



**greater WELLINGTON**  
REGIONAL COUNCIL  
Te Pane Matua Taiao

If calling please ask for: Democratic Services

14 March 2019

## **Sustainable Transport Committee**

Order Paper for the meeting of the Sustainable Transport Committee to be held in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington

**Wednesday, 20 March 2019 at 9.30am**

### **Membership**

Cr Donaldson (Chair)  
Cr Ponter (Deputy Chair)

Cr Blakeley  
Cr Gaylor  
Cr Laban  
Cr Lamason  
Cr Ogden  
Cr Swain

Cr Brash  
Cr Kedgley  
Cr Laidlaw  
Cr McKinnon  
Cr Staples

Marama Tuuta

***Recommendations in reports are not to be construed as Council policy until adopted by Council***

# Sustainable Transport Committee

**Order Paper for the meeting to be held on Wednesday, 20 March 2019 in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am**

## Public Business

		<b>Page No.</b>
1.	Apologies	
2.	Declarations of conflict of interest	
3.	Public participation	
4.	<a href="#">Confirmation of the Public minutes of 20 February 2019</a>	<b>Report 19.58     3</b>
5.	<a href="#">Action items from previous Sustainable Transport Committee meetings</a>	<b>Report 19.69     9</b>
6.	<a href="#">Operational guidelines – requests for sponsorship or free or subsidised fares for events</a>	<b>Report 19.86     12</b>
7.	<a href="#">Public Transport – operational performance</a>	<b>Report 19.72     20</b>
8.	<a href="#">Metlink service activities</a>	<b>Report 19.73     34</b>
9.	<a href="#">Draft terms of reference - Post implementation review Metlink bus transformation: Stage Two</a>	<b>Report 19.88     44</b>
10.	<a href="#">General Managers' report to the Sustainable Transport Committee meeting on 20 March 2019</a>	<b>Report 19.68     52</b>



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**Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 20 March 2019**

**Report 19.58**

20/02/2019

File: CCAB-20-650

**Minutes of the Sustainable Transport Committee meeting held on Wednesday, 20 February 2019, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9:31am**

**Present**

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor (from 9:39am), Kedgley, Lamason, McKinnon, Ponter, Staples, and Swain (until 10:34pm).

Marama Tuuta.

**Public Business**

The Chair read aloud a letter received from Phil Gibbons, Chief Executive Officer, Sport Wellington, thanking the Committee for its support of Wellington Round the Bays 2019.

**1 Apologies**

*Moved*

*(Cr Staples/ Cr Blakeley)*

*That the Committee accepts the apologies for absence from Councillors Laban, Laidlaw, and Ogden, and the apology for early departure from Councillor Swain.*

The motion was **CARRIED**.

**2 Declarations of conflict of interest**

There were no declarations of conflict of interest.

**3 Public Participation**

Frank Cook, Peter Cook, and Karen Smyth, Mount Cook Mobilised, gave a presentation to the Committee regarding the Mount Cook Bus Shelter.

Melanie Short, Metlink: Not coming your way, spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Dawn Meredith, Upu Laumatia, and Kara Lipski spoke to the bus service to Strathmore Park.

Chris Horne spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Peter Kitchenman gave a presentation to the Committee in relation to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Mike Mellor spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Councillor Gaylor arrived at the meeting during Public Participation at 9:39am.

**4 Confirmation of the Public minutes of 5 December 2018 and the Public Excluded minutes of 5 December 2018**

*Moved* (Cr McKinnon/ Cr Brash)

*That the Committee confirms the Public minutes of the meeting of 5 December 2018, Report 18.586, and the Public Excluded minutes of the meeting of 5 December 2018, Report PE18.588.*

The motion was **CARRIED**.

**5 Action items from previous Sustainable Transport Committee meetings**

**Report 19.9** File ref: CCAB-20-638

*Moved* (Cr Gaylor/ Cr Lamason)

*That the Committee:*

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

The motion was **CARRIED**.

**Noted:** The Committee requested officers provide a timeframe to work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.

Councillor Swain left the meeting during discussion of item 5 at 10:34am.

**6 Presentation from Transdev**

Angus Gabara, Manager, Rail Operations, introduced Ian Ladd, Managing Director, Kris Parkin, Service Planning Manager, and Mike Fenton, Chief Operating Officer, Transdev, to the Committee.

Kris Parkin gave a presentation to the Committee regarding Transdev's proposal for the Melling Block of line Interchange, as an alternative when the Hutt Valley Line will be closed to enable works for the overhead line replacement project. The proposed route will involve trains from Wellington Station to Melling Station, where the train will connect with two buses. One bus will service the lower Valley and the other bus will service the upper Valley.

Kris Parkin advised the Committee that the first trial of the alternative replacement is planned for the period between 10 to 13 March, the second trial between 31 March to 3 April, with a full review to take place following.

Kris Parkin identified some risks, including connection times with other Metlink buses, slower journey times, different stopping patterns, as well as any unknown factors. The post-trial review will identify any amendments to improve the service, and will show whether further trials may be required before making the new proposal a permanent solution.

Mike Fenton presented the Committee with an update on Transdev staffing, including a summary of recent disruptions:

- 94% of timetabled train services were delivered
- 0.4% of services were cancelled due to lack of staff availability.

Mike Fenton noted that since Transdev took over operations in July 2016, staffing has increased by 9% and the annual turnover of drivers is averaging around 3.5%. Due to a convergence of unforeseen events, over the next two months Transdev forecasts driver turnover to increase to 12%. To mitigate the challenge that this presents, Transdev has implemented some remedial actions:

- Doubled recruitment intakes for locomotive engineers
- Eight trainees are expected to finish their training within the next six months, four other trainees began their course in February 2019, and a further 12 trainees are planned to commence training during 2019
- Replacement bus services will be utilised on the lowest patronage services on the Johnsonville Line.

Mike Fenton noted the training requirements for new locomotive drivers are comprehensive, and takes approximately nine months to complete before a new driver may drive a locomotive alone.

**Report 19.27**

File ref: CCAB-20-642

*Moved*

*(Cr Lamason/ Cr Brash)*

*That the Committee:*

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

The motion was **CARRIED**.

The meeting adjourned at 11:14am and reconvened at 11:25am.

7 **Presentation from NZ Bus**

Zane Fulljames, Chief Executive Officer, NZ Bus, gave a presentation to the Committee regarding NZ Bus and the implementation of the new Wellington bus network, noting:

- NZ Bus's high aspirations, but disappointment at not meeting customer, staff, and Metlink/Council expectations
- Current driver shortages (although predictions show drivers should be back to full capacity by the end of the calendar year)
- The service performance between 3 and 18 February, including the days impacted by Tramways Union ratification meetings which has resulted in favourable contractual terms, and therefore, stable industrial relations for the next two years
- The current schedule requires 260 drivers, and NZ Bus has contracts with 231 drivers, meaning there is an 11% shortfall which results in 2.1% cancelled trips on weekdays
- Only one of five new trainee drivers are expected to make it through the driver training school
- A way that NZ Bus is managing the gap is to make short-term assignments of some services to other operators to deliver in the interim
- That NZ Bus is competing with a limited pool of resources, and multimedia advertising of recruitment opportunities has been invested in, including a staff referral scheme. Looking at recruitment of new trainee drivers off-shore is now being considered
- The double-decker buses which were delayed are confirmed as en route, and expected to arrive next week. These double-decker buses are expected to relieve some of the capacity issues.

**Report 19.49**

File ref: CCAB-20-647

*Moved*

*(Cr Ponter/ Cr Kedgley)*

*That the Committee:*

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

The motion was **CARRIED**.

## 8 Implementation of new Wellington bus network - February update

Wayne Hastie, General Manager, Strategic Programmes, spoke to the report, noting that section 5.1.5(a) refers to some changes to the Rail timetable, and that the transfer times have increased to 12 minutes (from 10 minutes).

### Report 19.14

File ref: CCAB-20-616641

Moved

(Cr Blakeley/ Cr Ponter)

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that Terms of Reference for Stage 2 of the Post Implementation Review will be presented to the meeting of the Committee on 20 March 2019.*
4. *Requests the Chief Executive to prioritise the Eastern suburbs, then the Southern, Western and Northern suburbs of Wellington, and report back with a timeline for the staged approach within the Terms of Reference.*
5. *Notes that the timing of implementation of the outcomes from the Post Implementation Review will be contingent on a number of matters including the need to ensure that operators have sufficient buses and drivers, contractual negotiations and rescheduling of drivers' rosters.*
6. *Notes that a direct service to and from Wellington Station and Wellington Zoo has been introduced on a four-month trial basis at a cost of approximately \$44,000.*
7. *Notes that route 14 has been extended from Hataitai to the Kilbirnie hub.*
8. *Notes that additional direct peak services have been introduced on route 27 (Vogeltown to the Central Business District) on a cost-neutral basis.*
9. *Notes that two key factors have severely and adversely impacted on the planned improvements to the bus network from 3 February 2019, and resulted in highly distressing experiences for many commuters:*
  - a. *At short notice, advice was received from NZ Bus about a delay in the arrival of the 17 double decker buses*
  - b. *There has been significant driver shortage at NZ Bus.*
10. *Notes that the problem of driver shortages is not unique to Wellington and is being experienced in other cities, e.g. Auckland and Tauranga and other areas of the professional drivers' sector, e.g. trains and trucks.*

*11. Requests the Chief Executive to convene a forum of all relevant stakeholders to seek a co-ordinated national approach to resolving driver shortages.*

*12. Requests the Chief Executive to report back urgently on measures that he has taken with NZ Bus to restore satisfactory services to all routes.*

The motion was **CARRIED**.

**Noted:** The Committee requested that the reporting of cancelled trips is reflected in a number as well as a percentage.

**Noted:** The Committee requested officers report back on the possibility of adding a midnight service from Courtenay Place to Strathmore Park.

**7 General Managers' report to the Sustainable Transport Committee meeting on 20 February 2019**

Greg Pollock, General Manager, Public Transport, spoke to the report.

**Report 19.12**

File ref: CCAB-20-639

*Moved*

*(Cr Staples/ Cr Brash)*

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Notes that officers will develop and implement further commercial double-decker wrap promotions as a premium and limited product.*
- 4. Notes that a bus wrapping product will need to be developed and tested with the market prior to the creation of an organisational approach to bus wrapping.*
- 5. Endorses the actions taken by officers for matters set out in this report.*

The motion was **CARRIED**.

**Noted:** The Committee requested that officers consider a more direct level of engagement with customers following further trials of the double-decker bus wrapping.

The meeting closed at 1:21pm.

Cr B Donaldson  
(Chair)

Date:





**Report** 19.69  
Date 15 March 2019  
File CCAB-20-665

**Committee** Sustainable Transport Committee  
**Authors** Greg Pollock, General Manager, Public Transport  
Wayne Hastie, General Manager, Strategic Programmes  
Luke Troy, General Manager, Strategy

## Action items from previous meetings

**Attachment 1** lists items raised at Sustainable Transport Committee meetings that require actions or follow-ups from officers. All action items include an outline of current status and a brief comment. Once the items have been completed and reported to the Committee they will be removed from the list.

No decision is being sought in this report. This report is for the Committee's information only.

## Recommendations

*That the Committee:*

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

Report approved by:  
**Greg Pollock**  
General Manager, Public  
Transport

Report approved by:  
**Wayne Hastie**  
General Manager, Strategic  
Programmes

Report approved by:  
**Luke Troy**  
General Manager, Strategy

**Attachment 1:** Action items from previous meetings

## Attachment 1 to Report 19.69

## Action items from previous Sustainable Transport Committee meetings

Meeting date	Action item	Status and comment
9 May 2018	<b>Resolution</b> <i>Requests officers work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i>	<b>Status:</b> <i>In progress</i> <b>Comments:</b> See section 4.7 of Report 19.68
30 October 2018	<b>Resolution</b> <i>Agrees to consider route and service option changes for Churton Park as part of the post-implementation review to commence in the first quarter of 2019, including the feasibility of looping the off-peak Route Number 60 service via the Churton Park shops.</i>	<b>Status:</b> <i>Awaiting action</i> <b>Comments:</b> Will be considered as scheduled.
20 February 2019	<b>Noted</b> The Committee requested officers provide a timeframe to work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.	<b>Status:</b> <i>Updated</i> <b>Comments:</b> See section 4.7 of Report 19.68
20 February 2019	<b>Resolution</b> <i>Requests the Chief Executive to prioritise the Eastern suburbs, then the Southern, Western and Northern suburbs of Wellington, and report back with a timeline for the staged approach within the Terms of Reference.</i>	<b>Status:</b> <i>Completed</i> <b>Comments:</b> See Report 19.88
20 February 2019	<b>Resolution</b> <i>Requests the Chief executive to convene a forum of all relevant stakeholders to seek a coordinated national approach to resolving driver shortages.</i>	<b>Status:</b> <i>In progress</i> <b>Comments:</b> See section 2.2.1 of Report 19.68
20 February 2019	<b>Resolution</b> <i>Requests the Chief Executive to report back urgently on measures that he has taken with NZ Bus to restore satisfactory services to all routes.</i>	<b>Status:</b> <i>Completed</i> <b>Comments:</b> See section 2.2.2 of Report 19.68
20 February 2019	<b>Noted</b> The Committee requested that officers consider a more direct level of engagement with customers	<b>Status:</b> <i>Awaiting action</i> <b>Comments:</b>

	following further trials of the double-decker bus wrapping.	Will be actioned following further trials
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**Report** 2019.86  
**Date** 06 March 2019  
**File** CCAB-20-668

**Committee** Sustainable Transport Committee  
**Author** Paul Kos, Manager Public Transport Policy

## **Operational guidelines – requests for sponsorship or free or subsidised fares for events**

### **1. Purpose**

To seek Committee endorsement of the proposed operational guidelines (set out in this paper) for responding to requests to Metlink Public Transport for sponsorship and free or subsidised fares for events.

