

Report 17.118
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Committee Sustainable Transport Committee

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General Managers' report to the Sustainable Transport Committee meeting 9 May 2017

1. Purpose

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

- Progress with key programmes
- Progress towards key outcomes and targets

It is intended to read in conjunction with the Quarterly Performance Report.

It is intended that continuous improvements to the format and content of the report will be made to improve linkages to strategic priorities and outcomes.

2. Metlink Public Transport

2.1 PTOM

(a) Bus

The tender evaluation process continues to run well and to schedule. An Invitation to Price will be issued to NZ Bus and Mana for the Direct Appointed Units (DAUs) following the tender outcome.

The design process for new customer facilities at key bus connection points and nodes is underway and a community engagement plan is being agreed with Wellington City Council (WCC). Other bus network preparedness work is progressing well including vegetation surveys and clearance work on double decker routes and customer education information for the 2018 bus network.

(b) Readiness

A business readiness stream is focusing on the identification design and implementation of any business process and system changes necessary to support and enable GWRC's obligations under PTOM contracts from July 2018.

2.2 Fares and ticketing

(a) Public Transport Fares Review

Improving and simplifying fares remains a high priority task within the Public Transport Transformation Programme. This follows Council's intention (via the draft Annual Plan consultation document) to bring in a package of fare initiatives in mid-2018 to align with the new bus contracts and the extension of Snapper as an interim bus ticketing system. Due to lead-in times, key decisions on fares will need to be made within the 2017 calendar year – which is subject to a separate paper to Committee.

(b) Ticketing

The interim bus ticketing solution (IBTS) is progressing well with Snapper, adopting a collaborative approach to elements such as customer service. Work to establish a GWRC Ticketing Operations function to monitor and manage revenue, performance and contractual responsibilities is on-track in the requirements phase.

The Integrated Ticketing project focus has been on development of the market sounding documentation. The market sounding process will be the first step to engage the global industry so as better understand the options available and seek feedback on the solution concept, business requirements and costs necessary to complete the business case.

2.3 Service planning and reviews

Staff are currently investigating possible short-term solutions for capacity related concerns on the southern suburb bus routes. We are trying to unpick the cause of the issues: growth in patronage, cancelled trips and smaller buses could all be contributing factors.

Post-implementation review of the Hutt Valley service changes to routes 110, 130, 145, 154, 160 and 170 in November 2016 has found that the key objectives to improve timetable reliability were largely successful. Significant improvements were achieved on the Petone – Korokoro route 154.

Post-implementation review of the Karori service changes in December 2016 and January 2017, which were purely for capacity improvements, has found that:

- Route 3 AM: 15% increase in patronage
- Route 3S PM: 12% increase in patronage

2.4 Rail operations

After delays relating to audit sign-off of the previous operators final accounts the Wellington Metropolitan Rail Annual Report for 2015/16 is now available and attached to this report (**Attachment 1**).

2.4.1 Service performance

(a) Patronage

Although there were 2 extra working days compared to March last year, there was a 12% rise in rail patronage in March (4% if normalised by business days), and a 19% peak travel increase on the Hutt Valley line.

Despite the November earthquake year-to-date patronage remains steady at a 3% increase on last year.

(b) Punctuality and reliability

Year-to-date on-time performance was significantly affected by the earthquake and storms in November, particularly due to the largely resolved speed restrictions in Tunnel 2 on the Kapiti Line. Overall network wide punctuality improved in March to 90.8%. Overall year-to-date performance is 87.8%.

Year-to-date reliability continues to improve at 97.2%.

(c) Wairarapa line peak punctuality

Punctuality on the Wairarapa line is still low. 61% in March and 65.4% year-to-date.

The main cause contributing to poor on-time performance is speed restrictions due to network maintenance works. GWRC has agreed to contribute additional funding for track work to be completed before June. Together with KiwiRail's contribution the work will see an additional \$1m targeted at reducing speed restrictions. Unfortunately the Wairarapa Line will still require significant additional investment in the track asset to be able to provide a consistently reliable service.

2.4.2 Asset management

(a) Rolling stock

Availability and reliability of rolling stock remains good.

(b) Park and ride

The front half of the Waikanae car park extension is awaiting the results of the compaction test, in order to lay the final asphalt surface. The construction programme has been delayed by a further 2 weeks due to weather, so it is now expected that the front portion will open for use in the second week of May, and final completion of the car park in mid-June.

Solway station is to have 35 additional spaces added. The works will include a new entry and exit to improve the car park flow. It is expected that these new spaces will be available by the end of June.

The Goodshed Road carpark at Upper Hutt Station is now complete. An additional 93 free all-day parks are available for Upper Hutt commuters.

