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Committee Economic Wellbeing Committee  
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Management

## **General Managers' report to the Economic Wellbeing Committee meeting on 5 May 2011**

### **1. Purpose**

To inform the Committee of Greater Wellington activities relating to the Committee's area of responsibility.

### **2. Public Transport Group**

#### **2.1 Response to Public Participation**

There were ten speakers in the public participation part of the meeting. The topics covered were the withdrawal of services from Muri Station and the carriage of cycles on trains and buses. A paper addressing the carriage of cycles on buses will be presented to the 15 June meeting of the Committee. The future of services at Muri Station and the carriage of cycles on trains were substantive matters addressed by the Committee at the meeting, and the outcomes have been well publicised and are not repeated here.

#### **2.2 Service reviews**

##### **2.2.1 Wellington**

Option design is continuing with a series of planning workshops with operators and Wellington City Council representatives. Supporting patronage analysis will commence shortly. This task is not expected to be completed until early July, so the second round of public consultation is now planned for August-September.

A discussion document that will summarise the issues, high-level options, and associated trade-offs, is currently under preparation. This will be available to Councillors when completed.

### 2.2.2 Otaki

The Draft Terms of Reference for the Otaki Public Transport Service Review were approved by the Committee on 17 March. This was then circulated to Kapiti Coast District Council (KCDC), the Chair of the Otaki Community Board (OCB) and to Uzabus for their input. KCDC and OCB have provided feedback.

A consultation brochure will be distributed to all households in Otaki, Peka Peka and Te Horo from 9 May and public feedback accepted until 16 June. The consultation brochure will be accompanied by advertising in the Kapiti Observer and Horowhenua Mail, letters to key stakeholders including those suggested by KCDC and OCB, Metlink website and on bus advertising. KCDC and OCB requested that people working in Otaki as well as Otaki employers be consulted. To this end we are looking to advertise the review to the wider Kapiti and Horowhenua areas and distribute brochures to business premises in Otaki.

### 2.3 Regional Public Transport Plan

The preliminary draft Plan was distributed to approximately 160 people and organisations, including operators, local authorities, residents associations and public transport advocates.

Feedback from approximately 20 people/organisations has been received. All feedback has generally been supportive of the Plan, with suggestions mainly being in regard to detail and/or explanation. In order to respond positively to the feedback it has been necessary to amend the timeline, with consultation now planned for July and final adoption 28 September 2011.

### 2.4 Cycle Facilities

Eleven additional cycle cones have now been installed around the region at the following rail stations: Silverstream, Ava, Paremata, Tawa, Linden, Takapu Road, Melling, Petone, Ngaio, Crofton Downs, Raroa, and Waikanae.

Within the next few weeks two cycle racks will be installed at Johnsonville and Khandallah stations. Due to limited space at these sites racks are being installed rather than cones. The racks hold four cycles each whereas the cones hold eight cycles.

### 2.5 Real time information

The first phase of the project was publicly launched on 31 March with Go Wellington bus services, the first display signs and RTI available via the Metlink website (and its corresponding mobile version). Some early issues with the capacity of the Metlink website were quickly resolved, and the poor visibility in bright conditions of the summary display sign at Lambton interchange has been improved by relocating the sign to an internal wall. RTI has been well received, with the system proving its usefulness and attracting favourable comment. The bus operator is being very proactive in ensuring that the operational and customer service potential of the system is maximised.

Phase 2 extension of RTI is to Valley Flyer bus services, and pre-installation works in buses are progressing in line with the scheduled introduction of RTI for Valley Flyer from the end of May. Mana Newlands bus services are then planned to follow from the end of October.

Display signs are arriving in quantity and will begin to be installed in Wellington urban area during May, with the full installation schedule taking nearly 12 months.

Discussions continue with KiwiRail on the development requirements of the RTI for rail sub-project, which will complete network-wide RTI coverage in 2012.

