



Report **04.160**
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Committee **Passenger Transport**
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Divisional Report

1. Purpose

To provide the Committee with information on a range of transport topics not otherwise covered elsewhere in the meetings order paper.

2. Financial Performance (Rhona Nicol)

For the 8 months ended 29 February 2004 the Division is showing an operating surplus of \$365,839 which represents a \$814,616 favourable variance on the budgeted deficit of \$448,777.

Major elements of the \$814,616 favourable variance are as follows:

- Bus contract price increase, \$88k unfavourable - impact of price increases in the recent tender round. This has been caused by external factors impacting the business of the bus operators.
- Rail contract inflation payments below budget for 2002/03 and 2003/04, \$397k favourable.
- Estimated trolley bus inflation above budget for 2003/04, \$593k unfavourable.
- Kick-start bus services, \$559k favourable - non-implementation of new kick-start services and the cost of kick-start projects coming in below budget.
- English Electric refurbishment, \$187k favourable – delay in project.
- Integrated ticketing, \$139k favourable – delay in project.
- Carpark developments, \$48k unfavourable – budget for this has been used to fund the infrastructure for the new Hutt Valley services.

- Rail station upgrades, \$100k favourable – delay in project.
- Investigation into a new Porirua interchange, \$132k favourable – delay in project.
- Service level payment to WCC for the Wellington interchange, \$96k favourable – budget over stated as used development costs rather than service agreement costs.
- Bus shelter and carpark maintenance, \$36k unfavourable - \$29k relates to Eipha St Overbridge, which was not included in the budget.
- Bus priority measures, \$48k unfavourable – phasing difference between budget and cost of Dixon/Manners St bus lane.
- Personnel security, \$66k unfavourable – costs of providing CCTV and security guards at stations and rail carparks greater than originally anticipated.
- Rail options study, \$64k unfavourable – unbudgeted expenditure.
- Marketing and Communications, \$146k favourable – funding has been provided in this area by Transfund, which was not anticipated within the budget.

3. Service Monitoring (Carolyn Lefebvre)

The table below shows the levels of part missed, missed or delayed bus trips for the month of January 2004.

In Service Failures Resulting in 11 Minute + Delays		
January-04		
Operator	Number of Services	% of total services
Runciman Motors	Nil	Nil
Community Coach Services	Nil	Nil
Mana/Newlands	11	0.05%
Cityline	35	0.14%
Stagecoach	49	0.12%

4. Operator Workshop (Carolyn Lefebvre)

The Contract and Quality team held a workshop with all our contracted bus operators on 1 March. The purpose of the workshop was to introduce an overview of our quality audit and monitoring programme, as well as focusing on service quality (including complaints) and reporting to gain consistency and a better level of detail in our reporting requirements. We also updated the vehicle quality standards and assessment process. The operators are now trialling most of the new report formats through March and we will obtain feedback at the end of the month, incorporate any changes with a view to implement as soon as possible.

5. Hutt Valley Patronage (Alex Campbell)

For the three months December to February Cityline Hutt Valley carried 7% more passenger trips compared with the same period last year.

Bus use in the areas covered by the new improved Hutt Valley bus services increased by 10%. This compares with an increase of 2% on Eastbourne services and a decline of 10% on Wainuiomata services. The biggest increase was on the Flyer where patronage increased by 15%.

Cityline report that bus use was affected by February's storms and resulting bus service disruptions. This has affected the patronage results.

6. Wellington City QPA (Dave Watson)

The minutes of the last meeting of the Wellington QPA are attached. (**attachment 1**).

7. Accessible Land Transport Inquiry (Dave Watson)

The Human Rights Commission inquiry into accessible land transport is running a little later than previously anticipated. Their research report on best practice from around the world is now due to be released on 29 April 2004. Submissions will then be received by them up to 30 June 2004, to be followed by hearings in the main centres. We will provide a substantial submission at the 17 June meeting for consideration by the Committee.

8. Urban Rail Services (Dave Watson)

The Committee has been kept advised of the progress on the future contracted arrangements with Toll Holdings for the Tranz Metro Wellington services. Transfund New Zealand, as a funding partner, have become more directly involved in the process than in the past. We are working with them on issues of the contract, the requirements of the Transfund evaluation process and the long term funding application.