### **2. Background**

Since the move to the new Public Transport Operating Model (PTOM) contracting environment for bus and rail, GWRC has started receiving an increasing number of requests from event organisers for public transport support for events.

The vast majority of requests have been for free or subsidised fares for event participants and/or attendees. Although less frequent, GWRC does sometimes receive requests for commercial sponsorship or support in kind via advertising and information channels that we control (e.g. advertising space on buses).

The approach to date in responding to these requests has been somewhat ad hoc, depending on the pathway of the request and the scale and nature of the event. The majority of requests have been managed at the operational level, following an unwritten procedure. Other requests (such as the recent request for free fares for Te Matatini festival) have been considered formally via Committee or Council.

The informal nature of this approach proved adequate in the pre-PTOM environment, as most requests were directed to individual operators who were responsible for fare revenue. However, under PTOM, GWRC is responsible for bus and rail fare revenue.

Given the changing context under PTOM and the increasing pressure for free or subsidised fares for events, it is now timely for GWRC to clarify the operational guidelines for considering such requests.

### **3. Sponsorship policy and support for events – two different things**

#### **3.1 PT Sponsorship**

##### What is sponsorship?

Commercial sponsorship is an arrangement in which a sponsor provides a contribution in money or in-kind to support specified activities in return for agreed benefits, including:

- naming rights or other recognition
- brand exposure on promotional material
- public relations or external communications opportunities
- access to databases, or website and social media channels to engage with a target audience.

It is usual for a sponsor to use collateral marketing communications to exploit the commercial potential of the association between the parties in addition to the sponsorship.

While processes should be scaled according to the level of sponsorship proposed, sponsorships can be controversial when public funds are involved. Processes need to be transparent, ensure conflicts of interest are avoided, and should ensure that decisions to approve sponsorship clearly identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria.

##### Link to vision and marketing strategies

Normally, the objectives of a sponsorship policy are developed within the context of a wider vision for public transport, and marketing and branding strategies.

For public transport, this means making connection to GWRC's strategic framework (Regional Land Transport Plan and the Public Transport Plan) and our overall aim to grow patronage by continually improving the Metlink Public Transport network.

Recent research on customer segmentation shows that the greatest opportunities for growing patronage are generally associated to customers that have a choice between private or public transport but tend to use private transport. Attracting more customers from this and other segments requires greater focus on creating a 'one journey' experience for customers. This includes providing an integrated user experience (information, ticketing, timetable, fares and digital interactions) and targeted marketing.

To fit within this overall approach, an effective sponsorship approach should do as many as possible of the following:

- strengthen the Metlink brand as the region's public transport network,
- promote ongoing frequent use of public transport,
- influence people at life milestones, when their transport choices might change.

### Wellington example - Metlink City Safari

The only example of Metlink Public Transport providing commercial sponsorship for an event was for the Metlink City Safari. The Metlink City Safari was an orienteering team event that was held annually between 2012 and 2017. Also supported by bus and rail operators, the financial and support in-kind arrangements varied from year to year. The aims of the sponsorship related primarily to creating positive news stories about public transport and demonstrating to potential new public transport users that there is a good service on weekends. Only limited evaluation was carried out so it is difficult to know how successful the sponsorship was in achieving the stated aims. The event was not held last year and there has been no request for sponsorship for any upcoming years.

### What happens elsewhere?

Looking elsewhere, it is interesting to note that there is no evidence to suggest other regions see the need for a sponsorship policy for public transport.

Auckland Transport, for example, does not have a sponsorship policy and by default does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers. Auckland Transport does however provide support for events via integrated event ticketing and associated customer information. This will be discussed in the next section.

### Conclusions and proposed approach

1. Commercial sponsorship opportunities (should Council wish to pursue them) should be considered within a wider marketing/branding strategy and carefully thought through to ensure conflicts of interest are avoided, and decisions are consistent, transparent and in accordance with a clear and defined budget line set out in the Annual Plan process.
2. Without a defined budget line and sponsorship need identified, the starting point for considering commercial sponsorship requests should be based on the premise that Metlink does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers.
3. As done in the past with Metlink City Safari, GWRC could still consider sponsorship opportunities on a case-by-case basis. However, any agreement should be evaluated against other promotional activities and formal sponsorship agreements should be put in place to identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria. Such requests should be reported to Council/Committee for approval.

## **3.2 Support for PT events**

Events impacting public transport in the Wellington region range from ticketed events of various sizes at the regional Stadium or at other venues around the region (e.g. Toast Martinborough), through to un-ticketed street festivals, street

parades, and community events such as Anzac Day services, the Round the Bays community run and fireworks displays.

Traditionally, Metlink's role in supporting these events has been focussed on working with local councils and operators to plan and manage disruptions to regular public transport services. A key part of this is keeping customers informed of special event services or processes via the Metlink website and other channels. On some occasions for large events Metlink provides and funds additional rail or bus capacity when an event creates significant additional demand or if additional services are required to address adverse effects on the road network.

#### Support via ticketing

Support is also provided via specialised event ticketing products and processes, which can help with managing event queuing and validation of tickets, and minimising the amount of cash handling.

Currently, the Metlink fare schedule includes single and return stadium event tickets that can be used by rail customers attending selected events at the regional stadium. These special event tickets are generally used for large events at the stadium that have set start and finish times, and generate significant demand over a short period of time to warrant additional staffing at the upper rail platform gates of the stadium. Typical events where these are used include regular sporting events and large music concerts.

While the stadium tickets can help with ticketing operations and revenue protection, the approach is expensive to operationalise (e.g. additional staffing at gates) and reliant on manual processes of sale and validation, which can affect revenue protection.

#### Integrated event ticketing

Officers are also looking at options to include public transport fares within the price of an integrated event ticket, with pricing negotiated on a bulk purchase basis. This approach is common in large cities with distributed venues and is used by Auckland Transport for large events to improve customer experience and improve operational efficiency when moving large crowds at high demand. In Auckland, rail platform gates are opened which improves movement and also avoids the need to validate tickets.

The situation in Wellington is somewhat different due to the location of our regional stadium and proximity to rail. For small to medium sized events, standard rail and bus services are frequently enough and generally have capacity to respond to demand, which tends to be from within the Wellington region. Possibly, because of this, promoters of events at the regional stadium seem less willing to include a cost component for public transport in their event ticket.

The value proposition for integrated event tickets would be more relevant for large events (which are difficult to operationalise via a rail paper ticket) and

also from a general customer experience perspective. Looking to the future, integrated electronic ticketing will also help to streamline the validation process.

#### Support via free or subsidised fares

While support via free or subsidised fares has been provided on some occasions (example discussed below), the majority of requests managed at the operational level are declined on the premise that free travel for events will generally not be provided, as public transport fares are already heavily subsidised by ratepayers and taxpayers. In addition, many customers are now (since July 2018) able to take advantage of reduced off-peak fares in the evenings and at weekends.

The above operational assumption, while informal, has been used as the starting point for officers assessing requests. This approach is also consistent with Auckland Transport's approach.

On some occasions, however, officers have agreed to provide free or subsidised fares for events – but usually only when there is a demonstrated additional benefit for public transport and/or the wider transport network. For example - free or discounted fares may be offered:

- as part of a strategy to reduce traffic congestion and network congestion associated with the event
- to address operational or safety issues related to public transport, including ticketing, or crowd management for public transport
- to reduce revenue leakage (e.g. specialist fares or ticketing products to reduce queuing or cash handling).

Identifying the expected benefits for particular events in this way, while informal, has been useful to ensure the correct type of support is provided and to clarify funding responsibility.

#### Recent examples – fit with operational guidelines?

- Te Matatini (National Kapa Haka Festival, Wellington Regional Stadium, 21-24 February 2019) – free fares offered for volunteers (150) stage crew and direct participants (approx. 2000) in the event. The request was reported and decided by Council on 13 December 2018.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

Free fares for stage hands and participants was provided on a goodwill basis as part of GWRC's partnership with the region's mana whenua iwi.

- Round the Bays run (Wellington City bays, 17 February, 2019) – free fares offered for volunteers and participants, plus additional banker



buses to facilitate the return of runners from Kilbirnie to the CBD. The request was decided and managed at the operational level in late 2018.

Due to the nature and location of this event, there were significant operational and network challenges for public transport. Metlink support was provided to reduce traffic and network congestion, and address operational issues.

The extent of fares subsidy however, may need further consideration for future events. A negotiated subsidy incorporated into an integrated event ticket would be one way of addressing revenue loss associated with this event.

- Relay for Life (upcoming 2-day event, Wellington Regional Stadium, April 2019) – recent request for free rail fares for participants. Request was declined at the operational level earlier this month.

This decision has a good fit with the informal operational guidelines as the scale, nature and location of the event is such that it will not create operational issues or require special intervention to provide demonstrated additional benefit for public transport and/or the wider transport network.

- 2017 Rugby League World Cup & 2017 Lions Rugby Tour (Wellington Regional Stadium) – free fares offered for 30 and 22 volunteers assisting with event crowd control. The request was decided and managed at the operational level.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

#### Conclusions and proposed approach

1. The basic policy assumptions underpinning the current operational guidelines are a sound basis for assessing requests for free or subsidised fares for events. These should be formalised through this paper to improve transparency and consistency of application to requests received by GWRC.
2. While support may be justified under the operational guidelines, this does not necessarily mean fares need to be free, especially for participants of events. As noted above, one option is to include a fares component in the price of the actual event ticket. To this effect, officers should continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis. This approach has the potential to improve customer experience, mitigate operational issues and at the same time ensure appropriate fare revenue is generated for services offered.

#### **4. Communication**

No specific communication is proposed at this stage. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.

## 5. The decision-making process and significance

Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### 5.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term ‘significance’ has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### 5.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no specific engagement on the matters for decision is required. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.

## 6. Recommendations

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:*
  - a. *Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers*
  - b. *On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:*

- i. as part of a strategy to reduce traffic congestion and network congestion associated with the event*
  - ii. to address operational or safety issues related to public transport*
  - iii. to reduce revenue leakage.*
- 4. Notes that officers will continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis.*
- 5. Notes that commercial sponsorship opportunities for public transport (should Metlink wish to pursue them) are best considered within a wider marketing/branding strategy for public transport and should be reported to the Committee for approval.*

Report prepared by:

**Paul Kos**  
Manager Public Transport  
Policy

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



**Report** 19.72  
**Date** 11 March 2019  
**File** CCAB-20-666

**Committee** Sustainable Transport  
**Author** Jonathan Gear, Business Performance and Insights Manager

## Public Transport – operational performance

### 1. Purpose

To provide the Committee with an update of current operational performance compared to historical trends.

### 2. Background

Metlink now has access to more information than ever before relating to the performance of its public transport network.

Officers have developed a monthly report drawing on available information to provide performance reporting at the level provided in other authorities.

The information in this report replaces the operational data that was contained in the implementation of the bus network – update reports. This report will be produced monthly, with the most recent version provided at each Committee meeting to track operational performance of Metlink’s public transport network.

We will work with digital designers to review and improve the presentation of the data in the report.

To enable the public to easily access this information it will be updated monthly when information becomes available and published on the Metlink website.

Please note that proposed remedies and actions aimed at improving performance will be reported on via the Metlink service activities report (Report 19.73), which will follow operational reports on the agendas for these meetings.

### 3. Monthly operational performance

**Attachment 1** to this report contains an overview (including commentary) of Metlink's current performance.

### 4. Impact of the new bus network on patronage and the Golden Mile

The analysis below is to provide answers to questions that have been posed in regards to the new bus network that was introduced in mid-2018. This analysis will not be included in the monthly operational report.

#### 4.1 Boardings, transfers and journeys

In the year from July to December 2018, Metlink reported year on year passenger boardings growth of 2.0% against the same period for the previous year.

Questions have been raised as to whether passenger journeys have increased under the new network given the increased requirement to transfer between buses to complete journeys.

A journey is the number of boardings minus the number of transfers.

The table below has been prepared to show how bus passenger boardings and journeys have changed as a result of the new network. In this analysis, a pre-June 2018 card transfer rate of 2.6% was used based on the limited patronage data that Metlink has access to for that period.

