be being fully utilised until the Eastbourne route has been made suitable.

3.3.1 Reinstatement of seats

There are 17 buses that require seat reinstatement. Reinstatement of seats has been completed on 15 buses. With a limited pool of spare buses, 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).

3.4 Bus Interchanges

3.4.1 Wellington City bus network key bus interchanges - progress since last update

Karori Stop B and Johnsonville Stop B went into operation on 31 March 2019.

Construction work on remaining sites (Johnsonville Library Stop A, Karori inbound Stop A, and the Kilbirnie median fence and pedestrian canopies) is currently on hold, awaiting completion of detailed construction designs for each site.

Work on the Kilbirnie median fence is currently scheduled to begin mid-May, pending approval by Wellington Electricity of a foundation design.

The completion of construction designs for Karori Stop A depends on detailed plans from service providers to underground services, allowing for the removal of a lamppost from the site.

Plans for Johnsonville Stop A require our designers to agree a stop layout that also works for designers and owners of the new Johnsonville library.

The Johnsonville Residents Association (JRA) has suggested that Stop A outside the library should not become operational before additional signalised crossing facilities are installed as part of road works planned to coincide with the future development of the Johnsonville Mall. Instead, they would prefer to retain the current temporary Stop A in the Mall carpark. They have expressed a concern that moving the stop to its final location outside the library will encourage unsafe crossing of Moorefield Road from the carpark entrance. There is an existing pedestrian crossing approximately 25 metres south of the carpark entrance. GWRC and WCC officers have discussed this issue and are in agreement that the new Stop A outside the library should come into operation when the completed library is opened to the public (anticipated in December 2019) as planned, on the grounds that:

- When the library opens it is just as likely to attract pedestrians to cross Moorefield Road directly (rather than taking the short detour south the pedestrian crossing) as the bus stop is; even if the new Stop A does not open the problem anticipated by the JRA will exist anyway
- The temporary Stop A in the mall carpark requires pick up and set down of passengers from the roadway as there is no elevated pedestrian path or platform. This diminishes accessibility for young, elderly and disabled users

- It is important to construct permanent Stop A during the construction timeframe of the library to diminish future disruption for road users and pedestrians; to leave a completed stop unused while directing users back to the sub-optimal facilities in the mall carpark would cause confusion and provoke justifiable ire among customers.

The Road Safety Audit of key bus interchange projects produced for GWRC by Tonkin and Taylor is in the process of being completed. Any safety issues identified will be remediated.

3.4.2 Wellington Station

(a) Driver area

A small section within the northern building of the Wellington Bus Station was previously leased by NZ Bus from Wellington City Council for the exclusive use of NZ Bus employees. This lease expired in July 2018 with the introduction of the new PTOM contracts.

GWRC is in the process of negotiating a lease agreement for the wider Interchange facility which will encompass this smaller driver facility within the Station. To enable GWRC to upgrade and occupy the facility we have received agreement in principle from WCC.

The facility occupies approximately 80m² of the building adjoining Stop D. It is run down to the extent that it is not currently fit for occupation. A full refurbishment, including new kitchen and toilet areas, is underway and is expected to be complete by end June 2019.

Before



Work underway



(b) **General safety improvements**

As a result of repeated damage to the pedestrian canopy at Stop B, we have installed a number of flexipoles and additional road markings to provide guidance for drivers to line up the bus on the approach to Stop B.

To improve the flow of the passengers through the shelter of Stop C the head of the stop has been moved forward and the forward opening of the shelter is to be moved closer to the head of the stop. Parking lane 10 was removed to facilitate this. The removal of this lane had no impact on Metlink operations.

4. Rail operations

4.1.1 Service capacity

There have been an increasing number of peak services that from time to time have not provided the length of train required by the timetable. On the busiest services this can make travel very uncomfortable. The issue is related to train maintenance shortcomings and is exacerbated by the driver shortage.

Officers are working closely with senior Australasian Transdev Executives and the local management team to rectify the maintenance issues.

