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Committee Sustainable Transport Committee

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## **General Managers' report to the Sustainable Transport Committee meeting 22 June 2016**

### **1. Purpose**

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

### **2. Metlink Public Transport**

#### **2.1 PT network development and planning**

##### **2.1.1 PTOM**

###### **(a) Rail**

Transition to commencement of the Partnering Agreement with Transdev Wellington Ltd on 3 July 2016 is on schedule. GWRC's Transition team will shortly be undertaking a final assessment of Transdev's achievement of each condition precedent required prior to issuance of the Preliminary Commencement Certificate.

###### **(b) Bus**

The final draft contract and Request for Tender (RFT) documentation was issued to the New Zealand Transport Agency (NZTA) on 7 June. The contract is also being provided to industry in demonstration of changes made following their feedback in February on the initial contract. Approval requests for release of the RFT is the subject of a separate report to the Committee. The planned RFT release date remains early July but this is dependent on receiving approvals from NZTA which includes an external legal review to assure legislative compliance.

###### **(c) New Wellington Bus network**

Progress continues to be made on the infrastructure requirements for the new network.

Wellington City Council's (WCC) traffic resolution consultation for new bus stops and amendments to existing bus stops in Churton Park and Aro Valley closed on 20 May. GWRC officers have assisted WCC with analysing consultation feedback and preparation of the final recommended traffic resolutions. Approval of these resolutions are being sought at WCC's Transport and Urban Design Committee meeting at the end of June.

Pre-consultation with directly affected parties in regard to new bus stops and changes to existing bus stops in Miramar, Strathmore Park, Grenada Village, Broadmeadows, Lyall Bay and Brooklyn has occurred during June. Formal WCC traffic resolution consultation will be undertaken in these areas in late July/early August with the aim of going to WCC's Transport and Urban Design Committee meeting in September for approval.

GWRC officers are also working closely with WCC arborists to scope the tree trimming work required to ensure safe operation of the double-deckers through the City.

(d) **Business readiness**

GWRC readiness for commencement of the Rail Partnering Agreement is on schedule. The Metlink website – [www.metlink.org](http://www.metlink.org) – goes fully live with new functionality on 10 June, enabling TransMetro to directly post service information to the website such as unplanned disruptions. Training is commencing on GWRC's Rail Performance Monitoring system and Customer Complaints Management system.

2.1.2 **Integrated fares and ticketing**

(a) **National Ticketing Programme (NTP)**

On 9 June the NTP Governance Group endorsed a roadmap for the development and deployment of a national ticketing solution. The roadmap identifies two parallel pathways that do not inhibit merging to a single national solution over time. The first pathway would see the ongoing development of Auckland's card-based AT Hop system for Auckland.

The second pathway, initially for consideration by GWRC and other regions, would look to procure an 'open' NTP solution that can scale in both capacity and capability to allow the regional consortium and ECan to integrate at the appropriate time. Sourcing a solution will involve researching comparable transport agencies, sounding the supply sector in 2016 to support completing a detailed business case, and going to the market in 2017.

(b) **Fares transition**

Good progress continues to be made on the fares and products transition in the lead up to the new rail operator commencing services.

Following the Council meeting on 24 February this year, officers have worked with Transdev and TransMetro on fares products changes and

operational transition matters related to fares such as branding, stock management, sales and validation.

Information on the forthcoming changes to the group passes and pro-rata aspect of the monthly rail pass has been in the public domain for the last six weeks. This includes posters at rail ticketing offices, information on the Metlink website and direct distribution of a pamphlet outlining the changes to current users of these products. Feedback has been low key, reflecting the low usage of the group passes and pro-rata monthly, and the availability of good value alternative products such as the Day Rover ticket, Wairarapa Day Excursion ticket and 10-trip tickets.

### 2.1.3 Service planning and reviews

#### (a) Kapiti

A consultation process, asking for feedback on the fine tuning of Kapiti bus services for the new PTOM contracts, started on 7 June 2016. The consultation process targets users of the current bus services and closes on 29 July 2016. The proposed changes focus on providing more reliable bus and train connections, a new Waikanae town bus service and more services for Otaki residents.

Once feedback has been received and analysed, recommended changes to Kapiti bus network will be reported to the September STC meeting for approval.

#### (b) School Bus Services

The School Bus Services review is progressing well.

Officers have met with schools in the Hutt Valley, and there is further investigation required before proposed service changes can be confirmed. Staff are yet to meet with some Wellington Schools. The Kapiti school services have been wrapped up into the Kapiti service review.

## 2.2 Rail operations

### 2.2.1 Service performance

#### (a) Patronage

Year-to-date 2015/16 patronage to April is up 3% compared with 2014/15, including increases of over 15% on the Johnsonville Line.

