

Report 16.327
Date 3 August 2016
File CCAB-20-189

Committee Sustainable Transport Committee

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General Managers' report to the Sustainable Transport Committee meeting 10 August 2016

1. Purpose

To inform the Committee of Greater Wellington Regional Council (GWRC) 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

The Rail Partnering Contract with Transdev Wellington commenced smoothly on 3 July as planned. There have been minimal transition issues, and from a customer perspective, the commencement of Transdev operations has been very positive. Media coverage has been supportive.

(b) Bus

The Request for Tenders (RFT) and Partnering Contract for bus services is currently with the New Zealand Transport Agency (Transport Agency) for their approval. The current target for the Transport Agency's approval is the second week of August, which will allow an RFT release soon thereafter.

As the RFT release has been delayed until mid-August due to the complexities of the contract and the approvals process, consideration is now being given to whether the contract commencement should also be delayed to preserve the 12-15 month mobilisation period initially intended and discussed with prospective operators.

(c) 2018 - New Wellington City bus network

Progress continues to be made on the infrastructure requirements for the new network. On 30 June 2016, Wellington City Council's (WCC) Transport and

Urban Development Committee approved traffic resolutions for new bus stops and amendments to existing bus stops in Churton Park and Aro Valley.

Pre-consultation relating to new bus stops and changes to existing bus stops in Miramar, Kilbirnie, Grenada Village, Broadmeadows, and Rongotai has been completed and the request for traffic resolutions has been sent to WCC, and are expected to be considered by the WCC Transport and Urban Development Committee meeting in September.

An arborist's report on the tree trimming work required to ensure safe operation of the double-deckers through the City is expected by the end of September.

The Metlink and GWRC websites are being updated with more information on the future network changes, and work on structures, information displays and wayfinding signage at transfer points is underway.

(d) Kapiti Bus review

Consultation is underway on proposed changes that focus on providing more reliable bus and train connections, a new Waikanae town bus service and more services for Otaki residents. At the time of writing 145 feedback forms have been received, with approximately 70% support for the changes. A detailed analysis of the feedback and recommended changes will be provided to the September meeting of this Committee for consideration.

(e) Business readiness

The new complaint management system went live on 3 July to support the commencement of the new rail contract. This system has significantly increased the visibility of rail related complaints, and the responses provided. From 25 July the system will also be used internally to support bus services.

The new rail performance monitoring system was also successfully delivered for use from 3 July.

2.1.2 Integrated fares and ticketing

(a) National Ticketing Programme (NTP)

GWRC is continuing to work with the New Zealand Transport Agency (NZTA) and other regional councils on the NTP investment case following the June endorsement of a roadmap for the development and deployment of a national electronic ticketing platform.

(b) Interim bus ticketing

GWRC is now in negotiations with Snapper Services Ltd for provision of a common electronic ticketing system on all regional bus services utilising the Snapper card. This will be an interim solution for the bus network, pending introduction of a fully integrated system for the entire Metlink network. It will need to be in place prior to the commencement of the new PTOM bus contracts.

While a number of ticketing functions will be delivered by Snapper Services Ltd as the system provider, GWRC will assume responsibility for end-to-end

operations, which will require a number of functions and capabilities to be developed and integrated with existing GWRC business processes and systems.

(c) **Fares transition**

Minor changes to rail fare products (group passes and pro-rata monthly passes) were rolled out in time for the commencement of the new rail partnering contract. Limited feedback was received, reflecting the limited use of these products and the availability of alternatives.

The fares transition will be reviewed as required by the Public Transport Fares Review that is discussed in a separate report on this agenda.

(d) **Snapper card top-ups at rail ticketing offices**

As a result of changes in Snapper Services Ltd's retail model, it has not been possible to purchase rail tickets using Snapper cards for the last 12 months, and during June KiwiRail rolled out new EFTPOS payment devices at rail ticketing offices that do not support Snapper card top-ups.