	2017 Jul-Dec	2018 Jul-Dec	YoY change	2017 Jul-Sep	2018 Jul-Sep	YoY change	2017 Oct-Dec	2018 Oct-Dec	YoY change
Boardings	11,888,038	12,124,637	2.0%	6,247,263	6,260,440	0.2%	5,640,775	5,864,197	4.0%
- Card transfers	307,068	615,731	100.5%	161,367	311,131	92.8%	145,701	304,600	109.1%
= Journeys	11,580,970	11,508,906	-0.6%	6,085,896	5,949,309	-2.2%	5,495,074	5,559,597	1.2%
Card transfers as % of total boardings	2.6%	5.1%	2.5%	2.6%	5.0%	2.4%	2.6%	5.2%	2.6%

This analysis shows that;

- **between July and September 2018 recorded journeys declined** year on year on Metlink's public transport network. This decline occurred at a time when system and operator issues were experienced as the new network/contracts were implemented, and represent a decline in journeys recorded but not necessarily taken (i.e. passengers could have been on a journey but may not have been recorded on that trip)
- **between October and December 2018 recorded journeys increased by ~1.2%** year on year on Metlink's public transport network. This data suggests that from October 2018 reported patronage levels have recovered

Metlink will continue to report passenger boardings (not journeys) given the lack of visibility as to transfers between trips across all modes. This position will be reviewed when a fully integrated ticketing system is introduced.

## 4.2 Buses on the Golden Mile

One objective of the new bus network was to improve bus flows in Wellington city CBD by reducing the number of buses coming into the CBD, with the volume of buses travelling along the Golden Mile<sup>1</sup> at peak times being the key focus.

The aim is for 1 bus per minute (~60 buses per hour) in one direction to allow for delays, early running and passenger loading to be travelling along the Golden Mile, which in line with industry best practise guidelines<sup>2</sup> means there is a stable flow of buses with some interference.

At the time of the review there were 239 buses (119 northbound, 120 southbound) passing through the Golden Mile between 8am and 9am each weekday (excluding public holidays); the scheduled services provided by 225 of those peak buses transferred to Metlink under the new network, and 14 remained with operators as exempt services. Industry guidelines classify this as a forced flow of buses with poor operations environment.

The table below shows how the new network and subsequent timetable changes have impacted on the number of Metlink buses travelling down the Golden Mile at peak times. This shows a reduction in the number of buses travelling down the Golden Mile from the new network.

However, at the morning peak in the northbound direction there remains an unstable flow and queuing. At the morning peak in the southbound direction, there is a stable flow but with bunching. In the afternoon peak the number of buses has decreased in both directions and enabled a stable flow but again with bunching.

While not counted in this analysis, the non-Metlink services still contribute to bus congestion.

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<sup>1</sup> The golden mile is the stretch of road that most service travel through central wellington. It path goes down the following roads; Lambton Quay, Willis St, Manners Mall, Courtney Place

<sup>2</sup> Based on US Transit Research Board guidance on bus volumes per direction for exclusive or near exclusive lanes on CBD streets in its Transit Capacity and Quality of Service Manual, 2nd Edition:

**Number of Metlink services passing key Golden Mile stops***Between 8:01 - 9:00 am on weekdays (excl public holidays)*

Direction	Stop name	Jun-18*	Aug-18	Feb-19
Northbound	Lambton Quay at Cable Car Lane (5010)	113	91	96
Southbound	Lambton Quay at Hunter Street (5508)	112	68	66
<b>Both directions</b>		<b>225</b>	<b>159</b>	<b>162</b>

*Between 5:01 - 6:00 pm on weekdays (excl public holidays)*

Direction	Stop name	Jun-18*	Aug-18	Feb-19
Northbound	Lambton Quay at Cable Car Lane (5010)	101	65	68
Southbound	Lambton Quay at Hunter Street (5508)	105	72	77
<b>Both directions</b>		<b>206</b>	<b>137</b>	<b>145</b>

*\* Adjusted to remove routes which from the 15th July are no longer part of the Metlink network*

The reduction of bus numbers on the Golden Mile is a result of greater use of more through routing services, introducing higher capacity buses including double deck buses, which mean fewer buses carrying more passengers, combined with a greater use of alternative peak-only overflow routes where buses travelling to the central City do not contribute to Golden Mile congestion. These alternative routes use termini at Brandon Street, Wellington Station and Courtenay Place.

Brandon Street now has 99 buses arriving and departed each day at peak times compared with 44 buses prior to 15 July 2018.

The next phase in assessing bus congestion on the Golden Mile will involve a review of actual journey times, journey time variability, to assess what other measures are required to move the bus flow further towards the target of stable flow with some interference.

Officers will also consider further Golden Mile congestion improvements that may be implemented as part of the Let's Get Wellington Moving early improvements. As the aim is to move towards

**5. Communication**

Operational performance reports will be placed on the Metlink website.

**6. Consideration of climate change**

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

## 6.1 Significance of the decision

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

## 6.2 Engagement

Engagement on the matters contained in this report is not necessary.

## 7. Recommendations

*That the Committee:*

1. **Receives the report.**
2. **Notes the content of the report.**
3. **Notes the operational performance report attached as attachment 1 to this report.**

Report prepared by:

**Jonathan Gear**  
Manager, Business  
Performance and Insights

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport

Attachment 1: Operational performance



**Metlink performance report****Feb-19****Patronage****Bus passenger boardings**

Bus has recorded passenger boardings growth of 3.0% year on year. The bulk of this growth has come from Wellington City where boardings have increased 4.8% year on year.

**By area for February**

	Feb-19	Feb-18	% Change
Wellington	1,475,134	1,379,220	7.0%
Hutt Valley	400,864	378,092	6.0%
Porirua	86,011	97,096	-11.4%
Kapiti	55,610	49,071	13.3%
Wairarapa	15,972	15,778	1.2%
<b>Total</b>	<b>2,033,591</b>	<b>1,919,257</b>	<b>6.0%</b>

**By area - year to date (Jul - Feb)**

	2018/19	2017/18	% Change
Wellington	11,659,489	11,126,307	4.8%
Hutt Valley	2,980,551	2,937,734	1.5%
Porirua	620,966	726,193	-14.5%
Kapiti	388,881	382,219	1.7%
Wairarapa	107,053	124,885	-14.3%
<b>Total</b>	<b>15,756,940</b>	<b>15,297,338</b>	<b>3.0%</b>

**Bus transfers and journeys**

Card transfers account for 5% of year to date passenger boardings.

Detailed transfer data for all bus services has only been available to Metlink since mid-July 2018.

**Rail passenger boardings**

Rail continues to deliver strong passenger growth with boardings up 5.2% year on year. The majority of this growth has come from the Kapiti Line (+7.2% year on year) followed by the Hutt Valley Line (+5.6% year on year).

**By line for February**

	Feb-19	Feb-18	% Change
Hutt Valley	501,646	428,324	17.1%
Kapiti	490,118	440,214	11.3%
Johnsonville	119,818	123,723	-3.2%
Wairarapa	62,504	57,940	7.9%
<b>Total</b>	<b>1,174,086</b>	<b>1,050,201</b>	<b>11.8%</b>

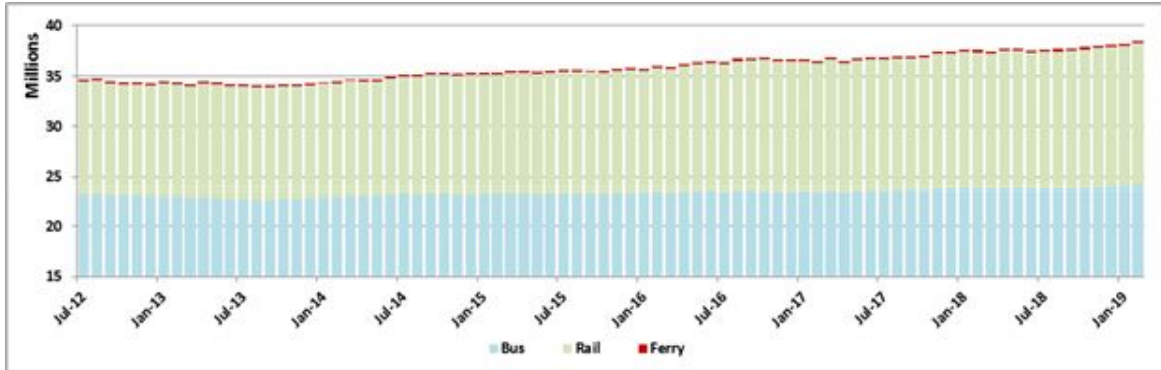
**By line - year to date (Jul to Feb)**

	2018/19	2017/18	% Change
Hutt Valley	3,885,648	3,679,007	5.6%
Kapiti	3,851,712	3,592,941	7.2%
Johnsonville	958,660	976,850	-1.9%
Wairarapa	510,222	500,838	1.9%
<b>Total</b>	<b>9,206,242</b>	<b>8,749,636</b>	<b>5.2%</b>

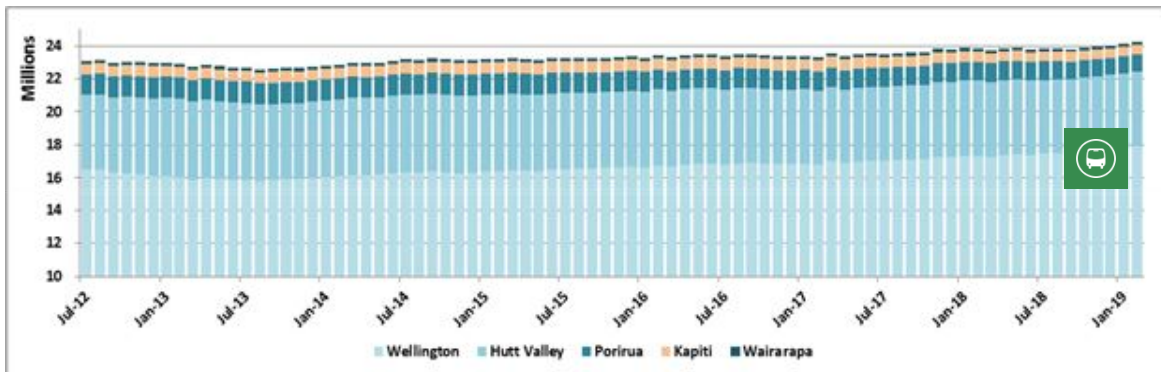
**Passenger boardings trend**

The following graphs show the number of passenger boardings using a 12 month rolling total.

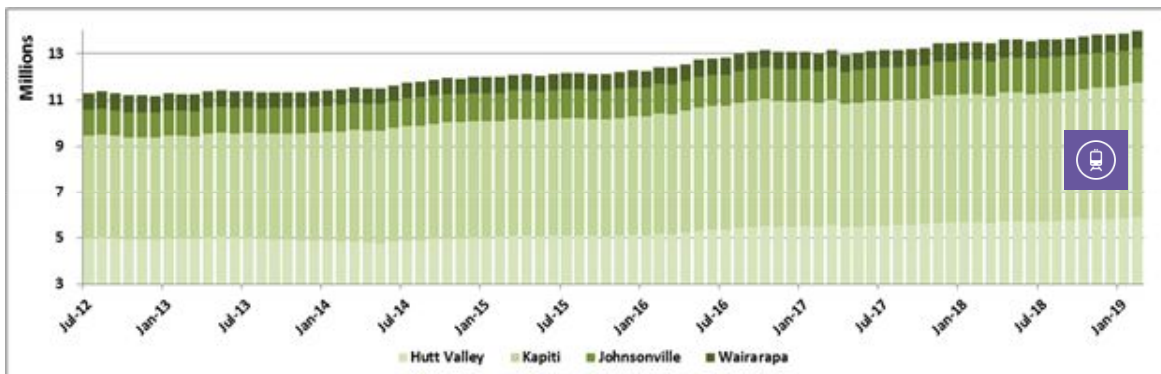
All modes



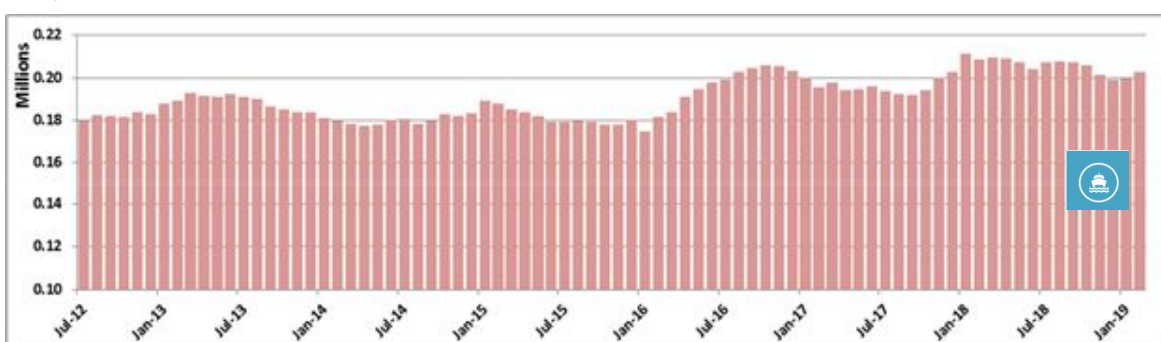
Bus



Rail



Ferry





## Bus service delivery

### Reliability

98.4% of bus service were delivered reliably in February 2019. Performance against this metric was negatively impacted in February as union stop work meetings and driver shortages led to services being cancelled, particularly in Wellington City's East, West and City suburbs.

