



Report 10.402
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Committee Transport & Access Committee
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Service Review update - August 2010

1. Purpose

To update the Committee on the status of current service reviews.

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. Porirua bus service review

This review remains on hold pending confirmation of changes to rail timetables and the development of the new Public Transport Operating Model.

4. Wellington City public transport review

Strategic planning is continuing with the refinement of service change options for the study area network.

A number of options were tested with the public through the comprehensive focus group programme that ran throughout the second half of June. As described to the Committee in June, this consisted of fifteen focus groups - twelve 'regular user' groups at the local level and another three for 'low user' groups covering larger geographical areas.

This qualitative research provided valuable insight into public preferences and priorities. While the final report is yet to be received from the market research company that ran the process, it is clear that the public would be receptive to major changes to their bus services if they were to deliver higher service levels (days/times/frequency of service). Passengers would generally not be averse to connecting between services as part of their journey, provided that the cost remained the same, connection time was minimised, and transfer facilities were of a high standard. Good guidance was provided on preferred routings and facilities.

The next step is to use the outputs of the focus group programme to identify a 'possible' network, which will gradually be refined to a 'preferred' network using the Wellington Public Transport Model, as described to the Committee in June. This process will continue through the second half of the calendar year.

4.1 Manners Mall changes

Work to allow the inner-city bus route to run through Manners Mall is continuing. Buses are expected to be using the new route by the end of this year.

5. Rail timetable review

Greater Wellington and KiwiRail are in the final stages of confirming the new rail timetables, which are now planned for implementation in early 2011 in association with the extension of services to Waikanae. A joint Timetable Committee, consisting of representatives from Greater Wellington and KiwiRail's Passenger, Freight and Network groups, has been formed to approve the timetable and any future major changes to it.

The rail timetable changes will affect all lines, and they will have a substantial flow-on effect to the large number of bus services that connect with trains. Work on finalising those timetables will follow on once the rail timetables are agreed.

6. Operational reviews

6.1 Routes 160 & 170 (Wainuiomata)

A review of the bus routes in Wainuiomata occurred late last year, and new timetables were introduced on 27 February 2010. Some issues regarding the ability of some of the new services to make some of the train connections arose, and the timetable has now been revised to allow extra time for those particular services. No route changes have been made (some were considered, including the removal of the section of Route 170 along Parenga St, but the existing routes were retained after consultation with the community).

The revised timetable will be introduced in August.

6.2 Route 14 (Wilton - Kilbirnie)

Following an extensive review of actual running times compared to timetable times, a new timetable commenced operation on 12 July 2010. This work assisted in the pilot phase of the real time information project.

Preliminary reporting via the real time information system shows improved performance, particularly at peak times.

6.3 Route 3 (Karori - Lyall Bay)

Timetable changes to address service reliability will be implemented from 30 August 2010.

6.4 Other changes

Other routes that have been, or are about to be, improved as a result of bus operator responses to issues on individual trips, are:

- Routes 59 and 60 (Porirua – Johnsonville – Wellington) – minor timetable changes commenced on 19 July 2010; and
- Routes 83 and 84 (Eastbourne – Lower Hutt – Wellington) – minor timetable changes due to commence 2 August 2010.

7. Communication

Service changes will be advertised and the timetables updated.

8. Recommendations

That the Committee:

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

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