Snapper Services Ltd is currently in discussions with Transdev Wellington on re-instating a Snapper top-up capability at rail ticket offices, and GWRC officers are also working with Snapper Ltd on retail options through the interim bus ticketing project. Officers will report back on progress in the next General Manager's report to the Committee.

2.2 Rail operations

2.2.1 Service performance

(a) **Patronage**

Rail patronage for 2015/16 was 12.8 million, up from 12.1 million in 2014/15. This is a 5.5% increase from the previous year, and includes an increase of over 15% on the Johnsonville Line.

(b) **Punctuality and reliability**

Reliability in 2015/16 was very high at 99.8% of all scheduled services being delivered.

Punctuality during 2015/16 (services arriving and departing Wellington station which are on-time to 5 minutes) was at 95.6% across the whole of the network.

From July 2016, a new performance system has been operational. This system reports on performance at the start and end of a journey and in some cases a mid-point, rather than just on performance arriving at and departing from Wellington Station. These results will therefore not be directly comparable with results from earlier years.

(c) **Wairarapa line peak punctuality**

Punctuality on the Wairarapa Line continues to be challenging, and overall punctuality on the Wairarapa Line was 77.8% overall during 2015/2016 and 84% for peak services.

Transdev is focussed on exploring and implementing operating and timetable improvements on this line.

2.2.2 Asset management

(a) Rolling stock

30 of the 35 Matangi 2 trains are now in operational service, and the Matangi 2 project is expected to be completed by the end of September.

(b) Bikes on Trains - Wairarapa

Work is continuing on delivering increased bike capacity on the Wairarapa services in the weekends, with Transdev reviewing the results of trials that were undertaken by TransMetro of adding carriages to increase capacity.

(c) Park and ride

- Porirua: An additional 120 overflow parks have been delivered, which has stopped cars parking on the Mungavin Interchange on and off ramps.
- Waikanae: The construction of 232 additional parks is scheduled to commence in early August, after construction consent has been obtained. Completion is targeted by the end of November 2016.
- Upper Hutt: Construction of 94 additional parks is expected to be complete by end of September (weather dependent), which will bring the total number of parks to 322.
- Trentham: Construction of 40 additional parks is expected to be complete by the end of August (weather dependent), achieving 134 parks in total.

(d) Subways and bridges

Ava North Bridge has reopened after undergoing refurbishment works. Proposed designs for seismic strengthening works on Ava South, Tawa and Heretaunga bridges are currently being priced.

2.2.3 KiwiRail Network

(a) Maintenance and operations

The speed restriction on the Kapiti Line on the track through the tunnels and on the bridge over the SH1 has now been lifted as KiwiRail has completed work on the track and sleepers.

(b) Renewals

Speed restrictions on the Wairarapa Line remain under the agreed maximum levels and renewals work was completed in the last financial year.

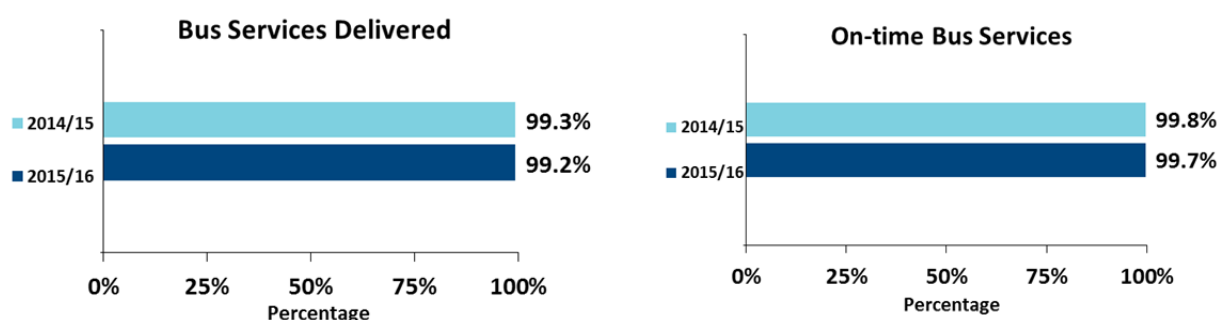
2.3 Bus and ferry operations

2.3.1 Service performance

(a) Patronage

	YTD		%	
	2014/15	2015/16	Change	Change
Wellington	15.0	15.4	0.3	2.3%
Hutt Valley	5.0	5.0	-0.0	-0.3%
Porirua	1.1	1.1	-0.1	-5.4%
Kapiti	0.6	0.6	-0.0	-2.0%
Wairarapa	0.2	0.2	-0.0	-4.3%
Total	22.0	22.2	0.2	1.1%