4.1.2 Network upgrades

We have agreed funding mechanisms for the \$200 m of additional funding for network upgrades (track infrastructure catch-up renewals, and unlocking capacity and improving resilience) with KiwiRail. We have joined the project governance boards with KiwiRail.

These projects are in early stages of engagement of professional services to undertake detailed design and implementation planning. Once completed, these projects will help us ensure there are services to respond to the substantial rail patronage growth we are experiencing.

4.1.3 Business Case for Long Distance Rolling Stock – update

The draft Business Case for the Long Distance Rolling Stock is in the process of being updated to include provisions for tracking, signalling and depot upgrades. These additional provisions and costs are required if we are to deliver higher frequency services on the longer distance journeys the new trains are proposed to be used for. Officers expect to submit the business case to the NZ Transport Agency by the end of July 2019.

4.1.4 Johnsonville Line bus replacements

Bus replacements continue on the Johnsonville Line during the morning and afternoon peak on the Johnsonville Line due to a driver shortage. This driver shortage is forecast to continue until mid-2019. The operator is actively monitoring capacity on the replacement buses and the trains operating either side of the bus replaced services. Rail services will be added back in as driver resources normalise – however, this may fluctuate over the rest of the year. We will continue to impress upon the operator the importance of timely and concise communication with customers over this period.

4.1.5 Park and ride

Stage two of the Porirua park and ride extension has been completed, providing approximately 50 additional car parks (in addition to the 50 car parks provided by the completion of stage one). The final stage of the extension (stage three) is scheduled for completion by the end of May 2019. Once all stages of the extension have been completed, the Porirua park and ride should have an extra 170 parking spaces.

Construction of the Paremata park and ride extension has commenced, with completion expected by the end of June. This extension will provide an additional 77 carparks.

Demolition of the depot buildings on the Waterloo site commenced in April.

4.1.6 Wairarapa

The nine-carriage train on the 4.25pm Wairarapa service from Wellington commenced on 15 April. The nine-carriage train provides an additional 65 seats.



5. Communication

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

6. 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 public

transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

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.

6.1 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.

6.2 Engagement

Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

7. Recommendations

That the Committee:

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

Report prepared by:

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Report 19.133
Date 18 April 2019
File CCAB-20-695

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

Post-implementation review of the Metlink bus transformation, Stage Two: update

1. Purpose

To provide an update on Stage Two of the post-implementation review (PIR) of the Metlink bus transformation (Stage Two Review) with a particular focus on network design.

2. Background

At its meeting on 20 March 2019, the Committee adopted terms of reference for the Stage Two Review (see Report 19.88).

At that meeting, officers advised that following the adoption of the terms of reference, they would be in a better position to provide the next meeting (this meeting) with a draft timeline, and parameters and principles of the Network Design phase of the Stage Two Review.

Timings in this report are subject to the following caveat, from the terms of reference:

“While the intent is to complete the review as efficiently and quickly as possible, the over-riding factor will be to ensure that there is adequate opportunity to engage in a meaningful way with the community. Therefore target completion dates are not able to be determined until the community engagement process is developed.”

Indicative dates for other phases of the Stage Two Review will also be developed in the next few weeks.

3. Network Design Review update

The terms of reference prioritised the Network Design Review phase, with the Eastern Suburbs to be addressed first. Since the last Committee meeting two key personnel have started on the project:

- Alison Schulze - PIR Project Manager - previously led System Assurance over the ICT investment for Government and as part of that role helped to establish Independent Reviews. She has been a member of a number of Independent Gateway Reviews led by Treasury, has considerable delivery experience and has led large projects and programmes in the private sector in both the United Kingdom and New Zealand.
- Anthony Cross - Network Design Lead – led all phases of Auckland Transport’s New Network project from conception through to its implementation between September 2016 and September 2018, including strategic and detailed service design, engagement, consultation, customer information and communications. Prior to working in Auckland he was employed by Greater Wellington between 1986 and 2006; as Public Transport Service Design Manager he was responsible for numerous service reviews covering all parts of the region, and for the consolidation of multiple individual operators’ fare structures into the single zonal fares system introduced in 2006.