Ongoing roadworks and delays on State Highway 1 continue to increase demand on the Kapiti Line (increased by 8% during April). Additional capacity on two evening services was successfully implemented on 27<sup>th</sup> May, allowing space for an extra 500 passengers in total. Further increases in capacity are being considered to be introduced in the first few months of the new financial year.

(b) Punctuality and reliability

Year-to-date 2015/16 reliability to April is high with 99.7% of all scheduled services being delivered. Reliability for the month of April was 99.9%.

Year-to-date 2015/16 punctuality to April (service arriving and departing wellington station which are on-time to 5 minutes) was at 94.5% overall. Punctuality across the network in the month of April was 97.1%.

(c) Wairarapa line peak punctuality

Punctuality on the Wairarapa Line is back to the levels being delivered before summer. Overall punctuality on the Wairarapa Line was 93.2% during April and performance of Peak services was 98.3%.

## 2.2.2 Asset management

(a) Rolling stock

Fleet reliability and availability is generally going well.

The 27<sup>th</sup> of May was the last operational service for the Ganz Mavag fleet, so we are now operating a with a complete Matangi fleet on the electrified network.

(b) Bikes on Trains - Wairarapa

Prior to the AG going into the workshop for a bogie overhaul, a trial was undertaken to operate the AG van on all weekend services to enable increase in bike capacity. Some issues were identified, but it is understood these can be addressed. A further trial will occur in late June and the project remains on target to commence this service enhancement from July.

(c) Park and ride

Waikanae

Archaeological consent to drill soak test holes has been obtained and the holes have been drilled. As a result the designers are now completing the design with aim to submit construction consent by the end of June. Construction is likely to commence around the end of July, with completion by end of November (weather dependant).

Extension of Park and Ride Facilities

Due to the significant increase in patronage, park and ride facilities have been under extreme pressure. As a result, funds have been released to enlarge the following facilities:

- Upper Hutt – additional 94 new parks, to achieve 322 parks in total, construction completed by end of September (weather dependent)

- Trentham – additional 40 new parks, to achieve 134 parks in total, construction completed by end of August (weather dependent)
- Porirua – additional 100 new overflow parks, to achieve 802 parks in total by July

(d) **Subways and bridges**

Ava North bridge remains closed for essential maintenance work but is expected to re-open on 20 June.

Other bridge and subways works are planned for 2016/17, focussing on seismic upgrades to bridges that have failed to meet the new build standard (NBS). These bridges are Ava South, Tawa and Heretaunga. Engineers are currently drafting the seismic solutions which are expected to be available by the end of June 2016.

2.2.3 **KiwiRail Network**

(a) **Maintenance and operations**

During April 2016, 1.3% of services were impacted by network restrictions.

A major piece of work has begun on the Kapiti Line to clear the speed restrictions currently in the Ngauranga gorge tunnels and bridge. The speed restrictions have been lifted to 40 km/per hour and the work is due to be completed by the beginning of July.

(b) **Renewals**

Focus is still on the Hutt and Wairarapa Line and work has continued on reducing speed restrictions on the Wairarapa Line with Temporary Speed Restrictions (TSRs) reduced to less than 5 minutes in both directions. Work to de-stress the track is also reducing some of the Heat 40 sites to ensure services are not impacted as much next summer.

## **2.3 Bus and ferry operations**

### **2.3.1 Service changes (non-PTOM)**

#### **(a) School Bus 743 and Wilton Route 14**

The school route 743 is supplemented by the route 14 public service which has several trips running extensions to schools in the Basin Reserve area. Both services are currently at maximum capacity.

Over 20 complaints have been received from school parents regarding issues with children not getting to school on time due to overcrowding. In response, officers propose to introduce a second school bus to the route 743 to relieve pressure on the route 14 and ensure students are arriving at school on time. This proposal will be presented in more detail in a separate report.

#### **(b) Route 854**

The Route 854 morning school bus service has been retimed and the origin stop at Petone Station changed to improve operational efficiency and reliability, following complaints from parents about the reliability of this service.

#### **(c) Route 678**

The Route 678 school bus service from Moa Point and Seatoun has been retimed to depart earlier, to allow the students at Marsden School to arrive at school on time. The changes follow an approach by Marsden School on behalf of parents and students, as students were frequently arriving late to school.

#### **(d) Route 712**

Officers were approached by Wellington East Girls' College on behalf of parents and students about overcrowding on the Route 712 service from Miramar. In response, officers have changed the Route 713 service (which has extra capacity) by removing the Seatoun part of the route and extending the end of the route to terminate at Wellington East Girls' College. Students from Seatoun are not disadvantaged, as there is extra capacity on the Route 711 service to the Basin Reserve.