(b) Punctuality and reliability



2.3.2 Service changes (non-PTOM)

(a) Route 867 and 868 St Bernard's College to Wainuiomata

These two afternoon school bus services have been retimed to depart earlier from St Bernard's College by 15 and 10 minutes respectively.

(b) Minor changes to bus stops

A number of bus stop name changes have been made as part of the signage renewal programme – for example, Stop 5506 Lambton-Kirkcaldies has been renamed Lambton Central (near 171). Bus stop 6130 The Parade at Tamar Street (near 69) has been removed from the network due to changes to the road layout with the implementation of the Wellington Cycleway in Island Bay.

2.3.3 Special Events and Road Closures

The Stopwork Meeting was held by the Tramways Union on Tuesday 5 July 2016, and reduced services operated on Go Wellington and Valley Flyer routes between 9.30am and 2pm. The Airport Flyer and Mana/Newlands services were unaffected.

2.4 Metlink customer services and information

2.4.1 Metlink website

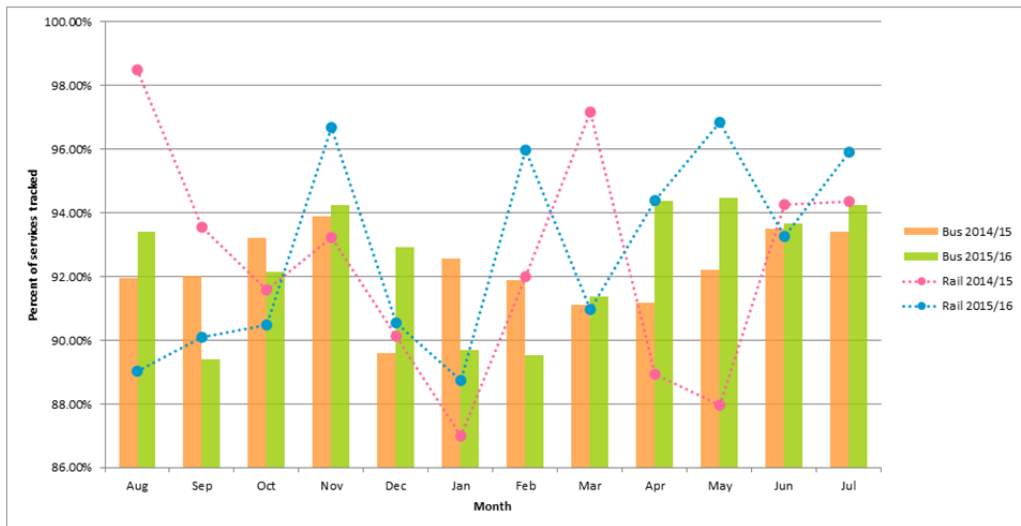
New Metlink website functionality is now operational, including online monthly pass sales, and there has subsequently been a very noticeable increase in the number of customers signing up for a My Metlink account and train alerts:

- There are now over 20,000 My Metlink accounts
- The number of customers being informed about train services has increased by around 2,000 in five weeks, with a 13% increase (1,310) in text subscriptions and a 41% increase (760) in email subscriptions.
- At the time of writing, 810 completely new My Metlink accounts had been established since 10 June, with over half set up using Facebook logins.

A My Metlink account is a huge step in building a relationship with a customer. It allows GWRC to communicate directly with them, know which services they use, and personalise their user experience via the website.