## **2.6 Matangi trains**

Matangi trains are operating in peak services on the Hutt line and feedback from the public has been positive. Eight units are currently in Wellington, of which four are available for service with a further unit available for training. The remaining three units expected to be approved for service in May. A further four units are expected off the ship late May, at which time 25% of the new fleet will be in Wellington. Manufacturing of the remaining units continues in South Korea with the majority of vehicles having commenced the outfitting process.

Plans for the introduction of Matangi units as they are approved are being reviewed to ensure that they provide the maximum benefit through increased capacity and reliability.

## **2.7 Rail service contracts**

Work is continuing to develop the form and structure of new performance based contracts for rail services in Wellington, taking into account the proposed Regional Rail Package.

There are three distinct elements of the metro rail service, i.e. network access, operation of timetabled services, and rolling stock maintenance.

Greater Wellington's existing agreements with KiwiRail are predominantly focussed on risk management rather than performance. As a consequence, officers are developing a template for new performance based agreements with KiwiRail that will be substantially different than the existing agreements. Key features of the new template are that it will:

- more clearly define the respective roles and responsibilities of the parties
- give prominence to the requirements of the parties to work together for their mutual success
- be service focused (rather than risk focussed)
- be performance focussed, meaning that it will provide Greater Wellington with
  - transparency of service delivery performance

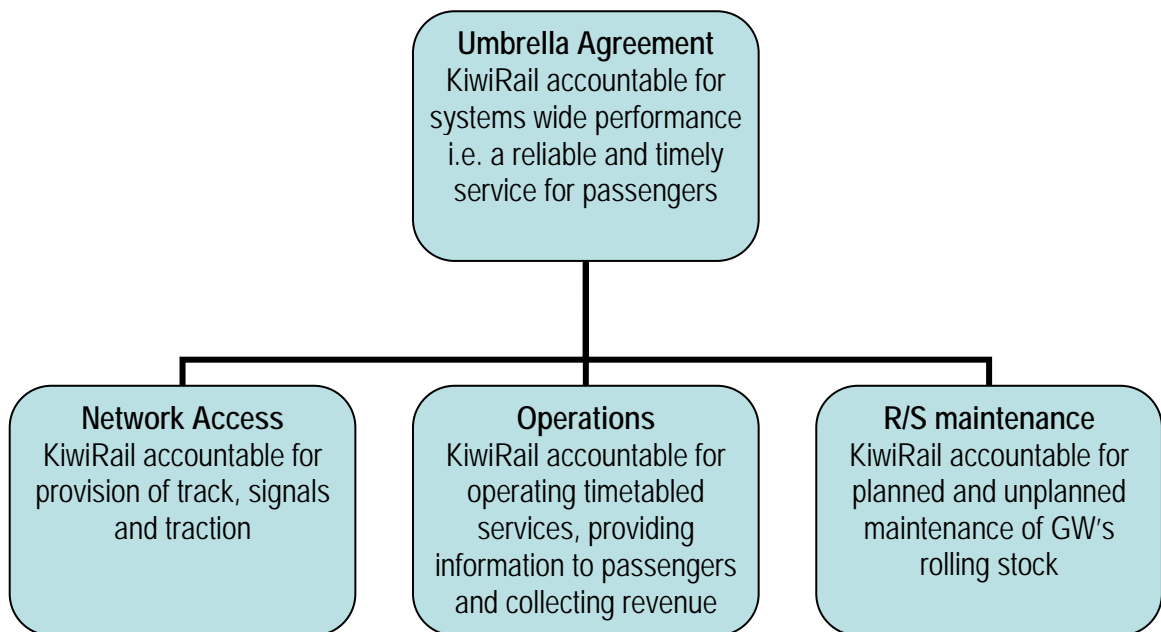
- workable mechanisms by which to influence the behaviour of KiwiRail so that measurable improvements in performance can be achieved and sustained.

