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Committee Economic Wellbeing Committee  
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## General Managers' report to Economic Wellbeing Committee meeting 15 March 2012

### 1. Purpose

To inform the Committee of Greater Wellington activities relating to the Committee's areas of responsibility.

### 2. The decision-making process and significance

No decision is being sought in this report.

### 3. Catchment Management

#### 3.1 Floodplain Management Plan Implementation

##### Hutt

##### Boulcott/Hutt stopbank

The Boulcott/Hutt stopbank works are progressing. At the end of February, the work programmed for 2011/12 was about 40% complete. Approximately 16,000 m<sup>3</sup> of river gravel and 8,000 m<sup>3</sup> of clay type materials have been placed in stopbank, low bund and road formation. Out of five retaining walls, one is complete and work is progressing on two other walls. The low bund is about 90% complete and the Ariki Street stormwater pipe is substantially complete.

The golf course contractor has commenced construction of golf course features to establish the interim course.

On 15 February 2012, Council approved a proposal to shorten the stopbank works programme to complete the project by June 2013, one year earlier than originally programmed. This year's stopbank construction programme will now extend to the former Boulcott/Hutt course boundary. The contractor has commenced tree clearing and other

preliminary works in this section and awaits Hutt City Council approval on the construction management plans before commencing earthworks.

### **Otaki**

Construction of rock lining at the Leithbridge site on the Otaki River has commenced and progressing. All rock has been delivered to site. The contractor expects to complete the rock lining by mid March 2012.

Consultation with the landowners affected by the Lower Waitohu Stream clearing works, scheduled for 2011/12, is complete. Staff also participated in two public consultation sessions organised by KCDC and a meeting with the stream care group. Staff are also progressing with consultation on the 2012/13 works programme.

### **Lower Wairarapa Valley Development Scheme (LWVDS) Work Programme**

The construction works on the Tobin stopbank are now substantially complete. Staff are progressing with the necessary legal survey, consent agreements and land sale and purchase.

Four LWVDS ward meetings were held in late February to elect representatives to each of these areas on to the Advisory Committee. There has been a suggestion that some of the wards be combined. Staff will investigate further.

Two other matters raised included a resolution to support Council in seeking a change to the conditions around operating the Barrage gates, and that the Scheme Committee engage in consultation on developing the proposed Natural Resource Plan at the next opportunity.

## **3.2 Operations Delivery Activities**

### **Hutt River**

The work programme is running to plan and budget. Channel shaping and gravel extraction for the Boulcott works is continuing below the Kennedy Good Bridge. Staff are also actively monitoring the repair work being undertaken by Hutt City Council on the Silverstream sewer crossing weir.

### **Otaki River**

Channel shaping has been undertaken in the Taylors/Lutz reach of the river and a deep pool has been filled in below the SH1 rail bridge to discourage children jumping into it from the bridge.

## **Waikanae River**

Staff are continuing to work with the Waikanae Friends Group and contractors on pest plant eradication and preparing planting sites. A number of large poplar trees have been cut down on the left bank to help facilitate native planting. Mowing work has been undertaken to improve the Otaihanga stop bank.

## **Western Watercourses**

Maintenance runs have been undertaken along the Wainuiomata River and the Porirua, Takapu, Kenepuru and Mangapouri Streams. Fallen trees have been removed from the Waitohu Stream and Collins Creek. Staff have also been involved with planning work for upgrading and enhancing the lower Waitohu Stream.

Staff are preparing for the annual asset inspection for all flood gates and debris arrestors managed by Greater Wellington in the Kapiti area. This will detail the condition of these assets. Any repairs will be undertaken at the same time.

## **Summer Events Programme**

The Hutt River Summer programme events have had good public participation with Hutt River “Bike the Trail”, “The Great Gravel” and “Have a go Fly Fishing” attracting a lot of attention.

The Otaki “Great Gravel Grab” was held on 19 February and, despite the rain, attracted a record number of vehicles (315). This event continues to be successful and is a good avenue for enhancing awareness of Greater Wellington activities.

