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Committee Council
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Feedback from the Ganz Mavag replacement proposal online survey

1. Purpose

To provide Councillors with the feedback and results from the Ganz Mavag replacement proposal online survey.

2. The decision-making process and significance

No decision is being sought in this report.

3. Background

Greater Wellington ran a survey on our website from 23 August – 14 September 2012, asking people what they thought of the proposal to expand the Matangi fleet instead of refurbishing the Ganz Mavags. We provided comprehensive information in the survey about the advantages and disadvantages of both options.

The *Dominion Post* and community papers ran stories about the proposal but they didn't mention the survey. We included it in Our Region at the end of August and we tweeted it through both Greater Wellington and Metlink Twitter feeds.

Key questions in the survey asked how often respondents used the trains and what they thought of the proposal to buy more Matangi trains to replace the Ganz.

4. Online survey results

We have received 136 responses to the survey. While the overall number is low the majority of respondents either used the trains five or more days a week or between two and four days a week. The people that have responded are existing regular customers whose opinions and experiences are most relevant to the outcome of this survey.

The vast majority of respondents (99.3%) were in favour, with many commenting the proposal was “a no brainer”, a great idea and made sound economic sense.

Only one respondent (0.7%) was not in favour of the proposal, saying they wanted new trains to be made in New Zealand.

Seven respondents gave conditional support (5.2%) and those conditions related to either ensuring more new Matangi had more comfortable seats, particularly the ones on either side of the doors, or changing the bike policy to allow cycles to be carried on all Matangi at peak times.

Two others expressed concern about how the expanded fleet would be replaced, all at the same time, in 30 – 35 years.

One respondent was in favour of the proposal but wants modern ticketing and modern infrastructure to accompany the modern trains.

5. Selected comments

Below are some examples of the comments received:

“Its a no brainer, buy more Matangi's . Upgrading the Ganz just does not make sense the Matangis are an excellent train.”

“I think it is good. I LOVE the matangi. Get rid of the Ganz”

“I support this proposal. Good to have single EMU fleet esp. since Ganz are unreliable. Also better for operational reasons and passenger experience.”

“I agree with the proposal, as the synergies and whole-of-life cost savings as reported exceed that of refurbishing the old fleet. Also, the quality of service provided by the new Matangi trains exceed the refurbished old trains (I have travelled in both the Matangi and refurbished unit at various points in the last few months).”

“This is a fantastic opportunity for the Wellington region. As outlined, the benefits of operating a unified fleet will be high, and given that the first Matangi went into service almost two years(?) ago, a decision to purchase more of the same is relatively low-risk. The projected savings over replacing the old fleet after their lives further strengthens the case for an all-Matangi fleet. I have one question - what will happen to the excess 9 Matangi units, as it appears to be a high number for contingency.”

“Sensible decision - financially and also from having a modern fleet which is comfortable and great to travel in”

“This is a logical proposal that appears to save significant money while improving the quality of the suburban fleet. I support the proposal.”

“Having one type of train fleet will improve the overall quality of public transport in Wellington as well as being cost effective. This is a no brainer.”
“New Matangi look modern and are great to travel in. Finally we have the making of a world class public transport system appropriate for NZ's capital city.”

“Great idea, the sooner the better. The Matangi trains are so much better to ride in. I try to avoid catching a service that is using the old Ganz Mavag units.”

6. Other feedback

The proposal to replace rather than refurbish the GanzMavag fleet was discussed with a number of key stakeholders and there was no opposition to the proposal.

There has been widespread support from all sectors of the industry, generally recognising the benefits of a modern standardised fleet, and very little negative individual comment on any aspect.

One submission in opposition has been received. The submitter believes that there is insufficient information available for the public to be sure of the validity of the proposal.

7. Communication

No further communication is required at this stage.

8. Recommendations

That the Council:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes the positive public support which reinforces the economic and risk analysis to replace rather than refurbish the GanzMavag fleet of trains.*
4. *Confirms its decision to pursue the purchase of additional Matangi trains to replace the GanzMavag fleet.*

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