#### **(e) Waitangi Park bus stop for Routes 783 and 794**

The bus stop at Waitangi Park has been removed from the Scots College school buses 783 and 794 to improve safety for passengers and other road users. These buses regularly experienced difficulty safely pulling out of this stop then having to cross two lanes of traffic within a very short distance before turning right onto Kent Terrace. This issue was most problematic in the morning peak. Students wishing to travel to school from the Waitangi Park bus stop are still able to use the Route 782 service (which travels via Oriental Parade to Scots College)

#### **(f) Khandallah bus stop for Routes 638, 673, 689, 690 and 692**

A bus stop (previously used only as a rail replacement bus stop) in Khandallah has been formalised as a school bus stop to enable school bus routes 638, 673, 689, 690 and 692 to stop there. This followed requests from parents to include the stop as a formal bus stop.

### 2.3.2 Special Events and Road Closures

#### (a) Flood event 5 May 2015

Flooding saw bus services in Porirua disrupted substantially on 5 May 2016. Fortunately the disruption was localised, but officers were on standby across the network through activation of the Regional Transport Response Team. The Response Team is collaboration between GWRC, Police, NZTA, Local Authorities and bus and rail operators. The GWRC contribution on this occasion included Public Transport and Flood Protection officers.

#### (b) Victoria University Graduation Parades

The Victoria University annual graduation parades through the CBD were held on 17 and 19 May 2015. As per normal, bus services were diverted and some cancelled in order to minimise the domino effect of related delays.

#### (c) Massey University Graduation Parade

The Massey University graduation annual parade was held at midday on 26 May 2016. Like the Victoria University Parade some bus services were diverted and cancelled. Management of the parade on this occasion was also affected by a bomb threat described below.

#### (d) Parliament Bomb Threat 26 May 2016

A number of roads close to Parliament including Bowen and Molesworth Streets were closed during the middle of the day while a dramatic series of events played out in front of Parliament. This did result in substantial disruption to bus services in addition to those associated with the graduation parade.

#### (e) Roadworks

As the end of financial year approaches there is normally a significant amount of roadworks. In addition this year, poor weather through May has put additional pressure on getting projects completed in time. Officers are in regular contact with Territorial Authorities to ensure sufficient notice is provided on roadworks that have the potential to disrupt bus services. Regardless of this, issues still occur with changing circumstances or insufficient information. Officers accept that there has to be some flexibility but continue to seek improvement to lines of communication.

### 2.3.3 Asset management

#### (a) Bus Shelters

A new terminus in Grenada Village was installed in May in preparation for the New Wellington Network. Officers are receiving enquiries as to when the stop will be available for use. The bus stop is yet to be formally approved by Wellington City Council. We will look to extend the Route 55 bus service to the Mark Ave terminus after the resolutions have passed.

## 2.4 Metlink customer services and information

### 2.4.1 New Metlink website

The new functionality to meet PTOM requirements and to replace the Tranz Metro website went live from 10.00am, Friday 10 June. The upgrade includes the message centre which enables text messages, emails, website updates and twitter posts from a single field.

A communications plan is in place to advise customers of the move from [www.tranzmetro.co.nz](http://www.tranzmetro.co.nz) to [www.metlink.org.nz](http://www.metlink.org.nz). This includes messages on both websites, tweets, text and email. Key messages include:

- If you don't want your personal information moved to Metlink, unsubscribe now
- Moving Public Transport in Wellington under one brand – Metlink
- New operator taking over on 3 July
- Sign up for a My Metlink account to subscribe to alerts

The deployment of the monthly online pass purchase process has been delayed until 3 July. Deployment earlier by launching with the Tranz Metro payment express account and then migrating soon after to Transdev on the 3 July was seen as adding risk and complexity to the project. Communications material has been prepared to let customers know that they can purchase monthly on-line passes on the Tranz Metro website until 13 June and from 3 July on the Metlink website.

New functionality has already been deployed on the Metlink website:

- improved search and auto-complete on timetable and route searches;
- new online feedback form; and
- Facebook login to My Metlink.

There will be a period on Friday morning 10 June (as mobile carriers migrate the short code to Metlink) when the text messaging service will not be available. Customers will be advised to check twitter and the websites during this short time period. Migration will occur after the peak commuting period.

Officers have had training sessions with the Tranz Metro/Transdev and the Metlink Contact Centre teams. Feedback has been positive.

After 10 June it is envisaged that Tranz Metro/Transdev will be responsible for communications on train services and the Metlink contact centre will focus on ferry and bus.

