



Report 06.404
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Committee Passenger Transport Committee
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Metlink Signage

1. Purpose

To provide the Committee with an update on the roll out of Metlink signage at bus stops and other Metlink signage developments within the region.

2. Significance of the decision

The matters for decision in this report **do not** trigger the significance policy of the Council or otherwise trigger section 76(3)(b) of the Local Government Act 2002.

3. Comment

3.1 Bus stop signage

In order to improve bus stop visibility and provide consistency across the region's public transport network, Metlink branding is being attached to the region's 2,800 bus stops. The Metlink branding programme also incorporates upgrading and refurbishing a number of stops. The upgrades include:

- New legal bus signage (RP5)
- New aluminium fluted poles
- Secure footings
- Metlink information signage.
- Updated and replacement timetable display cases.

Legal bus signs (RP5) are being replaced in cases of faded graphics or damaged panels. On many routes RP5's are being re used and cleaned in order to reduce costs and to maintain appearances.

New aluminium fluted poles are being introduced in many areas replacing corroded and unsecured installations. Ground sockets are being used to extend

the life of the footings and to ensure pole replacement is much easier for future maintenance programmes.

The original Hutt Valley Metlink bus stop signs were pre printed with relevant information such as, routes, stop number and stop location and the standard Metlink information. The 2,800 signs that are currently being installed throughout the rest of the region are a generic sign pre-printed with only Metlink brand, and contact details for the Metlink call centre, txtbus, and the website. The signs are double sided and can be seen from both directions.

Information relating to bus stop number, stop location, fare stage and routes will be placed onto the signs by stickers at a later date. The decision to use stickers and generic signs was based on keeping costs to a minimum, manufacturing lead time, ease of installation and on-going maintenance.

As part of the programme to replace poles and signs, timetable display cases are also being renewed and updated.

Once completed, the signs will provide enhanced information for users as well as improving the visual appearance of bus stops. In addition lifecycles and maintenance programmes can now be planned for and incorporated into the long term plan for asset management.

3.2 Bus stop installation schedule

The installation area priority listed below is indicative rather than prescriptive. Flexibility is a key factor to the smooth progression of installation which must be consistent with changes to bus services during the installation period. It is also intended that as bus service routes are changed new sign installations will occur at the same time.

- Otaki (complete), Whitby (complete), Porirua/Tawa (complete) Newlands (currently being installed), Churton Park (currently being installed)
- Johnsonville (currently being installed), Waikanae (complete), Kapiti (complete), Wairarapa, Wainuiomata
- Eastbourne, West Wellington (Khandallah, Ngaio, Wilton, Karori, etc)*
- Central Wellington (excludes the CBD Display units)*
- South Wellington (Newtown, Southgate, etc)*
- East Wellington (Miramar, Seatoun, Strathmore, etc)*

* excludes high frequency routes 1,2, & 12 which were the first routes to be completed.

By the end of August 2006 the programme to place stickers onto the signs showing bus stop number, stop location, and routes will begin. This installation programme runs on behind the bus stop signage installation programme.

3.3 Where are we and what's been done?

We are progressively working throughout the region to reach our target completion date for installation of all signs by the end of September 2006. However the programme may overrun as the recent poor weather has prevented installation taking place in certain areas. We are pushing forward with the contractor in an attempt to catch up with the programme where we can.

The contractors are currently in the progress of completing stops in Churton Park, Johnsonville and Newlands. The next step of the programme will be moving onto the Western part of Wellington. This should occur within the next two weeks.

3.4 Fare boundaries

With the introduction of the new fares structure and new fare boundaries due to take place on 4 September 2006 updated fare zones information will be provided at each stop across the region. Each bus stop will have a sticker on it to identify which fare boundary it is in. This programme started on 10 August 2006 and will be completed by 4 September 2006.

3.5 Metlink CBD displays

The first, and prototype, CBD unit was installed at the north end of Lambton Quay in October 2005. A further 21 display units are to be installed throughout the golden mile from Wellington Interchange to Courtney place. These permanently powered backlit units are constructed from steel and glass, and display the following passenger information:

- Routes
- Timetable information
- Area maps
- Promotional information

The prototype CBD unit initially experienced some teething problems and modifications to the doors and sealing edges have been completed to cure the ingress of water to the unit. Construction of the next three units is underway and will incorporate the modifications from the prototype. These three units are to be located at Courtney Central, St James, and Blair Street, with installation expected to take place during September 2006. The remaining 18 units will go out for tender for manufacture and installation by the end of August 2006.

3.6 Wayfinder

Wayfinders are a stand alone directional information board incorporating the Metlink branding giving facility direction. There are seven Wayfinders throughout the region which are currently being refurbished.

The Wayfinders are located at Taita, Queensgate Lower Hutt, Waterloo, Silverstream, Petone, Paraparaumu, Upper Hutt.

The refurbished Wayfinders will have easily changeable information and will show directions to key facilities, local service route maps and the public transport network map. They will also be updated with the latest Metlink branding.

3.7 Future signage developments

Work will commence shortly in creating high visible location signage for rail stations identifying clear routes for access to stations. This will begin with the upgrade of the Wairarapa line and will include station platform signage forming a pilot for the rest of the network. These signs will become the forerunner for standards that will be adopted throughout the rest of the rail network if they are proved successful.

4. Communication

Items in this report will be communicated to the relevant communities through Metlink initiatives.

5. Recommendations

That the Committee:

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

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