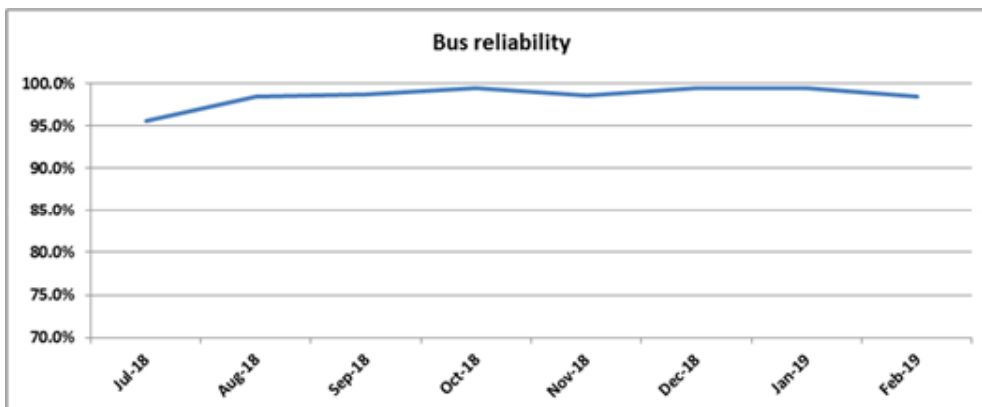
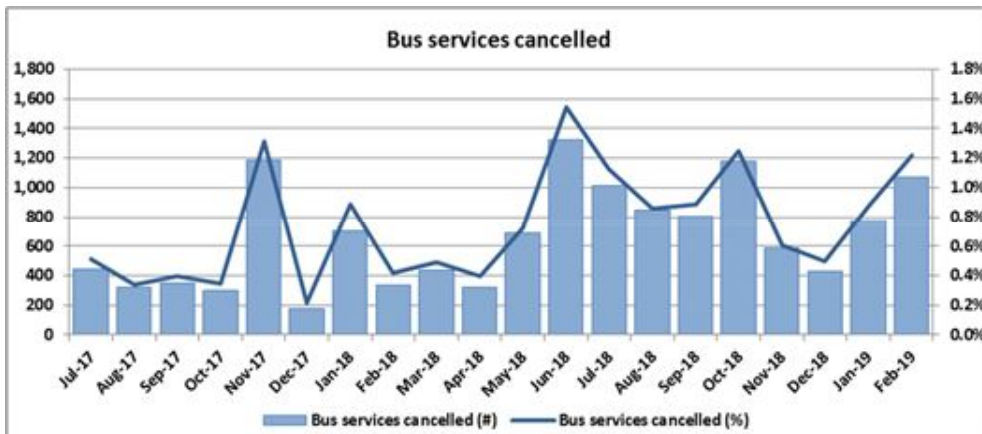
The bus reliability measure shows the percentage of scheduled services that actually ran as tracked by RTI and Snapper systems.

#### Reliability - current month

	Feb-19
Wellington City	
Newlands & Tawa	98.6%
East, West & City	96.6%
North, South, Khandallah & Brooklyn	98.8%
Hutt Valley	99.4%
Porirua	99.7%
Kapiti	99.8%
Wairarapa	99.4%
<b>Total</b>	<b>98.4%</b>

#### Reliability - year to date (Jul - Feb)

	2018/19
Wellington City	
Newlands & Tawa	
East, West & City	
North, South, Khandallah & Brooklyn	
Hutt Valley	
Porirua	
Kapiti	
Wairarapa	
<b>Total</b>	<b>98.7%</b>



**Punctuality**

Bus service punctuality in February was 92.1%, and 92.3% year to date.

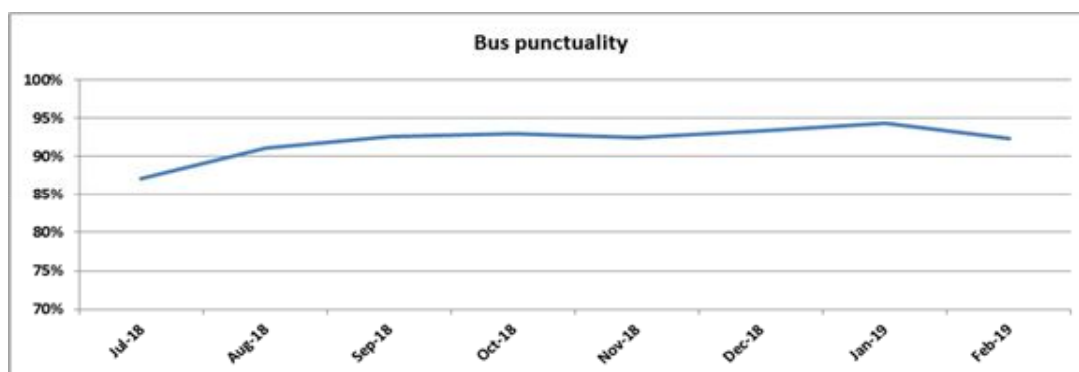
We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

**Punctuality - current month**

	Feb-19
Wellington City	
Newlands & Tawa	96.1%
East, West & City	89.2%
North, South, Khandallah & Brooklyn	91.1%
Hutt Valley	92.8%
Porirua	96.3%
Kapiti	98.6%
Wairarapa	92.1%
<b>Total</b>	<b>92.1%</b>

**Punctuality - year to date (Jul - Feb)**

	2018/19
Wellington City	
Newlands & Tawa	95.8%
East, West & City	89.9%
North, South, Khandallah & Brooklyn	90.7%
Hutt Valley	93.6%
Porirua	95.3%
Kapiti	97.7%
Wairarapa	93.0%
<b>Total</b>	<b>92.3%</b>

**Correct bus used**

In February 94% of bus services were delivered using the contracted bus size. The timetable changes introduced in February 2019 improved this metric through better matching available buses to service delivery.

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route.

**Correct bus used - current month**

	Feb-19
Wellington City	
Newlands & Tawa	97%
East, West & City	91%
North, South, Khandallah & Brooklyn	97%
Hutt Valley	93%
Porirua	99%
Kapiti	100%
Wairarapa	100%
<b>Total</b>	<b>94%</b>

**Correct bus used - year to date (Jul - Feb)**

	2018/19
Wellington City	
Newlands & Tawa	97%
East, West & City	67%
North, South, Khandallah & Brooklyn	89%
Hutt Valley	92%
Porirua	98%
Kapiti	99%
Wairarapa	96%
<b>Total</b>	<b>85%</b>



## Rail service delivery

### Reliability

Rail service reliability is 96.7% in February, and 95.8% year to date.

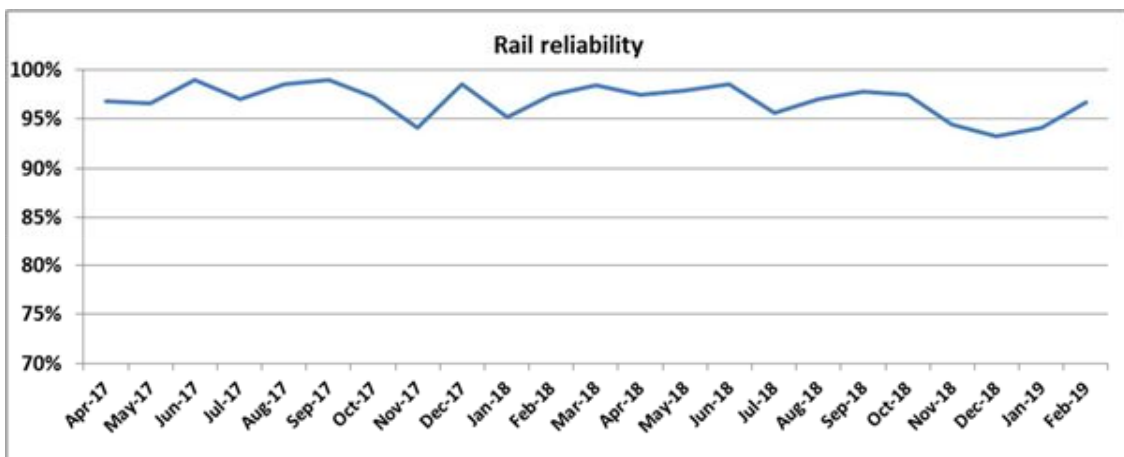
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for scheduled service, and stop at all stations timetabled for the service.

Reliability - current month

	Feb-19	Feb-18	% Change
Hutt Valley	96.6%	97.8%	-1.2%
Kapiti	97.5%	97.2%	0.3%
Johnsonville	95.7%	98.3%	-2.6%
Wairarapa	98.7%	89.7%	9.0%
<b>Total</b>	<b>96.7%</b>	<b>97.5%</b>	<b>-0.8%</b>

Reliability - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Hutt Valley	95.6%	97.0%	-1.4%
Kapiti	96.2%	97.3%	-1.1%
Johnsonville	96.0%	97.5%	-1.5%
Wairarapa	92.1%	94.3%	-2.2%
<b>Total</b>	<b>95.8%</b>	<b>97.2%</b>	<b>-1.4%</b>



**Punctuality**

Rail services punctuality is 89.1% in February, and 88.8% year to date.

February 18 punctuality was affected by speed restrictions at Wellington station, following overhead damage.

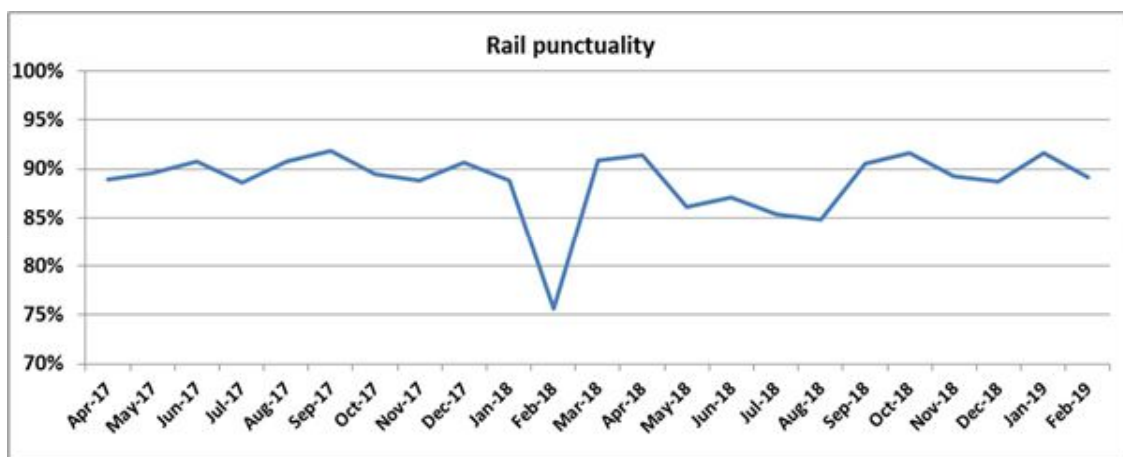
We measure rail punctuality by recording the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

**Punctuality - current month**

	Feb-19	Feb-18	% Change
Hutt Valley	88.7%	68.5%	20.2%
Kapiti	88.3%	70.4%	17.9%
Johnsonville	95.2%	95.9%	-0.7%
Wairarapa	46.2%	46.0%	0.2%
<b>Total</b>	<b>89.1%</b>	<b>75.6%</b>	<b>13.5%</b>

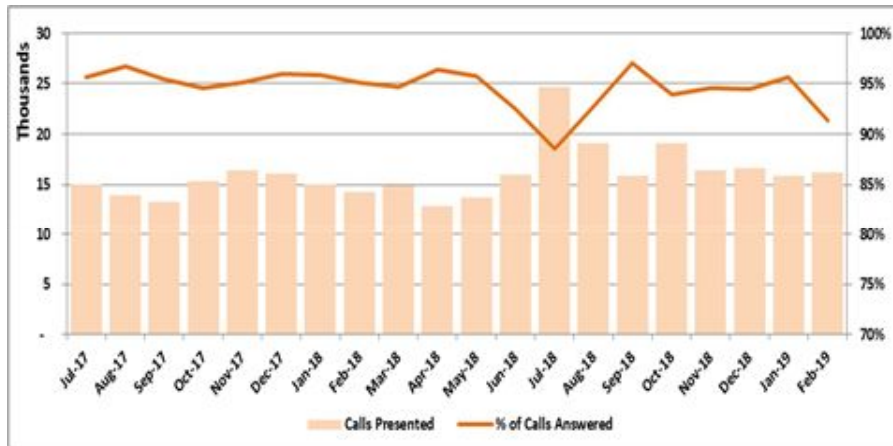
**Punctuality - year to date (Jul - Feb)**

