



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

If calling please ask for: Democratic Services

14 September 2018

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, 19 September 2018 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, 19 September 2018 in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9.30am

Public Business

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Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 19 September 2018

Report 18.332

8/08/2018

File: CCAB-20-514

Public minutes of the Sustainable Transport Committee meeting held on Wednesday, 8 August 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 9:32am

Present

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw (from 9:46 to 11:40, and from 11:56 to 12:24pm), Lamason, McKinnon (from 9:32am to 11:40am, and from 12:03pm to 12:24pm), Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

Public Business

The Committee agreed to deal with item 7 of the agenda, *Public Transport Transformation Programme update*, before item 6, *Wellington Regional Public Transport Plan review - further information*.

1 Apologies

There were no apologies for absence, but it was noted that Cr Laidlaw would be late.

2 Declarations of conflict of interest

There were no declarations of conflict of interest.

3 Public Participation

Bill Guest, Karori Association, spoke to item 7, *Public Transport Transformation Programme update*.

Robin Boldarin, Chair, Miramar/Maupuia Progressive Association, spoke to item 7, Public Transport Transformation Programme update.

Marlon Drake spoke to item 7, Public Transport Transformation Programme update.

Paula Warren spoke to item 7, Public Transport Transformation Programme update.

Mike Mellor spoke to item 7, Public Transport Transformation Programme update.

Kara Lipski spoke to item 7, Public Transport Transformation Programme update.

Councillors Diane Calvert and Simon Woolf gave a presentation to the Committee on key feedback from Wellington City Council's Onslow-Western ward.

Councillor Sarah Free spoke to item 7, Public Transport Transformation Programme update.

Tony Randle spoke to item 7, Public Transport Transformation Programme update.

Cr Laidlaw arrived at the meeting during item 3, Public Participation, at 9:46am.

4 Confirmation of the minutes of 20 June 2018

Moved

(Cr Blakeley/ Cr Gaylor)

That the Committee confirms the public minutes of the meeting of 20 June 2018, Report 18.262.

The motion was **CARRIED**.

5 Action items from previous Sustainable Transport Committee meetings

Report 18.283

File ref: CCAB-20-500

Moved

(Cr Gaylor/ Cr Brash)

That the Committee:

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

The motion was **CARRIED**.

6 **Public Transport Transformation Programme update**

Wayne Hastie, General Manager, Public Transport, and Deb Hume, Public Transport Transition Programme Director, spoke to the report.

Report 18.323

File ref: CCAB-20-512

Moved

(Cr Staples/ Cr Brash)

That the Committee:

1. *Receives the report.*
2. *Notes that the progressive roll out of major changes to Wellington's public transport network reached its final milestone on 15 July when the following changes were introduced:*
 - a. *Snapper ticketing system on all bus services in the region*
 - b. *Free transfers between buses, tertiary student discounts, off-peak discounts, monthly rail plus passes and a general 3% fare increase*
 - c. *New bus routes and services*
 - d. *Additional off-peak rail services*
 - e. *260 new buses including double deckers and electric double deckers*
 - f. *New temporary bus hubs in Wellington City*
3. *Notes that the following will be implemented over the coming months:*
 - a. *An additional 80 new buses including a further 7 double deck electric buses*
 - b. *Completion of the bus hubs in Wellington City*
 - c. *A trial of on-board next stop bus announcements*
 - d. *Completion of all supporting business systems*
 - e. *Introduction of additional shoulder-peak services*
4. *Notes that services in Kapiti and Porirua have performed well.*
5. *Notes that some people have had a negative customer experience with using the bus network, but that there has been a general trend of improvement in service delivery since 15 July*
6. *Notes that further improvements are needed in specific areas including:*
 - a. *Ensuring the correct sized buses are deployed to provide the design capacity (e.g. routes 2, 3 and 36)*

- b. Timed transfers work as planned*
 - c. Real time information tracking and predictions are reliable*
 - d. Services run to timetable*
- 7. Notes that initial problems with timekeeping and bus bunching on routes 1 and 7 have reduced significantly following changes introduced by the operator*
 - 8. Notes that officers are reviewing post-commencement performance and making changes to address issues that are identified.*
 - 9. Requests that officers continue to monitor the delivery of services and report back to the October meeting of the Committee including the following:*
 - a. Overall on-time performance across the network and the performance of timed connections*
 - b. Any identified capacity issues and solutions*
 - c. Any persistent problems with school services including capacity, route and timing issues.*

Moved as an amendment: (Cr Laidlaw/ Cr Lamason)

That a new recommendation 10 be inserted:

- 10. Instructs officers and Councillors to work with public transport groups on the resolution of issues on the Public Transport network.*

The amendment **CARRIED**.

Moved as an amendment: (Cr Ponter/ Cr McKinnon)

That new recommendations 11-13 be inserted:

- 11. Directs the Chief Executive to ensure implementation of abatements related to the reliability KPI (which includes bus size) are enforced from 30 September in accordance with the PTOM operating contracts.*
- 12. Agrees to extend the current No 18e Service to a seven-day a week service from Miramar North to Karori South, providing direct connections to Newtown, the Hospital, Massey University and Victoria University Kelburn Campus.*
- 13. Directs the Chief Executive to enter into urgent negotiations with NZ Bus, with respect to the No 18 extension.*

That recommendation 6(b) be amended to include the words "... especially at the Hutchison Rd interchange which has proven particularly problematic for Vogeltown and Mornington commuters."

The amendment **CARRIED**.

The Committee adjourned the meeting at 11:40am and reconvened at 11:52am.

Moved as an amendment: (Cr Kedgley/ Cr Blakeley)

That new recommendations 14-16 be inserted:

14. Requests the Chief Executive to report back to the October 2018 meeting of the Sustainable Transport Committee on options for extending the No 14 route to Kilbirnie town centre, re-establishing access to a range of local facilities and services.

15. Requests the Chief Executive to review as a matter of urgency:

- a. Whether further additional buses are needed on core routes; and*
- b. Whether some route timetables need adjusting;*

and report back to the September 2018 meeting of the Sustainable Transport Committee on actions he has taken to address these issues.

16. Requests the Chief Executive to report to the Sustainable Transport Committee in September 2018 on the details of the programme and timeline for the post-implementation review of the new network.

The amendment **CARRIED**.

The substantive motion was put:

That the Committee:

- 1. Receives the report.*
- 2. Notes that the progressive roll out of major changes to Wellington's public transport network reached its final milestone on 15 July when the following changes were introduced:*
 - a. Snapper ticketing system on all bus services in the region*
 - b. Free transfers between buses, tertiary student discounts, off-peak discounts, monthly rail plus passes and a general 3% fare increase*
 - c. New bus routes and services*
 - d. Additional off-peak rail services*
 - e. 260 new buses including double deckers and electric double deckers*
 - f. New temporary bus hubs in Wellington City*
- 3. Notes that the following will be implemented over the coming months:*
 - a. An additional 80 new buses including a further 7 double deck electric buses*

- b. Completion of the bus hubs in Wellington City*
 - c. A trial of on-board next stop bus announcements*
 - d. Completion of all supporting business systems*
 - e. Introduction of additional shoulder-peak services*
- 4. Notes that services in Kapiti and Porirua have performed well.*
- 5. Notes that some people have had a negative customer experience with using the bus network, but that there has been a general trend of improvement in service delivery since 15 July*
- 6. Notes that further improvements are needed in specific areas including:*
 - a. Ensuring the correct sized buses are deployed to provide the design capacity (e.g. routes 2, 3 and 36)*
 - b. Timed transfers work as planned especially at the Hutchison Road interchange which has proven particularly problematic for Vogeltown and Mornington commuters.*
 - c. Real time information tracking and predictions are reliable*
 - d. Services run to timetable*
- 7. Notes that initial problems with timekeeping and bus bunching on routes 1 and 7 have reduced significantly following changes introduced by the operator*
- 8. Notes that officers are reviewing post-commencement performance and making changes to address issues that are identified.*
- 9. Requests that officers continue to monitor the delivery of services and report back to the October meeting of the Committee including the following:*
 - a. Overall on-time performance across the network and the performance of timed connections*
 - b. Any identified capacity issues and solutions*
 - c. Any persistent problems with school services including capacity, route and timing issues.*
- 10. Instructs officers and councillors to work with public transport groups on the resolution of issues on the Public Transport network.*
- 11. Directs the Chief Executive to ensure implementation of abatements related to the reliability KPI (which includes bus size) are enforced from 30 September in accordance with the PTOM operating contracts.*

12. *Agrees to extend the current No 18e Service to a seven-day a week service from Miramar North to Karori South, providing direct connections to Newtown, the Hospital, Massey University and Victoria University Kelburn Campus.*
13. *Directs the Chief Executive to enter into urgent negotiations with NZ Bus, with respect to the No 18 extension.*
14. *Requests the Chief Executive to report back to the October 2018 meeting of the Sustainable Transport Committee on options for extending the No 14 route to Kilbirnie town centre, re-establishing access to a range of local facilities and services.*
15. *Requests the Chief Executive to review as a matter of urgency:*
 - a. *Whether further additional buses are needed on core routes; and*
 - b. *Whether some route timetables need adjusting;**and report back to the September 2018 meeting of the Sustainable Transport Committee on actions he has taken to address these issues.*
16. *Requests the Chief Executive to report to the Sustainable Transport Committee in September 2018 on the details of the programme and timeline for the post-implementation review of the new network.*

The substantive motion **CARRIED**.

Noted: The Committee requested that its apologies to commuters adversely affected by the network changes be recorded.

Councillors Laidlaw and McKinnon returned to the meeting during the debate on the second amendment.

7 **Wellington Regional Public Transport Plan review - further information**

Paul Kos, Manager, Public Transport Planning, spoke to the report.

Report 18.308

File ref: CCAB-20-501

Moved

(Cr Ponter/ Cr Brash)

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes that after conducting a preliminary review of implications, officers consider that work required to develop a policy on electric buses (as set out in resolution 6 to report 18.236) will cost approximately \$60,000 plus GST in external consultancy fees, and require additional in-house resources to manage and undertake modelling and assessment.*

4. *Notes officers preference is to further clarify the scope of a policy on electric buses (and other strategic issues) via the planned workshops, before committing to a detailed work programme.*
5. *Approves the revised schedule and timeframes for the review as set out in section 4 of this report.*

The motion was **CARRIED**.