Traditionally Greater Wellington has had independent agreements with KiwiRail for each of the three key inputs to the metro rail service, i.e. network access, rolling stock operations and rolling stock maintenance.

However the provision of a timely and reliable passenger rail service requires system wide performance by KiwiRail, i.e. the delivery of these three inputs by KiwiRail in a consistent and co-ordinated manner.

Greater Wellington currently lacks an effective contractual mechanism by which to hold KiwiRail accountable for system wide performance.

In response to this need, Greater Wellington is intending to seek KiwiRail’s agreement to establish an overarching or umbrella agreement that will set out KiwiRail’s obligation to coordinate network access, operations and rolling stock maintenance. This umbrella agreement will be associated with system wide service reliability and timeliness measures. Separate technical agreements for access, operations and rolling stock maintenance will be linked to this umbrella agreement.



Progress on the development of each of these input agreements is described below:

**Network access:** The network agreement includes the granting of access rights to Greater Wellington’s nominated operator together with the operation, maintenance and routine renewal of track, signals and traction. The access rights will be common to all operators (i.e. freight operators, Veolia etc) and are in an advanced stage of development. Draft terms and conditions for the

operation, maintenance and routine renewal of track, signals and traction have been received from KiwiRail, and will be recast in GW performance based agreement template.

**Operations Agreement:** The new operating agreement will include three distinct services: the provision of timetabled train services; the provision of information to passengers; and the collection of fare revenue. A new agreement is being drafted by drawing from the Veolia agreement that is in place in Auckland and the existing Wellington agreement. This document is being recast in Greater Wellington's performance based agreement template before being presented to KiwiRail for discussion and negotiation.

**Rolling Stock Maintenance:** The rolling stock maintenance agreement will include asset management, planned maintenance, unplanned maintenance, and management of the spare parts' inventory. An interim agreement that included maintenance arrangements for Matangi was agreed with KiwiRail in March 2011. The content of this agreement is to be recast within Greater Wellington's performance based agreement template, and extended to include GANZ Mavag, English Electric and carriage maintenance and inventory management.

## **2.8 Customer feedback**

These following figures represent complaints made to the Metlink Service Centre (MSC) over the first three months of the calendar year by phone, website feedback and email. They do not include complaints made directly to operators.

### **2.8.1 January**

The MSC received 46,174 calls for January 2011 compared to 46,851 for January the previous year. This was a -1.74% decrease.

There was a rise in calls from 3 January to 8 January as commuters returned to work after the holidays. Most of the enquiries related to whether usual services were running and whether buses were still replacing trains.

The Block of Lines at the weekends did not appear to increase call volumes and there were no further disruptions to services throughout the month.

The number of complaints in each category is shown in the following table.

Category	Jan
Driver guard compliment	20
Driver/ Guard Communication	43
Dangerous Driving	29
Incorrect change	1
Incorrect fare	14
Passenger caught in door	3
Started before passenger seated	3
Ticket discrepancy	9
Traffic accident	3
Failed to run	22
Failed to set down passengers	8
Failed to uplift passengers	60
Heavy loading	3
Incorrect destination shown	1
Incorrect route	7
Left early	19
Left late	11
Vehicle breakdown	1
Accessibility/comfort issue	3
Vehicle presentation	7
<b>Totals</b>	<b>271</b>

The number of complaints increased slightly from December 2010. “Driver/Guard Communication” and “Failed to Uplift Passengers” still remained the two highest complaint categories.

### 2.8.2 February

In February the MSC received 47,139 calls, compared to 46,293 for February the previous year. This shows +1.83% increase.

February is traditionally a busy month due to the Sevens weekend at the beginning of the month and this year the additional timetable changes that took effect on 21 February. The complexity of the changes to the timetables meant increased call length overall. There were some operational issues on the train network in the evening peak throughout the month.

There were also a number of Block of Lines at the weekends but these added no pressure to the MSC.

The number of complaints in each category is shown in the following table.