The detailed designs for a further extension to the Porirua car park are now complete. Construction is expected to take place in the new financial year with a net gain of 172 new parking spaces. The new parks will formalise an area already used for parking plus extend further north into a new area not yet utilised for commuter parking. We are also working alongside the GWRC Catchment Management Group to investigate better ways of dealing with car park storm water and filtration systems.

2.4.3 KiwiRail Network

Major works took place on all lines over the Easter Weekend, with a long term speed restriction at Wellington station being removed. Re-rail work also took place around Pomare Bridge, and the full block of all lines meant that a clean-up of the railway corridor (in conjunction with the local community) was able to take place around Kaiwharawhara.

2.5 Bus and ferry operations

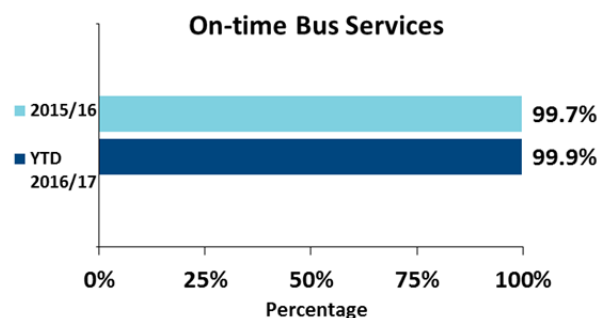
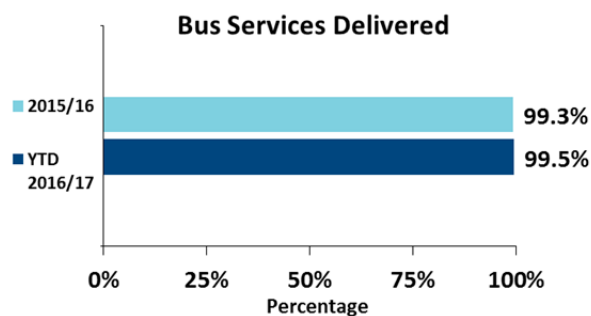
2.5.1 Service performance

(a) Patronage

| Bus patronage by area (thousands) | | | | |
|-----------------------------------|-----------------|-----------------|-------------|-------------|
| | YTD | YTD | | % |
| | 2015/16 | 2016/17 | Change | Change |
| Wellington | 12,421.2 | 12,579.1 | 158.0 | 1.3% |
| Hutt Valley | 4,052.7 | 4,002.9 | -49.8 | -1.2% |
| Porirua | 868.6 | 855.7 | -12.9 | -1.5% |
| Kapiti | 493.5 | 486.2 | -7.3 | -1.5% |
| Wairarapa | 126.4 | 134.5 | 8.1 | 6.4% |
| Total | 17,962.3 | 18,058.5 | 96.2 | 0.5% |

Go Wellington and Valley Flyer services had an overall increase of 9% compared to March 2016 – noting there being two extra working days in March 2017.

(b) Punctuality and reliability



Punctuality has not been materially affected during this period, although subject to a number of route deviations due to street events, planned and unplanned road works. Note that the current figures refer to the contractual reporting requirements rather than Real Time Information data. This will change under the new PTOM contracts.

2.5.2 Service changes

Work continues to ensure a smooth transition to new timetables for Johnsonville / Churton Park / Grenada Village and Karori. These new timetables previously reported on are designed to improve reliability and capacity on these routes, and are effective from 30 April 2017.

We have also introduced minor changes to some public and school services, to better meet this year's demand and improve the overall customer experience. These include:

- Improved coverage on Route 121 for Stokes Valley Heights customers
- Improved coverage on Route N22 After Midnight for Stokes Valley customers
- Better connections at Porirua Station for Route 230 Whitby customers
- Removal of adult fare only restrictions for Route 85 Eastbourne Express child/student customers
- Simplified route and improved reliability for Route 851 Hutt Intermediate customers.

2.5.3 Upcoming special events

(a) Lions Tour – June and July 2017

Preparations are well under way for rail and bus transport arrangements that compliment rail as well as traditionally high demand bus routes. We are in regular contact with representatives from the Wellington Regional Economic Development Agency, transport operators, Wellington City Council and others.

2.5.4 Asset management

An audit of all bus and ferry assets and reconciliation against the assets database has been completed.

An integrated bus and rail interchange infrastructure strategy document has been drafted and should be completed in the coming month. Outcomes from this will be incorporated in the Asset Management Plan and LTP.

