

Report 16.384
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Committee Council
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Report on the Sustainable Transport Committee meeting, 10 August 2016

1. Purpose

To inform the Council of the Sustainable Transport Committee meeting of 10 August 2016.

2. Public Participation

Nicola Wild spoke about the school bus service to Wellington College from Wadestown. In particular her concerns that the current number of Wellington College students living in Wadestown (213) is much more than the one school bus that services the suburb can cope with.

Patrick Whiting, a Wellington College student, spoke about the school bus service to Wellington College from Wadestown.

Ian Shearer spoke about the proposals that the No 14 bus will end in Hataitai (instead of Rongotai) and the No 22 & 23 buses will end at the Railway Station instead of Courtney Place.

Leonie Hawkins spoke about proposed new bus routes and the fact that the No 22 and 23 buses will end at the Railway Station, and suggested that Brandon Street would be a better termination point. She also commented on connection points for transfers and that these need to be improved in terms of shelter and the information provided to passengers.

Brian Sheppard, President, Churton Park Community Association (CPCA), gave a presentation on commuter rail transport to Churton Park. CPCA would like to see a new rail station created at Rowell's Road to service the Churton Park and Grenada North suburbs.

Curtis Nixon, spoke about Cr Bruce's Notice of Motion regarding Total Mobility, giving a personal view on part 1 of the motion as a current

concession holder. In particular he was concerned that his concession is not able to be used in conjunction with a Snapper card.

Michelle Lemon spoke about Cr Bruce's Notice of Motion regarding Total Mobility. She spoke about access to public transport for disabled children and their caregivers.

3. Reports

3.1 N2A Programme update (Deborah Hume, Programme Director, Public Transport Transformation Programme)

Deborah Hume, Programme Director, Public Transport Transformation Programme, updated the Committee on the N2A Programme.

Work is currently underway to generate criteria based on the principles that were identified in the consultation period, these principles will be shared with the public in Mid-August. Work is also being done to develop scenarios and these will be tested against the criteria. The results of the scenario testing will be shared publicly in the New Year.

3.2 Report from WCC Transport and Urban Development Committee (Cr Andy Foster)

Councillor Foster updated the Committee on the work of the Transport and Urban Development Committee (TUDC) at the Wellington City Council.

Cr Foster updated the Committee on Wellington City Council's progress on the Hutt Road cycleway. A staged approach to changes will be undertaken. A decision has been made not to install separate traffic lights for access to and from Spotlight as this would negatively impact buses, traffic and parking. Research undertaken of parking on the Hutt Road found that 40% of people parking there are leaving their cars and travelling into the city centre. Research has also shown that a T2 lane would not add much value to the route, and could in fact be more dangerous for traffic. The next stage of development for this route will be Thorndon Quay.

Work is currently underway on cycleways. Work is beginning on the cycle-plan for the bay area (Oriental Bay, Evans Bay and Cobham Drive). Engagement is restarting on the Island Bay cycleway following the safety audit.

3.3 Infrastructure update (Rhona Hewitt, Project Manager NCT)

Rhona Hewitt, Project Manager NCT, updated the Committee on infrastructure.

The committee was advised that transfer points need to be easy to use and help transport users navigate their journey. Key items that users want from transfer points are:

- They need to be instantly recognisable

- Need to provide shelter, be safe and comfortable to wait in and have lighting and CCTV
- Information available on connecting services, signage and Real Time Information
- Network maps
- Need a consistent logical design
- Need tactile surfaces for the visually impaired, no obstacles in the way.

There will be eight key transfer points in the future. Work is underway to look at design and placement of these transfer points.

3.4 Public Transport Fares Review

The Committee noted that at its meeting of 29 June 2016, Council resolved to undertake a review of the PT Plan's fares and ticketing components. The review will need to be carried out within the context of operational changes to public transport under PTOM (both rail and bus), and implementation of an interim bus ticketing solution.

The review will address:

- The way in which fares are charged
- The availability and level of discounted or premium fares for various products and concessions
- The proposed timing of any changes.

The review will support the introduction of an interim bus ticketing system in 2018 to coincide with PTOM bus (followed by IFT) and help prepare the Wellington region for changes to the fare regime.

Any fare changes recommended by the review will be given effect through consultation process via a joined-up 2017/18 Annual Plan process and PT Plan review process.

3.5 2015/16 Public Transport Passenger Satisfaction Survey

The New Zealand Transport Agency (the Transport Agency) requires annual surveying of public transport customers to determine the level of customer satisfaction.