2.4.2 Real time information (RTI)

As of 31 July, the year-to-date tracking rates for bus and rail are 92.49% and 92.77% respectively. The RTI system has recorded good performance over the last four months, with monthly tracking rate averaging 94.19% for bus and 95.10% for rail.



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 Media and events

The opening of the new Waikanae Park and Ride is tentatively scheduled for November 2016.

The website will be updated to inform people about the Greater Wellington Greater Transport Transformation, including a high level summary, the infographic and updated information about the Bus transformation.

2.4.4 Social media

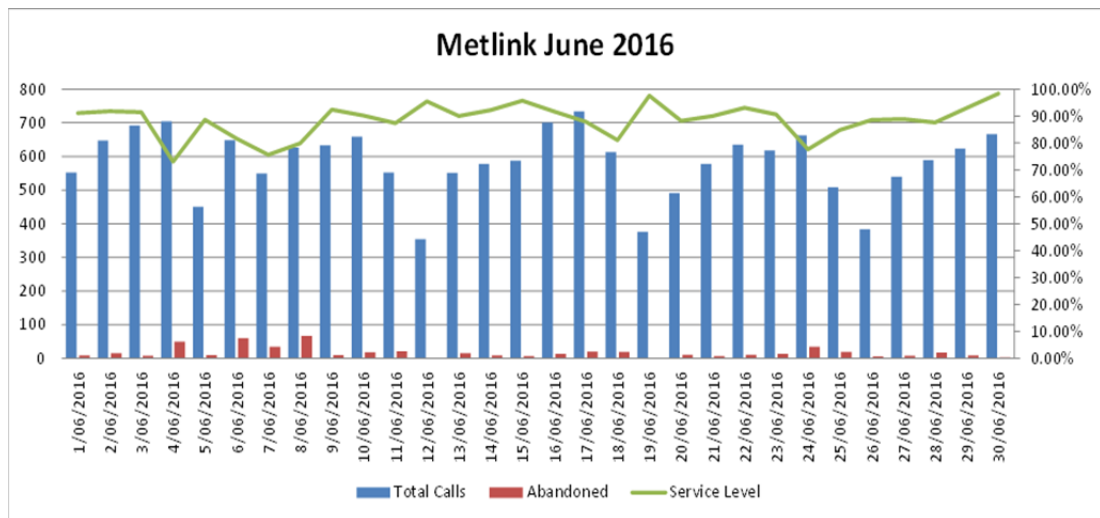
The Tranz Metro twitter accounts have been closed and all train alert information is now being posted on @Metlinkwgt. The number of people following us has grown by 5% in the last five weeks to 7,477.

2.4.5 Customer Contact Centre

(a) Call Volumes & Service Levels

For the month of June, call volumes were similar to May at 17500 (+63 Calls). Abandoned calls were 3% which is a decrease of 1.03% from previous month. This can be attributed to improvements in our rostering of staff as we have pinpointed intra-day gaps to ensure that we have the right number of staff to service our customers.

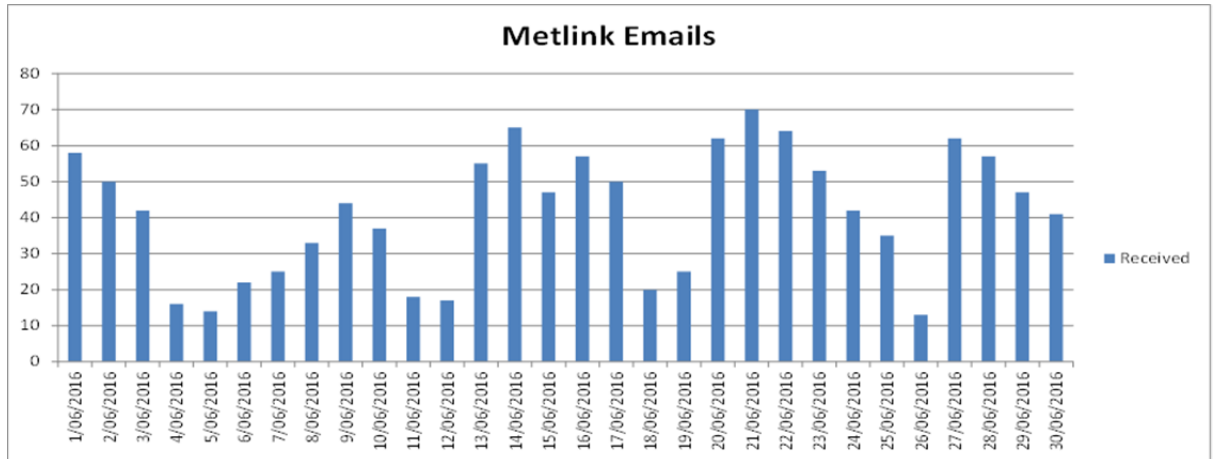
This is also demonstrated through our Service Level increasing to 88.27% with an average handling time of 86 seconds. We are achieving more consistent service levels on a daily basis and are able to absorb calls due to public transport disruptions being that much better.