## **Wairarapa River Schemes**

The Wairarapa work programmes are continuing as planned. Some beach shaping work is being carried out in areas clear of nesting birds. Heavy rock has been used at a number of sites for constructing new rock groynes and reinforcing existing assets. Willow control spraying has also been undertaken. A further opening of the Lake Onoke mouth was made on 23 February 2012.

Staff have carried out inspections of all the schemes and developed proposed work programmes for the 2012/13 year which will be discussed at the annual Scheme Advisory meetings during April and May. Four ward meetings for the Lower Wairarapa Valley Development Scheme were held on 29 February 2012.

## Gravel Extraction

Details of gravel extraction volumes year to date are provided in the following table:

River	Extraction Volumes (m <sup>3</sup> )	
	YTD 11/12	FY 10/11
Hutt Mouth	10,600	34,000
Hutt	13,000	11,300
Otaki	49,000	42,800
Wairarapa	98,939	259,000

Work is continuing with extraction on the Hutt River. Opportunities to extract gravel from the Ava Rail Bridge to Kennedy Good Bridge are being pursued. The Boulcott/Hutt stopbank and proposed City centre works will achieve some of the extraction required but further extraction will be necessary.

## Drainage Schemes

Drainage maintenance programmes are continuing to programme and budget. Spraying activities will continue during the next 2 months.

A review of drain cleaning methodology is in progress with assistance from the Environmental Monitoring and Investigations Department. The review will identify methods to restrict the number of fish in the work area and how to recover and return them to a safe environment.

The joint project between DoC and Greater Wellington to reduce the transfer of pest weed (hornwort) from Mathews Pond into Boggy Pond within Wairarapa Moana has been completed. This involved removal of a culvert and creating a high level spillway.

## River Management Resource Consents

A pre-hearing meeting for submitters to the Hutt River mouth gravel extraction consents was held on 28 February 2012. All submitters have now confirmed their agreement to the proposed conditions and a formal hearing will not be required. A significant environmental monitoring programme will be required during the 35 year consent term with provision for reviews should they be necessary. The consents are expected to be formally issued in March 2012 once the Consents Department has finalised reports and documentation.

Issues associated with notification of the Hutt River wet gravel extraction consent have still not been resolved with the Consents Department. A legal opinion has been supplied for review.

The project to obtain long term global consents for Flood Protection maintenance operations has commenced. The project encompasses the preparation of consent applications, preparation of a new code of practice, development and implementation of an environmental

monitoring programme and public consultation. Consent applications for the western part of the region need to be lodged in March 2013 to ensure maintenance operations can continue. A project plan has been drafted and a consultant scoping document has been prepared. The current focus is the engagement of suitable consultants to assist staff to undertake the work.

Following the granting of the Wairarapa consent variations, staff are now undertaking habitat assessments prior to work being done in the water. A Massey University ecologist is being contracted to carry out ecological monitoring, designed to provide information when the Wairarapa operational consents are reapplied for in 2014.

### **Asset Management and Planning**

The current focus of the Asset Management programme continues to be preparing and checking asset data for the financial revaluation that is scheduled for the last quarter of this year. Good progress has been made with Wairarapa assets where the accuracy of stopbank volumes has improved by utilising the recent Lidar data.

The additional expenditure on asset management systems this year will be offset by reducing operational works programmes. A presentation on the Flood Protection Improvement Project was provided to the ICT Steering Group in February with key points relating to the need to structure data to allow meaningful reporting at corporate and operational levels.

### **Staff Matters**

#### **Health & Safety**

Twelve Health & Safety occurrences reported during January and February 2012:

- There was 3 injury related incidents, no lost time injuries resulted. All relating to wasp stings and checks on first aid kits were completed to ensure antihistamine tablets are available for staff.
- 6 audits have been undertaken (traffic management, jet boat river inspection, a workstation, and contractors)
- 2 near misses incidents occurred requiring further investigation
- 1 hazard reported

The occurrences and injuries for the period June 1<sup>st</sup> to date are detailed in the table below.