Category	Feb
Driver guard compliment	21
Driver/ Guard Communication	48
Dangerous Driving	40
Incorrect change	1
Incorrect fare	11
Passenger caught in door	4
Started before passenger seated	7
Ticket discrepancy	10
Traffic accident	5
Failed to run	77
Failed to set down passengers	9
Failed to uplift passengers	77
Heavy loading	8
Incorrect destination shown	0
Incorrect route	10
Left early	16
Left late	42
Vehicle breakdown	6
Accessibility/comfort issue	2
Vehicle presentation	12
<b>Totals</b>	<b>412</b>

The number of complaints rose substantially with the timetable changes, particularly in the Kapiti and Porirua areas. “Failed to Run” rose from 22 to 77 complaints with “Left Late” rising from 11 to 42 on the previous month. The total number of complaints for February was 412. This is a 52% rise in complaints from the previous month.

### 2.8.3 March

The MSC received 48,783 calls for March 2011 compared to 49,406 in March 2010.

The MSC experienced a rise in calls on the 11th due to the NZ Bus Stop Work Meeting. There was poor information from Valley Flyer concerning their reduced services which led to frustrated customers and subsequent complaints. Block of Lines at the weekends affected train services but these caused few issues for the MSC.

The number of complaints in each category is shown in the following table.

Category	Mar
Driver guard compliment	24
Driver/ Guard Communication	63
Dangerous Driving	32
Incorrect change	1
Incorrect fare	9
Passenger caught in door	4
Started before passenger seated	4
Ticket discrepancy	4
Traffic accident	1
Failed to run	59
Failed to set down passengers	13
Failed to uplift passengers	83
Heavy loading	45
Incorrect destination shown	2
Incorrect route	4
Left early	23
Left late	48
Vehicle breakdown	2
Accessibility/comfort issue	7
Vehicle presentation	4
<b>Totals</b>	<b>438</b>

The number of complaints increased from February due to congestion on the Kapiti and Hutt Valley lines. Complaints in the Left Late category rose significantly from 10 to 48 in March.



### **3. Catchment Management Group**

#### **3.1 Hutt/Wellington**

##### **3.1.1 Boulcott Hutt Stopbank**

Significant progress has been made on the Boulcott Hutt Stopbank in two areas. Firstly, four tenders were received for the construction work and a preferred tender has been selected for recommendation to Council. Secondly, a final draft of the agreement between the Boulcott Farm Heritage Golf Club has been prepared and is now substantially ready for Council approval. It is intended to discuss these matters at the Council workshop on 17 May 2011 before bringing a report and recommendation to Council for approval at the 24 May 2011 meeting.

##### **3.1.2 Other Works**

- Construction has started on the Bridge Road Edge Protection works
- Further meetings have been held with the Wainuiomata resident regarding the flood hazard information.
- Consents have been applied for the continued wet extraction of gravel from the lower reaches of the Hutt River.

#### **3.2 Wairarapa**

The majority of the Wairarapa River Scheme meetings have been completed with the works programmes and budgets for next year all approved. The two remaining meetings to be held are for the Waiohine Scheme on May 9<sup>th</sup> and the Lower Wairarapa Valley Development Scheme on 11<sup>th</sup> May. The Waiohine meeting will be significant in that as well as considering the annual works programme and budgets it will be looking at the work undertaken to complete Phase 1 of the Floodplain Management Plan investigations and the programme for the next Phase. The next phase will be considering options for mitigation of the flood risk to Greytown and surrounding areas as well as future River Management options.

Dr Russell Norman has accepted an invitation from Cr Glensor to visit the Wairarapa on 10 June 2011 to gain an understanding of the reasoning for the current river management practices in the area. An itinerary is currently being prepared that will focus on the Ruamahanga, Waingawa and Waiohine Rivers.

### **4. Recommendations**

*That the Committee:*

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

Report prepared by:

Report approved by:



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