	2018/19	2017/18	% Change
Hutt Valley	89.8%	86.2%	3.6%
Kapiti	83.2%	86.5%	-3.3%
Johnsonville	97.2%	97.7%	-0.5%
Wairarapa	58.7%	41.9%	16.8%
<b>Total</b>	<b>88.8%</b>	<b>88.1%</b>	<b>0.7%</b>



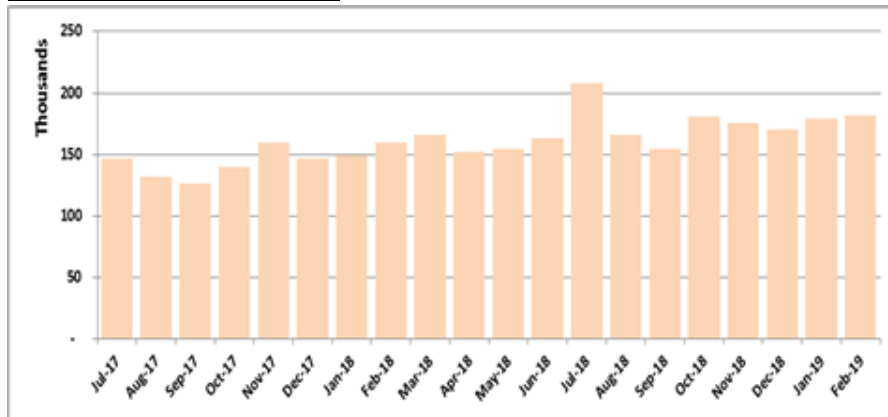
## Customer contact

### Call centre incoming calls



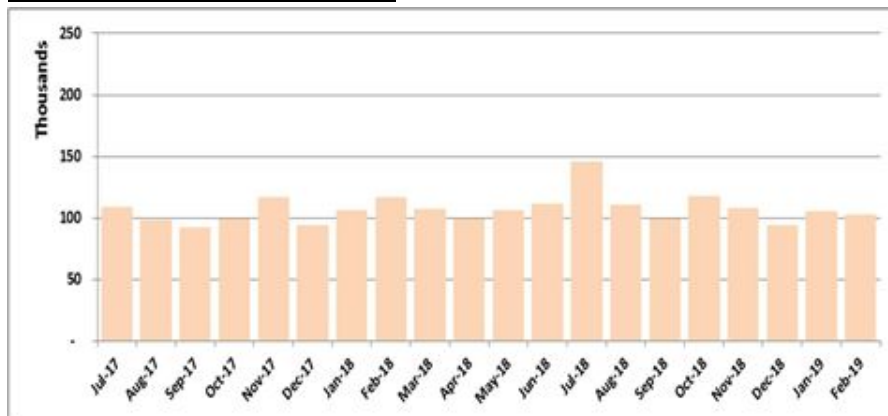
91.4% of the 16,000 calls received in Feb-19 were answered.

### Metlink app - unique users



In Feb-19 there were 181,000 unique users of the Metlink app. This is a 13% increase against Feb-18.

### Metlink Website - unique users

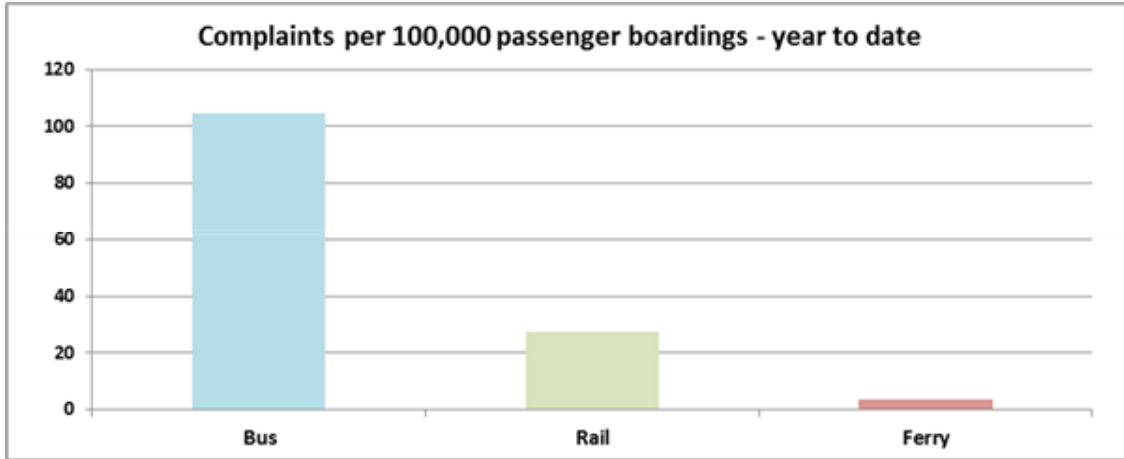


In Feb-19 there were 103,000 unique users of the Metlink website. This is a 12% decrease against Feb-18.

## Complaints

### Complaints volume

To compare complaint volumes Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.



### Bus complaints

Bus complaints have increased by 169.2% on the same period for the previous year.

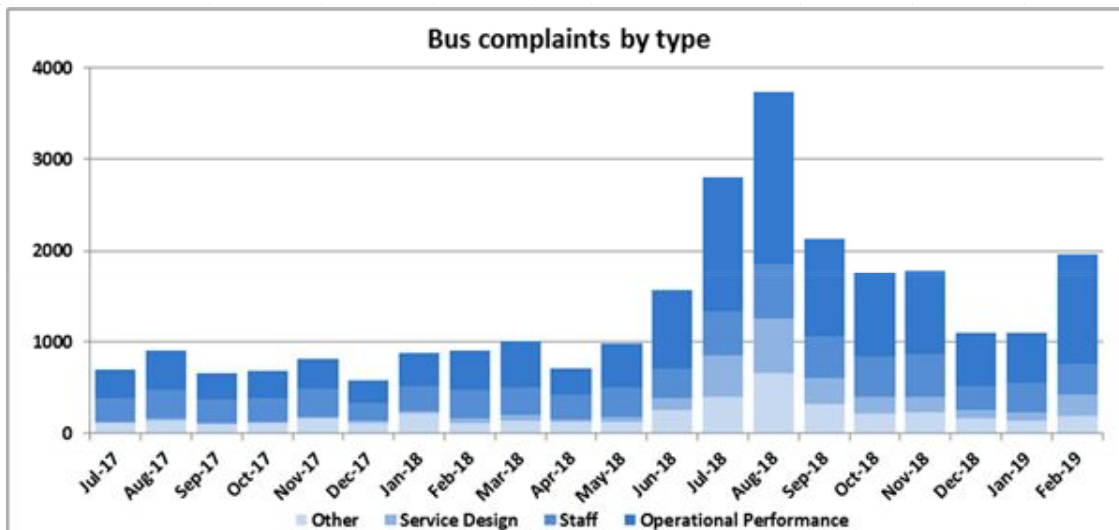
Bus complaints for current month

	Feb-19	Feb-18	% Change
Wellington			
Newlands, Tawa	38		
East-West, City	987		
North-south, Khandallah, Brooklyn	633		
Hutt Valley	272		
Porirua	57		
Kapiti	22		
Wairarapa	2		
<b>Total</b>	<b>2,011</b>	<b>907</b>	<b>121.7%</b>

Bus complaints - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	399		
East-West, City	6,212		
North-south, Khandallah, Brooklyn	7,287		
Hutt Valley	2,224		
Porirua	62		
Kapiti	253		
Wairarapa	9		
<b>Total</b>	<b>16,446</b>	<b>6,110</b>	<b>169.2%</b>

Area split not available prior to July 2018





**Rail complaints**

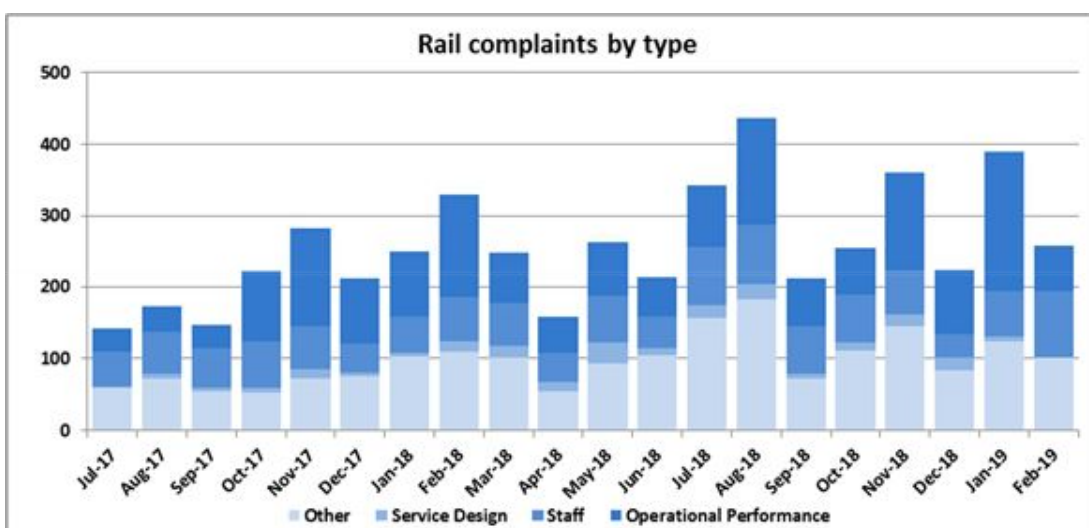
Rail complaints for February were 7.9% less than the previous year, but overall complaints have increased year on year by 43.4%

**Rail complaints current month**

	Feb-19	2017/18	% Change
Hutt Valley	89	133	-33.1%
Kapiti	129	101	27.7%
Johnsonville	25	22	13.6%
Wairarapa	22	48	-54.2%
General	39	28	39.3%
<b>Total</b>	<b>304</b>	<b>330</b>	<b>-7.9%</b>

**Rail complaints - year to date (Jul - Feb)**

	2018/19	2017/18	% Change
Hutt Valley	808	530	52.5%
Kapiti	979	549	78.3%
Johnsonville	139	121	14.9%
Wairarapa	216	286	-24.5%
General	382	274	39.4%
<b>Total</b>	<b>2,524</b>	<b>1,760</b>	<b>43.4%</b>





**Report** 19.73  
**Date** 14 March 2019  
**File** CCAB-20-667

**Committee** Sustainable Transport  
**Author** Rhona Hewitt, Manager, Bus Network and Infrastructure (Acting)  
Angus Gabara, Manager, Rail Operations

## Metlink service activities

### 1. Purpose

To provide the Committee with an update of service activities planned or undertaken by Metlink.

### 2. Background

This report provides an update of service activities planned or undertaken by Metlink. The matters in this report will be driven largely by the operational performance reports set out in the order papers for these Committee meetings. This report covers bus, ferry and rail operations as required.

### 3. Bus operations

#### 3.1 Network changes

##### 3.1.1 3 March 2019

The package of bus improvements focussed on Hutt Valley (excluding Eastbourne) went into operation on 3 March 2019. These changes deliver:

- improved reliability
- better timetabled connections between rail and bus services
- better matching of capacity to demand
- some customer requests.

##### 3.1.2 25 February 2019

A change was made to the afternoon school route 654 to improve reliability and capacity for St Mark's and South Wellington Intermediate (SWIS) students.

The route was changed to be set down only between the Basin Reserve and SWIS. This ensures that the bus arrives at SWIS on time and has sufficient capacity for the SWIS students to get home.

### 3.1.3 31 March 2019 changes

Proposed changes for 31 March 2019 are focussed on Porirua bus services (excluding bus services travelling through Tawa), and aim to deliver:

- improved reliability
- capacity improvements to better match capacity to demand
- service enhancements to route 220 to improve and add some service connections including additional Sunday morning services
- simplification of route 226 route
- increase in coverage of school route 430 to include Waitangirua
- some customer requests

The cost of implementing these improvements is in the order of \$28,000 p.a. (excluding revenue impact estimate). Costings are in process of being confirmed with the operator.