Over Queens Birthday weekend, buses replaced trains for commuters to enable ongoing rail maintenance. Due to the fine weather, we had a large number of the public travel across the region and in particular into Wellington. There was a major event at the stadium, free rides on the iconic cable car and increased visitors to the city shopping that resulted in increased call volumes. The travelling public encountered problems with some of the train replacement services which resulted in increased call volumes. Despite this, the Metlink Service Centre was better prepared to handle this call volume.

The majority of calls continue to be Timetable/Fares although down by 5% on last month. RTI inquiries have increased by 4%.

(b) Emails



Metlink received 1241 emails in June which is 175 more than May with an average speed to answer of 1 hour 57 minutes. This has been a major improvement and means that customers are receiving replies to their email enquiries in a timely manner.

2.5 Total Mobility

2.5.1 Service performance

Total Mobility usage has decreased by 0.1% in the financial year to June 2016. This is inconsistent with the average growth rate of 1.2% year-on-year since 2003, but is a likely result of the change in weather patterns in recent months when it has been warmer and drier than expected for this time of year.

2.5.2 New Total Mobility transport operators

The total number of approved transport operators has increased to 11 with the recent addition of two new private hire operators. Golden Oldies operate three vehicles, with one being wheelchair accessible, and Freedom Companion Drivers operates three vehicles with a wheelchair accessible vehicle to be added within the next three months.

2.5.3 Customer satisfaction survey

The annual Total Mobility Customer Satisfaction Survey indicates a high level of overall satisfaction with 96% of customers giving a positive rating.

Of the six service aspects covered, respondents are most positive about the safety and security of the trip (98%) and least positive about the availability of taxis (88%), particularly at evenings and during ‘school-run’ times.

Service Aspect	Total Positive (Rating 6-10)	
	2016	2015
Safety / Security	98%	97%
Quality / Comfort	98%	94%
Equipment provided to get in and out of taxi	93%	93%
Value for Money	93%	95%

Reliability / Punctuality	90%	94%
Availability	88%	90%

When given the opportunity to offer additional feedback about Total Mobility, by far the greatest number of comments were notes of thanks, positive comments about drivers, how valuable the service is and what a difference it makes to people’s lives.

The survey results are being considered by officers and ideas for service improvement will be incorporated into upcoming stakeholder engagement workshops.

2.6 Customer Experience

2.6.1 Lambton Interchange improvements

An investigation of the improvements required to the customer experience at the Interchange is underway, with the aim of identifying both short-term fixes to information and wayfinding signage (targeted to be implemented by January 2017) and long-term improvements to be implemented as part of improvements to service, information and wayfinding for the new Wellington bus network in 2018. Work completed has included:

- In-depth on-site interviews to gain a first-hand understanding of the Interchange customer experience. Interviewees have included Mike Mellor, a public transport user with a visual impairment, and a public transport user with a GoldCard.
- An Interchange design workshop with officers including over 16 onsite interviews with frequent and infrequent users of the Interchange to understand customer attitudes and requirements.