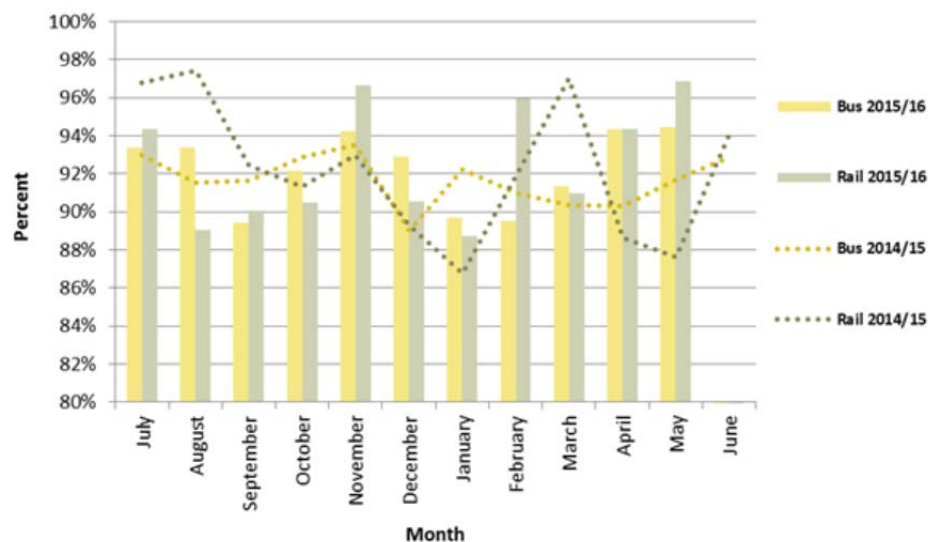
### 2.4.2 Real-time information (RTI)

In the eleven months to 31 March, 92.3% of bus services and 92.6% of rail services were tracked by the RTI system. Its pleasing to note that both Rail and bus tracking percentages are above 94% for the last two months. This is



the result of the system, monitoring and procedural improvements undertaken this year.

The on-going challenge is to keep these tracking levels high and to continue to improve the reliability of tracking and the quality of RTI predictions for customers.



Initiatives underway to further improve RTI tracking include the purchase of additional on-bus DTI units, and ongoing monitoring and testing of new timer switches to improve on-bus DTI unit reliability.

#### 2.4.3 Printed timetable and publications

Reprints of the R111-112-114-115 Upper Hutt, R52-56-57-58 Newlands, Wellington Harbour Ferry and Wairarapa Train Line were completed in May.

#### 2.4.4 Media and events

##### (a) Recent events

This year Metlink City Safari attracted a record 800 people and received good media and Facebook coverage. A Metlink helpdesk was set up at the event, providing assistance, Metlink merchandise and encouraging people to create a My Metlink account.

The last Ganz event was held on Friday 27 May and was attended by approximately 200 people. A special commemorative ticket was produced and the event received very good media coverage.

##### (b) Upcoming events

The Tranzsdev “Go Live” event is scheduled for 4 July. Officers will set up the Metlink helpdesk and encourage people to create a My Metlink account.

The date for the Waikanae Park and Ride opening is yet to be scheduled.

(c) Upcoming marketing activity

A Greater Transport, Greater Wellington Rail News campaign will be prepared to deliver messaging for the public transport improvement programme and to provide 'change' information for rail customers.

2.4.5 Social media – year to date

Metlink tweets have earned 173.6k impressions in the last 90 days (number of times users saw a tweet) and the number of followers has now reached over 7000 standing at 7112!

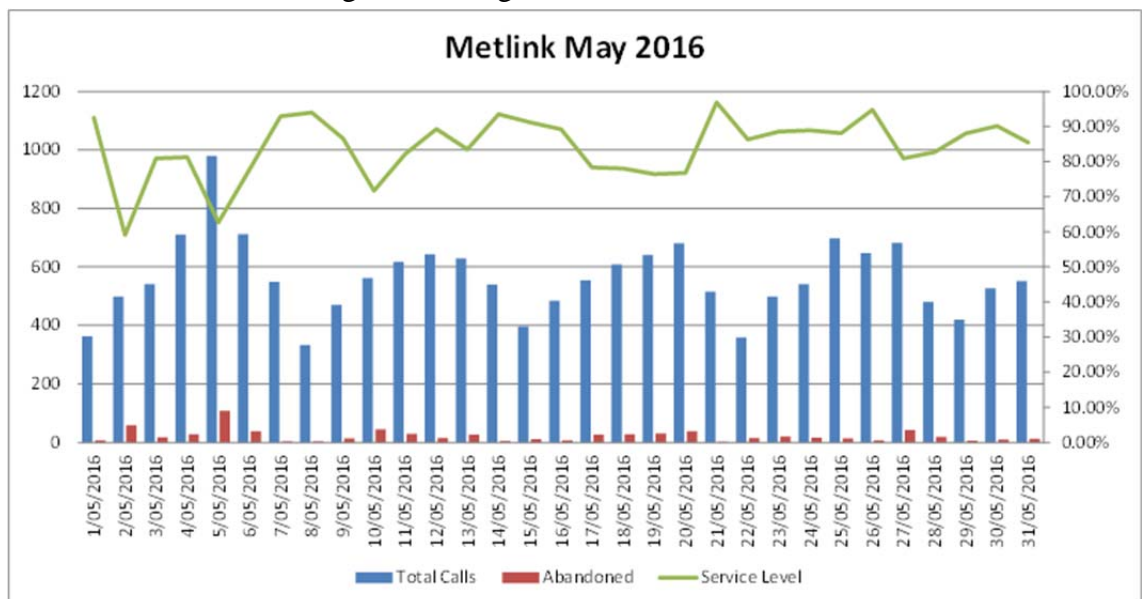
Top tweets during the last 90 day period included promotion of the Metlink City Safari event and information on Easter weekend services.