#### Public services

Route	Detailed changes
Route 210 (Tītahi Bay – Porirua)	<ul style="list-style-type: none"> <li>• <b>Customer request, better connections</b> – Minor timetable adjustments to enable passengers to connect between route 210 and route 60 at Porirua Station during weekdays between 9am and 3pm. Enables access between Tītahi Bay and Kenepuru Hospital with less wait time between buses. Adjusted times take account of train times to ensure current bus train connections are maintained.</li> </ul>

Route 220 (Titahi Bay – Porirua – Ascot Park)	<ul style="list-style-type: none"> <li>• <b>Capacity increase</b> – increased to a large bus on 07:30 ex Gloaming Hill and 08:17 ex Ascot Park to better accommodate current demand.</li> <li>• <b>Capacity adjustment</b> – Remove requirement to operate as large bus on 07:50 ex Gloaming Hill and 08:37 ex Ascot Park to better match capacity with demand.</li> <li>• <b>Customer request; better connections and more services from Titahi Bay</b> - Current 8:44 bus from Lyttleton Avenue to Ascot Park will now depart from Titahi Bay at 08:26, to provide Titahi Bay customers with an extra service and connection to 09:03 rail service to Wellington.</li> <li>• <b>Customer request; better connections and reliability</b> – Hold 14:59 trip from Ascot Park for 4 mins at Porirua Station to enable connection from route 460 school bus, and 7 mins more travel added to Titahi Bay to reflect actual time required for bus.</li> <li>• <b>Customer request; better connections and more services to Titahi Bay</b> – Extend 16:00 trip from Ascot Park to run on to Titahi Bay to take school pupils arriving from 3:55pm KPL train from Wellington.</li> <li>• <b>Reliability</b> – Travel times adjusted for late evening services from Titahi Bay to Ascot Park, based on recent travel time data.</li> <li>• <b>Aotea College access</b> – extend weekday 7:50 trip from Titahi Bay to Ascot Park on to Aotea College on school days to replace the route 426 school bus that follows same route from Porirua Station. Change frees up a peak bus to address capacity issues on school route 441.</li> <li>• <b>Customer Request, Enhancements (additional services)</b> - Additional early morning trips on Sundays from Ascot Park departing 7:12 and 7:42am, to allow customers to get to work. Also includes an extra trips at 8:08am from Lyttleton Avenue to Ascot Park</li> </ul>
Route 226 (Sievers Grove – Elsdon)	<ul style="list-style-type: none"> <li>• <b>Simplify Route</b> – Current complex system of every second trip looping through Takapuwhia and Elsdon in opposite directions replaced with a consistent single direction route loop. Means customers do not have to stand on different sides of the road for every second bus.</li> <li>• <b>Reliability</b> – Travel times adjusted for two weekday afternoon services departing 15:56 and 16:26 from Sievers Grove based on recent travel time data.</li> </ul>
Route 230 (Whitby The Crows Nest – Aotea – Porirua)	<ul style="list-style-type: none"> <li>• <b>Reliability</b> – Travel times adjusted for services around school start and finish times, based on recent travel time data. Trips affected 15:05 from Porirua and 7:28, 7:48; 8:08 and 15:05 trips from Whitby.</li> <li>• <b>Customer request, better connections</b> – Departure time of the 8:36 from Whitby moved eight minutes earlier to 8:28am, to connect with 9:04am train service from Porirua to Wellington.</li> </ul>

Route 236 (Whitby Navigation – Paremata – Papakowhai - Porirua)	<ul style="list-style-type: none"> <li>• <b>Customer request, better connections</b> – Depart 7:30 trip 5 minutes later at 7:35am from Porirua Station, to provide connection with R220 7:10am trip from Titahi Bay, in order to get to work.</li> <li>• <b>Reliability</b> – Travel times adjusted for late evening services from Porirua to Whitby, based on recent travel time data. Trips affected are between 19:45-22:45 on weekdays.</li> </ul>
Route 300 (Whenua Tapu Cemetery)	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
Route N6 (After midnight)	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>

### School services

Route	Detailed changes
Route 421	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
Route 426	<ul style="list-style-type: none"> <li>• <b>Capacity</b> – Route 426 school bus replaced by an extension of the route 220 departing Titahi Bay at 7:50am to Aotea College. The saved morning peak bus redeployed to route 441 to provide a second morning bus to the school required to meet demand.</li> </ul>
Route 429	<ul style="list-style-type: none"> <li>• <b>Capacity increase</b> – increased to a large bus to provide additional afternoon capacity from Aotea College to Spinnaker Dr.</li> </ul>
Route 430	<ul style="list-style-type: none"> <li>• <b>Customer request, extended coverage</b> – Extend inbound and outbound trips to cover Waitangirua. Depart inbound trip 4 mins earlier to allow for extra time required to reach school on the extended bus route.</li> </ul>
Route 440	<ul style="list-style-type: none"> <li>• <b>Capacity adjustment</b> – Remove requirement to operate large bus in the afternoon as current service demand doesn't require a large bus (maximum of around 39 passengers this year).</li> </ul>
Route 441	<ul style="list-style-type: none"> <li>• <b>Capacity increase</b> – Both morning and afternoon services to be operated by two buses instead of one to meet growing demand between Whitby and Aotea College.</li> </ul>
Route 442	<ul style="list-style-type: none"> <li>• <b>Capacity increase</b> – Wednesdays 2:00 afternoon trip increased to a large bus.</li> </ul>
Route 444	<ul style="list-style-type: none"> <li>• <b>Capacity increase</b> – Morning bus increased to a large bus to provide additional capacity between Plimmerton Boating Club to Aotea College. Afternoon capacity increased, one large bus replaced by two medium buses.</li> </ul>
Route 445	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
Route 453	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
Route 465	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>

#### 3.1.4 28 April 2019 changes (start of school term 2)

Minor adjustments to school services are currently being worked through with bus operators, with details yet to be confirmed. The changes being proposed cover matters such as improving legibility by changing some route names and

standardising similar morning and afternoon routes, better matching capacity to demand, and time changes in response to school requests.

### 3.1.5 Strathmore Park – potential addition of later night services

As requested at the Committee meeting on 20 February 2019, officers have provided a report on the possibility of adding later night service for the Strathmore Park community. The assessment below calculates the costs and potential revenue gains of extending the route 12 Strathmore Park bus later into the evening.

#### (a) Background

The new network brought changes to the span of late night services to and from Strathmore Park for some days of the week. The table below provides a comparison of service span and usage of the trips.

Direction	Days	New Services (average passengers per trip)	Old Services (average passengers per trip)
From Kilbirnie to Strathmore Park  (dep times from Kilbirnie)	Mon- Thurs	11.45pm (1.3)	11.44pm (1.3)
	Friday	11.45pm (2.0)	12.11am (0.8)
	Saturday	11.40pm (2.6)	12.18am (0.6)
	Sunday	9.11pm (3.7)	10.12pm (1.4) & 11.12pm (1.2)
From Strathmore Park to Kilbirnie  (dep times from Strathmore Park Terminus)	Mon-Fri	11.25pm (0.2)	10.55pm(1.1)
	Saturday	10.57pm (0.2)	10.55pm(1.1)
	Sunday	8.52pm (0.4)	9.55pm (1.1)

As shown above, the number of people from the Strathmore Park community using late night services is very low. The old later night services typically carried one person per trip.

The average passenger numbers per trip have been calculated using Snapper ticketing information from February 2018 and February 2019.

#### (b) Enhancement packages

When introducing enhancement/additional services we have been using *a consistent and equitable network approach*. Increases to hours of service fall under coverage enhancements. Currently we have been progressively implementing the following three network wide coverage enhancement packages:

- **Package 1 - Monday to Saturday service 7am - 11pm**

- Package 2 - **Sunday service 8am to 10pm**
- Package 3 - **Core routes till midnight - Monday to Saturday**

(c) **Additional Strathmore Park late night services**

To provide approximately the same span of late night services as the old service span would require the following additional trips to be introduced:

- from Kilbirnie: one later Friday only trip, one later Saturday trip, and two later Sunday trips
- from Strathmore Park: one later Sunday night trip.

The cost of providing these additional trips is in the order of \$6.5k p.a., with an estimated revenue of \$600 p.a. resulting in an average subsidy of around \$19 per passenger.

Under the current coverage enhancement packages only Sunday would qualify for an additional trip to be introduced to Strathmore Park and one from Strathmore Park. Introducing increased span of services for the Strathmore Park community, beyond the current coverage enhancement packages, could be undertaken as a trial to ascertain whether usage would warrant these increased hours of service to be rolled out across the wider Wellington City bus network. For similar low usage trips previous success criteria have used an average of 4 passengers or more to be carried on each trip.

(d) **Recommendation**

The service design review for this area is due to be undertaken shortly. This review will provide context for decisions on the service levels in Strathmore Park. Therefore, at this stage, officers recommend that the Committee defer any decision on the addition of late night trips to Strathmore Park until the review has been completed.

## **3.2 Real Time Information**

### **3.2.1 Current tracking and performance**

On bus tracking continues to average around the mid to high 90% for all operators across the network. To achieve and maintain these levels, considerable ongoing work is required by both Greater Wellington officers and representatives from the bus operators.

However, these high tracking numbers do not translate directly to the on-street customer experience, which is impacted by scheduling and driver issues on a day to day basis. Work to improve this customer experience has been proposed (as noted below).

### **3.2.2 Improvements and actions since last report**

As a result of numerous timetable changes in February, minimal on bus or central RTI system changes took place (due to business and customer risks). At present, the following programme of changes and updates is underway:

(a) **Modem Manager Updates (early March)**

Improvements to the communication function of the on bus systems to help overcome some of Wellington's geographical issues (which results in black-spots and outages over the mobile network used for tracking).

(b) **Core System Updates (Mid-March)**

Improvements to the RTI/Bus Tracking reporting functions provided to Operators and system changes for the improved reliability.

(c) **Upgrade to Driver Displays (Mid-March – Trial)**

Rollout of driver display updates to assist bus drivers to keep to schedule. Initial upgrades to be made to the Uzabus fleet for review and testing prior to a full network rollout in late March.

An update on the results of this work will be reported on to the next Sustainable Transport Committee meeting.

**3.2.3 Ongoing and future improvements**

The occurrences of 'ghost buses' continue across the network (i.e. where the on-street signs count down to zero and no bus arrives). This is the result of constraints in operator schedules (such as estimating times to complete journeys between trips and the impact of late running services on predictions), in conjunction with the configuration of the RTI predictions (i.e. how the on-street signs act when they attempt to determine when a future bus might arrive).

Officers are currently considering ways to reduce 'ghost buses'. To reduce 'ghost buses' we will need to work closely with bus operators to improve their driver run boards and timings, and then reflect these expectations in the RTI system's configuration.

**3.3 Fleet**

NZ Bus's 17 double-decker buses started arriving in Wellington from 23 February 2019. The buses were then fitted-out with real time information and Snapper equipment, plus other operator systems. Double-deckers started to roll-out into operation from 5 March 2019, commencing on route 3.

It is anticipated double-decker buses will commence operation on routes 31x and 36 during week of 25 March 2019, subject to deployment of driver guidance aids and driver training in Hataitai Bus Tunnel.

Double-decker buses will be operational on the Eastbourne routes once these routes have been cleared for double-decker buses (estimated to be ready in April 2019).

**3.3.1 Future fleet**

GWRC and NZ Bus continue to work together on the provision of buses to replace the retired trolley bus fleet.



Officers are aware that operators are experiencing a shortage of large vehicle buses in their fleets. We are working with them to develop a solution to this issue.

### 3.3.2 Reinstatement of seats

There are 17 buses that require seat reinstatement. Reinstatement of seats has been completed on four buses. With a limited spare pool, the operational focus is to ensure that customers are able to access a bus, rather than accelerate the seat replacements, which takes buses out of service.

It is anticipated that by 30 May, all 17 buses will have standing areas replaced with seats (approximately eight seats per bus).

## 3.4 Key Bus Interchange - progress since last update

An Independent Road Safety Audit of key bus interchange projects has been produced for GWRC by Tonkin and Taylor. The Audit makes 18 comments on possible areas for improvement. Of the 41 issues identified, 24 are classified as minor, 16 moderate and one significant. The significant issue is the lack of a median fence at Kilbirnie on Evans Bay Parade. This work has been delayed by design issues and is currently being given the highest priority for resolution.

Investigative site work for the Kilbirnie median fence has been carried out. A foundation design that meets the competing demands of Wellington Electricity and the project civil engineers is due for completion by 26 March 2019. WCC has specified a fence design option and once foundation design has been completed construction will be scheduled. At this stage it is expected that construction will commence early to mid-April and take approximately four weeks. Fence construction will be followed by the construction of pedestrian canopies.

Johnsonville Stop C has been operational since 18 February. Johnsonville Stop B is now under construction and due to go live at the end of March. Likewise, construction of Karori Stop B is well advanced and due to enter operation in late March.

Our current focus is on the Wellington Bus Interchange at the Railway Station as there are a number of pressing operational and safety issues that need to be addressed here. We are working to agree design principles with WCC..

## 4. Rail operations

### 4.1.1 Johnsonville Line bus replacements

From 25 February, the metro rail operator (Transdev) has had buses replacing a number of peak services during the morning and afternoon peak on the Johnsonville Line due to a driver shortage. This driver shortage is forecast to continue until mid-2019. The operator is actively monitoring capacity on the replacement buses and the trains operating either side of the bus replaced services. Rail services will be added back in as driver resources normalise – however, this may fluctuate over the rest of the year. We will continue to impress upon the operator the importance of timely and concise communication with customers over this period.

#### 4.1.2 Park and ride

The Porirua park and ride extension is progressing well with the first stage of the car park now opened for use, providing approximately 50 additional car parks.

The design of the Paremata park and ride extension has been completed. Construction of the 77 car park extension is due to start on 25 March, with completion expected by the end of June.

Demolition of the depot buildings on the Waterloo site is also due to commence in April.