The Network Design phase will review all routes and service levels (including hours of operation, timetables and capacity) in Wellington City (and other parts of the region subsequently) against the objectives and policies in the Regional Public Transport Plan (RPTP). Ideas for service changes will be tested through the engagement process. These will be informed by the large amount of customer feedback received, and customer experience research undertaken, since the network went live on 15 July 2018. A particular challenge of this process will be to separate service design issues from operational performance issues which have dominated the feedback and media attention.

The project team is now drafting an indicative timeline for the network design phase, prioritising the Eastern, Southern, Western and Northern suburbs of Wellington City in that order. Officers will be aiming to complete an interim report on the community engagement outcomes for the Eastern Suburbs by the end of August this year, with the Southern, Western and Northern phases to follow as soon as possible afterwards; the rest of the region, for which detailed planning has not commenced, is unlikely to be addressed before 2020. Ultimately there will be a series of recommendations for refinements to the network (changes to routes and timetables and potentially other customer experience elements such as signage and information) to be implemented as and when they are feasible, both financially and operationally. This process will not preclude the possibility of some interim service adjustments, subject to the same financial and operational constraints.

As reported to the previous meeting of the Committee, the primary focus of the network design review will be to look at routes and timetables with the community to determine if there are changes that can be made to better meet the needs of the community. The basic principles of the new network are not part of the review; as has already been communicated, the starting point is the network as implemented in 2018; there will be no wholesale return to the previous routes and timetables.

4. **Customer and community engagement (Network Design)**

Proposals for engaging customers and the community to provide insight and engage in the co-design of possible route and service level changes are being evaluated. This will include engagement with operators, unions and the Public Transport Reference Group. The process will include three phases to ensure customer needs are thoroughly considered:

1. Focus groups, with a representative sample of customers from each of the areas to provide feedback and, where relevant, ideas on network design concepts for their area. One or more focus groups with bus drivers are also being considered, subject to the agreement of bus companies and the relevant unions.
2. Community drop-ins, with an open invitation for the customers, the wider public and community groups to engage in person, to provide feedback and respond to the ideas for changes. This will also be supported by an online process for people who are unable to attend the drop-in sessions.
3. Public meetings for the public and community groups to provide feedback directly to councillors. Insights will be captured in the report of the engagement outcomes.

Each phase will inform the next, providing an opportunity to iteratively refine the design through the process.

Customer and community engagement needs to begin with a comprehensive programme of communications. A plan for this is currently in development. This will also be an opportunity to engage the public in a dialogue to demonstrate Metlink's commitment to meeting its customers' needs and being transparent about the decision making processes that inform the design of public transport services. We are looking at ways in which social media channels can be used to maximise feedback through the engagement process.

The indicative timeline for the first phase of the Network Design review – the Eastern Suburbs network – is looking to be:

- May - recruiting for focus groups and designing their content and service ideas to be tested
- June - focus groups
- July - community engagement including drop-in sessions and community meetings (including preliminary feedback **to** the community)
- August – reporting on the engagement feedback for the Eastern Suburbs network
- September – interim Eastern Suburbs report with service change recommendations
- Beginning of School Term 2, 2020 – earliest implementation of any substantial agreed and funded service changes (in addition to any interim changes implemented beforehand), due to the eighteen-week lead-in time required in the case of services operated by NZ Bus (the operator of all Eastern Suburbs routes with the exception of route 24 Miramar Heights).

5. Indicative timeline for the PIR programme

Timeframes for the whole PIR Programme of Work is currently being developed. The target is that all elements will be complete by mid-2020. This is to maintain relevance and robustness in the process. However this will be dependent on, and influenced by criteria such as:

- Resource availability
- Costs and benefits
- Running phases in parallel
- Stakeholder availability

The Office of the Auditor General recently conducted a review of the effectiveness of Auckland Council's post-implementation review process. The review provides a PIR checklist in (<https://www.oag.govt.nz/2018/auckland-pir/appendix-2>) in Appendix 2 which will be considered when completing the planning for GW's review.