Both the Metlink City Safari and Last Ganz events were promoted on Facebook and received good coverage.

2.4.6 Customer Contact Centre

(a) Call Volumes & Service Levels

For the month of May a total of 17,437 Metlink calls were received. Call volumes were 5.45% lower than April. Abandoned calls were below our 6% target achieving 4.03%.



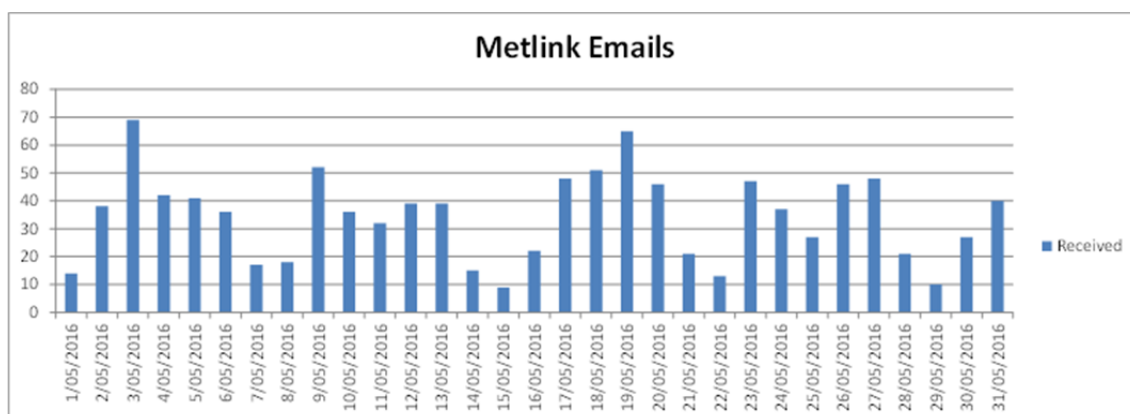
On 5 May, call volumes increased due to the power outage in the Eastern suburbs as no Trolleys buses were running and replacement shuttles had to be put into service.

On the same day, a severe weather event in the region caused significant delays and cancellations, particularly in the Porirua district.

On 23 May 2016, the Metlink Contact Centre operating hours were extended to between 6am and 10pm. This has enabled a new roster to be introduced, resulting in an improvement to daily service levels (over the 80% target).

## (b) Emails

The Metlink contact centre received 1066 Metlink emails in May, which is slightly less the previous month. Our average speed to answer is 3 hours 2 minutes.



### 2.4.7 Customer Experience Leader

A Customer Experience Leader position has recently been established within GWRC. The position is held by David Boyd.

Within Public Transport, the focus is on identifying key areas for improvement and the establishment of frameworks to provide a more systematic focus on customers' public transport needs. Current activity includes:

- Liaison with the visually impaired and blind communities regarding real-time audio announcements at bus stops and railway stations, including the testing and implementation of fob activated RTI signage in association with the Association of Blind Citizens of New Zealand.
- Review of the Lambton Interchange customer experience, with a view to identifying immediate fixes and long-term redesign opportunities. This will include running field interviews with Interchange users to understand needs and issues with the site.
- Design of bus route designations for the new Wellington city bus network, with a view to ensuring the user-friendly transition of the proposed changes.
- Development of clear customer value propositions for PTOM activities, to ensure customer communications that are more consistently focused on the benefits to PT customers.

The Customer Experience leader is also establishing customer experience frameworks, intended to make the PT group more proactive and targeted in meeting customer needs. These include:

- A customer experience monitor: Using customer research and data to identify a priority 'hit-list' of customer service fixes and opportunities, so a consistent view of improvements can be targeted, monitored and communicated at all levels through-out the business.

- A customer segmentation model: Segmented profiles of customers based on their travel purpose, needs and motivations, to better identify and target opportunities for customer service improvement and patronage growth. A segmentation model will also define the customer value propositions that underpin the Metlink brand experience. The first step will be to pilot this approach with on a single segment.

An important organisational objective for the Customer Experience Leader is to ensure GWRC staff become more customer focused, by engaging customers earlier in the development of services and taking time to engage PT users first-hand, to gain a greater empathy for their needs. This will be achieved by introducing customer-centred design practices to the above activities whenever practical.

## **2.5 Total Mobility**

### **2.5.1 Service performance**

Total Mobility patronage is down 1.8% compared to the same period in the 2014/15 financial year however recent inclement weather has contributed to an increase in trip numbers that is likely to continue into the winter months.

Patronage movement within the range of plus or minus 2% is not uncommon.