#### 4.1.3 Wairarapa

The work in the Wellington yard to allow safe storage of a 9-car long Wairarapa train is now underway. The work remains on target for completion in the week of 18 March – however, this does rely on timely delivery of a new track turnout.



### 5. **Communication**

Key decisions arising from this report will be the subject of a news release from GWRC.

### 6. **Consideration of climate change**

The matters addressed in this report have been considered by officers in accordance with the process set out in the GWRC Climate Change

Consideration Guide. The matters addressed in this paper report on the implementation of previous Council decisions. Officers note that the public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

Officers recognise that the matters referenced in this report will have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### **6.1 Significance of the decision**

Part 6 requires GWRC to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### **6.2 Engagement**

Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

## **7. Recommendations**

*That the Committee:*

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Agrees to defer any decision on the addition of late night trips to Strathmore Park until the review of the network design and timetables in Wellington's eastern suburbs has been completed.*

Report prepared by:

**Rhona Hewitt**  
Manager, Bus Network and  
Infrastructure (Acting)

Report prepared by:

**Angus Gabara**  
Manager, Rail Operations,  
Public Transport

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



**Report** 19.88  
**Date** 11 March 2019  
**File** CCAB-20-669

**Committee** Sustainable Transport  
**Author** Wayne Hastie, General Manager, Strategic Programmes

## **Draft terms of reference - Post implementation review Metlink bus transformation: Stage two**

### **1. Purpose**

To consider the draft terms of reference developed to guide stage two of the post implementation review of Metlink bus transformation (stage two review).

### **2. Background**

On 30 October 2018, this Committee was provided with terms of reference for the Wellington and Hutt Valley bus network implementation review (stage one review). The terms of reference for the stage one review provided for a review of the planning and management of the bus transition and set out what would be included in the next stage of the review.

A copy of the terms of reference for the stage one review can be viewed as Attachment 3 to Report 18.457.

The stage one review was undertaken by independent consultants L.E.K Consulting Ltd with the findings presented to the Council on 13 December 2018. The L.E.K report is available on Metlink's website.

At its previous meeting, on 20 February 2019, the Committee resolved to request that the Chief Executive "*prioritise the Eastern suburbs, then the Southern, Western and Northern suburbs of Wellington, and report back with a timeline for the staged approach within the Terms of Reference.*"

### **3. Draft terms of reference**

Attached is a copy of draft terms of reference for the stage two review.

The primary focus of the stage two review is to look at the network design and timetables with the community to see determine if there are changes that can be made to better meet the needs of the community.

As set out in the terms of reference for the stage one review, the stage two review is also to include a more thorough assessment of those attributes that impact the effectiveness and efficiency of Wellington City and Hutt Valley bus services, including:

- Contractual arrangements with operators (including employee protections and industrial relations; performance indicators, incentives and abatements; and sharing of risk and reward)
- Bus fleet composition and ownership
- Depots and other operator-owned assets
- Fare policies
- Supporting technology and systems, including ticketing, real time information, journey planning, and customer support; bus stops and shelters; and bus priority traffic measures.

#### **4. Communication**

Once adopted, relevant stakeholders will be advised of the commencement of the stage two review and Council will issue a News Release.

#### **5. Consideration of climate change**

The matters addressed in this report are of a procedural nature, and there is no need to conduct a climate change assessment.

#### **6. The decision-making process and significance**

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002.

##### **6.1 Significance of the decision**

Officers have considered the significance of the matter, taking into account the Council's significance and engagement policy and decision-making guidelines. Due to the procedural nature of this decision officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

##### **6.2 Engagement**

Due to its procedural nature and low significance, no engagement on this matter has been undertaken.

#### **7. Recommendations**

*That the Committee:*

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

3. *Approves the terms of reference for stage two of the post implementation review of Metlink bus transformation attached as [Attachment 1](#) to this report.*

Report prepared by:

**Margaret Meek**  
Business Advisor, Public  
Transport

Report approved by:

**Wayne Hastie**  
General Manager, Strategic  
Programmes

**Attachment 1:** Stage two review - draft Terms of Reference

## DRAFT Terms of Reference

### Post implementation review Metlink bus transformation stage 2 (“the review”)

#### 1. Purpose

- a. To provide a comprehensive post implementation review of the Metlink bus services transformation programme implemented in 2018 by Greater Wellington to determine its effectiveness in delivering:
  - The objectives of the Wellington Regional Public Transport Plan
  - The levels of service that meet the needs of the Wellington regional community
- b. To identify service change proposals that will better serve the needs of local communities

#### 2. Background

In 2018 Greater Wellington implemented the largest range of changes to Wellington bus services in decades. The changes were the culmination of years of technical work and engagement with residents and community representatives to review the bus network, as well as the development and implementation of new contractual arrangements in line with the Government’s Public Transport Operating Model (PTOM). The new partnering contracts contained new performance measure that aimed to incentivise good performance and discourage poor performance. Under the new contracts the fare revenue risks shifted from the bus operators to Greater Wellington.

A new Interim Bus Ticketing Solution was introduced which saw the extension of the Snapper ticketing system to all bus services in the region. A series of fares initiatives were introduced that included the introduction of discount products for off-peak travel, tertiary students, and people with disabilities; the removal of transfer penalties; and the introduction of the Metlink MonthlyPlus ticket across the entire Metlink network.

Implementing PTOM resulted in a change to the mix of companies operating bus services in the region with a consequential need for those companies to scale up or down existing operations. The fleet profile changed with a requirement to provide 50% of the fleet as new vehicles and a delineation of vehicles as small, medium, large and double-decker. With the change of operators came a change in depots.

New supporting systems were developed to provide management tools in line with the new contractual requirements.

The implementation of changes started on 30 April in Wairarapa, followed by the Hutt Valley on 17 June and then Kapiti, Porirua and Wellington on 15 July. While the changes caused some predictable disruption and customer reaction, in Wellington City other less predictable issues led to ongoing operational issues. The major change to bus routes and timetables occurred within Wellington City, with minor changes to timetables in other areas.

Greater Wellington and the New Zealand Transport Agency commissioned an independent review of GWRC’s actions leading up to, during and post the implementation of the changes. That review was published in December 2018 but was deliberately narrow in scope and excluded a review of the inherent design and philosophy of the new network. The intent

was always to undertake that network review as part of a second stage review that is the subject of these Terms of Reference.

3. Scope

The primary focus of the review is to look at the network design and timetables with the community to see determine if there are changes that can be made to better meet the needs of the community.

The review will also include an assessment of:

- Contractual arrangements with operators (including employee protections and industrial relations; performance indicators, incentives and abatements; and sharing of risk and reward)
- Bus fleet composition and ownership
- Depots and other operator-owned assets
- Fare policies
- Supporting technology and systems, including ticketing, real time information, journey planning, and customer support; bus stops and shelters; and bus priority traffic measures.

4. Timing

The review will commence once these Terms of Reference are approved by the Sustainable Transport Committee on 20 March 2018.

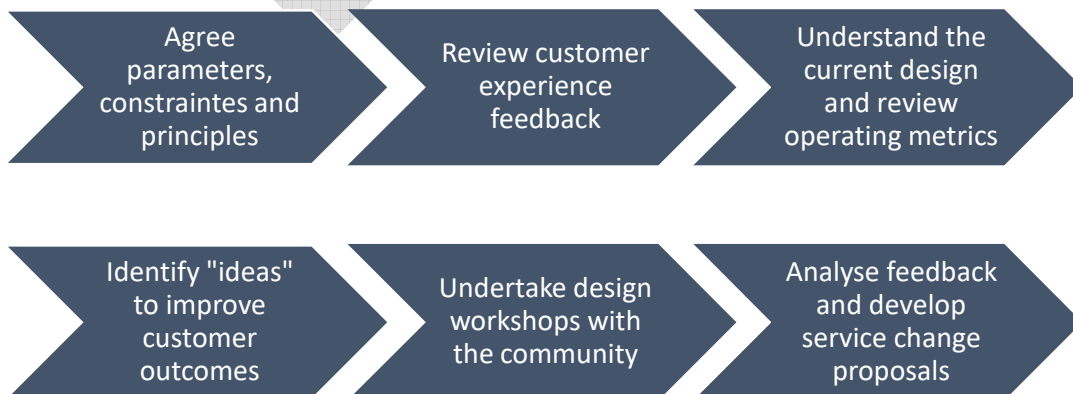
The initial focus will be on reviewing the network design and timetables in Wellington’s eastern suburbs, followed by the southern, western and northern suburbs (see Appendix 1); focus will then shift to the network design and timetables for Porirua, Kapiti, Upper and Lower Hutt and the Wairarapa.

While the intent is to complete the review as efficiently and quickly as possible, the overriding factor will be to ensure that there is adequate opportunity to engage in a meaningful way with the community. Therefore target completion dates are not able to be determined until the community engagement process is developed.

5. Network design and timetable review

a. Process

The network design and timetable review will generally follow the following process:







The processes to be followed for the other aspects of the review will be developed as the scope for each area is developed and refined.

b. Parameters

The network design and timetable review will be undertaken on the following basis:

- Greater Wellington is prepared to invest additional resources into services where there are clearly identified community benefits, subject to the availability of funding
- The starting point is the existing network (i.e. not a blank sheet of paper)
- There can be no wholesale return to the old network
- There will be meaningful community engagement, and this engagement must reach typical users of the network

c. Governance

Decisions will be made by the Sustainable Transport Committee, including the parameters and principles, and service change proposals.

A Councillor reference group will be established to engage with the project team during the course of the review and in particular on the “ideas” to improve customer outcomes, the community engagement process and on the service change proposals prior to these being presented to the Sustainable Transport Committee. For the network design and timetable review for the Wellington City network, the Councillor reference group will comprise the Chair of the Sustainable Transport Committee and councillors from the Wellington City constituency. Membership will be reviewed when the project focus changes to other parts of the region.

Council will need to approve any changes that have financial implications as a result of this review.

d. Engagement

In addition to engagement with the community, the project team will seek feedback from bus operators and the Greater Wellington’s Public Transport Reference Group during the course of the review and in particular on the “ideas” to improve customer outcomes, the community engagement process and on the service change proposals prior to these being presented to the Sustainable Transport Committee.

6. Contractual arrangements

The review will cover the following aspects:

- a. The current state of industrial relations

- b. The extent to which Greater Wellington's contractual approach to employee transfers has impacted on service delivery
  - c. Opportunities for a different approach in future re-contracting when wholesale changes to contracting units is unlikely
  - d. The allocation of risks to GWRC and operators
  - e. The incentive regime and its impact on performance outcomes for the community
7. Bus fleet composition and ownership
- The review will cover the following aspects:
- a. The extent to which we have "right-sized" the fleet to the unique geography and travel demand
  - b. The mix of motive power
  - c. The ability to provide for growth
  - d. The challenges of the roading environment and how that is managed
  - e. The transferring assets contractual requirements
8. Depots and other operator owned assets
- The review will cover the following aspects:
- a. The ability of the existing depots to efficiently service the network
  - b. The ability of the depots to support future fleet requirements e.g. charging infrastructure for electric vehicles
  - c. The transferring assets contractual requirements
9. Fare policies
- The review will cover the following aspects:
- a. The outcomes from the fare policy changes in terms of:
    - i. Actual versus forecast revenue
    - ii. The impact of the changes to travel behaviour
10. Supporting technology and systems
- The review will cover the following aspects:
- a. The deployment and performance of:
    - i. The business management systems
    - ii. The Interim Bus Ticketing Solution
    - iii. The Real Time Passenger Information System
    - iv. The Metlink website and journey planner
    - v. The Metlink Call Centre and the response to customer enquiries and complaints
  - b. The provision of bus stop infrastructure
  - c. The provision of bus priority traffic measures
11. Reporting
- Regular reports on progress with the project will be provided to the Sustainable Transport Committee.

Appendix 1 – Wellington Suburbs





**Report** 19.68  
**Date** 12 March 2019  
**File** CCAB-20-663

**Committee** Sustainable Transport Committee  
**Author** Greg Pollock, General Manager, Public Transport  
Wayne Hastie, General Manager, Strategic Programmes  
Luke Troy, General Manager, Strategy

## **General Managers' report to the Sustainable Transport Committee meeting on 20 March 2019**

### **1. Purpose**

To inform the Sustainable Transport Committee (the Committee) of Greater Wellington Regional Council (GWRC) activities relating to the Committee's areas of responsibilities.

This report provides information on key work programmes and linkages between transport projects, programmes and the strategic framework. It is complemented from time to time by other reports, such as quarterly and annual reports.

### **2. Key issues**

#### **2.1 Implementation of the new Wellington bus network**

Officers continue to monitor the implementation of the network. As noted at the previous Committee meeting, officers will no longer be providing a separate report on the implementation of the new network.

A separate report operational performance across all public transport modes on the Wellington network is on the agenda for consideration at this meeting (Report 19.72).

In addition, officers have produced a report on Metlink service activities planned or undertaken (Report 19.73)

#### **2.2 Driver shortages**

##### **2.2.1 Establishment of forum**

At its last meeting the Committee requested that the Chief Executive convene a forum of all relevant stakeholders to seek a co-ordinated national approach to resolving driver shortages.