8 **General Managers' report to the Sustainable Transport Committee meeting on 8 August 2018**

Report 18.286

File ref: CCAB-20-499

Moved

(Cr Lamason/ Cr Gaylor)

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.*

The motion was **CARRIED**.

9 **Exclusion of the public**

Report 18.325

File ref: CCAB-20-508

Moved

(Cr Laban/ Cr Ponter)

That the Committee:

Excludes the public from the following part of the proceedings of this meeting, namely, the Confirmation of the Public excluded minutes of 20 June 2018.

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<i>General subject of each matter to be considered:</i>	<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground under section 48(1) for the passing of this resolution</i>
<i>Confirmation of the Public excluded minutes of 20 June 2018</i>	<i>Information in these minutes relates to future ferry service procurement and contracting in the Wellington Region. Release of this information would be</i>	<i>That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good</i>

likely to disadvantage the reason for withholding ability Greater Wellington would exist under section Regional Council (GWRC) 7(2)(i) of the Act (i.e. to to carry on negotiations, carry out negotiations and affect the probity of the ferry services procurement process. GWRC has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information).

This resolution is made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified above.

The motion was **CARRIED**.

The public part of the meeting closed at 12:24pm.

B Donaldson
(Chair)

Date:



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The matters referred to in these minutes were considered by the Sustainable Transport Committee on 8 August 2018 under public exclusion. These minutes do not require confidentiality and may be considered in the public part of the meeting.

Please note that these minutes remain unconfirmed until the Sustainable Transport Committee meeting on 19 September 2018

Report PE18.333

8/08/2018

File: CCAB-20-515

Public excluded minutes of the Sustainable Transport Committee meeting held on Wednesday, 8 August 2018, in the Council Chamber, Greater Wellington Regional Council, Level 2, 15 Walter Street, Te Aro, Wellington at 12:24pm

Present

Councillors Donaldson (Chair), Blakeley, Brash, Gaylor, Kedgley, Laban, Laidlaw, Lamason, McKinnon, Ogden, Ponter, Staples, and Swain.

Marama Tuuta.

Public Business

1 Confirmation of the Public excluded minutes on 20 June 2018

Moved

(Cr Blakeley/ Cr Laidlaw)

That the Committee confirms the Public excluded minutes of the meeting of 20 June 2018, Report 18.263.

The motion was **CARRIED**.

The public excluded part of the meeting closed at 12:24pm

B Donaldson
(Chair)

Date:



Report 18.336
Date 3 September 2018
File CCAB-20-517

Committee Sustainable Transport Committee
Author Angus Gabara, General Manager, Public Transport (Acting)

Action items from previous Sustainable Transport Committee 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 Sustainable Transport 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:

Angus Gabara
General Manager,
Public Transport (Acting)

Attachment 1: Action items from previous Sustainable Transport Committee meetings

Attachment 1 to Report 18.336

Action items from previous Sustainable Transport Committee meetings

Meeting date	Action point	Status and comment
9 May 2018	<p>Resolution</p> <p><i>Requests that GWRC officers report back to the next Sustainable Transport Committee meeting on the logistics and cost of introducing some random testing of tailpipe emissions of the diesel bus fleet in the future</i></p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTPP priorities have been completed.</p>
20 June 2018	<p>Resolved</p> <p><i>Notes that officers will provide this Committee with regular updates on the implementation of recommendations contained in the SNC-Lavalin investigation report.</i></p>	<p>Status: <i>Recurring action</i></p> <p>Comments: See General Managers' Report</p>
9 May 2018	<p>Resolution</p> <p><i>Requests officers work with NZ Transport agency to identify opportunities for nationwide tailpipe testing of bus emissions.</i></p> <p>Noted</p> <p>Officers advised that they will need some time to report back because of immediate priorities with PTPP in the coming months.</p>	<p>Status: <i>Awaiting action</i></p> <p>Comments: Will be actioned when PTPP priorities have been completed.</p>
8 August 2018	<p>Noted</p> <p>The Committee requested that its apologies to commuters adversely affected by the network changes be recorded.</p>	<p>Status: <i>Completed</i></p> <p>Comments:</p>
8 August 2018	<p>Resolution</p> <p>9. <i>Requests that officers continue to monitor the delivery of services and report back to the October meeting of the Committee including the following:</i></p> <p>a. <i>Overall on-time performance across the network and the performance of timed connections</i></p> <p>b. <i>Any identified capacity issues and solutions</i></p> <p>c. <i>Any persistent problems with school</i></p>	<p>Status: <i>Completed/ongoing</i></p> <p>Comments: See Report 18.393 - Implementation of a new Wellington bus network.</p> <p>These Action items are either completed or ongoing matters which will be reported on to each meeting of this Committee.</p>

Attachment 1 to Report 18.336

	<p><i>services including capacity, route and timing issues.</i></p> <p>10. <i>Instructs officers and Councillors to work with public transport groups on the resolution of issues on the Public Transport network.</i></p> <p>11. <i>Directs the Chief Executive to ensure implementation of abatements related to the reliability KPI (which includes bus size) are enforced from 30 September in accordance with the PTOM operating contracts.</i></p> <p>12. <i>Agrees to extend the current No 18e Service to a seven-day a week service from Miramar North to Karori South, providing direct connections to Newtown, the Hospital, Massey University and Victoria University Kelburn Campus.</i></p> <p>13. <i>Directs the Chief Executive to enter into urgent negotiations with NZ Bus, with respect to the No 18 extension.</i></p> <p>14. <i>Requests the Chief Executive to report back to the October 2018 meeting of the Sustainable Transport Committee on options for extending the No 14 route to Kilbirnie town centre, re-establishing access to a range of local facilities and services.</i></p> <p>15. <i>Requests the Chief Executive to review as a matter of urgency:</i></p> <p style="padding-left: 20px;"><i>a. Whether further additional buses are needed on core routes; and</i></p> <p style="padding-left: 20px;"><i>b. Whether some route timetables need adjusting;</i></p> <p><i>and report back to the September 2018 meeting of the Sustainable Transport Committee on actions he has taken to address these issues.</i></p> <p>16. <i>Requests the Chief Executive to report to the Sustainable Transport Committee in September 2018 on the details of the programme and timeline for the post-implementation review of the new network.</i></p>	
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Report	18.393
Date	12 September 2018
File	CCAB-20-538
Committee	Sustainable Transport
Author	Greg Campbell, Chief Executive

Implementation of new Wellington bus network

1. Purpose

To provide the Committee with an update on the operation of the new bus network in Wellington City.

2. Background

Implementation of changes to the region’s bus services started on 30 April in Wairarapa, then 17 June in the Hutt Valley and finally 15 July in Kapiti, Porirua and Wellington. Much of the region is enjoying an improving and increasingly consistent service. However, a number of serious but actionable issues are negatively affecting the customers’ experiences from time to time. Service levels in Wellington City are improving but still not yet at required levels.

As Chief Executive, I have taken personal responsibility for overseeing the performance and improvement programme working with a dedicated team and drawing resources from across the organisation. Interim measures are being put in place to address capacity issues and we are working hard to improve on-time performance and transfers, minimise cancelled trips, resolve issues with the Real Time Information System and complete the bus hubs.

This report provides evidence of performance and outlines actions taken and underway to ensure that confidence is restored in Wellington’s bus network given its importance to the functioning of the city.

3. Network performance

3.1 Overview

Both Metlink and bus operators have been monitoring the performance of the network since it was implemented and now have a common understanding and appreciation of the current status. The data shows that the network is able to operate effectively under the current design.

However, that does not mean that there are not issues that continue to negatively affect customer experience.

For example, as a snap shot of one of our core routes, monitoring of 1376 trips on route 3 over an 8 day period from 27 August shows that services were on average 3 - 4 minutes late departing and 3 - 4 minutes late arriving. However 33 (2.4%) departures and 50 (3.6%) arrivals were more than 5 minutes late, with the worst arrival time being 17 minutes late.

Identifying and then resolving the reasons for the worst performing trips with the more extreme late departure and arrival times is a key focus of both Metlink and the operators to remove customer pain points from the network very quickly.

Customers not being able to catch a bus at their chosen time has also been a key issue. The primary cause of this has been a high number of services being delivered with smaller buses than are contractually and practicably required to meet the network design. For example, of the 1376 trips on route 3 referred to above, only 42% of the AM peak and 57% of the PM peak services had the correct bus size.

Ensuring that the correct bus size is used is a key focus of Metlink and operators. However, in the meantime additional buses have been deployed to key areas to ensure there is sufficient capacity to meet peak demand.

We have enough experience and supporting data now to conclude that overall the network design will work and we are now in the optimisation and refinement stage of its implementation. However, we know that not everyone will like it. Council has asked for some immediate changes and reviews which are being actioned, and once we are comfortable that the network is working and customers are not being inconvenienced, we will look at the remaining pain points to reduce dislikes wherever possible, taking into account impacts on congestion and network efficiency. Further details are provided later in the report.

3.2 Patronage

One of the key metrics that indicates the performance of a bus network is patronage which represents the number of people using the network. Anecdotal comments about people in Wellington City abandoning the bus service to take alternative means is not supported by the measured patronage data.

Figure 1 shows a month by month comparison for July and August patronage numbers for the past three years in Wellington City. There were 36,000 more trips in July and 17,000 more trips in August this year than the equivalent months last year.

Figure 2 shows daily patronage levels in Wellington City since the new network started. The graph shows that patronage has remained steady when taking into account factors such as school and university holidays (2-33 July and 27 August – 9 September respectively).