New Shelters programme

| TLA | Number of new shelters installed | Number of new shelters to be installed by June 2017 | Total | Notes |
|---|----------------------------------|--|--------------|---|
| Hutt City Council | 6 | 1 | 7 | |
| Upper Hutt City Council | 1 | 0 | 1 | |
| Porirua City Council | 0 | 1 | 1 | |
| Kapiti Coast District Council | 0 | 2 | 2 | |
| Wellington City Council | 0 | 7 + 2 | 7+2 | 7 sites pending resource consent. Further 2 shelters have been rejected by residents – new locations need to be established |
| Wairarapa area | 1 | 0 | 1 | |
| Additional shelters yet to be allocated | | 10-12 (total cost variability will determine actual number able to be installed) | 10-12 | Will be distributed between PCC, UHCC, Wairarapa, & KCDC |
| TOTAL | 8 | 23-25 | 29-33 | |

Renewal shelter programme

| TLA | Number of shelters replaced | Number of shelters yet to replace by June 2017 | Total |
|-------------------------------|-----------------------------|--|-------|
| Hutt City Council | 13 | 0 | 13 |
| Upper Hutt City Council | 2 | 0 | 2 |
| Porirua City Council | 4 | 0 | 4 |
| Kapiti Coast District Council | 1 | 1 | 2 |
| Wellington City Council | 14 | 1 | 15 |
| TOTAL | 34 | 2 | 36 |

Signage

New Real Time Information (RTI) sign installation is complete at Oriental Parade. Two RTI installations in Otaki and one in Masterton are scheduled for completion by the end of April 2017.

Upgrade to passenger information and wayfinding signage at Wellington Bus Interchange is complete. Installation of two large RTI screens in the main atrium is complete.