### **2.5.2 Small Passenger Services Review update**

The Ministry of Transport (MoT) recently announced its intention to introduce changes that simplify the rules applicable to the small passenger service sector.

Currently there are separate categories and rules for taxis, private hire, shuttles and dial-a-driver services. In the future, these services will be regulated under the single category of a small passenger service.

The MoT advise the fundamentals of safety are maintained under the new system however some requirements such as fare information, mandatory branding and Braille signage, have been removed. At this stage, indication is yet to be given on the proposed removal of fare meters (currently only required for taxi services).

A level of uncertainty remains on the implications of these changes for transport disadvantaged customers, particularly vulnerable and visually impaired customers, and the overall Total Mobility service.

Whilst it is not yet clear what the consequence for Total Mobility services is, it is unlikely the changes will be implemented before 2017 as changes to the Land Transport Act are required. Officers will assess once clearer indications are issued.

### **2.5.3 Total Mobility customer satisfaction survey**

The annual Total Mobility customer satisfaction survey is now live with a 27% response rate to date and draft report due to GWRC on 27 June 2016.

#### 2.5.4 New transport operators

- a) Officers are currently in discussions with a franchised private hire operator that has been interested in providing Total Mobility services for some time but has not offered wheelchair accessible services. Good progress has been made with the operator and it is likely that it will be approved to provide Total Mobility services on condition that a commitment is made to providing wheelchair accessible services within three months.
- b) Golden Oldies Limited, an Upper Hutt based private hire operator began providing wheelchair accessible Total Mobility services from 1 June 2016.

### 3. Regional Transport Planning

#### 3.1 Ngauranga to Airport (N2A) - 'Let's get Wellington moving'

The three partner agencies (NZ Transport Agency, GWRC, and WCC) continue working together on this programme. Progress over the past month includes:

The first phase of public engagement has been completed. The engagement campaign ran from 6 April to 18 May. A very positive level of engagement was achieved and a large amount of feedback was received from throughout the region. A summary is set out below:

- 11,519 people directly engaged in the campaign;
  - 8,469 people visited the website
  - 750 people were surveyed by phone
  - 1,000 people were surveyed on the street
  - 1,300 took part GWRC and WCC online research panels
  - plus social media posts, drop-in sessions, meetings, emails.

The information received from the engagement is currently being analysed. The headline themes across all of the different engagement tools will be communicated to the public in late June. The engagement feedback will inform development of a set of guiding principles throughout June. These will be communicated to the public once finalised in July.

An Investment Logic Mapping workshop will be held in June to confirm the key problem statements, with a number of inputs including key insights from the public engagement feedback.

In relation to the N2A transport model build work stream, thought is currently being given as to how the data collected for the project can be made available for wider consumption. In addition planning is underway for an interactive workshop for external groups and individuals interested in transportation modelling.

The Network Operating Framework (NOF) process has been progressing well and has involved some very useful conversations with all stakeholders. The future transport network priorities and land use patterns for inclusion in the NOF tool have been drafted for confirmation in the next workshop.

### 3.2 Potential Impacts of Electric and Connected Autonomous Vehicles

Vehicle technology is rapidly changing. Innovations in electrically-powered vehicles are already in the market and ongoing research on connected and autonomous vehicles (CAV) are starting to be incorporated into the vehicle fleet. These will impact on the use of our transport network and change travel patterns over time. It is important that GWRC keeps abreast of these trends to inform its future regional transport planning functions as well as our investment in public transport services.

Electric vehicles are already available in New Zealand and a wider range of vehicle choices are likely to emerge in the next few years, with increasing travel range and more affordable prices. Along with a rapidly increasing network of charging stations, this is likely to mean a significant uptake in NZ over the next 5 to 10 years. Electric vehicles, while they generally have a higher purchase price, are significantly cheaper to run, but little research has been done on their effects on vehicle usage. Instead, research on the impact of electric vehicles has focused on their environmental benefits in the form of reduced greenhouse gas emissions and air pollution, as well as their life cycle benefits/costs. Nevertheless the cheaper cost of electric vehicles, estimated to be the equivalent of 30 cents per litre of petrol, is likely to mean that vehicle kilometres travelled will increase, placing additional pressure on the road network.

Connected and autonomous vehicles are likely to impact in New Zealand on a longer-term timeframe. The rate of adoption of CAVs in New Zealand is highly uncertain and is expected to take several decades (the transition to a full CAV fleet is not anticipated until 2075).

This technology has the potential to dramatically impact how people travel and therefore the demands on the transport network.