Figure 1: Wellington City bus patronage (monthly comparison for 3 years)

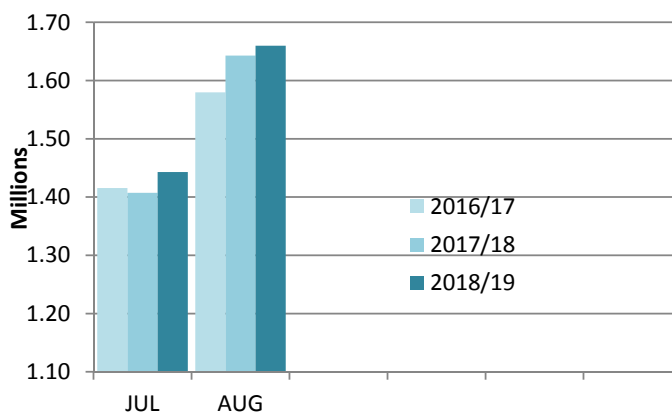
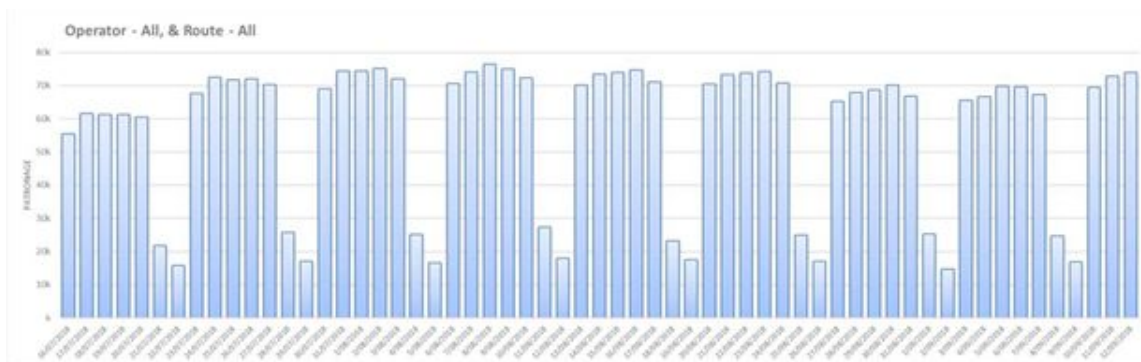


Figure 2: Wellington City bus patronage (daily since new network)



3.3 On-time performance

On-time performance or punctuality is one of the key factors of customer experience of the bus network. A new way of measuring on-time performance was introduced with the new network and is more robust than the previous measurement. It is a key performance measure in the new contracts.

Figure 3 shows the percentage of buses that start their services on time, which is the greatest lead indicator of on-time performance.

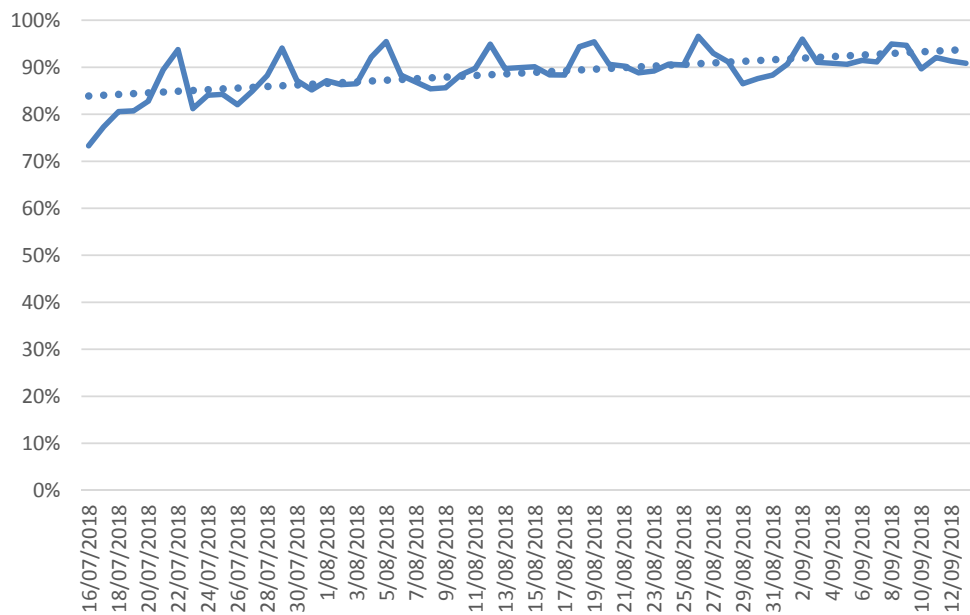
While the service average is not yet consistently achieving desired punctuality, Figure 3 shows a pleasing week on week upward trend (peaks in performance represent weekend services where congestion is overall lower and thus supports better punctuality). Previous years' data for punctuality cannot be compared with current data as both the measure and the method of measurement have changed.

As noted above, while the majority of trips appear to perform well, there are some that fall outside acceptable levels and where improvements are needed.

Generally the total time allowed in the timetable is fine, but some of the times for intermediary stops need to change to reflect actual running times. Review findings and suggested timetable changes have been provided to operators and they are currently working to determine what impacts there may be on driver shifts and fleet requirements. The two main operators in Wellington city are planning to implement requested changes in October and November.

A change to the Real Time Information System scheduled for 16 September should fix issues with the on board screen that tells a driver if they are running on-time or ahead or behind schedule. The availability of this information is another step to improve schedule adherence.

Figure 3: On-time performance (services that start on time - Wellington city routes)



3.4 Timed connections

During consultation on the design of the new Wellington bus network it was clear that timed connections at hubs needed to work well. While the new network was significantly modified in response to feedback and greatly decreased the requirement for transferring from the original design of about 30% of journeys, there remains a need for about 5% of journeys to involve a transfer.

Metlink has heard feedback about the difficulties of transferring and is working on improving that experience for customers.

In some instances, the issues relate to wider issues of on-time performance that have been covered above. In other instances customers are telling us that their connecting bus and rail services are not waiting for them as expected. This latter issue had been anticipated and is being addressed by a number of mechanisms:

- Developing a monitoring regime to support the delivery of timetabled connections. Future reports to this Committee will provide performance data on this measure
- Choosing performance of timed connections as one of the three nominated performance indicators for 2018/19
- Ensuring that buses that wait for a connecting service do not get penalised for a late departure; and ensuring that this is the expected practise
- Reviewing timetables to ensure sufficient time is allocated to enable connections to run smoothly
- Discussing the delivery of timetabled connections at regular performance meetings between Metlink and operators.

We are also working with the operator at Kapiti to fine tune timetables so that bus-train connections are more robust. The changes will be introduced on 30 September.

3.5 Bus services delivered

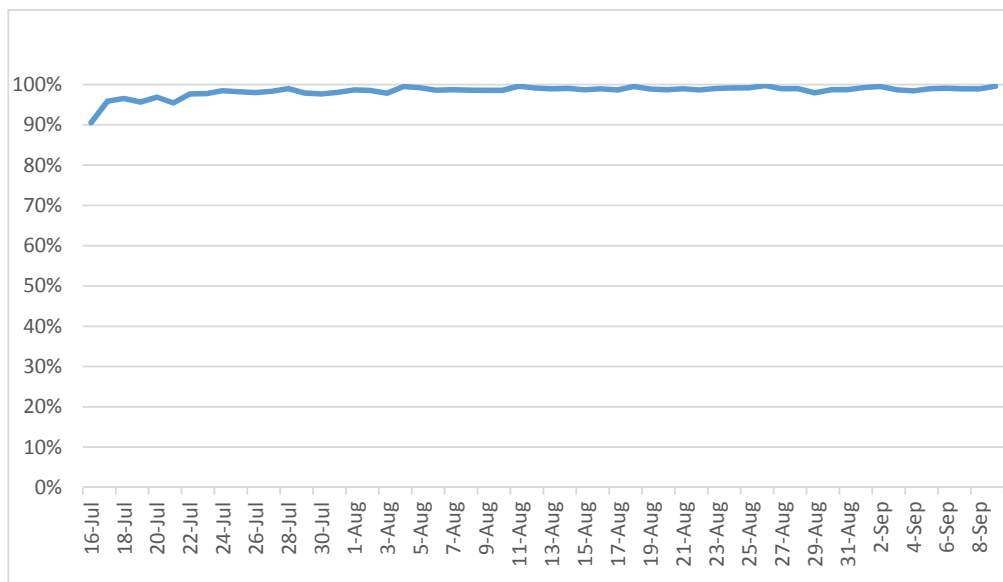
Another primary factor of customer experience is the reliability of services running as scheduled. The KPI target for cancelled services is set at less than 0.5% of all services delivered by each bus operator. The number of cancelled services is generally trending down, with daily cancelled services fluctuating between 0.5% and 1.5% over the last three weeks, with a one day aberration of 3% on 7th September.

Metlink continues to work actively with operators to minimise service cancellation on a daily and weekly basis. Weekly average cancellation figures are well under cancellation levels for the six months prior to implementation of the new network.

Figure 4 shows the percentage of scheduled services that ran on the network (this metric records simply that scheduled services ran, not that they ran to time).

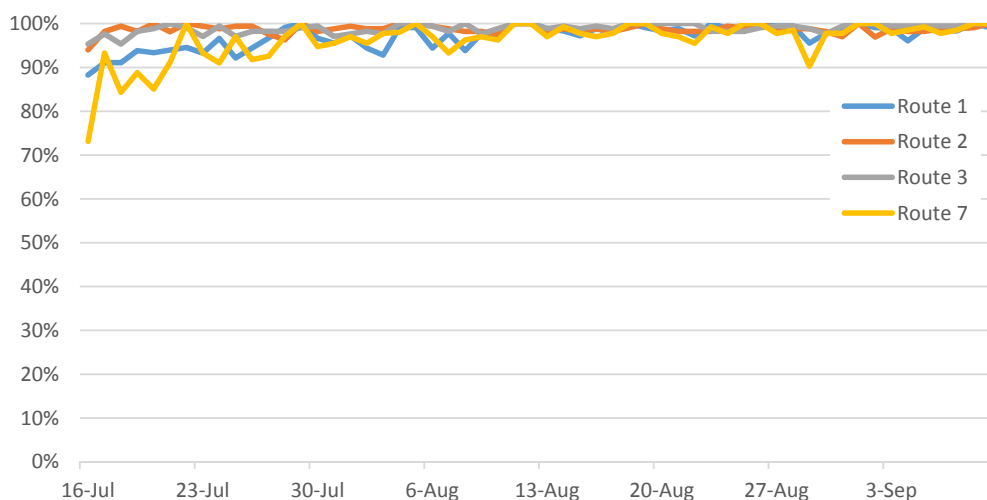
There have been unacceptable levels of services not running in the early days of the new network. However, we have seen marked improvements and are getting close to required levels.