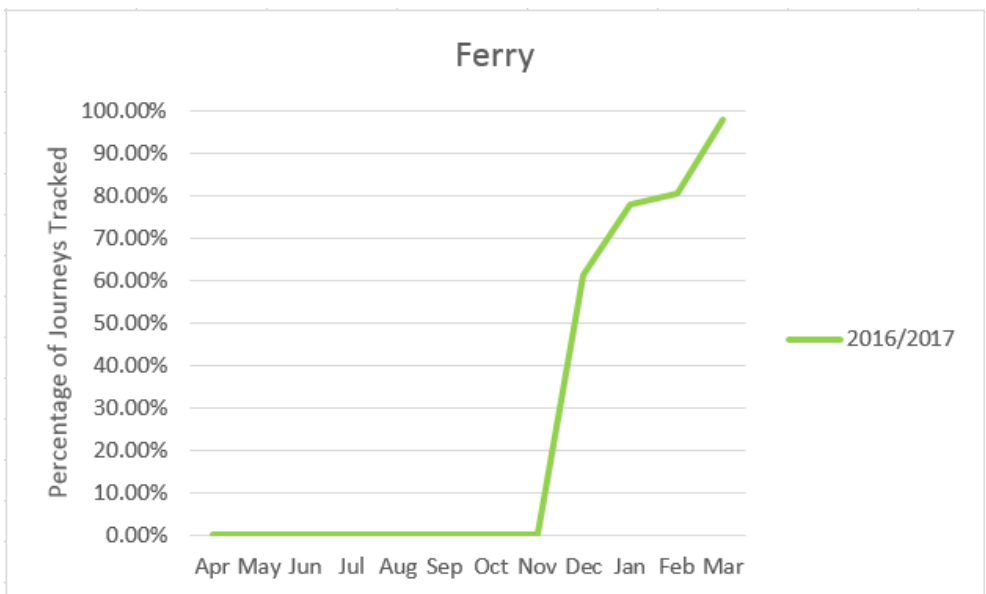
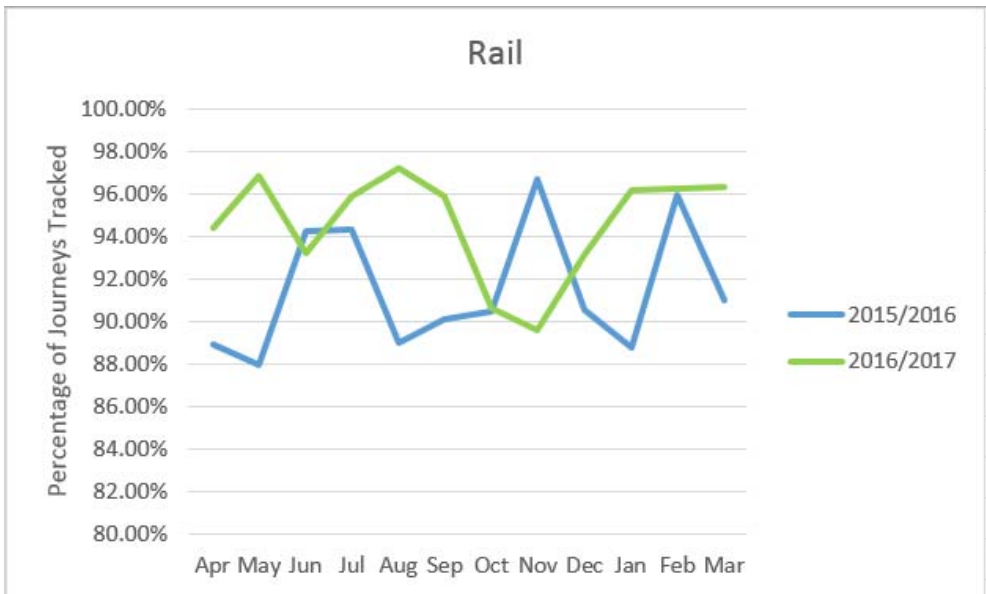
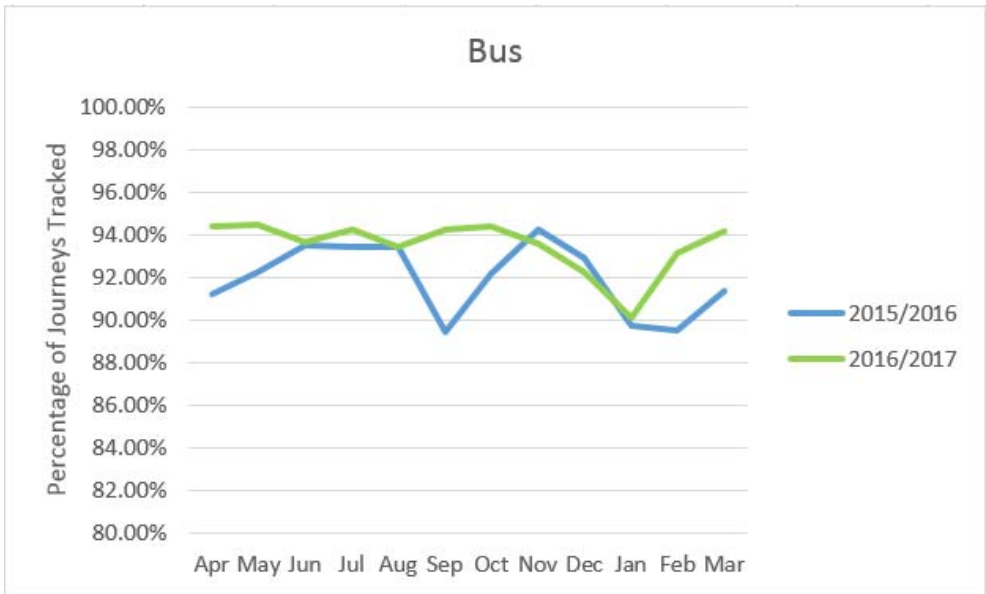
162 Metlink bus stop signs have been replaced.

2.6 Metlink customer services and information

2.6.1 Printed timetable and publications

This quarter has been very busy for timetable reprints and web PDF updates. We have updated the R91 Airport flyer, R85, R25-43-44-45-46 Strathmore-Khandallah, R18 Campus Connection, R52 - Newlands, R54 – Churton Park, R3 - Karori brochures. We have also organised reprints of the R111/112/114/115 Upper Hutt, R220-226 Porirua East, Wellington Harbour Ferry, Hutt Valley Line, Johnsonville Line, Kapiti Line and Wairarapa Line.

Real time tracking levels for March have improved by 3 - 5% compared with this period last year. Ferry tracking has also been successfully introduced, with ferries now tracking at almost 100%. Visible dips in rail tracking figures represent planned bus replacement. Bus tracking has been slowly increasing, apart from a dip earlier in the year due to data errors at Mana Coach which have since been resolved. The task of rewiring the tracking units on Mana buses so that they are permanently powered is currently underway which should see further increase in tracking levels on these services.