<b>Description</b>	<b>Period January-February 2012</b>	<b>Period Year to Date Jul – Feb 2012</b>
Injuries - Number	3	17
Injury - Loss Time - Injury Hrs	0	60
Audits / Hazards - Number	9	52

Annual Flood Protection Health & Safety Objectives have been reviewed and are on track to be met or exceeded. In particular is the increase in proactive reporting and the use of Job Safety Assessments (JSA) across all operational teams. A proposal for staff annual health checks was drafted for approval. The focus of the review was to ensure appropriate checks are provided for each department roles given the exposure to hazards and to ensure consistency across the department.

### **3.3 Investigations, Strategy and Planning**

#### **Waiwhetu Flood Plain Management Plan (FMP)**

Community consultation on preferred flood management options closed on 16 February. Packaging of flood management options is now underway, and URS Ltd has been engaged to detail and analyse four flood management packages.

The four packages being detailed include; three fairly standard combinations of flood management options, offering differing levels of financial expenditure for differing levels of benefit, one package of flood management options which recognises the significant risk affecting some sections of the Waiwhetu Stream community from a combination of natural hazards, and investigates the viability of managed retreat from this area. This fourth option package is likely to generate significant political discussion.

Natural Textures have been engaged to develop the Environmental Strategy, for the stream, and will work closely with in-house planners to deliver on environmental, social and cultural criteria.

It is intended to provide feedback to the community on their chosen flood management package and its variations on 18 March during the Spotlight on Seaview Open Day, subsequent to discussion and refinement at the councillor workshop on 15 March.

The Friends of Waiwhetu Stream continue to gain momentum, and are running monthly rubbish collection days, as well as supporting the Open Polytechnic in its "Investigation into the reproductive biology of Cape Pondweed",

#### **Wainuiomata Flood Hazard Maps**

Updated draft flood hazard and erosion maps have been posted out as draft maps to the community, and a consultation meeting ("drop-in" session) held on 15 February 2012. Additional information from the community put forward at the consultation meeting is being worked through to ensure that these updated maps are as accurate as possible. The maps will then be finalised and sent to HCC. As part of this process, discussions are being held with HCC regarding the process for site-specific assessment carried out by landowners, and who will hold this information, the wording of the LIM reports and the annotations on the map explaining the meaning or purpose of the information.

### **Waiohine Flood Plain Management Plan (FMP)**

The advisory committee met on 13 February 2012 to consider the initial developed options, following earlier community consultation input, for flood mitigation through the multi criteria analysis process.

The meeting recognised and recommended that additional investigations are required for the options presented to date and these will be reported back to the committee in two months time.

Following the next meeting a newsletter will be released detailing the background to the decision, explaining the next phase of the FMP process as well as the time line. A drop in session will also be arranged to allow an opportunity for the public to discuss the options.

### **Pinehaven Flood Plain Management Plan (FMP)**

SKM Consulting Engineers have been appointed to undertake Phase 3 of the FMP with a completion date for Phase 3 being July 2012. The appointment was made on 16 February following the development of a detailed brief and assessment by both partners on the project (UHCC and Greater Wellington).

### **Tawaha Catchment Diversion (Whakawiriwiri Stream)**

The hydraulic design has been completed with 'concept design drawing', costing, and construction methodology scheduled to be completed by the beginning of March 2012, immediately followed by affected landowner consultation.

The draft Resource Consent Application is now scheduled to be completed by the second half of March 2012.

It is anticipated that a limited notified resource consent application will be lodged by the end of March 2012. The construction timetable will depend on whether any appeals are lodged on the consent.

### **Flood Hazard Advisory Services**

Staff have continued to receive numerous requests for flood hazard advice across the region from the public, local authorities and internal departments on general enquiries and resource consent applications to Greater Wellington Regional Council. The quantity of requests is much higher than anticipated so far for the fiscal year which has a detrimental affect on the progress of other investigations and projects.

In addition to this we have continued to work with the Alliance on the McKay's to Peka Peka RONS project and NZTA consultants on the Peka Peka to Otaki project.

A guideline for Advisory Responses is being drafted. Currently this is in an internal consultation stage with the 'western region' section of the Guidelines Document anticipated

to be signed-off by the end of March 2012. It is hoped the development of these guidelines will reduce the time taken to deal with individual responses.