6. Risks

Identified risks identified so far include:

- Insufficient funding for recommended service changes.
- Confusion for stakeholders and participants in the engagement process regarding the difference between operational performance and network design.
- Restrictions on activities in the run-up to the local government elections on 12 October.

7. Communication

A comprehensive communications plan will be developed as part of the detailed planning of the Network Design engagement process.

8. The decision-making process and significance

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002.

8.1 Significance of the decision

Officers have considered the significance of the matter, taking into account the Council's significance and engagement policy and decision-making guidelines. Due to the procedural nature of this decision 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.

8.2 Engagement

Due to its procedural nature and low significance, no engagement on this matter has been undertaken to date, other than with the Councillor Reference Group (Wellington councillors and Councillor Donaldson).

9. Recommendations

That the Committee:

1. **Receives** the report.
2. **Notes** the content of the report.
3. **Notes** that analysis of the engagement feedback for the Eastern Suburbs phase of the Network Design review is intended to be completed by the end of August 2019, with service change recommendations to follow in September 2019.
4. **Notes** that service changes arising from Eastern Suburbs recommendations in the final report on Network Design review will not be possible until the beginning of School Term 2, 2020, due to the eighteen week lead-in time required for changes to NZ Bus-operated services.
5. **Notes** that the Southern, Western and Northern phases of the Wellington City Network Design review are intended to be completed by December 2019.
6. **Notes** that planning for the Network Design review for the rest of the region, and other phases of the post-implementation review, will be the subject of further update reports to the Sustainable Transport Committee.
7. **Notes** that notwithstanding the timelines set out above, interim changes may be implemented as part of Business As Usual in the second half of 2019.

Report approved by:

Wayne Hastie
General Manager, Strategic
Programmes



Report 19.122
Date 30 April 2019
File CCAB-20-680

Committee Sustainable Transport
Author Greg Pollock, General Manager, Public Transport
Wayne Hastie, General Manager, Strategic Programmes
Luke Troy, General Manager, Strategy

General Managers' report to the Sustainable Transport Committee meeting on 8 May 2019

1. Purpose

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

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

2. Key issues

2.1 Implementation of the new Wellington bus network

Officers continue to monitor the implementation of the network. As noted at the previous Committee meeting, officers will no longer be providing a separate report on the implementation of the new network.

A separate report on operational performance across all public transport modes in the Wellington network is on the agenda for consideration at this meeting (Report 19.131).

In addition, officers have produced a report on Metlink service activities planned or undertaken (Report 19.132).

2.2 Employment Relations Amendment Act (rest breaks)

On 6 May 2019, new rest and meal break changes come into force as part of Employment Relations Amendment Act 2018. As drafted, the legislation could have had a significant impact on bus services in the Wellington Region (and nationally).

GWRC's Chief Executive, Greg Campbell, represented regional and unitary councils and Auckland Transport in talks with the Minister of Transport, unions, and bus operators to agree a new land transport rule that gives flexibility on when breaks can be taken for the next twelve months.

The rule change incorporates a transition period, to give councils, unions and bus operators time to work collaboratively on adjustments to scheduling, rostering and timetables to work out when breaks can be taken to minimise service disruption. During the transition period, the NZ Transport Agency will monitor the scheduling of rest and meals breaks.

In the negotiations a memorandum of understanding was agreed between operators, unions, councils and the government, with the Minister of Transport undertaking to investigate systemic issues in the industry that need addressing to grow and strengthen the industry.

At time of writing this report, we can confirm that there will be no material cancelled services on Metlink contracted public transport services.

2.3 Driver shortages

2.3.1 Metlink initiatives

(a) Driving as a career

As the national driver shortage continues, Metlink is developing a campaign raising the profile and building awareness of driving as a career, through our customer engagement operations and customer experience teams.