2.6.2 Media and events

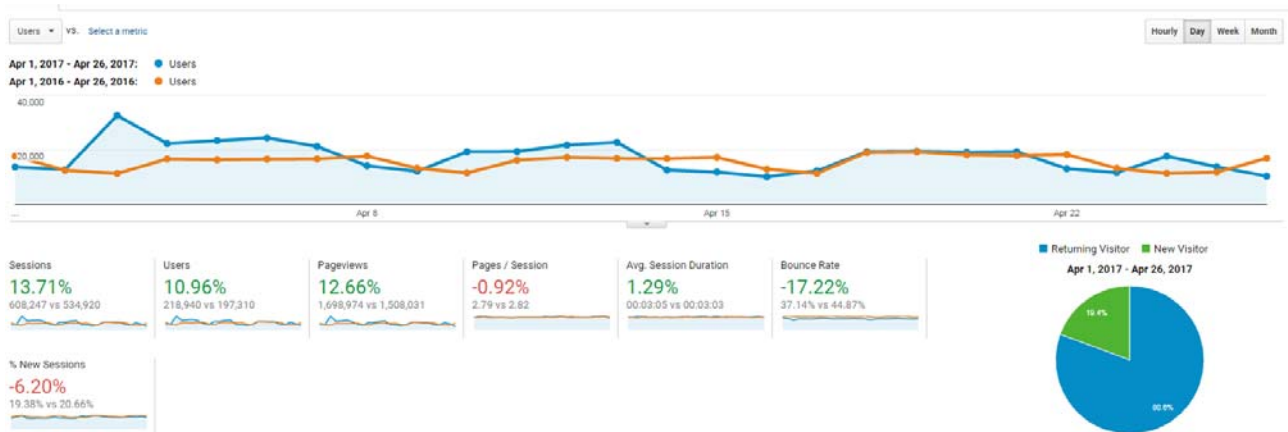
The annual Metlink City Safari event will kick off on Sunday 14 May. We have had 360 registrations so far.

2.6.3 Digital – website, social media and app

(a) Website

We experienced our third busiest day on the website on 3 April with a major signals issue at Wellington station. This impacted after the morning peak and was rectified before the afternoon rush – 32,600 visited the website. We have been averaging around 22,000 users per week day.

Visitor numbers in April are up 11% on the same period last year:



We have also added new functionality to the site:

- Customers can now print or download their journey plan
- Customers can print or download a “Personalised” timetable
- We have redesigned the service update section, introducing icons to make announcements easier to find. We have also added tabs to allow customers to just see notices on their mode of transport.

In May and June a review of the usability of the website will be undertaken to understand how it can be made accessible to a broader number of customers, including people who have a preference for paper timetables and maps and customers with visual impairments. The aim of this will be to further improve passenger satisfaction and reduce the cost of producing timetables, sending text notifications and answering queries through the contact centre. Advocates for the blind community have already been directly engaged in this review.

(b) Twitter

We have almost reached the milestone of 10,000 followers on twitter. We seem to have reached a critical mass where we see good organic growth. In the last 28 days we have picked up almost 200 new followers. Our twitter statistics are very dependent on the number of delays and disruptions on both the bus and

train networks. In the first 24 days in April we posted 218 tweets compared to 189 for the whole of March.

| | January | February | March | April (24 days only) |
|----------------|---------|----------|-------|----------------------|
| Tweets | 283 | 292 | 189 | 218 |
| Impressions | 293k | 329k | 167k | 334k |
| Profile visits | 9781 | 8.8k | 5.6k | 12.3k |
| New followers | 178 | 120 | 113 | 167 |

Key:

- Impressions: Times a user is served a Tweet in timeline or search results
- Profile visits: Number of times users visited your profile page (twitter.com/metlinkwgn).

(c) Metlink Commuter App

As of the first week in April the app has had 14,500 downloads. Daily usage is growing but we need to get posters into vehicles to increase awareness. These will be delivered in May. Feedback has largely been positive, however the most common complaint is that we didn't include timetables or the journey planner in the app. We are scoping a second app designed for infrequent users of public transport and visitors to Wellington based around the journey planner functionality. Improved accessibility for the blind community will be included as part of this.

2.6.4 Digital – Customer Contact Centre

(a) Inbound Calls

For the March quarter 2017, we continue to achieve consistent Service Levels above our target of 80% of calls answered within 20 seconds and an improvement on the same period in 2016.

January was 88% (79% 2016), February 81% (75%) and March 85% (78%).