## **Other Investigations and Project Support**

Other Investigations and project support include:

- **Waikanae River Sedimentation Processes Study:**

The study is necessary to provide Greater Wellington with sufficient justification to support a consent application for the extraction of sediments from the Waikanae River in order to meet the objective of the Waikanae Floodplain Management Plan, i.e. in short to maintain flood carrying capacity (FMP outcome) and alignment of the Waikanae River yet being mindful of the Waikanae Estuary Scientific Reserve, Environmental Strategy Plan for the River as well ecological values and environmental enhancement opportunities.

Proposals were received from selected invited consultants on 17 February 2012. The assessment of the proposals is to be completed by the beginning of March, with an anticipated start date immediately afterwards. The Study due is to be completed by the end of June 2012.

## **4. Public Transport**

### **4.1 Public Transport operations**

#### **4.1.1 Bus services**

As previously reported, officers have commenced the process of renewal of the trolley bus contract with Wellington City Transport Limited (WCTL). The next stage of the renewal process is a Value for Money Audit and we have engaged PricewaterhouseCoopers to undertake this work. The review will inform us as to whether the current contract price is fair.

#### **4.1.2 Easter 'Block of Line'**

A block of all rail lines over Easter is planned, for scheduled maintenance work. This will mean buses replacing trains, and officers are currently in discussions with KiwiRail over KiwiRail's proposal to operate buses hourly over Easter, instead of half hourly as per the current weekend / holiday timetable.

#### **4.1.3 Total Mobility (TM)**

Greater Wellington officers hosted and participated in a Total Mobility based Regional Transport Officers' forum held in Wellington on 23 February 2012. Officers from the NZTA were present to discuss matters of policy and administration from a perspective of national consistency.



The forum proved very useful and Greater Wellington officers have taken responsibility for co-ordinating the views of all the regional councils into a joint response on what national policy and administrative rules should be going forward.

## **4.2 Service Reviews**

### **4.2.1 Wellington**

The Wellington City Bus Review public consultation process began on 13 February and run through to 16 March.

At the time of writing we had received 1500 online replies and 200 hard copy replies.

Public attendance at meetings has been good with varying opinions stated. Officers have encouraged attendees to complete feedback forms so their opinions and suggestions can be assessed. The majority of questions received to date from the public concern their individual travel needs and the feedback has been based on how the new network suits these needs.

### **4.2.2 Wairarapa**

The Wairarapa review is the subject of a separate paper on the agenda.

### **4.2.3 Otaki**

A new timetable has been finalised after a presentation to the Otaki Public Transport Review Reference Group on 26 January 2012. This new timetable will be implemented mid-2012 following any negotiations with the bus operator.

## **4.3 Bus stops and shelters**

### **4.3.1 Adelaide Road redevelopment**

Officers are providing feedback to Wellington City Council on proposals for bus priority measures on Adelaide Road. The focus of the response will be the placement of bus stops to ensure that these reflect demand and international best practice.

### **4.3.2 Improved access at bus stops**

Standing pads will be installed at 86 bus stops in Upper Hutt and Stokes Valley over the next six weeks. The objective is to provide improved access to all bus patrons across the region.



**Example of a new concrete standing pad at a bus stop**

#### **4.3.3 Bus shelter graffiti prevention trial**

As reported at the last meeting, a trial of a new perforate polycarb bus shelter is well under way. The polycarb option is being considered as an alternative solution in areas where a higher level of weather protection is required than the current perforated panels can provide.

Early indications are very positive with no graffiti found since the trial began in early February and a number of bus users calling to thank us for the improvements.

#### **4.4 Real Time Information System (RTI) Implementation**

A total of 118 RTI street display signs at bus stops in Wellington city and the Hutt Valley had been commissioned by the end of February. The installation programme is transferring to sites in the northern suburbs, Porirua and the Kapiti coast. 190 street display signs are planned, and a further 60 are planned at rail stations.

No timescale is currently available for installation of the 14 ‘totem’ RTI displays planned for the Golden Mile. The preliminary report of Wellington City Council’s review of pedestrian safety was released in January, and will inform the development of guidance on the location and final design of the Golden Mile displays.