Draft terms of reference have been prepared, and we are currently working through discussions with other agencies nationally to consider the time and location for holding the forum.

The change to the employment relations legislation to require tea breaks and meal breaks are also causing concern for operators, specifically, whether the legislation will require operators to employ additional drivers and procure additional buses to meet the requirements of the law.

This work is ongoing, and it is anticipated a date for the forum in April.

### 2.2.2 NZ Bus

The following measures have been undertaken with NZ Bus to restore satisfactory services to all routes:

- An agreed set of short term measures to temporarily reduce services to match NZ Buses current driver availability. Unfortunately, this has not resolved the issue, as NZ Bus is now experiencing higher than normal levels of staff sickness.
- A joint workshop has been established to identify medium term measures to be taken to move NZ Bus operations back to the service level originally contracted for.
- Requiring weekly reporting on the progress of recruitment activity. Currently, NZ Bus reports seven additional candidates in the driver school (up from zero as reported at the last Committee meeting). We continue to express dissatisfaction with progress.
- Metlink management is currently exploring other alternatives for improving performance for the customers who use the routes affected by NZ Bus driver shortage.

#### (a) Customer impact

Customer experience observations on routes impacted by the planned cancellations have identified longer wait time for route 14 customers in Wadestown, and route 13 and 22 customers in Mairangi Road and Northland during the morning peak. This is supported by a moderate increase in complaint volumes for these services. The impacts are exacerbated if there are additional unplanned cancellations on these routes.

We are currently exploring options to reinstate a morning peak service in Northland, and increasing capacity (bus size) in Wadestown to improve the experience for customers. We are also prioritising the enhancement of bus cancellation information on the homepage of the Metlink website.

### 2.2.3 Transdev

As set out in the previous General Managers' report and presentation from rail operator Transdev, Transdev is experiencing train crew shortages. We continue

to monitor progress on this issue, and Transdev has a positive and proactive programme for driver recruitment and training. The major impact has been seen on the Johnsonville line which has seen some services bus replaced this month, and this is likely to continue until the driver shortage is resolved.

### **3. Strategic Framework**

#### **3.1 Regional Land Transport Plan**

3.1.1 GWRC continues to work with the regional sector Transport Special Interest Group and NZ Transport Agency to improve the role and purpose of Regional Land Transport Plans for the next round of plans to be adopted in 2021. We are seeking endorsement from the regional sector CEOs for an approach to improving consistency across the sector.

#### **3.2 Regional Public Transport Plan (PT Plan)**

The pre-engagement process on the PT Plan review was initiated in late January via a letter and accompanying engagement document to statutory stakeholders (NZ Transport Agency, the Minister of Education, operators, KiwiRail, territorial authorities and the Regional Transport Committee). In addition to statutory stakeholders, mana whenua iwi were briefed (via Ara Tahi) and an initial workshop was held with an accessibility reference group.

At time of writing, initial pre-engagement feedback was still being collected and analysed. A summary of feedback will be presented to Councillors at the workshop following this meeting. Pre-engagement will be on-going with the accessibility reference group and mana whenua iwi.

### **4. Significant issues and projects**

#### **4.1 National ticketing – Project NEXT**

The second procurement component of the national ticketing solution to procure a range of financial services is currently in the market as a Request for Tender. The tender phase closes on 15 March 2019 after which evaluation for the three services sought will commence. Evaluation is anticipated to take approximately two months.

In support of the development of the Ticketing Solution detailed requirements for the RFP, a series of 30 stakeholder engagement workshops were held with all participating authorities and the NZ Transport Agency. Work is underway to review and assess all the items arising.

#### **4.2 Metlink policies**

Following Council's request at its meeting in December 2018, officers have prepared a separate paper to Committee on operational guidelines for considering requests for free or subsidised fares for events.

The Conditions of Carriage have been revised, uploaded on the website and circulated to operators and the Customer Contact Centre. The revisions were minor in nature, simplifying the text around fares and concessions, and improving consistency of wording for the section on when travelling with

cycles, scooters, skateboards and similar equipment. All operators were engaged in the process to revise the Conditions of Carriage.

### **4.3 Commercial**

#### **4.3.1 Revenue opportunities - advertising**

We are working with Go Media to develop a plan for advertising on train carriages. To complement plans for improved passenger information displays at Wellington Railway station we are also investigating options to develop digital advertising on the rail network.

#### **4.3.2 Bus and rail performance**

We are reviewing recent operator performance and working with operators to facilitate performance improvements. Patronage continues to grow along with revenue so delivery of capacity with customer focussed improvements is a priority.

### **4.4 Bus priority measures**

To improve integration and efficiency, officers from GWRC and WCC are developing a comprehensive work programme for bus priority in Wellington City under the Let's Get Wellington Moving early improvements programme. This will consider the key corridors into and through the city, suburban core bus corridors and cross-cutting issues such as traffic signals and technology.

### **4.5 Wellington Public Transport Reference Group –update**

The Group last met on 19 February. Topics of discussion included:

- Developing resources and communications for tourists and out-of-towners to help them understand how Wellington's network operates and how to get to key attractions in the region.
- Ensuring future accuracy and accessibility of printed timetables and communications to existing customers.
- Proactive initiatives on bus priority and promoting public transport over car use through the city.

### **4.6 Let's Get Wellington Moving**

In advance of a public announcement of the recommended programme and finalisation of the Programme Business Case, the programme team has been developing an Early Improvements programme, focussed on actions that can be delivered in the first few years. Preparatory work is also ongoing for a delivery structure for the programme.

### **4.7 Tail pipe emissions – timetable**

On 9 May 2018, officers provided the Committee with information on the cost and logistics of introducing random testing of tailpipe emissions of the diesel bus fleet in the future (see section 4.2.5 of report 18.142).

At its meeting on 20 February, the Committee requested that officers provide a timeframe to work with NZ Transport Agency to identify opportunities for nationwide tailpipe testing of bus emissions.

Officers have been advised that work on lowering emissions is being led by the Ministry of Transport (MOT). However, MOT are not currently investigating nationwide tailpipe testing of bus emissions. Officers will arrange for a formal letter to be sent to MOT to advise them of our willingness to work with them to develop nationwide tailpipe testing of bus emissions.

## 4.8 Travel Choice

### 4.8.1 Movin'March

We are halfway through Movin'March, a programme that promotes walking, cycling and scooting to schools. We have 124 schools registered, which is 57% of primary schools in the region. Of the 124 schools, 20% are new participants to Movin'March and have not previously had Pedal Ready cycle skills training.

This contributes towards our strategic objective for every primary school in the region to promote the many benefits of active travel to school, including congestion reduction and health benefits.

### 4.8.2 Track Our Travel

Collaboration continues with NZ Transport Agency, Ministry of Education, and the Office of the Privacy Commission to develop a robust approach to capture school travel data across all modes.

### 4.8.3 Aotearoa Bike Challenge

The Aotearoa Bike Challenge ran through February to encourage increased cycling. There was a significant increase in participant numbers from previous years as shown in Table one.

*Table one: Aotearoa bike challenge participants*

	2018	2019
Registered participants	3,106	3,852
Registered workplaces	286	355
New riders	436	759
Total Trips	29,164	52,033

### 4.8.4 Pedal Ready

Interest in e-bike skills training remains high. Regular *Cycling In The City* courses are being held on the first Saturday of every month, and a *Have A Go Day* is scheduled for the Hutt Valley on 30 March.

Three bus bike workshops have been held with Tranzurban providing training to 39 drivers. Both NZ Bus and Tranzurban are both keen to hold more bus bike workshops in 2019.



#### 4.8.5 Workplaces

The Capital and Coast District Health Board staff have completed a travel survey with nearly 1,300 responses. Findings indicate significant interest in more information from GWRC on carpooling/ridesharing, buses, e-bikes and cycle skills.

### 5. Responses to public participation

#### 20 February 2019

Frank Cook, Peter Cook, and Karen Smyth from Mount Cook Mobilised, gave a presentation to the Committee regarding the Mount Cook Bus Shelter.

Melanie Short, Metlink: Not coming your way, spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Dawn Meredith, Upu Laumatia, and Kara Lipski spoke about the bus service to Strathmore Park.

Chris Horne spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Peter Kitchenman gave a presentation to the Committee in relation to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

Mike Mellor spoke to item 8 on the agenda, *Implementation of the new Wellington bus network - February update*.

**Issue:** **Mount Cook bus stop (stop 7914).** Issue with new stop positioning of customer facilities

**Response:** Officers met with Mount Cook Mobilised members on 7 March to discuss issues related to the bus stop. GWRC is currently waiting on the completion of a safety report which has been commissioned for this bus stop. Once the safety report is received, a facilitated session will be held with this group to work through the issues.

**Issue:** **Impact of new bus network on disabled, elderly and those with mobility issues.** Issues with buses stopping away from the kerb, buses departing before people with disabilities were seated and transfers making journeys more difficult.

**Response:** Officers are working with WCC to improve space surrounding bus stops to enable buses to stop closer to the kerb.

No buses should depart until all passengers are safely positioned. In instances where this occurs, we would appreciate being advised of the incident so that we can follow

the matter up with operators.

**Issue:** **Strathmore Park** bus service finishes too early for shift workers and should be extended to midnight. Late buses are having an impact on people in the area's employment. Lack of an RTI display in the suburb means that people do not know when/whether a bus is coming. The community members would like a return to the pre July 15 bus service.

**Response:** A potential extension to midnight for this bus service has been produced for Committee consideration at section 3.1.5 of Report 19.73. As Strathmore Park is located in the eastern suburbs, the Strathmore Park bus services will be an early focus area in the stage two post implementation review.

The bus stop that services Strathmore Park shops has an RTI display. Usage of stops in this area (outside the Strathmore Park shop stop) is low. Based on current stop categorisation, none of the stops in the Strathmore Park area (excluding Strathmore Park shops) would qualify for an RTI display to be installed.

**Issue:** **Northland/Mairangi services.** Issue with services being cut to hourly. Suggested all route 22 buses be extended to the Zoo. Route 21 and 22 connections do not work well (not helped by penalties- no incentive to wait)

**Response:** The second stage of the post implementation review will consider the design of the network.

**Issue:** **System design** – new system has not been designed to meet the needs of passengers (introduction of hubs illustrates this)

**Response:** The second stage of the post implementation review will consider the design of the network. The review will be informed by public engagement.

**Issue:** **Industrial relations** – GWRC should have had more favourable conditions for drivers in its bus contracts

**Response:** GWRC considers that the mix of workforce employment conditions – which include base rates, penal rates, hours, shift structure, performance pay, entitlements, working conditions; all form part of the employee package. It is up to the combined efforts of the employer, employee and union to come up with the best mix that suits the employer and their employees.

As part of the tender quality assessment, those operators who were able to demonstrate strong staff engagement and welfare, (verified by referee checks) were rewarded accordingly.

Quality criteria included such considerations as tenderers' track record, employment relations record, health and safety, and organisational culture.

**Issue:** **Hubs** should be removed in general. In particular, issue with Kilbirnie hub – cannot see RTI display when sitting in shelter

**Response:** The majority of bus hubs in the new network design are in places where there were informal bus hubs (i.e. places where passengers transferred from one service to another). One benefit of the new design is that it provides a connected network providing timetabled connections.

The second stage of the post implementation review will consider the design of the network.

The location of the RTI display at the Kilbirnie hub was necessitated by the constrained environment at the site.

**Issue:** **Route 23** – new service not as good as old service. Reinstate route 23 from Houghton Bay through Newton to CBD 7 days a week

**Response:** The second stage of the post implementation review will consider the design of the network.

**Issue:** **LEK independent review** – progress on recommendations from implementation review missing from reports

**Response:** The LEK review included a number of recommendations to GWRC to achieve long-term sustainability of the implementation:

- strengthening its capability and changing its operating model to reflect the changes required under the PTOM
- improving its operator, network and system performance by ensuring all data is robust and available, and using this to support decisions around change and enforce the KPI regime
- building collaborative relationships with all operators within a partnering framework
- managing the media agenda, by being more proactive (rather than reactive) and using data to support a factual perspective of the true state of performance of the network

GWRC is working on each of these matters. Officers will provide updates on its implementation of these recommendations as part of General Managers' reports in the

future.

**Issue:** **Golden Mile congestion** – where is the reporting on this

**Response:** Section 4.2 of Report 19.72 *Public Transport – operational performance* provides data on the impact of the new bus network on bus congestion on the Golden Mile.

**Issue:** **Operational performance reporting** – should report against KPIs, would like more information in the report (including rail reliability performance).

**Response:** Report 19.72 *Public Transport – operational performance* provides an overview of the performance of the Metlink network including rail.

## 6. The decision-making process and significance

No decision is being sought in this report.

### 6.1 Engagement

Engagement on this matter is not necessary.

## 7. Recommendations

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Endorses the actions taken by officers for matters set out in this report.*

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport

Report approved by:

**Wayne Hastie**  
General Manager, Strategic  
Programmes

Report approved by:

**Luke Troy**  
General Manager, Strategy