Our abandonment rate is a low 3.3% for the quarter

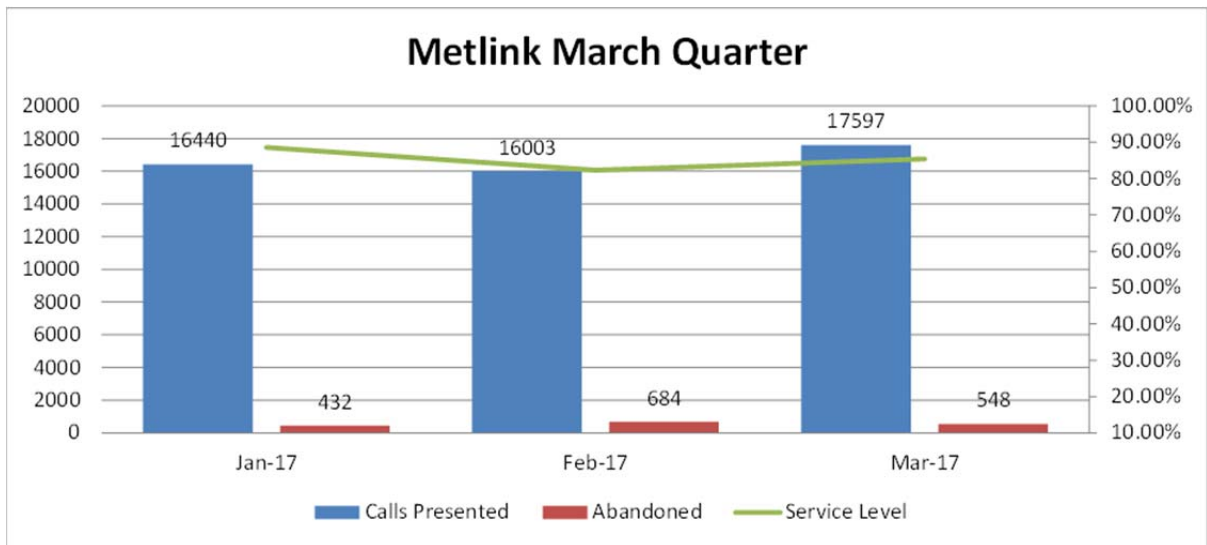
When looking back to the same quarter last year, there is a noticeable decrease in call volumes when compared to this year. In 2016 we received 61,884 Metlink calls compared to only 50,040 in the 2017 quarter – this is a 19.1% decrease.

Why?

It is fair to say that some of the reasons could be attributed to our less than favourable summer across the Wellington region with people staying inside rather than venturing out.

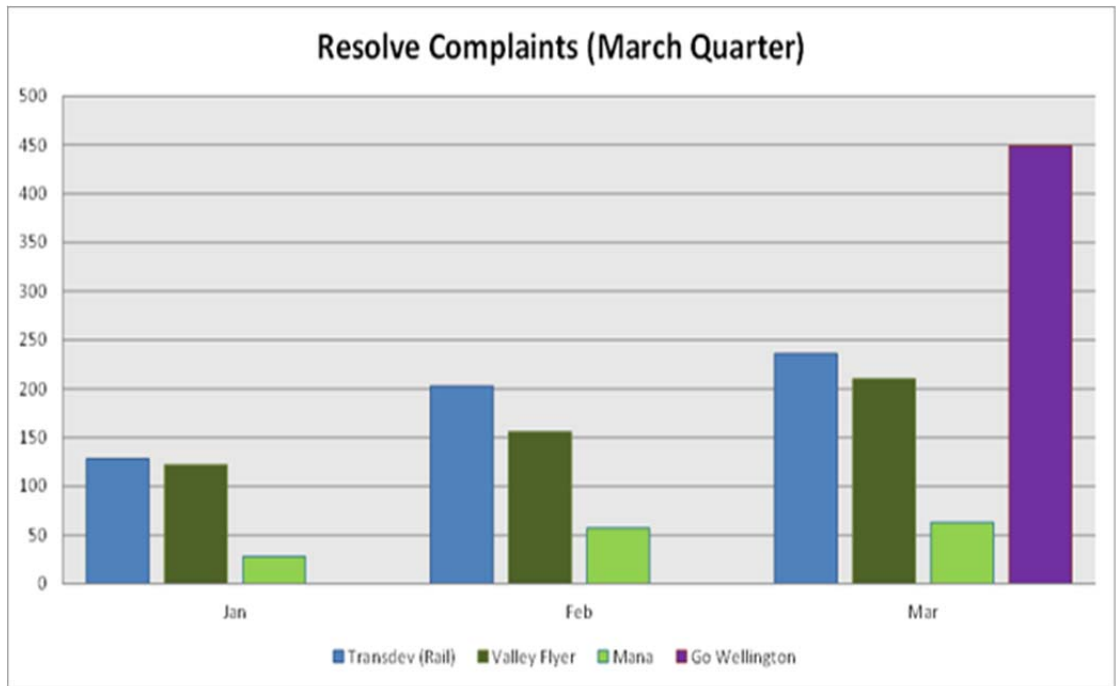
However the main reason is due to customer’s shift to self-service channels and improvements made to inform and communicate with our customers through our text alerts, and website alerts. We are seeing a slight increase in the number of customer making enquiries via social media and our website creating more emails.