Testing of RTI on Mana Newlands bus services has commenced. If the testing is successful we expect that routes will be released live with RTI in phases from late April.

Temporary diesel buses have been RTI-equipped to ensure continuity of RTI service while trolley buses are replaced for the duration of the Karori Tunnel strengthening works.

Preparation for the installation of display signs on the Johnsonville Line railway stations is in progress. Until the rail RTI feed is available, displays will initially provide scheduled rail information and up-to-date network disruption messages to passengers.

Close collaboration with transport operators continues, and is contributing to the optimisation of RTI reliability as well as to the development of structures for the use of RTI data. This includes its use in service quality management and schedule improvement, and as a powerful tool in a range of service review and planning activities.

## **4.5 Rail operations**

### **4.5.1 Matangi**

At 9 March 2012, 50 Matangi cars (25 2-car units), or 52% of the total new fleet have been approved for service. We have 73% of the fleet (70 cars) delivered to Wellington.

As the Matangi run more service kilometres the reliability figures are improving as we shake out minor issues and adjust software and hardware.

Six further cars are expected to be delivered at the end of March which will bring the total in Wellington to 76 (38 2-car units, 79% of the fleet).

Matangi trains will commence Johnsonville Line services mid morning on 19 March. This will come as a great relief to customers and train staff alike, as the old English Electrics continue to provide significant operational and maintenance challenges.

### **4.5.2 Track access negotiations**

Greater Wellington and Auckland Transport (AT) continue to negotiate a Track Access Agreement and Common Access Terms with KiwiRail Network (KRN). Greater Wellington has an interim agreement with KRN until July 2012, as a result of the Rail Package negotiations, however AT's access status is more fluid.

Collectively AT, Greater Wellington and KRN are making good progress on the Common Access Terms, and AT and KRN are largely attempting to resolve Auckland specific issues in the Auckland Access Agreement.

While the final changes are being made to the Auckland agreement, we have started the process of developing the Wellington agreement (which will be largely consistent with the Auckland agreement).

The term has been agreed at 85 years to ensure a detailed long term arrangement that gives certainty of access rights, network services, asset management and funding.

### **4.5.3 Ganz Mavag refurbishment**

The prototype refurbished vehicle is now available for full operational service, and has completed the latest period of in-service testing with relatively few issues. The monitoring of performance will continue as the unit remains in service.

Greater Wellington is now expecting to receive the final prototype reliability and cost performance report from KiwiRail in late March. The timing of the signing of the contract

for the fleet refurbishment will be dependent on the detail and challenges presented in the report.

#### 4.5.4 Asset management

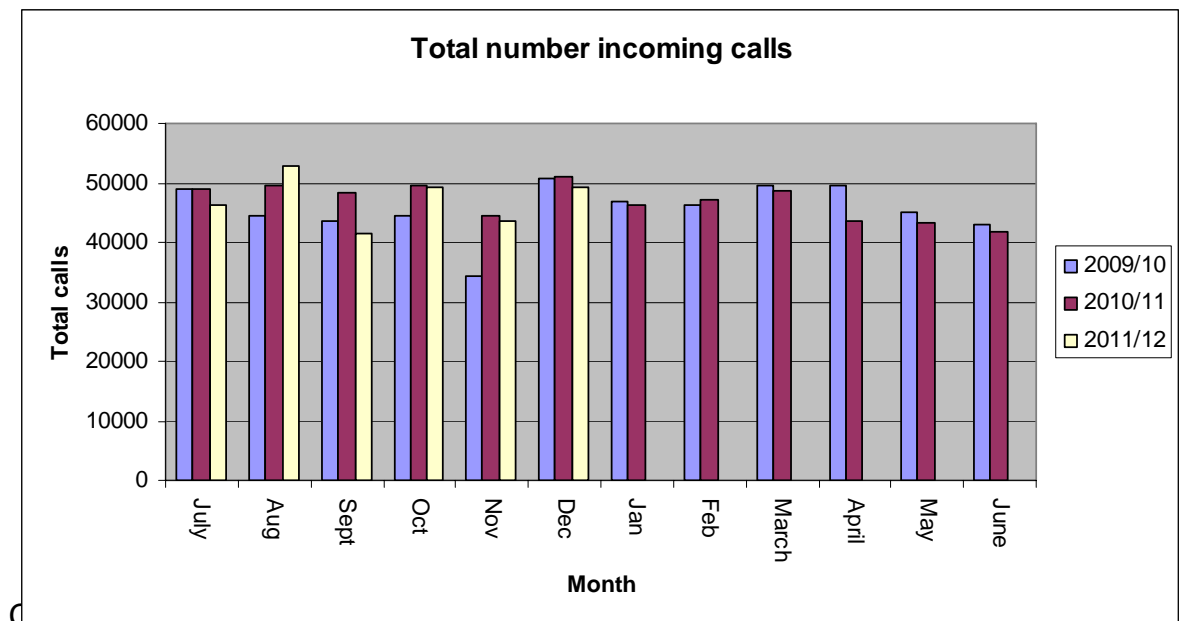
Preparation of an asset management plan for all rail assets is nearing completion. The plan will include data from a comprehensive condition assessment of all station and pedestrian bridge/subway assets. The plan and an agreed prioritisation framework will enable Greater Wellington to set out a plan of major repairs, maintenance and in some cases replacement across the network.