3. Regional Transport Planning

3.1 Ngauranga to Airport (N2A) - ‘Let’s get Wellington moving’

The three partner agencies (NZTA, GWRC, and WCC) continue working together on this programme. Following the successful April/May public engagement campaign, the results were analysed and the findings presented to Council at its workshop on 29 June. They were also shared with WCC and the NZTA Board.

The feedback was consistent across all of the surveys and engagement platforms. Wellington’s compact size, vibrancy, natural environment and ease of getting around were popular topics. Key frustrations were traffic congestion, unpredictable journey times and parking. Public transport was also identified as a top priority for improvement.

These insights were used to develop a set of 12 guiding urban design and transport principles to set a course for the next phase of the programme. These principles, shared with Council on 29 June, will form the basis of criteria to be used in assessing future scenarios. The work to develop these criteria, along with a methodology for assessment, is already underway.

The key engagement insights and guiding principles were communicated to the public in July. The feedback on these has generally been very positive.

In addition to seeking public opinion, the programme team has been undertaking one of the biggest ever transport data collections in Wellington, tracking real time traffic movements across all modes between Ngauranga and the airport. Analysis of this large data set is still in progress but early findings show that the data supports much of the feedback from the public engagement. For example, the data indicates that traffic congestion was worse in 2016 than in 2015.

The programme is now focussing on the development of future scenarios, each of which will contain a set of initiatives. An Investment Logic Mapping workshop was held in June to confirm the problem statements, which will support the scenario development work. The development of transport modelling and decision support tools is continuing.

The scenario development will be informed by some investigative work on particular issues where knowledge is currently lacking, including design elements of a future rapid transit spine and travel demand management options.

3.2 Regional Transport Resilience update

The programme business case for Regional Transport Resilience has formally commenced with Opus International Consultants supported by Richard Mowl. Key points of note are:

- 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.
- The delivery dates involve having a draft prioritisation methodology ready in late August 2016 and a draft prioritised list of regional transport resiliency locations in late September 2017.
- This work will be integrated into the regional infrastructure resilience business case project with Wellington Water, Wellington Electricity and NZTA.

3.3 Other projects

The Port Access Programme Business Case is approaching completion. The recommended programme is likely to comprise two stages: a set of small scale measures to be taken forward in the short term, with some more significant initiatives to be investigated further in the longer term. This work is likely to be taken forward as part of the N2A programme to ensure a joined-up approach to these inter-related projects.

Interislander and Centreport are continuing to develop their proposals for a revamped ferry terminal at Kaiwharawhara. The close relationship between this project and treatment of the State Highway will need to be managed carefully.

The Regional Transport Resilience and Regional Transport Analytics Programme Business Cases are now well underway with both contracts having been awarded (Opus for resilience and Aecom for analytics).

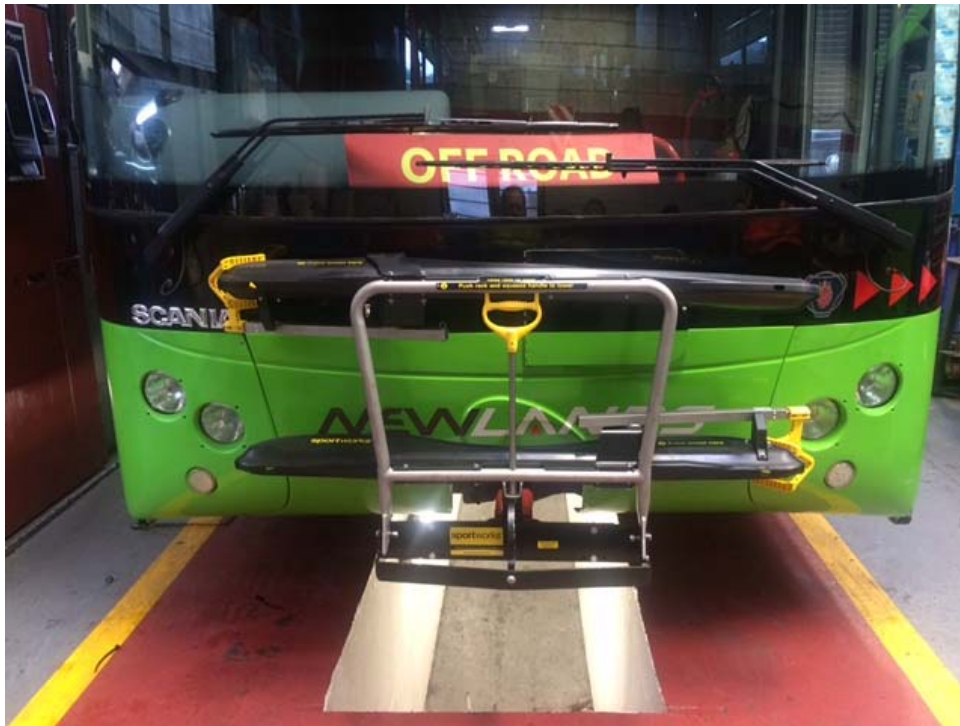
The RLTP half yearly progress report has been completed and will be presented to the Regional Transport Committee on 16 August.