Our email volumes have increased a staggering 47% although the volumes are from a relatively low base. 2016 quarter we received a total of 2,840 enquiries via email compared to this year being 4,182.



(b) Customer Complaints

Our biggest Bus Operator adopted our new ‘Resolve’ Customer Complaint Management system on 3 March. This now means that we have all of the main Bus and Rail operators using this new system and processes pre PTOM.



2.7 Customer Experience

2.7.1 Public transport customer segmentation

A segmentation of peak travel customers has been completed, in partnership with Massey University's design research facility, Toi Aria / Design for Public Good, to enable the PT Group to better understand, prioritise and target customer service improvements, marketing and patronage growth opportunities.

A report recommending adoption of a Public Transport Customer Information Strategy is being considered by the Committee at this meeting.

2.8 Total Mobility

2.8.1 Service performance

Total Mobility usage for the 2016/17 period to date is up by 4.5% compared to the same period in 2015/16.

| | |
|---|---------|
| Number of active Total Mobility customers | 10,006 |
| Total trips taken (YTD) | 210,997 |

2.8.2 Kapiti Transport Forum for Older Drivers

2.8.3 Total Mobility was well represented by GWRC and our bus and Total Mobility transport providers at the recent Kapiti Transport Forum for Older Drivers hosted by KCDC at their offices.

The purpose of the event was to help provide information about driving and alternatives to driving for our older residents.

2.8.4 Wheelchair Accessible Vehicles

Another wheelchair accessible vehicle has been introduced in Wellington's Northern Suburbs bringing the total across the region to 44.



2.9 Let's Get Wellington Moving (LGWM) / Ngauranga to Airport (N2A)

A series of stakeholder/community workshops were held in March/April to discuss four 'focus areas', to help inform ongoing development of scenarios and preparation of material for future public engagement. These were followed by a joint WCC/GWRC councillor workshop on 7 April, and a public event on 10 April covering similar material. A summary of the feedback from the workshop sessions is expected to be made available on the LGWM website over the next month.

2.10 Other projects

The New Zealand Transport Agency (NZTA) has released some draft documents that relate to development of the 2018-21 National Land Transport Programme. These include a draft Investment Assessment Framework (IAF) and a draft Long Term Strategic View. Whilst there is not a formal submission process, NZTA has asked for feedback on the draft documents as part of an ongoing dialogue with councils and other partners. Officers have prepared initial feedback with input from the Regional Transport Committee's Technical Advisory Group.

Public consultation on the Wellington to Hutt Valley Walkway/Cycleway, with a focus on the Petone to Melling section, will be taking place in April/May. A 'local government briefing' was held by NZTA on 21 April. A series of open days will be held at various locations in Lower Hutt and Wellington City between 29 April and 4 May.

3. Sustainable Transport

3.1 Aotearoa Bike Challenge

The Aotearoa Bike Challenge was a nationwide commuter bike challenge promoted through workplaces which ran throughout February. The NZTA funded and managed the national challenge using the Love to Ride web platform, and encouraged the three main regions (Auckland, Wellington and Christchurch) to create and promote their own regional sites. The decision was

made to build the site and promote the challenge in place of GWRC's usual summer active transport promotion called Active a2b, which had been in place for the previous six years.

Aotearoa Bike Challenge – Wellington saw 1,916 participants register from 167 organisations. Baseline statistics showed 45% of participants were female and 55% were aged between 35 and 54. 33% of participants were already travelling by bike to work before the challenge month. The benefit of this is that those people became the 'champions' in their workplaces and encouraged others to ride or ride more frequently.

A Wellington region Facebook page was created to promote the challenge and the regional competitions. Participants who registered for the challenge were encouraged to 'like' the Facebook page for chances to win extra prizes. This gave participants a more direct communication line and an opportunity to share their Challenge-related stories with their friends. These competitions generated a significant level of engagement with 459 followers. The Aotearoa Bike Challenge – Wellington Facebook is still active with 455 'likes' and it is currently being used to share cycling related messages from GWRC and local organisations.

Results from the 3 week and 6 month post-challenge surveys will be available in the future.

3.2 Movin' March

Movin' March is an active travel promotion for schools run by GWRC and occurs during the month of March. Schools are encouraged and supported to promote active travel journeys for students on their way to and from school. Seventy schools registered to participate in 2017 which was an increase on the 60 schools from the year before. Those 70 schools had a combined roll of over 18,000 students.