### 4.6 Customer Service feedback for last quarter

The Metlink Service Centre (MSC) received 141,900 calls for the 2<sup>nd</sup> quarter 2011/12 compared to 144,820 in the 2<sup>nd</sup> quarter of 2010/11. This represents a decrease of 2% in call volumes. Reporting shows 136,001 calls were answered, resulting in a lost call rate of 4.2% for the quarter.

Buses replaced trains on all lines over the Christmas period. The information was communicated well through all media and there were no major issues regarding delays or additional complaints at this time.

There were no other significant disruptions to transport services during this period.



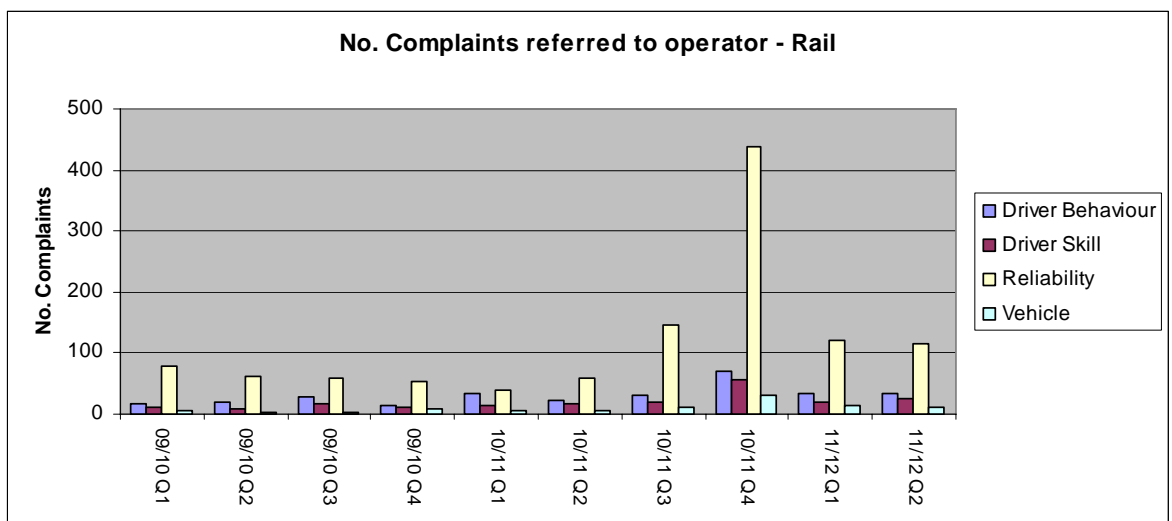
#### 4.6.1

Please note that the figures quoted below refer only to complaints received by the MSC and do not include complaints made directly to the operators.