Toll Holdings are developing a business plan for the next ten years which involves patronage growth forecasting, examination of capital expenditure

required to maintain and increase capacity, funding options and investment programmes. The outcome of this process will be the identification of the funding gap or annual contract price required to deliver the business plan. The business plan, proposed contract and other relevant material will come before the Committee at some future meeting.

**9. Official opening of the new Petone Station – 3 March
(Karen Richardson)**

Despite the weather there was very good attendance from community groups, Councillors, the operators, GWRC Transport staff and the public at the official opening of the new Petone Station on 3 March. Before and during the event there was excellent coverage from The Breeze and this was followed by positive articles in the local papers: the Hutt News and Petone Herald.

10. Annual Satisfaction Survey – April 2004 (Karen Richardson)

The Annual Satisfaction Survey that we conduct is being changed this year. In the past we have simply researched existing bus users but as we are looking to grow patronage we need to understand the perceptions and levels of satisfaction amongst users, potential users and non-users of public transport. As a result we are extending the Annual Survey to a random telephone interview of 750 residents in Wellington City, the Hutt Valley, Porirua and Kapiti. The format of the survey will be similar to the research that we conducted across the region last year, which will enable us to measure our performance against this. The research will be conducted by TNS (formerly NFO) during April and a report will be available in May.

11. Journey Planner (Anthony Cross)

Alex Campbell, with assistance from Phil Lee who worked with us over the university vacations, has spent much of the last six months inputting bus stop and timetable data. The software suppliers, Action Information Management Ltd (AIM), have personnel here from England for the two weeks beginning 22 March to install the journey planner “engine” and data factory and to train Ridewell staff in the system’s use, after which there will be an extended period of testing to ensure that the system is delivering the expected answers to a wide range of enquiries.

Although there is still a lot of work to be done before the system goes live, there will be an opportunity for Councillors to view the journey planner, using Wellington region data for the first time, at a workshop following the Committee’s meeting.

12. Real-time Information (Anthony Cross)

AIM's Managing Director, Alistair Page, will be visiting New Zealand in late April and early May. We hope that Mr Page will be available to speak to the Committee's meeting on 6 May to update Councillors on AIM's recent experience with implementing real-time information systems in a number of British cities (Councillors will recall that I presented AIM's six-stage real-time information strategy at a workshop last year).

13. Porirua Changes (Anthony Cross)

With effect from 11 April, all Porirua City bus routes have been renumbered in the 60 series. Together with numbering the new Wainuiomata routes in the 100 series, we now for the first time have a single set of unduplicated route numbers in place in time for the introduction of the journey planner. In the past we have had as many as five routes in different parts of the region sharing the same number.

We have arranged a preliminary meeting with Porirua City Council officers to develop a process for investigating options for bus-train interchange at Porirua, including a reassessment of the Mungavin Bridge "clip-on" proposal.

Completion of the Porirua bus service review is still on hold. Implementation of the journey planner database and the regional standard fare structure have taken precedence, as has re-timetabling of most bus timetables outside Wellington City to coincide with the introduction of Tranz Metro's offpeak timetable changes from 11 April.

14. Wairarapa Review (Anthony Cross)

In response to requests from Wairarapa mayors and the chief executive of the Wairarapa District Health Board, Councillors have brought forward the review of Wairarapa public transport services to the next financial year.

All such reviews raise expectations about the level of service which might be provided. Councillors need to consider what level of financial commitment the Council might make to upgraded public transport within the Wairarapa. Clearly congestion is not an issue and benefits will therefore be almost entirely of a social or community nature. Councillors will need to take a view as to GWRC's role with respect to access to health services, given that conventional public transport is unlikely to provide appropriate solutions.

15. Region-wide timetable changes, 11 April 2004 (Anthony Cross)

Tranz Metro is changing its timetables on the Upper Hutt and Paraparaumu lines with effect from Easter Sunday.

On the Paraparaumu line all offpeak southbound trains will run 5 minutes later than at present to improve reliability by reducing the conflict between north and southbound trains over the single line section between Paekakariki and Pukerua Bay.