This activity is designed to complement, rather than substitute the recruitment and retention programmes being conducted by operators and act as an umbrella that generates broader interest among the wider public and supports all current driver recruitment.

The approach will be shared with operators during the development process. This is expected to go live in late May.

(b) Establishment of forum

At its meeting on 20 February 2019, the Committee requested that the Chief Executive convene a forum of all relevant stakeholders to seek a co-ordinated national approach to resolving driver shortages.

As reported to this Committee on 20 March 2019, draft terms of reference have been prepared, and we are currently working through discussions with other agencies nationally to consider the time and location for holding the forum.

The change to the employment relations legislation to require rest breaks has become a key focus for officers and with limited resources, working through potential issues caused by this legislative change has been given priority over the establishment of a forum.

Officers propose that the matter of driver shortages, as a regional issue, be considered at the upcoming Wellington Regional Public Transport Forum scheduled for 26 June and attended by Chief Executives (or their

representatives) from each of the city, district and regional councils in the region, public transport operators, KiwiRail and NZ Transport Agency.

2.3.2 NZ Bus

Since the last Committee meeting, NZ Bus has made positive progress recruiting drivers. At time of writing this report (week beginning 29 April), they have a shortfall of -26 drivers, which is an improvement from the figure of -35 drivers some weeks earlier. NZ Bus has a structured plan, which at a high level should see their driver establishment consistently improve to -16 drivers by the end of May.

Once the full complement of drivers (i.e. 35) has been recruited by NZ Bus, and we see some stability in their roster, we will re-introduce the temporarily cancelled services.

The following measures have been undertaken by NZ Bus to alleviate its driver shortages:

- NZ Bus is reviewing its training programme to streamline its training process
- NZ Bus continues to advertise for driver positions (including advertisements on buses)
- NZ Bus has approached commercial bus operators in an effort to find additional drivers
- NZ Bus has been exploring off-shore driver recruitment, including in the Philippines as previously advised at the February STC meeting.

As noted previously in this report, the Employment Relations Amendment Act will have an effect on driver requirement over the next 12 months which also requires consideration. We will be working with operators, unions and government to address these issues under the MoU (referred to in section 2.2 of this report).

2.3.3 Transdev

As reported previously to this Committee, Transdev is experiencing train crew shortages. The major impact has been seen on the Johnsonville Line which has seen some services bus replaced, and this is likely to continue until the driver shortage is resolved.

Transdev has a positive and proactive programme for driver recruitment and training. Transdev's driver recruitment campaign includes newspaper advertisements and YouTube videos. Its training school currently has a full complement of trainees.



3. Strategic Framework

3.1 Regional Land Transport Plan

Development of the next Regional Land Transport Plan (RLTP) 2021 has commenced with early work underway to inform the strategic context and policy framework. A paper will be considered by the Regional Transport Committee in June, setting out the proposed approach for the review. The proposed approach includes working with the regional sector Transport Special Interest Group and NZ Transport on improving consistency of RLTPs across the sector. The approach aims to release the strategic section of the RLTP by mid-2020, early enough to inform and influence activities and priorities in the regional programme.

3.2 Regional Public Transport Plan (PT Plan)

Officers have prepared a separate paper to the Committee providing a proposed update to the timeline for the Regional Public Transport Plan review (see Report 19.130).

4. Significant issues and projects

4.1 National ticketing – Project NEXT

Project NEXT is currently in the Procurement phase. The ticketing system will be procured in two parts: one procurement for the core ticketing solution and related services; and the other procurement for financial services.

The tender for the three financial services, (effectively three separate procurements in parallel) closed, as scheduled, on 15 March. A solid response was received and evaluation has progressed well. Identification of preferred tenderer for each service is expected to be completed by the end of June.