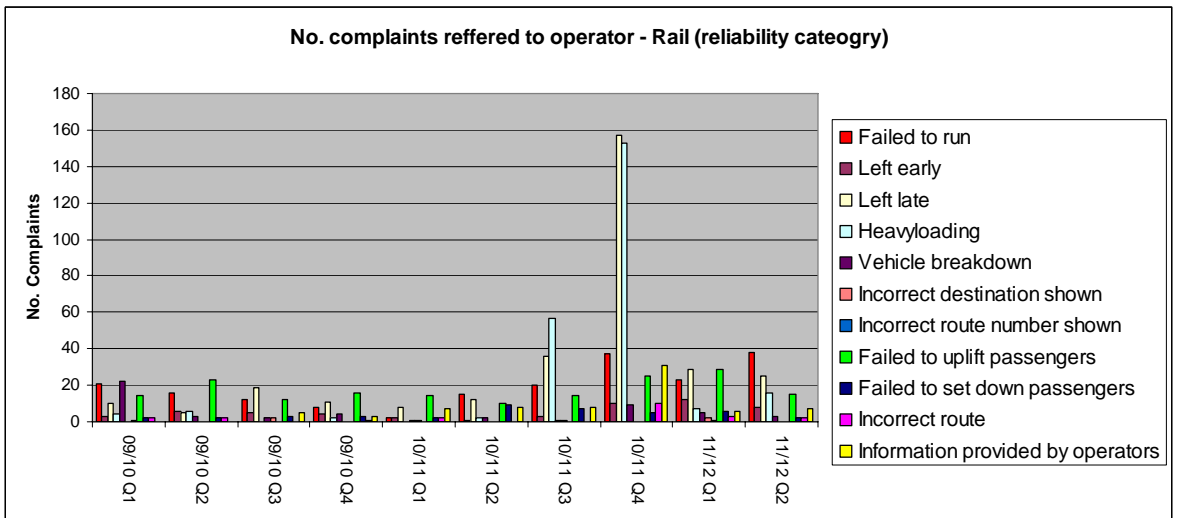
A total of 1110 complaints were received by the MSC for the quarter compared to 961 for the same period last year; an increase of 13.4%. Complaints account for approximately 0.013% of total patronage or 1 complaint for every 7735 passenger trips.

#### 4.6.2 Rail

The number of complaints for the quarter increased 76.4% from the same quarter last year with a total of 187 complaints, 2 less than the first quarter of the 2011/12 year. Metlink, and Tranz Metro in particular, have been actively soliciting feedback since April 2011 and as a result the total number of complaints has increased markedly. The high figure in the 4th quarter of 2010/11 can be attributed to Metlink and Tranz Metro actively requesting feedback from commuters at Wellington Station during that period.