Figure 4: Services run, all routes



The four routes with the highest levels of patronage (1, 2, 3 and 7) have improved their service running since implementation of the new network, with all currently demonstrating an improving trend in reliability. Further improvements are under active management.

Figure 5: Services run for routes 1, 2, 3 and 7



3.6 Capacity issues and solutions

3.6.1 Capacity issues across the network

There are locations where customers have been unable to catch a bus at their chosen time during peak times because the buses are full. We have diagnosed the main causes of the issues as a combination of services not running to time and the incorrect bus size being deployed on that route at that time. We are working closely with operators to focus improvement

efforts on the causes of these issues. In addition to daily operational monitoring, officers are also reviewing whether the design capacity meets the current needs of each route.

We have been actively monitoring the areas that our data and customer feedback tell us are the most impacted, including on-street observations, and have deployed additional bus services to these locations as an interim measure to provide immediate relief to the problem (see below). A key part of the mitigations is to pay special attention to transfer points as that is where issues can magnify and customers can be greatly impacted.

3.6.2 Addressing identified capacity problem areas - routes 2, 3 and 36

Large buses are being supplied on most services on these routes, but are not consistently the right size on every service. The provision of right-sized buses will improve with changes to how the operator deploys buses that will take effect in mid-October. The particular hotspots we have identified are:

- Hataitai Village in the morning travelling into the CBD
- Courtenay Place and Taranaki Street in the afternoon for services travelling to the eastern and southern suburbs
- Morning and afternoon peak time services between Karori and the CBD
- Hutchinson Road morning services to the CBD.

In addition to the deployment of additional services, to mitigate capacity issues at key congestion areas, we have arranged for express buses that do not usually stop to now stop and pick up passengers at Hataitai Village in the morning peak. This mitigation will continue until satisfactory and consistent capacity and punctuality is delivered on route 2 and 36 services to Hataitai residents in the morning peak.

Metlink expects that express-stopping may continue until mid-November when timetable adjustments (e.g. increased frequency) and operational practices can be modified.

Table 1 sets out the additional services, which have already been added to the network as an interim measure to address immediate capacity issues. In order to provide the additional services we have brought in more buses and drivers.

Table 1: Additional (banker) services deployed to mitigate capacity concerns

Route	Time	Departing	Destination	Started
3	0812	Hutchison Road Stop A	Wellington Station	14/8/18
3	0822	Hutchison Road Stop A	Wellington Station	14/8/18
36	0750	Kilbirnie Shops Stop B	Wellington Station	14/8/18
36	0800	Kilbirnie Shops Stop B	Wellington Station	14/8/18
2	0647	Karori Arlington Road	Courtenay Place	12/9/18
2	0752	Karori Arlington Road	Courtenay Place	12/9/18
2	0822	Karori Arlington Road	Courtenay Place	12/9/18
2	0902	Karori Arlington Road	Courtenay Place	12/9/18

Route	Time	Departing	Destination	Started
2	1531	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1422	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1601	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1641	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1705	Courtenay Place Stop A	Karori Arlington Road	24/8/18
2	1711	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1720	Courtenay Place Stop A	Karori Arlington Road	21/8/18
2	1715	Lambton Quay North End Stop D (Supreme Court)	Seatoun	21/8/18
2	1801	Courtenay Place Stop A	Karori Arlington Road	12/9/18
2	1821	Courtenay Place Stop A	Karori Arlington Road	12/9/18
3	1705	Wellington Station Stop B	Lyll Bay	21/8/18

3.7 Customer feedback

Figure 6 shows the top five routes by complaints. Complaint numbers have dropped but still exceed acceptable levels, indicating that we are not yet meeting customer experience expectations. The top complaints are:

- Failed to appear (reliability)
- Ran late (on-time performance)
- Capacity
- Failed to pick up (related to capacity).

Figure 6: Top 5 routes by complaints



3.8 School services

Metlink school bus services are generally working satisfactorily but there is room for improvement. We are in regular communication with schools and will be undertaking a stocktake of all Metlink provided school services

to identify any obvious problems that need to be resolved prior to the start of the 2019 school year.

Issues that have been identified are addressed below.

3.8.1 Exempt services - withdrawal by operator

Exempt services do not receive any funding from Metlink and are not a contracted part of the region's public transport service. Metlink does not determine whether an exempt service continues to run or not. This decision is made by the operator of that service.

GWRC policy as set out in the Regional Public Transport Plan is to provide Metlink school bus access for children to nearest or zoned schools in urban areas where there is demand. It is not GWRC policy to replace exempt school services if the operator decides to discontinue that service.

There are currently some issues with exempt school services being removed by the operator causing capacity problems for some Metlink services. Specifically, we are aware of the following:

- Route 466 Basin Reserve to Churton Park
Resolution: Officers have been in contact with the affected schools and suggested travel options which include existing school services and Route 1 (travels via Basin Reserve to Churton Park)
- Route 467 St Patrick's College – Porirua
Resolution: Officers worked closely with St Patrick's College and suggested travel options from day one; completed on-site observations for both morning and afternoon services; identified capacity issue on the afternoon services; are working with the operator to provide a medium vehicle for a new PM service; and will contact school once the implementation date is confirmed.
- Route 954 Maidstone Intermediate School & Heretaunga College - Stokes Valley
Resolution: Officers will contact the school and suggest existing public service options; and will keep monitoring route 110 and 120 to identify any capacity issue.
- Tawa College and Tawa Intermediate: Out of zone students
Resolution: Officers worked through what operationally will work for the schools, Metlink, the bus operator, and the bus drivers; adjusted morning trips to meet the students need; added Route 460 for the afternoon trips; and will keep monitoring the service.

3.8.2 Capacity issue

- Aotea College morning services
Resolution: Officers undertook an on-site visit; identified the issue; propose replacing a medium bus with a large bus to increase morning service capacity; and will contact school once an implementation date is confirmed.

3.8.3 Timetable update requests

- Newlands College and Newlands Intermediate schools requested that we update our five afternoon services to meet their different bell times.
Resolution: Officers met both schools; worked through what operationally would work for the schools, Metlink, the bus operator, and the bus drivers; and implemented the agreed solution on 10 September 2018.
- Kapiti and Paraparaumu Colleges requested timetable updates to meet their school time change and provide connections to trains.
Resolution: Officers reviewed the services; worked with operators on proposed changes; and plan to implement date for term 4 (October 15 2018).
- Scots College requested change to route 784 timetable to better suit their junior students.
Resolution: Officers reviewed the services; worked with operators on proposed changes; and aim to implement on 15 October (yet to be confirmed).

3.8.4 Other

- Bus stop congestion at St Oran's College
Resolution: Officers continuing to monitor the congestion; and are working closely with the school and HCC to get a long-term solution.
- Bus size issue: Redwood School
Resolution: Officers will meet with the school on 17 September to identify a practical and cost-effective solution.

3.8.5 Service changes – implemented 9 September

- St Patrick's and St Catherine's afternoon service route 75 to Owhiro Bay – route extension to Happy Valley
- Taita school route 828 bus stop change request
- Marsden College route 674 extended in service on to Hutt Road opposite Rangiora Avenue Stop ID: 3258
- Newlands Schools routes 626, 627, 628, 631, 633 pm timetables changed to accommodate 5 mins additional waiting time
- Bishop Viard route 421 PM service changed first stop from stop 3936 to stop 3938 (commenced 13 August 2018)
- Sacred Heart College added to route 888 PM trip (commenced 28 Aug 2018)
- Aotea College route 444 added stop St Andrews Rd at St James St.

3.8.6 Service changes – in process (implementation planned for term 4)

- Bishop Viard route 220 7.47 trip to run onto school grounds
- Aotea College route 444 AM service vehicle size change

- Scots College route 784 timetable change
- Marsden School route 673 re-routing and timetable change
- St Oran's route 154 review
- St Patrick's College route 753 afternoon service change
- Onslow college route 24/624 timetable change
- Kapiti school bus timetable changes.

4. Removal of seating

Some seating has been removed on some buses to provide a short term increase in passenger capacity as an interim measure until double decker buses are running on those services as planned.

We acknowledge that removing seats has not been well received and that some of these buses have been used on other routes. As a result of feedback, Metlink will be reinstating seating in affected buses over coming months.

5. Completion of bus hubs

The completion of bus hubs has been slower than desired with negative impacts on customers. As with any below ground construction programme there are a number of substrate, utility and weather related challenges.

The current completion programme for hubs is itemised below, and has been adjusted following feedback to bring forward the completion of the Hospital hub (i.e. Newtown A and C) at the expense of delaying the completion of the Courtenay Place Hub until early 2019.

- Brooklyn stops A and B (in front of the library) is due for operational go-live on Sunday 23 September
- Brooklyn stop C is due for go-live in early November
- Kilbirnie stops A, B and C (the whole hub) will go live once the stormwater works clear the vicinity. Current expectation (from Wellington Water) is 14 October. The pedestrian canopy will be completed mid-January
- Miramar stop A work recommenced on 13 September and is due for completion early October
- Miramar stop B is due for completion mid-October
- Newtown stop B (outside Ronald McDonald House) will recommence on 17 September and is due for completion late September
- Newtown stops A and C are due for completion early November
- Johnsonville stops A, B and C (the whole hub) is due for completion just before Christmas
- Karori stops A and B (the whole hub) are due for completion late November
- Courtenay Place will not be started until after Christmas and is due for completion in February 2019.

6. Bus stops and shelters

6.1.1 Planned stops

Officers are working on the establishment of a number of additional bus stops and a location change for an existing stop.

Public consultation started on 10 September for proposed stops at:

- Norwich Street at Wilton Road (i.e. a new bus stop that provides better access to the local residents using the new route 22 off-peak extended services between Wellington and Johnsonville).
- The Esplanade opposite Beach Street (i.e. an existing bus stop that we propose to relocate 15m following feedback from the local community).