Detailed work on the ticketing solution Request for Proposal (RFP) is continuing after the conclusion of the requirements workshops with all participating authorities. Meetings will be held with the shortlisted respondents in early May to provide feedback on their respective responses to the Registration of Interest phase. These meetings will be held under

appropriate probity supervision. We anticipate that the finalisation of the ticketing solution RFP will be completed mid-2020.

Information from successful tenderers will be utilised to best determine roll out times and approaches.

4.2 Metlink policies

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

4.3 Submission on Land Transport (Driver Licensing) Rules

On Monday 18 March 2019, the NZ Transport Agency released a consultation document seeking feedback on several proposed changes to the Land Transport (Driver Licensing) Rules. The proposed changes look to streamline and simplify the heavy vehicle licensing pathway, standardise the regulatory requirements for 'special vehicles' and improve oversight of approved course providers.

A submission has been forwarded on to the NZ Transport Agency focusing on two key messages:

1. Support for the proposal to simplify and modernise the heavy vehicle licensing pathway, as this will help to reduce barriers to attracting, training and retaining bus drivers, and at the same time ensure safety is not compromised. The consultation document notes that the current pathway contains unnecessary steps, is time consuming for drivers and the tests are outdated and no longer fit for purpose.
2. Raising awareness with the NZ Transport Agency of the need to review related Police vetting processes. While out of scope of the proposed rule change, GWRC is aware that the Police vetting processes are a barrier to speedy driver recruitment as they are time-consuming, unlinked to each other, and without clear expectations around time frames for completing checks.

Due to the timing (submissions were due by 3 May 2019) and operational nature of the matter, the submission was approved under delegated authority by the Chief Executive, in accordance with Council's submissions policy.

4.4 Commercial

4.4.1 Bus and rail performance

We continue to review recent operator performance and work with operators to facilitate performance improvements. We are focussing on how we can share timely information to support day to day operations. Patronage continues to grow along with revenue so delivery of capacity with customer focussed improvements is a priority.

4.4.2 Ferry Procurement

Final negotiations on the PTOM ferry contract are underway. Officers are preparing a report for the Council meeting on 14 May 2019, to summarise the procurement activity and seek approval from the Council to delegate final contract execution activities to the Chief Executive.

4.4.3 Signage on buses

As requested at the last Committee meeting, to show support to Christchurch following the events of Friday, 15 March 2019, officers organised signage on three Double Deckers with the tagline #ChristchurchStrong. This went live on 29 March. The media agency provided this signage for a cost of \$6,948 (plus GST), which was to cover print and installation only.

4.4.4 Event ticketing

On 4 May 2019, Metlink are partnering with the Hurricanes rugby franchise to trial a new event ticketing product. Customers attending the family friendly afternoon match will be able to travel on Metlink trains by showing a valid match ticket. Initial results of this trial will be communicated during the 8 May meeting.

4.5 Bus priority measures

To improve integration and efficiency, officers from GWRC, WCC and NZ Transport Agency are developing a comprehensive work programme for bus priority in Wellington City under the Let's Get Wellington Moving early improvements programme.

This will consider the key corridors into and through the city, suburban core bus corridors and cross-cutting issues such as traffic signals and technology. This work continues in May, and is focussed on a 'tactical urbanism' approach which aims to deliver real improvements, including through trials, and build the network from the ground up based on experiential development and improvement. The approach is currently being developed jointly, and a further workshop is planned for May with NZ Transport Agency and WCC. An update will be provided on the programme in June or July, which should begin to signal our agreed priorities and next steps.

4.6 Wellington Public Transport Reference Group –update

The Group last met on 26 March. Topics of discussion included:

- Signage and information needs across the region to link multi-modal transport options i.e. how easy is it for customers to transfer from walking, to buses to train.
- Using the reference group to quality audit WCC and Metlink bus stop installations.
- Continued customer messaging around demystifying well-used Metlink terms like 'Not in Service' buses to help customers understand what they mean help them feel less frustrated when they are standing at stops.

4.7 Travel Choice

The Movin' March Campaign encouraging children to walk, cycle and scoot to school was a huge success.