The Auckland University Centre for Infrastructure Research recently gave a presentation to the Regional Transport Committee on a summary of international research (included as **Attachment 1** and on the Councillor Portal). The key findings were:

- there are many promising road use efficiency, safety, and environmental benefits from CAVs;
- major factors influencing the rate of CAV adoption include the timing of technological advancement, the pace at which costs fall, the overall viability of the New Zealand market and the adequacy of legal and insurance provisions;
- potential issues with CAV adoption include increasing single-occupancy vehicle trips, resilience risks around compatibility between technologies offered by various vendors, as well as uncertainty over impacts on travel behaviour;
- on demand car-share or ride-share services could reduce vehicle ownership rates, while catering for an increasing number of trips with a smaller total vehicle fleet size; and

- investment in public transport and other network infrastructure, as well as demand management measures, will remain important to the efficiency of the transport network during peak hours.

Overall the research showed that there are two potential conflicting trends, one that vehicle use will rise resulting from the increased ease, convenience and access to vehicles; and the other that the overall number of vehicles will reduce due to lower ownership rates and on-demand mobility services. There is a lot of uncertainty around how induced demand will be balanced by improved vehicle utilisation efficiency.

There are a wide variety of views on how CAVs will affect public transport provision and use. They may significantly increase the demand for mass transit solutions, particularly at peak times, due to overall increased travel, or they may lessen the need for expensive, fixed mass transit solutions due to the availability of cheap, shared point to point alternatives. Indeed public transport providers may reduce their operating costs and offer more attractive and convenient services themselves by adopting electric and CAV technologies. This means public transport use could remain competitive in relation to private travel. Nevertheless there are some important points emerging that are of relevance for future public transport planning:

- that any significant impact on public transport systems is likely to be longer-term (i.e. 30+ years) and therefore the value of investing in solutions now is unlikely to be undermined; and
- that building flexibility into public transport networks will be advantageous to allow them to be more agile in responding to rapidly changing technology.

From a planning and network investment perspective, managing the transition to CAVs will be a major challenge due to the uncertainty around the impacts these technologies will have as they are adopted over time. Collaborative approaches will be required to ensure the benefits of CAVs are properly identified and captured, as well as the risks and issues adequately managed. Investment in the transport network will need to be future proofed in order to cope with the uptake of these technologies.

On a national level, Parliament’s Transport and Industrial Relations Select Committee has initiated an “Inquiry into the future of New Zealand’s mobility”. The committee plans to scan the big technological, social and economic changes that will affect transport planning. The Ministry of Transport has also recently undertaken research in this area with their Future Demand project. GWRC will continue to connect into these research areas to inform our future planning.

### 3.3 Regional Transport Resilience update

An update on the programme business case for Regional Transport Resilience was provided to the Regional Transport Committee (RTC) meeting on 23 May. Key points of note were:

- The regional transport resilience project is jointly managed and funded with NZTA. GWRC is representing all the councils in the region in this project.
- The project uses existing data sets and seeks to avoid reworking previous work. The outcome from this project is a prioritised list of regional transport network in terms of resiliency. This list can then be used to influence how projects in the Regional Land Transport Plan are prioritised.
- In addition RTC were made aware of initial discussions with Wellington Water and Wellington Electricity about a coordinated resilience project. These discussions centred on the development of a regional utilities resilience programme business case to enable a conversation with central government, local government and the private sector on how to best improve the resilience of the region.

A diagram will be developed to show how all resilience activities going on in the region fit together. This will be reported to the RTC and STC before the end of the year.

### 3.4 Other work

Further workshops have been held by NZTA, with GWRC staff input, to develop the SH2 Programme Business Case for the Ngauranga-Te Marua and Te Marua-Masterton corridors. The shortlisted option packages from the latest workshops are now being refined by the consultants (MWH and GHD) for inclusion in final programme business case reports. These are expected to be multi-modal packages and some elements would be jointly or individually delivered by GWRC.

The development of options and alternatives for the port area is continuing as part of the Port Access Programme Business Case. Interislander and Centreport recently presented their initial thoughts for a revamped ferry terminal at Kaiwharawhara that will provide an important input to any future options.

Work is well underway on preparing a refreshed Network Operating Framework for Hutt City, in partnership with NZTA and Hutt City Council. Kapiti Coast District Council is also beginning planning to develop a Network Operating Framework and GWRC staff will be involved in this process going forward.

## 4. Sustainable Transport

A new campaign to promote the need for reflective gear at night for walkers and cyclists was launched at the end of May. Project Glow Wear (<http://www.projectglowwear.com>) is a design competition to encourage home sewers and fashion designers to create new garments and accessories with reflective materials. The competitions has been supported by partnerships with Singer, Arrow Uniforms, Wellington Lux Festival and Wellington and Hutt city councils. International interest in this competition has also been generated with a German reflective wear company offering to sponsor a prize and an American company offering to place all entries in the competition on its 'Think Tank' platform which is viewed by over a million viewers. The competition is open until the end of July and an awards night is being planned for late August.



A first for the Pedal Ready programme was delivering cycle skills training to a group of young people at a CYFS care and protection facility. This required more rigorous policy checks and extra staff support. The session went well and staff have requested instructors to return to deliver a Grade Two training.