We are working with Wellington City Council to confirm the date of formal traffic resolution consultation with the aim of going to the February 2019 WCC City Strategy Committee meeting for approval.

We will be re-lodging a consent application for a previously planned bus stop on Kanpur Road in the Broadmeadows loop. This bus stop has been requested by several members of the public since the new network was launched.

6.1.2 Shelters

Funding has been provided in the Long-term Plan 2018-2028 to accelerate the rate of installing new bus shelters. Work is underway but we are experiencing a head wind of resistance from local residents who object to shelters being located outside of their property. We will continue with the programme and install the additional shelters at those locations where approval has been granted.

In response to customer feedback, Metlink will work with Wellington City Council to explore opportunities to improve the quality of Adshel shelters for commuters.

7. Real Time Information (RTI)

The RTI system provides a key element of the customer experience for users of the network, and plays an even more important role when services are cancelled or not running to schedule.

The RTI system was not renewed as part of the new network, but there are some new elements that have been introduced such as some new on-board bus equipment on new vehicles.

The system has not performed consistently as expected which is understandably causing frustration for users. Five key issues have been identified:

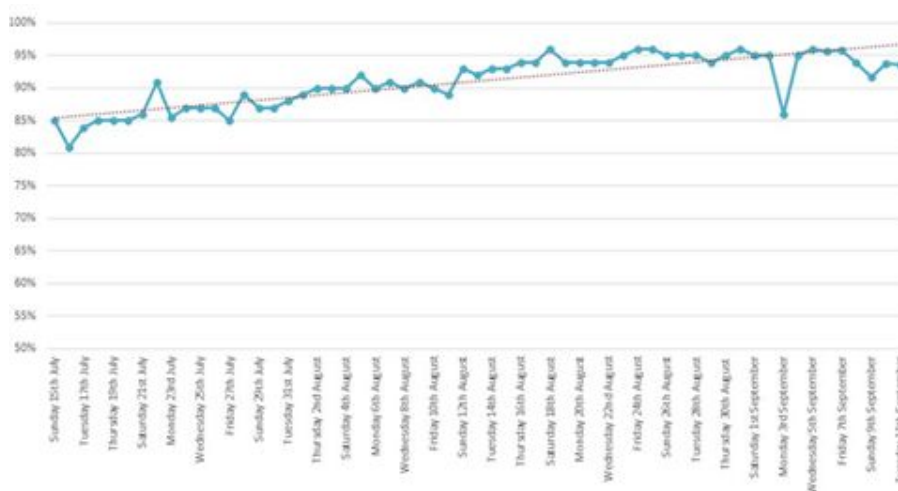
- “Due” disappears too early from the sign even though the bus is coming

- “Due” is remaining on the sign after the bus departs
- Services are unannounced but turn up anyway
- Signs have different information from the App
- Services show as scheduled as buses are not tracking.

We have brought in a system specialist from the UK based supplier to assist with diagnosing and fixing issues. The immediate impact was that the cause of the first problem listed above was identified and subsequently rectified, so that issue has been largely eliminated. The next three issues remain under active investigation.

The final issue of buses not tracking has also largely been eliminated, and tracking levels are at historic highs, but not yet at the aspirational levels of near 100%. Tracking rates are shown in Figure 7

Figure 7: Percentage of buses electronically tracking



We continue to conduct on-street observations and implement interventions in the interests of resolving all issues relating to RTI accuracy. Some interventions relate to technology, others rely on processes being consistently followed by drivers and operators.

Over the last year we have purchased an additional 13 on-street displays for the Wellington bus network, bringing the regional total to 260. Some of the larger signs have replaced smaller signs so that customers can see information on more services at the same time, and some are held as spares. Nine new displays are being installed across Wellington City, including some stops along the Golden Mile which did not have displays, additional signs needed at new hubs, and Hutchison Rd and the Kingston terminus. Each sign typically costs \$30,000 to \$40,000 to be purchased and installed.

Ultimately travel information will also be available through on board announcements. Customer experience trials for these services will commence in 2019.

Real time information has continued to be efficiently provided on mobile devices.

8. Routes under review

8.1 Approved service enhancements

Additional funding was provided in the Long-term Plan 2018-2028 to expand the operating hours of a number of services. Introduction of the additional services had been planned for the New Year but we will be taking any earlier opportunity to introduce the additional services when making any earlier timetable changes, such as those listed below.

8.2 Expansion to route 18e service

As directed by the Committee, we are working with the operator to provide additional hourly off-peak 18e services between 9am and 3pm and later trips till 6pm on weekdays, as well as an hourly service between 7am and 6pm on Saturday and Sunday. We expect these services to commence in November subject to confirmation by the operator.

8.3 Review of route 14 – potential extension

At its last meeting the Committee requested that the Chief Executive report back to the October 2018 meeting on options for extending route 14 to Kilbirnie town centre, re-establishing access to a range of local facilities and services.

Options for extending route 14 have not yet been developed. However we have been reviewing the passenger journey patterns in Hataitai and Roseneath based on the detailed Snapper data that is now available.

Passengers who are boarding, alighting or transferring in Hataitai and Roseneath make 2,500 journeys per weekday (13-26 Aug 2018). Children account for 12% of these journeys but this increases substantially around school times, particularly between 3-4pm when children make up 65% of demand.

The significant majority of demand is for travel to and from the CBD. 1,800 passengers per weekday travel between Hataitai/Roseneath and the CBD (70% of demand) and 200 passengers per weekday between Hataitai/Roseneath and Kilbirnie/Miramar/Seatoun (10% of demand) with the rest to other destinations.

Of the 200 passenger journeys per day travelling between Hataitai/Roseneath and the eastern suburbs, 160 have a direct journey (using route 2 or school services), 32 have one transfer, 5 have two transfers and 2 passengers have three transfers.

Based on this information, our preliminary conclusion is that it may not be cost effective to extend route 14 given the apparent demand, but that further work is required to confirm this view.

We also propose to undertake a more detailed investigation of school connections and performance. This may identify the need to extend some services to the east, particularly around school times.

8.4 Brooklyn School start time

We have reviewed opportunities to improve connection times between Kowhai Park and Brooklyn School through adjustments to the route 17 timetable that will better align these services with the morning school bell time and class opening times. We are working with the operator to see if any changes can be implemented for the start of term 4.

8.5 Churton Park

Officers are evaluating how route changes and extended services might better service commuters in this area especially with respect to night time services.

8.6 Routes for further consideration

Post implementation feedback suggests that the following routes warrant further consideration:

- Route 23e (to service the zoo off-peak)
- Route 2 (servicing eastern suburbs)
- Routes servicing Vogeltown and Morningside
- Routes 21 and 22.

Consideration will include impacts of any extra or changes to services on congestion and network efficiency.

9. Clarity of bus route information

Following customer feedback we have made a number of adjustments to the on bus route displays to improve clarity for customers. Some changes require adjustments across individual buses and are still being rolled out across the fleet. Changes made are:

- Routes 29 and 29e clarification of destinations Southgate, Island Bay, Owairo Bay
- Route 2 clarification of route via Miramar
- Route 1 adjusting the rear display to indicate whether the bus is travelling to Johnsonville west, Churton Park, or Grenada Village.

10. Engagement with public transport groups

A reference group is in the process of being established as a mechanism for Metlink to engage with users.

The aim is for the group to provide an opportunity for people with a high level of knowledge of public transport issues to contribute ideas, information and views to Metlink decision-makers. Councillors will be represented on the group.

We are currently developing terms of reference and scheduling an initial meeting.

One of the tasks for this group will be to review bus route numbering to assist commuters to better find their way around the network.

11. Abatements

There will be an abatement regime in place by 30 September 2018 that will focus on operators running the right bus size, minimising service cancellations and ensuring accurate bus tracking.

12. Stopwork meeting

The Tramways Union have called a stop work meeting for all members on 26 September at 10.30 AM. Such meetings are a normal part of the bus operation and will cause some disruptions to off peak bus services but the extent of the impact is not clear at the time of writing. Our team will be working with bus operators to minimise impacts and to ensure that there is adequate notification to the public.

13. Post implementation review - next steps

Alongside the operational interventions to improve the performance of the bus network in Wellington, it is recommended that Council deploy an urgent independent review of the situation. This work will:

- review all aspects of the bus transition
- detail all the circumstances leading up to and following implementation
- evaluate responses to these circumstances
- consider whether all available options to improve performance have been considered
- recommend any further actions

A full post implementation review will follow in Q3.

14. Establishment of Public Transport Transition Programme team

To support the swift resolution of issues, I have assumed direct responsibility for the transition programme. To facilitate this, I have asked Nigel Corry to step in to a three month temporary role of Deputy Chief Executive. Nigel will, for this period, assume responsibility for all non-Public Transport functions at Greater Wellington. I have also asked Wayne Hastie, General Manager Public Transport, to move for the same period to work full time with me on the transition programme; and Angus Gabara will act in the Public Transport General Manager's role.

We are reshaping teams internally to focus on the key issues to resolve, to bring our bus network up to sound levels of operating performance. I am

bringing in experienced senior people from the industry and drawing our best people from within the business.

15. Responses to public participation

8 August 2018

Bill Guest, Karori Association; Robin Boldarin, Chair, Miramar/Maupua Progressive Association; Marlon Drake (President, Victoria University Students' Association; Paula Warren; Mike Mellor; Kara Lipski; Wellington City Councillors Diane Calvert and Simon Woolf, and Sarah Free; and Tony Randle each spoke to item 7, Public Transport Transformation Programme update.

Issues raised during public participation have been addressed according to subject matter:

Capacity issues - Karori

Issue: Capacity issues with Karori buses.

Response: We are in the process of working with the operator to ensure that the correct (and contractually required) bus size is used. In addition, we have arranged for additional services to and from Karori as set out in Table 1.

Route 18e

Issue: Four public participants requested that the route 18e timetable be extended to an all day, 7 days a week service. Public participants advised that the new timetable disadvantaged those accessing the hospital from Miramar and Karori as there were no direct services off-peak. We were advised that students were also disadvantaged by this reduced service.