4. Sustainable Transport

The Project Glow Wear promoting the benefits of reflective wear, is New Zealand's first reflective wear competition and entries for it have exceeded expectations. More than 70 entries have been received and judging will take place shortly. This is a joint project with GWRC, Wellington City, Hutt City and Kapiti Coast District Councils and the NZTA. The awards event is to be held on 20 August.

Joint investigations with the Public Transport Group have progressed on the Bike Racks on Buses project. One of two bike racks was 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 two Sundays in June. Minor infrastructure issues were uncovered around some give ways and limit lines. This will result in GW requesting WCC to trim some bushes and, in one case, pull back the limit line of a turning bay at Johnsonville. No issues were found in the CBD. The bus coped well with very winding narrow NZ Bus routes that were tested – including Mt Victoria, Roseneath and Khandallah.





Next steps in this project include purchasing 6 more racks; finalising policy, procedural and operational details; identification of a suitable complete Newlands route to operate the trial on; preparation of user brochures and communications material for the GWRC website; involvement in driver training for Mana Coachlines staff; development of “Have a go” events before the trial, giving the public an opportunity to experience using the racks; development of trial measures and feedback mechanisms for users.

The Pedal Ready cycle skills programme has developed a new “Cycling the Coast” training session based on the Kapiti Coast. Its aim is to help improve the skills and confidence of local riders and promote local cycle trails. These will be scheduled as demand requires. Pedal Ready has provided instructor training for five new instructors and five council staff (WCC, WRSC and GWRC). These council staff can now assist on Pedal Ready bookings when required.

5. Electric Vehicle Symposium – 27 June

Greater Wellington Regional Council and the Wellington City Council co-hosted a successful symposium about electric vehicles on June 27. The one day event sold out with 170 attendees and received excellent feedback. Presentations were given by Transport and Energy Minister Hon Simon Bridges, a number of councillors, government agencies, other national stakeholders, and international experts. The event highlighted the rapid pace of development of electric vehicle technology and the expected rise of adoption in New Zealand. Presentations from the day are available as video recordings at www.TheFutureIsElectric.co.nz

6. GWRC ‘Electric First’ Vehicle Policy

GWRC has now adopted an “electric first” vehicle policy covering its car fleet. This vehicle fleet currently generates 40% of GWRC’s corporate CO²

emissions (this excludes transport operated by separate organisations such as trains and buses) and this new policy will help to reduce total emissions as well as demonstrating leadership.

This policy requires vehicles purchasers for pool and departmental vehicles to first evaluate an electric vehicle, and then a plug-in hybrid, with a conventional (non plugin) hybrid, or a fossil-fuel powered vehicle to be purchased only if requirements cannot otherwise be met. Diesel vehicles are also no longer preferred.

The policy recognises that while electric vehicles cost more upfront, they have substantially lower running costs, and over the lifetime of the vehicle (100,000km for GWRC) the costs of an electric vehicle will be the same or lower than a typical petrol vehicle.