Tranzit Coachlines has requested for the first time, a bus bike workshop for its 12 Wellington drivers. This is to be held on 21 June. A further two workshops are to be held with Mana Coach Services in July.

One of two bike racks has been attached to a Mana bus for testing on all Newlands bus routes in and out of Johnsonville Station - routes 50, 52, 53, 54, 55, 56, 57, and 58 on Sunday 12 June. The bus used will not be picking up passengers and will travel routes between Newlands and the CBD, with trips on the hilly and tight Mount Victoria and Highbury routes. The bus will have "Not in Service" on the destination blind. Communications about this test will be placed on the GWRC Facebook page and on the Regional News on the GWRC website.

## **5. Electric Vehicle Symposium – 27 June**

GWRC and WCC are co-hosting an electric vehicle symposium 'The Future is Electric' on 27 June at the Rydges Hotel in Wellington city. The Symposium's objectives are:

- learn from overseas experience about how to facilitate the adoption of electric vehicle technology in New Zealand, with a focus on the Wellington region;
- promote the opportunities that electric vehicles present to Wellingtonians;
- identify the challenges and opportunities of electrifying private, commercial and public transport;
- highlight policy changes (at both local and central government levels) that are required to drive the uptake of electric vehicles throughout the Wellington region;
- inform the development of a regional strategy that articulates how necessary policy, infrastructure and other changes will be addressed going forward; and
- information sharing and networking.

The event will bring international experts from Canada, California, the UK and Norway (Norway via video presentation) together with a wide range of New Zealand speakers to discuss accelerating electric vehicle uptake in New Zealand.

Presentations and panel discussions will focus on the challenges and opportunities of electric buses, cars, trucks and e-bikes, the economic, social and environmental benefits of electric vehicles, and the policy, infrastructure, skills and services changes needed to stimulate rapid uptake.

Sponsorship has been secured from EECA, Carbridge, Wellington Electricity, NZTA and the Ministry of Transport.

Carbridge are unfortunately no longer able to provide an electric bus, as despite their best efforts, the Toro bus was not able to be completed in time to meet the shipping deadline from Malaysia. An alternative BYD K9 bus was considered as an alternative but it was not possible to secure a shipping slot for delivery prior to the Symposium. Carbridge's Product Division Manager Johan Olyslagers is speaking at the Symposium. Officials are working to progress an e-bus trial later in the year.

A copy of the program and speaker biographies can be viewed on the event website [www.thefutureiselectric.co.nz](http://www.thefutureiselectric.co.nz).

At the time of writing (9 June) registrations were at 131. The venue's capacity is 160. Promotion of the event continues.

## **6. Regional Electric Vehicle Working Group**

GWRC convenes the Wellington Region Electric Vehicle Working Group (Working Group), comprising officers from councils in the greater Wellington Region.

The Working Group operates as a coordinating mechanism for the promotion of electronic vehicles (EV) generally, and in relation to the development of charging infrastructure across the region. Meetings began February and are held every 1-2 months. Industry stakeholders are invited to share information and discuss relevant matters.

Matters discussed at the May meeting included:

- The recent EV Programme announcement by Transport Minister Simon Bridges.
- A potential low cost, low effort initiative to installing public charging stations.
- An offer to provide information to MBIE about council fleet sizes and the opportunity to transition these to electric, and to support Inland Revenue (IRD) with feedback on their review of Fringe Benefit Tax and depreciation on electric vehicles. This relates to fresh initiatives MBIE and IRD are to commence.
- A goal for the Wellington region to have 100 car charging locations through both public and private sector efforts. Goal setting will enable a strategic approach to be undertaken amongst stakeholders to support early electric vehicle growth, and would enable gaps to be identified and addressed. Work to be undertaken to identify potential locations and types of chargers that could provide progress toward a 100 charger goal.

The region's first car charger on public land was recently installed in the area serving the Dowse Art Gallery, Hutt City Council, Library, i-Site, and swimming pool (Stephens Grove).

GWRC has purchased its first electric vehicle (Nissan Leaf) and intends to shortly provide an electric chargers outside the council building for fleet and visitor use.

## **7. Responses to public participation – 11 May 2016**

Associate Professor Ralph Chapman and Master of Environmental Studies student Lucia Sobiecki presented their research to the Committee on the environmental and health implications of different upgrade options for Wellington's bus fleet.

Officers met with Professor Chapman and Lucia Sobiecki following the meeting to discuss their report and provide some feedback. As a consequence an addendum was added to the report outlining GWRC's feedback and their response to that feedback.

## **8. The decision-making process and significance**

No decision is being sought in this report.

## **9. Engagement**

Engagement on this matter is unnecessary.

## **10. Recommendations**

*That the Committee:*

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

Report approved by:

**Wayne Hastie**  
General Manager  
Public Transport

Report approved by:

**Luke Troy**  
General Manager  
Strategy

**Attachment 1: Potential Impacts of Connected and Autonomous Vehicles**