Response: At its meeting on 8 August the Committee resolved to extend the current route 18e Service to a full day all week service from Miramar North to Karori South, providing direct connections to Newtown, the Hospital, Massey University and Victoria University Kelburn Campus.

Section 8.2 above sets out progress in the implementation of this service.

Engagement with public

Issue: Concern was raised that GWRC had not consulted adequately with the public on the proposed service changes or identified a way to engage further with the public to review the changes

Response: A summary of the consultation is provided below:

2009

Initial consultation 50,000 households, 3253 responses, stakeholder meetings WCC and bus operators, meetings with bus users and bus drivers.

2010-11

15 community focus groups across Wellington
Bus network proposal developed with international advice (Jarret Walker/MRCagney).

2012

Network consultation 84,000 brochures distributed, over 6500 responses, 9 public meetings, 30 information sessions with residents associations and stakeholders. Revised network proposal developed.

2013

16 meetings with resident groups. Revised bus network proposal adopted by GWRC. Public consultation on Transport Spine options and two citizens' engagement panels.

2014

Bus Rapid Transit adopted by RTC. Bus network proposal further developed to incorporate BRT corridors and consulted as part of 2014 RPTP. 4 public meetings and 23 workshops with residents groups and stakeholders including co-design sessions with Churton Park and Khandallah residents.

2015

Revised bus options adopted for Churton Park and Khandallah. Consultation for new bus stops begins. School bus service review commenced.

2016

RPTP updated to include changes to Churton Park and Khandallah. Consultation with schools commenced.

At its meeting on 8 August the Committee instructed officers and Councillors to work with public transport groups on the resolution of issues on the Public Transport Network. A number of public meetings have been arranged and attended, and a public transport user group is in the process of being established.

Public meetings have been held at Newtown (August 12), Kilbirnie (August 26), Karori (August 30), Khandallah (September 4), Miramar (September 6) and Churton Park (13 September). Attendances have ranged from 100 to about 400.

Route 1

Issue: Concern was raised that this route was too long (causing reliability issues). There were also concerns with the naming convention for this route which has three endpoints.

Response: Updates to the timetable for route 1 to reflect the reality of extra travel time have been submitted to the operator; the changes should be implemented in October. The issue with the identification of endpoints on this route relates to the display at the back of buses (the front display shows endpoint). A fix for this issue is being arranged with the operator; the back end of a bus will display the endpoint for this route.

Implementation

Issue: Concern was raised regarding bus hubs not being completed in time for the new network; the incorrect generation of penalties on Snapper cards; and Real Time Information not being reliable.

Response: Bus hubs
The bus hub construction project is a complex project which involves the design and build of an entirely new specification of shelter with features significantly in advance of anything currently available in Wellington. There is also a significant civil works component that includes the installation of power and network services to each site, installation (and often realignment) of new kerbs. Like any large construction, the bus hub project is susceptible to a number of factors such as weather, the underground conditions discovered on site, contractor and material resource availability and other works programmes in the vicinity.

Delays have led us to revise the expected completion date for all hub works to February 2019. Hubs will be progressively completed between now and then with the first stops at Brooklyn scheduled to go into operation on Sunday 23 September.

Reasons for delays are:

- Longer than expected time required to complete detailed design
- Availability of engineering and construction resources
- Weather
- The need to relocate some underground services and remediate some non-compliant works
- The need to accommodate other important civil works like the Kilbirnie stormwater upgrade project
- The need to incorporate cycleway improvements in our design for Kilbirnie to ensure the best possible outcome for the community

Snapper

There were issues with incorrect penalties being applied to customers. In response to this, Metlink arranged for Snapper to issue refunds to those customers who had been charged an incorrect penalty. The primary issue was identified (GPS loss of tracking), and a solution has now been agreed for roll-out across the fleet; short term fixes have been applied to those buses affected by the issue.

Real time information

The main problem (occurring with approximately 30% of buses) of 'Due' buses dropping off 1 to 3 minutes before they arrive at the stop has been fixed.

We are now focused on improving a number of other issues with the RTI system, including some buses clearing down late on signs and the less frequent issue of a small number of buses not being tracked by the system. This was a common issue prior to the network changes.

The RTI system is the same system used prior to the network changes. Changes to timetables and on-bus systems has impacted the performance of the displays. A period of time - observing signs, buses and the system set-up - was required to diagnose what caused the issues.

The recent arrival of an expert from the UK system provider has enabled us to speed up these fixes and we are confident we will soon have the RTI system operating at a better level of accuracy than it was performing prior to changes to the bus network.

We will continue to closely monitor performance – through customer complaints, on-street observations and through our own data sources.

Network design

Issue: Some public participants cautioned the Council against making piece-meal changes to the network; commenting that the network needed to be seen as a whole. Other participants raised concern that there were inherent issues with the design of the network.

Response: We agree that any changes to the network must be made with a view to any impacts on the network as a whole, particularly with regard to network efficiency and impacts on congestion. As noted earlier in this report, there will be a post implementation review of the network commencing in Q3.

16. Communication

Questions and answers have been published on the Metlink website. Metlink will be issuing regular advisories on performance statistics, news and updates, and progress.

17. 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 new public transport network is designed to increase public transport capacity which will contribute to an overall reduction in gross regional greenhouse gas emissions.

18. The decision-making process and significance

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.

18.1 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.

18.2 Engagement

This report provides observations on the implementation of the new network. Feedback has informed much of the content in this report and engagement is planned as outlined in the body of this report.

19. Recommendations

That the Committee:

- 1. Receives the report.*
- 2. Notes the content of the report.*
- 3. Notes that overall service levels are improving but that the worst performing trips continue to provide negative experiences for customers.*

4. *Notes that we are working closely with operators to identify and resolve issues in the fastest practical time.*
5. *Endorses the actions taken or underway as outlined in the report including in particular:*
 - a. *The deployment of additional capacity on key routes*
 - b. *The routes prioritised for further consideration*
 - c. *The establishment of the Public Transport Transition Programme Team*
 - d. *The commissioning of an urgent independent review of the situation*
 - e. *The changes that have been made and are planned for school services*
 - f. *The re-prioritisation of the hospital hub to bring forward the completion date at the expense of delaying completion of the Courtenay Place hub*
6. *Notes that questions and answers have been published on the Metlink website and that we will be issuing regular advisories on performance statistics, news and updates, and progress.*

Report approved by:

Greg Campbell
Chief Executive



Report 18.413
Date 13 September 2018
File CCAB-20-540

Committee Sustainable Transport Committee
Author Reza Chalabianlou, Senior Public Transport Policy Advisor

Levin to Waikanae trial service - review

1. Purpose

This report seeks the Sustainable Transport Committee (the Committee) endorsement to continue the Levin - Waikanae trial service for the next three years commencing from March 2019 with amended timetable.

2. Background

The Levin - Waikanae service is a two-year trial inter-regional bus service jointly funded by Greater Wellington Regional Council (GWRC) and Horizons Regional Council (Horizons).

A portion of the service between Otaki and Waikanae was included in GWRC's Regional Public Transport Plan (PT Plan) as a unit through a non-significant Variation 2 to the Plan. The service has been in operation under a contract between Horizons and Uzabus since March 2017. The two-year trial period is ending in March 2019.

The terms for the trial include a commitment to review the service after 12 and 18 months based on a success criterion of an average of 10 passengers per trip. The review would determine whether the service shall continue, be amended or ceased.

A 12 month review of the service was reported to the Committee on 9 May 2018 (refer to Report 18.142). The review identified that the service had met the success criterion and could therefore continue to March 2019 (with minor amendments to its departure times to ensure rail connections when rail timetables would change in July). The Committee noted that a further review in conjunction with Horizons to determine longer-term requirements for the service was to be undertaken.

Following a service review in July and August 2018, Horizons has proposed to retender the Levin - Waikanae trial service for a three year period with some amendments to the service timetable and stopping pattern. The Horizons

proposal is outlined below and needs GWRC and NZ Transport Agency’s approval to:

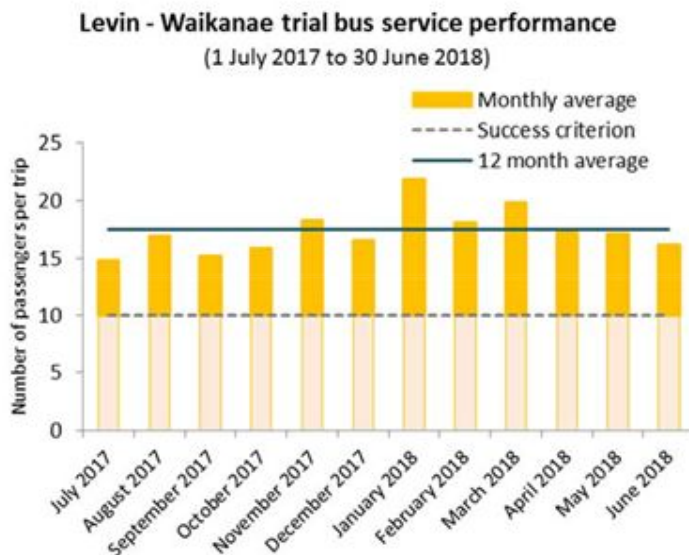
- Retender the service for an additional three-year term commencing from March 2019
- Change the timetabled compulsory stop in Manakau to a ‘request only’ stop, where passengers can pre-arrange pickups with the bus operator
- Look at options for the Otaki bus stop in collaboration with GWRC
- Change the bus departure times to connect with the 10am train from Waikanae to Wellington, and the 1.53pm return train from Wellington to Waikanae.

3. Results of the service review

3.1 Performance of the service

The trial service operates two days per week (Tuesday/Thursday) during off-peak period. This includes a trip from Levin in the morning and a return trip from Waikanae in the afternoon, and currently enables connections to and from the trains leaving Waikanae Station at 10:20am and 2:33pm. The service has intermediate stops at Manakau and Otaki.

Performance of the service is primarily measured against the success criterion of an average 10 passengers per trip over a twelve month period. The following graph shows the average number of passengers carried on each trip in 2017/18. As the graph shows, the trial service has met the success criterion.