This year more competitions were created and more prizes were available. For example, for the Passport Competition, which required children to record their active travel trips on a card or 'passport' for a minimum of two weeks, the prizes were a bike and helmet for a school child in each territorial authority (TA) area. That competition alone attracted over 4500 entries. This compares with 2000 entries from last year. Those entries reflected 45,000 active trips to school.

A great deal of the success of Movin March relies on the collaborations with our TA partners who promoted the programme in their area.

Schools were encouraged to run a family day on March 31st for parents to try walking or wheeling their kids to school if they didn't already. WOW Family Day was celebrated by many schools across the region. GWRC Councillor for Kapiti Coast constituency, Penny Gaylor, attended Kenakena School's Family Day. The school invited families to come along and have breakfast together. A coffee cart was organised so adults could buy a hot drink and a free sausage sizzle was funded by KCDC and the Parent Network Committee. Teachers gave out fruit and prizes. Stories from the WOW Family Day events featured on the Movin' March blog and Facebook Page.

Eight media stories were generated about Movin' March and a significant amount of positive feedback was received from schools and parents. The Movin' March Facebook page kept followers up to date with promotion details and links to articles related to active travel to school. The page currently has 221 likes. Teachers and parents are currently providing their feedback for the promotion and that data will be available in the near future.

3.3 Project Glow Wear



Project Glow Wear is a national reflective design competition created and launched for the first time last year by GWRC with support from TAs in the region. It aims to increase awareness of the effectiveness of incorporating reflective elements in clothing and accessories. These reflective elements aid the visibility of people walking, running or cycling in the hours between dusk and dawn.

This year's competition was launched on 3 March with financial support from Auckland Transport, Wellington City Council, Hutt and Lower Hutt city councils and Kapiti Coast District Council. All New Zealanders over the

age of 15 are invited to enter.

A \$10,000 prize pool provides considerable incentive for people to enter. Prizes include a \$500 Levi's voucher, internships at Arrow Uniforms and Mandatory Menswear, and a brand new Singer sewing machine. Massey University has joined in the competition this year sponsoring a category for fabric innovation. A Young Designer award will attract a healthy contingent of entrants from across the country.

A Wellington runway show will be held on 12 August in the Underground Market at Frank Kitts Park and a second runway show will be held in Auckland shortly afterwards.

3.4 Smart Travel

As outlined to you in February a new provider for the national carpooling website Let's Carpool, was awarded the contract in December last year. RideShark is a Canadian company which runs multi-modal platforms around the globe with carpooling as just one of many modes. In addition the website enables incentives and promotions to be driven through the website. Given this

new functionality, the regions involved in promoting carpooling agreed to name the new website Smart Travel.



The website was created and the app (pictured) registered on the Google and Apple app stores. The website underwent a soft launch on 1 May with all those previously registered on the Let's Carpool website e-mailed and encouraged to re-register with Smart Travel.

The platform enables people to search for and connect with carpooling partners, cycling or walking buddies and even public transport buddies who can help them navigate the public transport system

from their home. It also encourages people to log their trips using various travel modes and go into the draw to win a range of prizes. It will be assessed for its usability during the initial few months and promoted more widely in the next financial year.

Each region will promote its own web pages and in the Wellington region the initial promotions will be focussed on carpooling. This is being carried out in conjunction with large workplaces and through sports organisations such as the Saints basketball team and the Hurricanes.

4. Responses to public participation – 21 March 2017

- **Mike Mellor spoke about items raised in the General Manager's report (Report 17.58), in particular off-peak train frequency, PTOM for buses, Wellington Interchange signage, Wairarapa Line punctuality, and train-replacement bus services.**

Response

Wellington Interchange signage

In response to customer insight about the Wellington Interchange, the new wayfinding signage has been designed to highlight key destinations (including Wellington Hospital, Wellington Airport, Courtenay Place and Karori) throughout the interchange (through the subway, within the atrium and at the relevant stops) to inform and guide passengers to their required stop as they travel through the Interchange. Images of completed signage are shown below.

The additional solution of providing a listing of destinations and how to get there will be considered as part of the next step in improving customer information at interchanges, along with other approaches, including using the Metlink website and app and existing customer information kiosks. The possible inclusion of a bus concierge is also being evaluated for such enquiries at Wellington interchange. We welcome Mr Mellor's invitation to provide content for this evaluation.



- **KiwiRail letter regarding KiwiRail Holiday Rail Closures**

Attached is the letter received from KiwiRail advising of their holiday rail closures (**Attachment 2**).

5. The decision-making process and significance

No decision is being sought in this report.

6. Engagement

Engagement on this matter is unnecessary.

7. 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: Wellington Metropolitan Rail Annual Report for 2015/16

Attachment 2: KiwiRail letter advising of holiday rail closures