GWRC will share this policy with vehicle fleet managers in other organisations.

7. Regional Electric Vehicle Working Group

GWRC convenes the Wellington Region Electric Vehicle Working Group, comprising officers from councils in the Region. The Working Group operates as a coordinating mechanism for the promotion of electric vehicles (EV) generally, and in relation to the development of charging infrastructure across the region.

Work is well underway to identify the 100 most suitable locations in the Wellington region for electric vehicle charging. Delivering on this goal will offer people and organisations the confidence to buy an electric vehicle knowing they can travel freely throughout the region. The visibility of the chargers will also serve to promote electric vehicles to the wider public.

Criteria applied to the scoping work currently being progressed includes:

- **Car to charger ratio:** Experts advise that infrastructure installation should stay “one step” but not “ten steps” ahead of demand. This suggests installing enough chargers to meet projected demand (car sales) over the coming 1-2 years, whilst noting, and planning to install additional charging infrastructure across the region following the ‘first 100’.
- **Promotional value:** Prioritising locations that have good visibility, thereby building regional awareness about electric cars and recharging equipment.
- **Low hanging fruit:** Sites at which installation costs (and administrative burden) will be relatively low due to factors such as: an existing electricity supply at the site, the site already being a car park, and / or the potential for a joint funding arrangement lowering the costs for each organisation involved.
- **Proximity to amenities:** Drivers will naturally want to recharge at work or leisure destinations. Sites with suitable proximity to work locations, retail

shopping, toilets, and cafés, playgrounds or specific regional tourist destinations (such as Zealandia) are preferred.

- **Site appropriate charging type:** An expensive fast charger is suitable along a transport corridor but is excessive and unnecessary at a car-parking building.
- **Geographic coverage:** The plan will ensure chargers are provided throughout the region, even in suburbs or areas with low populations. This enables electric vehicle drivers to travel throughout the region without fear of running out of electricity (range anxiety). A sufficient distribution of chargers will help reduce the propensity for families and organisations to keep a backup fuel car.

Staff from the electricity lines companies and councils from across the region have been invited to participate in the development of the plan.

The work will also investigate issues related to cabling and socket standards, working with equipment providers, car dealers, and national stakeholders to ensure compatibility of electric cars and charging stations, while avoiding as much as possible the need to install multiple socket types and cables, by agreeing on a standard approach.

It is anticipated that the nationwide roll-out of fast chargers funded by Charge Net NZ will largely address the short term needs for fast chargers. An opportunity is also being explored in collaboration with Spark to convert their phone boxes into “destination” car chargers. There are over 200 phone boxes in the region and many of these are located at high density retail or at leisure “destinations” and some are adjacent to car parks.

8. Responses to public participation – 22 June 2016

Mike Mellor, a public transport advocate, gave a presentation on public transport signage at Wellington Railway Station. This information has been incorporated into the investigation of improvements required at the Lambton Interchange reported above, and Mike Mellor has been further involved in this investigation.

Zane Fulljames, Chief Executive Officer, NZ Bus, gave a presentation on Wrightspeed technology being explored by NZ Bus for use in its bus fleet.

Simon Fleisher, Chief Executive, Wellington Cable Car Limited, gave a presentation on the current challenges (both strategic and operational) that the Cable Car is facing. In response, a business case process has been initiated to consider how best to future proof the Wellington Cable Car. GWRC officers are providing input into the business case process.

Niclas Flodin, Managing Director, and Alan Bannister, Chief Operating Officer, Transdev Wellington, and Hyunsam Shin, Fleet and Maintenance Manager, Hyundai Rotem, introduced Transdev Wellington and spoke about the Wellington Rail Contract. The Rail Partnering Contract with Transdev Wellington commenced smoothly on 3 July, as reported above.

9. The decision-making process and significance

No decision is being sought in this report.

10. Engagement

Engagement on this matter is unnecessary.

11. Recommendations

That the Committee:

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

Report approved by:

Wayne Hastie
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Public Transport

Report approved by:

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Strategy