Data is based on driver’s manual count of users, reported to GWRC on a monthly basis since 2017.

Details of boardings by passenger type are provided in [Attachment 1](#). The data indicates that about 93% of boardings were made by SuperGold card passengers, and only a small number of Otaki residents have used the bus.

The Horizons survey identifies 40 boardings on the morning service and 26 boardings on the afternoon service at Otaki stop. The report based on manual count of users shows 32 paid boardings at Otaki stop over a year.

3.2 Customer feedback

Over the 12 month period, 3,629 have used the bus service. This usage rate compares with the average daily off-peak boardings on Otaki - Waikanae bus route 290, and means the trial service has had a considerable uptake. The Horizons survey shows that majority of users of the service were regular or occasional travellers, with SuperGold customers accounting for 93% of boardings.

75% of users have shown a strong support for the service to continue. 52% of survey respondents who have not used the bus over the trial period, showed a willingness to use the service if it continues. The majority of users showed high level of satisfaction with the service performance and specifically with the customer service provided by the regular bus driver.

3.3 Funding and farebox recovery

GWRC has contributed approximately \$12,000 to the net cost¹ of the service since it started (over 18 months).

Under the current arrangement, 50% of the total net cost of the service is funded via the National Land Transport Fund. The remaining 50% is covered by local share, split equally between the two regions. The service is funded from within the existing budgeted public transport programme.

Given that majority of trips were taken by SuperGold Card holders, fare revenue from fare-paying passengers contributes to a small proportion of gross cost (less than 2%). Including the SuperGold payment in fares revenue, the farebox recovery is estimated to be 24%.

If the service continues as proposed, the current farebox recovery rate may slightly reduce, primarily by increased number of SuperGold card users. However, the change in farebox recovery is not expected to be material as fares account for a small proportion of funding.

3.4 Fares and ticketing

Currently, the adult fare for single trips between Levin and Waikanae is 50 cents less than the Metlink adult cash fare for the same number of zones travel. Other fares that apply to the portion of the service within Greater Wellington Region are equivalent to the Metlink cash fares for four and five zones travel.

Aligning fares on the trial service with Metlink fares would at least retain its current farebox recovery rate and ensure fare difference would not adversely affect other services.

¹ Gross contract price less the farebox revenue including SuperGold reimbursement

Snapper is not currently available on the trial buses. Therefore, bus drivers need to manually administer the tickets and record usage. Extending the service for another three years will more likely align end of the trial service term with the expected roll-out of the National Ticketing programme (Project Next). If demand for the service continues to grow over the next three years, there may be some merits in making the future ticketing system available on the service. This could be taken into account and included in the next review of the service, as the National Ticketing progresses.

Current fares and concessions on Levin – Waikanae trial service

Fare Information	One way cash fare
Adult (Levin/Manakau - Waikanae)	\$6.00
Child (Levin/Manakau - Waikanae)	\$3.50
Adult (Otaki - Waikanae)	\$5.50
Child (Otaki - Waikanae)	\$3.00
Under five	FREE
SuperGold Card holder	FREE

- Children under five years of age travel free of charge.
- SuperGold Card holders travel free 9am to 3pm. Travel outside these periods is to be charged at the relevant fare i.e. adult.
- No services to run on Public Holidays.
- Child fare is for school aged children

3.5 Administration

Horizons has procured the service and has been operating the contract according to the agreed timetable, route and fare structure (as outlined in [Attachment 2](#)).

Under the current arrangement, only one entity can claim for SuperGold reimbursement. Therefore, Horizons claims all SuperGold allocations on a monthly basis, and then sends monthly invoices to GWRC for 50% of the net cost of the service. Each party then claim separately for the NZ Transport Agency share, which in 2017/18 was 51% of the net cost.

NZ Transport Agency's requirements for the inter-regional service to qualify for funding are set out in [Attachment 3](#).

3.6 Timetable change

The proposal to alter the departure times of the service is intended to allow more time for SuperGold customers to stay in Wellington while retaining service hours within SuperGold card travel times.

The change is expected to result in some SuperGold customers who currently use the bus 290 to take the trial bus instead. However, given the overall low number of users and higher service levels offered on route 290, the impact is unlikely to be material resulting in the trial bus to compete with route 290. The Kapiti Rail Line services or timetable is not impacted by the proposed change.

3.7 Change to Otaki stop

Unlike Manakau, there are some merits in retaining the current stopping pattern at Otaki. Firstly, Otaki is on-route and does not require the bus to deviate from the State Highway and therefore would not adversely impact the journey time for passengers travelling to or from Levin. Secondly, the service provides an

additional off-peak travel option for Otaki residents. And thirdly, by altering departure times, more SuperGold or off-peak travellers are expected to take the service in the future.

In addition, the service is defined as a separate unit in each regional council's Regional Public Transport Plan. In order to be eligible for public funding, each unit is required to start and finish within the boundary of each region.

In the Wellington Region, the unit includes portion of the route between Otaki and Waikanae within the Region. The stop is required for the portion of the service within the Region to remain qualified as a unit.

4. Communication

Once endorsed, the decision will be communicated to Horizons and NZ Transport Agency, and will also be made publicly available on GWRC website.

5. Consideration of climate change

The matter requiring decision in this report has been considered by officers in accordance with the process set out in the GWRC Climate Change Consideration Guide.

Officers note that the continuation of the Levin to Waikanae service provides access to public transport in this part of the Region. Use of public transport contributes to an overall reduction in gross regional greenhouse gas emissions.

6. The decision-making process and significance

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.

7. Recommendations

That the Committee

1. Receives the report.

2. *Notes the content of the report.*
3. *Agrees with the Horizons' proposal to retender the service for additional three year period commencing from March 2019.*
4. **Endorses:**
 - a. *The continuation of funding for the Levin - Waikanae trial bus service for a three year period commencing from March 2019*
 - b. *The timetable being amended to allow connection with the rail services departing Waikanae Station at 10:00am and arriving at Waikanae Station at 2.53pm*
 - c. *The retention of the existing compulsory stop at Otaki*
 - d. *The retention of existing fares and concessions on the continued trial service*
 - e. *The retention of, as appropriate, existing arrangements for administration of funding and contract management for the trial service.*
5. *Authorises officers to amend and endorse, as necessary, the existing terms of the trial service in collaboration with Horizons.*
6. *Notes that the funding for the continued service will be drawn from within existing budget lines and will be included in the budget for the years 2019/2020 and 2020/2021.*
7. *Notes that funding required for continuation of trial service is subject to approval by NZ Transport Agency.*

Report prepared by:

Reza Chalabianlou

Senior Public Transport Policy
Advisor, Public Transport Policy

Report approved by:

Paul Kos

Manager, Public Transport
Policy

Report approved by:

Angus Gabara

General Manager (Acting),
Public Transport

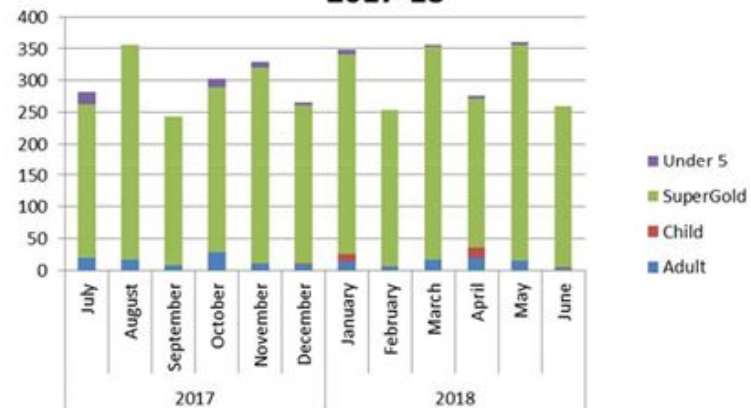
- Attachment 1:** Levin - Waikanae boarding in 2017/18 by passenger types
Attachment 2: Waikanae trial bus service (current and proposed service timetable change)
Attachment 3: NZ Transport Agency's requirements for the inter-regional service

Levin - Waikanae boarding in 2017/18 by passenger types

	Boarding				Total Boarding
	Adult	Child*	SuperGold	Under 5	
2017	92	1	1,639	44	1,776
July	20	0	243	18	281
August	17	0	339	0	356
September	8	0	235	0	243
October	28	0	261	13	302
November	10	0	310	9	329
December	9	1	251	4	265
2018	74	30	1,730	19	1,853
January	13	12	316	8	349
February	6	0	247	0	253
March	17	0	336	3	356
April	20	16	236	4	276
May	15	0	341	4	360
June	3	2	254	0	259
Total	166 (4.6%)	31 (0.9%)	3,369 (92.8%)	63 (1.7%)	3,629

* A child fare (for school aged children) has been introduced in December 2017.

Levin - Waikanae monthly boarding 2017-18



Attachment 2 to Report 18.413

Levin - Waikanae trial bus service (current and proposed service timetable change)

As at 06 Sep 2018

The service currently operates only on Tuesdays and Thursdays

LEVIN to WAIKANAE	Location (In service timetable - Nov 2017)	Stop name (Metlink website)	Time (Nov 2017)	Time (Current)	Time (Proposal)
Morning					
Departing Levin	Te Takere, Bath Street, Levin	Levin - Te Takere	9.30am	9.20am	9.10am
Departing Manakau	Honi Taipua Street (opposite Manakau Bowling & Sports Club)	Manakau - Honi Taipua Street (opposite)	9.48am	9.38am	9:28am*
Departing Otaki	Intercity Bus Shelter, Main Highway Otaki	SH1 - Otaki (near 226)	10.01am	9.51am	9.41am
Arriving Waikanae	Train Station, Waikanae	Waikanae Station - Main Road	10.15am	10.05am	9.55am**

* On-demand (proposed to remove compulsory stopping)

** Waikanae train departing at 10:00am (5 minutes transfer window)

WAIKANAE to LEVIN	Location (In service timetable - Nov 2017)	Stop name (Metlink website)	Time (Nov 2017)	Time (Current)	Time (Proposal)
Afternoon					
Departing Waikanae	Train Station, Waikanae	Waikanae Station - Main Road	2.55pm	2.45pm	3.00pm*
Departing Otaki	Intercity Bus Shelter, Main Highway Otaki	SH1 - Otaki (near 239)	3.21pm	3.11pm	3.26pm
Departing Manakau	Honi Taipua Street (opposite Manakau Bowling & Sports Club)	Manakau - Honi Taipua Street	3.34pm	3.24pm	3:39pm**
Arriving Levin	Te Takere, Bath Street, Levin	Levin - Te Takere	3.48pm	3.38pm	3.53pm

* Wellington train arriving at 2:53pm (7 minutes transfer window)

** On-demand (proposed to remove compulsory stopping)

Attachment 3 to Report 18.413

NZTA's requirements for the inter-regional service to qualify for funding



9 March 2015

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Attention: Chair of Passenger Transport Committee: Rachel Keedwell

Dear Chair,

Horizons Regional Council Proposed Inter-Regional Public Transport Service

Horizons Regional Passenger Transport Committee has requested advice and the Transport Agency's position in regards to investing in inter-regional public transport services, in particular a service that starts in Levin and finishes in Waikanae.