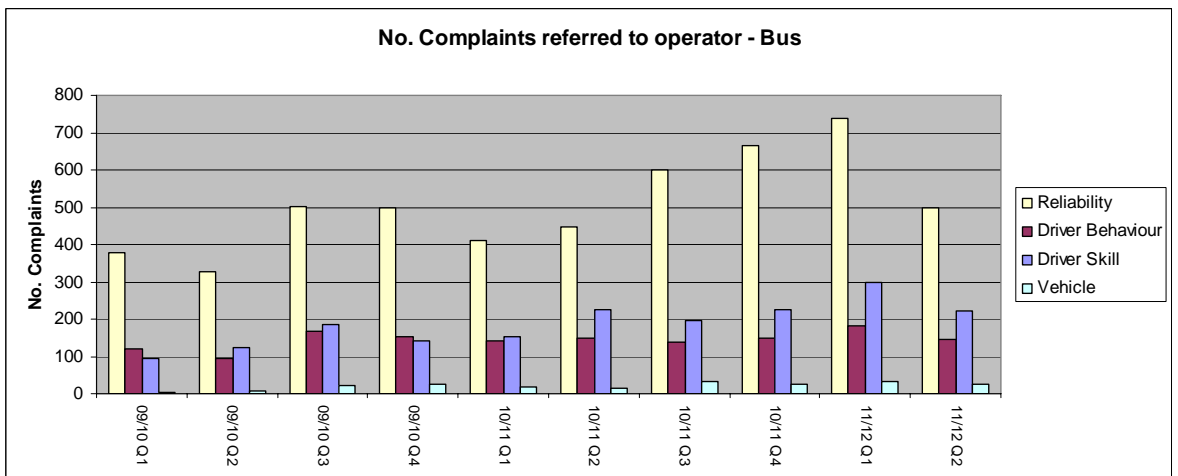


Complaints relating to service reliability make up 62% of total rail complaints. Within this category services which failed to run account for 33% of reliability complaints while services leaving late make up 22%. It is envisaged that complaints in both sub categories will reduce as the fleet of Matangi trains is introduced.

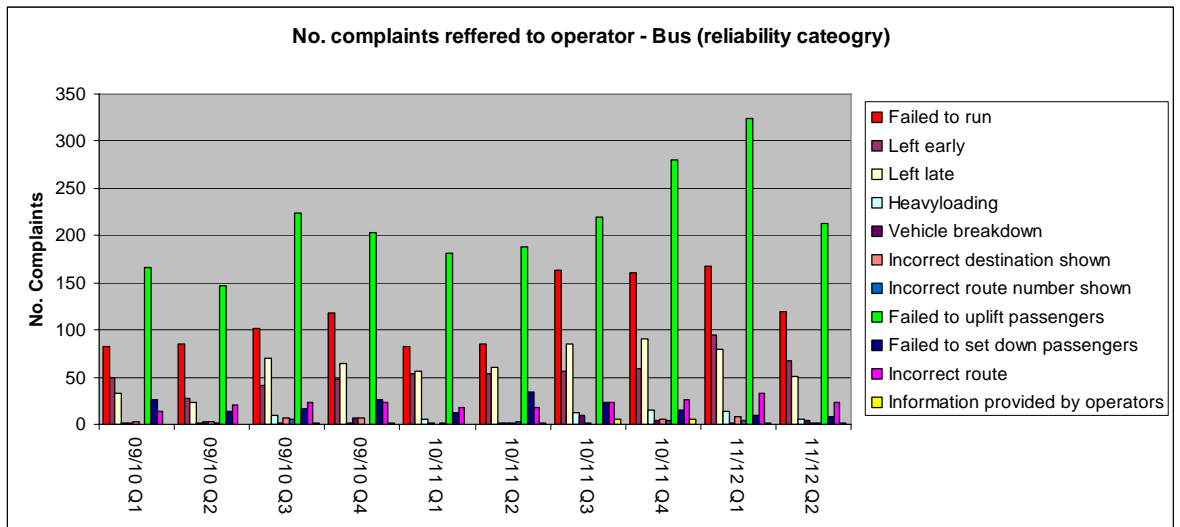


### 4.6.3 Bus

The number of bus complaints referred to operators totalled 894 for the quarter, an increase of 6.6% on the same quarter last year but 28.5% down on the first quarter of the year. Once again, the majority of complaints (55.7%) relate to reliability.



Within the reliability category, failure to uplift passengers continues to generate the most complaints (213) while services which failed to run is the second most common sub category (120). Together these sub categories equate to 67% of the complaints categorised under Reliability and 37% of total number of complaints relating to bus services. This feedback was shared with the operators during the 1st quarter of the year and as a result we have seen a reduction in both sub categories this quarter.



## 5. Development

### 5.1 Wairarapa Water Use Project

Tonkin & Taylor, the main consultants to the Wairarapa Water Use Project, are currently investigating water storage sites. The initial cut of 200 sites has been reduced to 30 and this is expected to be reduced further to about 10 sites over the next few months.

The initial pilot study of on-farm water demand is nearing completion and this will be compared with the theoretical demands that Landcare Research are working on.

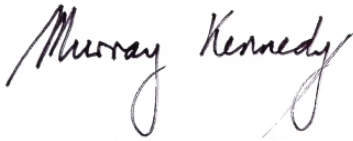
A Stakeholder Group for the Wairarapa Water Use Project has been established and an independent person is being sought to chair this group.

**6. Recommendations**

*That the Committee*

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

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