We had 125 schools participate across the region in 2019 which is 57% of all primary and intermediate schools, a significant increase from previous years

This represent to nearly 34,000 students reached by the Campaign, nearly 9,500 more students than last year. We are currently collating data and finalising trip counts.

This year we had a 40% increase in the number of Porirua Schools on board and we have engaged with more students from decile 1 schools than ever before. We have also increased the number of new schools coming on board while also retaining existing schools.

2019 was very successful on the social media front with more than 5 times the number of parents involved with our daily photo competition. We got more followers, likes and shared content as a result of running a daily prize and had very positive interactions with sponsors for this.

5. Responses to Public Participation

20 March 2019

Mike Mellor gave a presentation to the Committee setting out concerns he has with the new network. Specific concerns/observations included:

- The lack of a demonstrable improving trend for rail and bus reliability and punctuality.
- The fact that Auckland seems to be doing better than Wellington with the same operators
- Bus priority - since new network designed there has been no formal submissions on bus priority to WCC.

Response

The Metlink monthly performance report (Attachment 1 to Report 19.131) provides performance information for bus and rail. This report sets out matters that have had an impact on reliability and punctuality.

Section 3.2 of the Public Transport – operational performance report (Report 19.131 provides a comparison of operator performance in Wellington and Auckland.

Work undertaken with WCC on bus priority matters have been set out in reports to this Committee. An update on measures undertaken is provided in section 4.5 of this report. At the last meeting the Council Chair advised that he would formally write to the Mayor of Wellington City requesting that the City Council attach greater urgency to advancing bus priority lanes in Wellington City.

John Cuthbert spoke about Northland issues (routes 22 and 13). Specific concerns/observations included:

- Peak morning services cancelled (recently two adjacent services were cancelled)
- Ongoing reliability and RTI issues
- Service issues have led to erosion of trust in network. Once trust is lost it will be hard to get back.

Response

Officers are aware that there are ongoing bus service issues in Northland. We are currently looking into the possibility of providing additional services for this area. In addition, we are working with the operator to reduce the number of unplanned cancellations.

Measures taken to improve issues with RTI are reported on to this Committee at its meetings, for this meeting they are set out in section 3.3 of the Metlink Service activities report (Report 19.132).

We are working hard to regain the trust of Wellington's public transport users, specifically, by improving operator performance in Northland.

Tony Randle spoke about concerns with the new network. Specific concerns/observations included:

- Ongoing issues with reliability
- Golden Mile – 60 buses per hour not a good measure (can handle more).
- Bus priority is important for the network
- Terms of reference for Stage 2 Review needs timeframe to enable systematic engagement with public.
- Stage 2 Review should be completed by June so that there is funding in the Annual Plan for changes.

Response

The Metlink monthly performance report (Attachment 1 to Report 19.131) provides performance information for bus and rail. This report sets out matters that have had an impact on reliability and punctuality.

As set out in the March Public Transport Operational Report (Report 19.72), the aim for one bus per minute (~60 buses per hour) in one direction along the Golden Mile is based on US Transit Research Board guidance on bus volumes per direction for exclusive or near exclusive lanes on CBD streets in its Transit Capacity and Quality of Service Manual, 2nd Edition.

Officers agree that bus priority is important for the performance of the bus network. Section 4.5 of this report provides an update of bus priority measures.

An indicative timeline for stage two of the post implementation review is provided in Report 19.133.

Norman and Linda Wilkins - a letter was tabled from the Wilkins setting out concerns with the Airport Flyer service.

Response

A letter responding to the Wilkins' concerns has been sent by the Committee Chair.

6. The decision-making process and significance

No decision is being sought in this report.

6.1 Engagement

Engagement on this matter is not necessary.

7. Recommendations

That the Committee:

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

Report approved by:

Greg Pollock
General Manager, Public
Transport

Report approved by:

Wayne Hastie
General Manager, Strategic
Programmes

Report approved by:

Luke Troy
General Manager, Strategy