Pursuant to S130(2)(a) of the Land Transport Management Act 2003 (LTMA) an inter-regional public transport service is an exempt service.

However, an inter-regional public transport service may become eligible for investment provided that:

- Each regional council (in this case Horizons Regional Council & Greater Wellington Regional Council) determines that the part of the service that operates within its region is integral to its network;
- The service is defined in each regional council's RPTP as a separate unit. Each unit must start and finish within the boundary of each region;
- Each unit receives a subsidy from the regional council in whose region it operates; and
- The service may be jointly procured by both regional councils. One option to jointly procure the service could be that pursuant to a MOU between both organisations, one regional council procures the service on behalf of both regional councils.

To qualify for investment from the National Land Transport Fund, the service would need to be assessed by the regional council and the Transport Agency under the Investment Assessment Framework to identify its Strategic Fit, Effectiveness and Benefit Cost Appraisal. It is likely that the Transport Agency would request that the service is trialled to ensure that evidence is provided that shows the service is likely to be a viable in the long term.

If you have any questions please do not hesitate in contacting me on (06) 953 6620 or cole.o'keefe@nzta.govt.nz.

Thanks

Cole O'Keefe
Senior Planning Advisor



Report	18.351
Date	11 September 2018
File	CCAB-20-526
Committee	Sustainable Transport
Author	Angus Gabara, General Manager, Public Transport (Acting) Luke Troy, General Manager, Strategy

General Managers' report to the Sustainable Transport Committee meeting on 19 September 2018

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 new Wellington bus network

A separate report on the performance of the network is on the agenda for consideration at this meeting (Report 18.393).

3. Strategic Framework

3.1 Regional Land Transport Plan (RLTP)

The National Land Transport Programme (NLTP) was released by NZ Transport Agency (NZTA) on 31 August 2018. The RLTP, incorporating the updated programme as approved by Council on 26 June 2018, formed the regional bid for funding from the NLTP.

As part of the NLTP, funding has been approved for ongoing public transport services, facilities operations and management, information supply (includes call centres, ticketing, Real Time Information and marketing), and Total Mobility. Funding has also been approved for Road Safety Promotion and Low Cost/Low Risk activities.

Other GWRC activities include integrated ticketing, upgrades to passenger information at Wellington Station, and improvements to Real Time Information tools.

The two major 'Transitional Rail' programmes: (1) Track Infrastructure Catch-up Renewals and (2) Unlocking Capacity and Improving Resilience, have been indicatively included in the NLTP as probable for funding approval once funding applications to the NZTA Board are finalised. Officers are working with NZTA to get further clarification on timing and funding levels.

4. Significant issues and projects

4.1 National ticketing – Project NEXT

The Request of Interest (ROI) phase of the procurement to secure a next generation national public transport ticketing solution for New Zealand has now closed, with a very strong level of responses received. The ROI was placed on the Government Electronic Tenders Service website (GETS) on 12 June 2018 and closed on 24 August 2018.

The ROI is the first part of the formal procurement process for the national ticketing solution and was designed to advise the market of the desired outcomes, requirements and timeline for delivering the ticketing solution.

Responses were received from organisations around the world; Australasia, Asia, Europe and the Americas. Responders demonstrated a broad range of interest with specialist ticketing solution providers, integrators and supporting organisations amongst them. The high quality of the documentation provided by the Project NEXT team was commented on by responders.

The dedicated ticketing procurement team will now work through a thorough evaluation process to identify a shortlist of potential providers by the end of the year/early 2019, who have the capability and capacity to design, build, implement and operate the solution.

Shortlisted potential providers will be invited to participate in the subsequent Request for Proposal (RFP) stage of the procurement and implementation in the first quarter of 2019.

4.2 Sport Wellington - Round the Bays 2019

Round the Bays 2019 takes place on Sunday, 17 February 2019. Approximately 14,500 people take part in the event, and in addition there are supporters, organisers and other workers who attend. Public transport is crucial to the success of the event, transporting participants.

Metlink is working with Sport Wellington to provide free public transport across bus, rail and ferry for participants. Metlink will also be providing a shuttle service at the end of the event to transport participants from the finish line at Kilbirnie Park back into the CBD.

This is a great opportunity for the Metlink brand to be associated with an iconic Wellington event and to highlight our public transport network.

4.3 Metlink policies

There have been no updates to the conditions of carriage, revenue collection or advertising policies since the last Committee meeting.

4.4 Rail operations

4.4.1 Wairarapa Capacity Improvements

A week-long in-service trial to increase the capacity of the 4:25pm Masterton service to a 9-car carriage train will commence on 24 September 2019. The 9-car train will also run on the 6:20am service from Masterton.

The 9-car train will provide an additional 64 seats to these services; it will follow the existing stopping pattern. Some door access restrictions will be adopted as the 9-car train will be longer than a number of platforms. The in-service trial is designed to fine tune the operational procedures to ensure the safest possible operating environment for passengers and staff before the change is made permanent.

4.4.2 Wairarapa Rolling Stock Improvements

The project to make the two types of Wairarapa carriage rolling stock interoperable is progressing well. This will enable increased resilience during maintenance activities, and in particular, prevent the 6-car SE train from being reduced in size when the SE carriages require maintenance.

Designs to upgrade the performance of the carriage air conditioning system are being finalised ahead of a modification programme developed to increase the cooling capacity for the hottest days of summer. A prototype modification is expected to be completed in October 2018, with the entire fleet modified by December 2018.

4.4.3 Metlink Wairarapa rolling stock independent investigation

(a) Progress on action points

	Recommendation	Action
1	Transdev implement a Wairarapa Operators Forum to improve interface between Transdev, KiwiRail Mechanical and Transdev Maintenance	COMPLETE
2	Transdev & KR Train Control work together to improve incident/failure event response procedures	Improved process for recovery of disabled carriage consists north of Upper Hutt has been developed and formally agreed. COMPLETE
3	KR Mechanical further develop 'Failure Reporting Analysis and Corrective Action System' (FRACAS) to determine the root cause of failures in machine components	COMPLETE
4	Transdev to ensure Maintenance Checks approved, which differ from the contract. Transdev to review daily check requirement.	In progress. Maintenance documentation being reviewed and updated.
5	Implement "250 Hr" generator check	
6	Develop an enhanced electrical earth	

	leakage test procedure	
7	Transdev to review FRACAS process, and review and prioritise any items currently in progress.	COMPLETE
8	Transdev to review streamlined Engineering Change Process	In progress. FRACAS and associated processes including Engineering Change have been redeveloped and agreed.
9	Transdev to review inventory levels, and adjust accordingly	COMPLETE
10	Resolve all uncertainties relating to carriage reliability improvements that should be undertaken as part of mid-life refurbishment scope vs general unplanned repairs or reliability improvement	In Progress. Some uncertainties have already been resolved
11	Review critical design limitations, and resolve as soon as possible	In Progress. Discussion being undertaken between TDW / GWRC.
12	Improve carriage maintenance touch time	In Progress. Joint project underway
13	Transdev to ensure Train Manager & Train Examiner training highlights the importance of blowing the Brake Pipe down to 0kPa during coupling and re-coupling to avoid skidding / wheel flats	COMPLETE
14	KiwiRail Freight to consider need for additional LE training to reduce likelihood of wheel skids	COMPLETE
15	Transdev to review the operation manuals, to ensure pre-departure checks and fault finding information is appropriate for frontline staff (Station Fitters and Train Managers)	In Progress, expect completion late 2018

4.5 Park and ride strategy

Pre-consultation discussions are currently underway with a number of key internal and external stakeholders to socialise the proposed new park and ride approach and to better understand different stakeholder perspectives and local context from around the Region.

Meetings are being held (and/or information shared) with officers from the NZ Transport Agency, the Transport Advisory Group, Let's Get Wellington Moving programme, rail network operators, and officers from the Region's local councils. Information sessions are also planned with key internal groups such as public transport and environment areas.

Feedback will be reflected in the next version of the draft strategy for wider public engagement.

4.6 Sustainable transport

We are working with a number of large organisations including Ministry for the Environment, Ministry of Transport, Department of Corrections, and

Wellington City Council, to evaluate their staff commute to work, with a view to enhancing and promoting their sustainable transport profile.

User Experience and User Interface work on a new Smart Travel App has been undertaken, and we are working with NZ Transport Agency on integrating our enhanced ridesharing App with their Mobility as a Service offering in the Wellington Region.

Additional bus bike workshops for operators are being organised following the rollout of new bus services.

5. Responses to public participation

8 August 2018

Bill Guest, Karori Association; Robin Boldarin, Chair, Miramar/Maupuia Progressive Association; Marlon Drake (President, Victoria University Students' Association; Paula Warren; Mike Mellor; Kara Lipski; Wellington City Councillors Diane Calvert, Simon Woolf, and Sarah Free; and Tony Randle each spoke to item 7, Public Transport Transformation Programme update.

Issues raised during public participation have been addressed according to subject matter in Report 18.393.

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:

Angus Gabara
General Manager, Public
Transport (Acting)

Report approved by:

Luke Troy
General Manager, Strategy