On the Upper Hutt line offpeak trains will have their running times reduced from 50 minutes to 45 minutes.

As a consequence many Hutt Valley, Porirua and Kapiti Coast bus timetables have been changed.

16. Regional Fare Structure, Stage 2 (Anthony Cross)

Because the timetable information was being reprinted, we chose the same date to introduce the new regional fare structure to all Porirua and Kapiti Coast bus services. The \$1.00 for 1 section fare throughout the region (which was agreed subject to funding at the Committee's last meeting) will be introduced in the Hutt Valley, Porirua and Kapiti Coast after 1 July if it receives final Council approval.

17. Wainuiomata Service Changes (Anthony Cross & Karen Richardson)

Wainuiomata service changes resulting from the Hutt Valley bus service review will take effect from Sunday 11 April 2004. These changes were not introduced last October at the same time as the rest of the Hutt Valley services because we undertook a supplementary round of public consultation late in 2002 after reconsidering our proposals for the Parkway in response to the initial feedback. Consequently we extended the previous Wainuiomata contracts while we implemented the main Hutt Valley service changes, and re-tendered the Wainuiomata routes early this year. Because the tender price exceeded our expectations there will be a lower level of Sunday and public holiday services than we had hoped we would be able to afford.

Wainuiomata Road, "The Village" and the Wood Hatton and Homedale areas will be served by one route, 170, which will run every 15 minutes in peak periods, every 30 minutes Monday to Saturday daytimes, and every hour on Sundays, public holidays and evenings.

Parkway and northern Wainuiomata (Arakura and Glendale) will be served by two routes, 160 and 165. Together they will provide a 30 minute frequency Monday to Saturday offpeak, with an average 10-15 minute peak frequency. On Sundays and public holidays the 165 will operate hourly during the daytime, with the 160 running hourly in the evening.

The 160 will be the "trunk" service while the 165 will serve all the areas served by the 160 but also provide a link between Gracefield and Wainuiomata, run around the Parkway "loop", serve the far north end of Wellington Road, and provide a link between northern and southern Wainuiomata ("The Village").

Both the 160 and the 165 will serve The Strand, which is the location of The Warehouse, McDonald's and a medical centre.

Promotional activity is being undertaken to ensure that the public is aware of the new Wainuiomata bus routes prior to their launch on 11 April. The promotional material is in the new Hutt Valley style, which includes the use of lime green/dark blue colours and the arrow icon. The material also takes account of the feedback from the market research we conducted after the launch of the new Hutt Valley bus services last year. For instance, we have reduced the size of the leaflet to A4 size so that it is more user friendly and we have included information about changes to bus stops.

- Leaflet – An A4 promotional leaflet will be distributed to 5,500 households in Wainuiomata on 26-27 March to advise the public of why we are making the changes, what the improvements are and how they can obtain new timetables or find out more.
- Posters – Posters will be displayed on affected bus routes and at bus stops.
- Advertising – There will be adverts in the Hutt News and Wainuiomata News prior to and following the launch. These will be supported with some radio advertising.
- PR – Press releases will be issued to explain about the improvements. GWRC Transport staff dressed in lime green tshirts will be handing out information from 11-2pm at the local library on 7 April and at the shopping mall on 8 April. There will also be staff at Waterloo and Queensgate the week before the launch. These events are promoted in the leaflet.
- Website – The website is being updated to promote the improvements.
- New bus stop signs - Five of the new colour coded bus stop signs, that show the arrow icon, are being installed at key bus stops in Wainuiomata prior to 11 April.
- Briefings – Ridewell and the Wainuiomata bus drivers are being briefed about why we are making the changes and what the changes are so that they can respond to queries from the public.
- Maps, bus stop timetables and paper timetables – Maps and bus stop timetables are all being produced and will be displayed at bus stops. New paper timetables are being printed and these will be available prior to the launch. The public can request these from Ridewell or our website, or pick up a timetable from their local library and selected dairies.

18. Communications

There is nothing additional to communicate.

19. Recommendation

That the report be received.

Report prepared by:

Dave Watson

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Attachments:

1. QPA Wellington minutes