Gravitas Research and Strategy Limited were commissioned to develop and conduct the survey in accordance with the Transport Agency's guidelines. Surveying took place between 3 May and 29 May, 2016. Gravitas staff members surveyed a total number of over 2,300 public transport customers on a total of 206 trips across train, bus, and harbour ferry services.

Customer response is extremely positive this year, overall satisfaction with the current trip reached new heights at 93%, and there is an increase over last year for all modes and operators (up 4%). By mode, levels of satisfaction with the journey increased significantly:

- Bus 94% (up 5%)
- Train 93% (up 4%)
- Harbour ferry 97% (up 3%)

Satisfaction with current trip continues to rise, setting an enviably high standard. Information channels are undergoing continuous improvement and the work of GWRC and the contracted operators and service providers continues to have a positive impact on customer satisfaction.

3.6 Total Mobility Procurement Strategy – update

Under S25 of the Land Transport Management Act 2003, approved organisations are required to have a procurement strategy that documents its strategic approach to the procurement of all activities funded through the National Land Transport Programme (NLTP). This includes Total Mobility.

The draft Total Mobility Procurement Strategy has been developed. To help inform the plan, three stakeholder engagement workshops will be held to help build a collaborative relationship and gain insight into perceptions and experiences that support service improvement. Workshops will be held with the following focus groups:

- Customers
- Transport Operators
- Assessment agencies

The GWRC Accessibility Reference Group (ARG) will meet in August 2016 to provide feedback on the draft strategy. The strategy will then be prepared for approval by Council later in the year.

3.7 General Managers' report to the Sustainable Transport Committee 22 June 2016

The Committee received the General Managers' report, which informed the Committee of activities relating to its areas of responsibility.

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

The Committee was also updated on the fact it has not been possible to purchase rail tickets using Snapper cards for the last 12 months due to changes in Snapper Services Ltd's retail model. Snapper Services Ltd is currently in

discussions with Transdev Wellington on re-instating a Snapper top-up capability at rail ticket offices.

3.8 Notice of motion – bus interchanges: Cr Daran Ponter

The Committee endorsed a motion from Cr Ponter to the effect that Greater Wellington Regional Council:

Agrees in principle to include quality lighting and monitored closed circuit television (CCTV) as minimum requirements for bus interchanges which will be critical to transferring passengers following the early 2018 roll-out of the new Wellington bus network.

3.9 Notice of motion – change to Lambton Quay: Cr Daran Ponter

The Committee endorsed a motion from Cr Ponter to the effect that Greater Wellington Regional Council:

Request Let's Get Wellington Moving investigate options, approaches and costs for providing for Lambton Quay, or parts thereof, to be for walking, cycling and public transport only, for potential introduction as part of the roll-out of the new bus network in 2018.

3.10 Notice of motion – park and ride: Cr Daran Ponter

The Committee endorsed a motion from Cr Ponter to the effect that Greater Wellington Regional Council:

Invites councils across the region, the New Zealand Transport Agency, and Kiwirail, to identify land that they own that they consider may be appropriate for park and ride facilities on both the bus and train network.

3.11 Notice of motion - installation of free wifi at major bus interchanges and railway stations: Cr Sue Kedgley

The Committee endorsed a motion from Cr Kedgley to the effect that Greater Wellington Regional Council:

- Ask officers to report back to Council in November 2016 on the logistics and cost of installing free wifi in all major train stations and bus interchanges in the Wellington region and a timetable for implementing this, with a view to including this in the 2017/18 Annual Plan and rolling it out thereafter.
- That as part of this process, officers explore whether there are opportunities for commercial partnerships that could assist in the roll out of free wifi in all major train stations and bus interchanges in the Wellington region.

3.12 Notice of motion – concession fares for disability mobility: Cr Paul Bruce

The Committee endorsed a motion from Cr Bruce to the effect that officers of Greater Wellington Regional Council:

Investigate all current disability entitlements and concessions as part of the public transport fares review, and consider negative and positive effects on those benefiting from that entitlement

3.13 Public excluded and restricted public excluded reports

The Committee went into public excluded business to confirm the Public Excluded Minutes of 22 June 2016 and to receive a report on Wellington City and Hutt Valley bus reliability and capacity.

The Committee went into restricted public excluded business to confirm the Restricted Public Excluded Minutes of 22 June 2016.

4. The decision-making process and significance

No decision is being sought in this report.

4.1 Engagement

Engagement on this matter is unnecessary.

5. Recommendations

That the Council:

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

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