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General Managers' report to the Sustainable Transport Committee meeting 21 September 2016

1. Purpose

To inform the Committee of Greater Wellington Regional Council (GWRC)'s activities relating to the Committee's areas of responsibility.

2. Metlink Public Transport

2.1 PTOM

(a) Rail

Transdev has continued to make customer service improvements in the performance of Metlink rail services since commencing operations on 3 July. Improvements include not departing early from the origin station and more onboard communications with customers.

(b) Bus

The Bus Request for Tender (RFT) was released to the market on 11 August and to date sixteen bus operators have uplifted the documents. A Tenderer's Briefing was subsequently held on 24 August with 14 operators attending. The closing date for tender submissions is 3 November 2016. Work is now focussed on preparations and readiness for the evaluation phase. Tender evaluation will continue through to April 2017 with recommendations to Council on preferred tenderers planned in late April 2017.

Negotiations with incumbent bus operators regarding Directly Appointed Units (DAUs) and execution of those contracts is expected to be complete by August 2017.

The commencement date for new contracts has been deferred to July 2018 to preserve the intended 12-15 month mobilisation period supported by prospective operators.

Development of a prototype trolley bus conversion using the Wrightspeed powertrain by NZ Bus continues with trials planned in November. NZ Bus intends these conversions to provide the majority of capacity to replace existing trolley buses when they cease service from July 2017.

(c) 2018 – new Wellington City bus network

Recommendations from the Kapiti Bus review are provided to this Committee for consideration. Consultation for the Schools Review is complete and recommendations are being developed for Council discussion.

Infrastructure requirements for the new network continue to progress with Wellington City Council (WCC) undertaking formal consultation on new bus stops and changes to existing bus stops for Miramar, Grenada Village, Broadmeadows, Evans Bay Parade and Rongotai. These traffic resolutions will be put to WCC's Transport and Urban Design Committee on 15 September for approval. A revised civil works plan from WCC is being assessed to ensure that community engagement needs are identified.

The Metlink and GWRC websites continue to be updated with more information on the future network changes. Work on 'pop-up' information displays, transfer point design principles, wayfinding signage at transfer points and an online route tool is underway. An online video series is also being developed.

2.2 Fares and ticketing

(a) National Ticketing Programme (NTP)

GWRC is continuing to work with the NZ Transport Agency and other regional councils on the NTP investment case for deployment of a national electronic ticketing platform. Planning for investment case development is being advanced with active support from the NZ Transport Agency.

(b) Interim bus ticketing

GWRC negotiations with Snapper Services Ltd for provision of an interim bus ticketing solution are progressing. The interim ticketing solution will be in place prior to the introduction of the new network. The next focus will be on business readiness for ticketing operations.

(c) Snapper top-up at rail stations ticket offices

GWRC officers met with Transdev Wellington, following reporting on this issue raised at the last Committee meeting. Transdev have advised that Activata (Snapper's retail partner) had approached Transdev about restoring Snapper top-up at ticket windows at all stations. As a next step, Transdev will seek a full proposal from Activata.

(d) Fares transition

The fares transition process remains on track. The first stage of transition of fares products for rail is complete. The next focus will be on bus fare products and working with operators to identify transition opportunities over the next 12-18 months.

(e) Public Transport Fares Review

The project is progressing well and is moving from the planning stage to the analysis stage. Officers are in the process of establishing the reference group to provide input into the review. A survey has been developed to cover an immediate data gap around tertiary travel patterns.

2.3 Service planning and reviews

2.3.1 Johnsonville / Churton Park

The Northern suburbs improvements in March 2016 successfully improved punctuality by 13%. However, the post implementation review has uncovered some unintentional impacts, and cases of heightened demand:

- The AM peak timetables start times were moved earlier to ensure that the trips arrived into the CBD at the scheduled time. However, there is now a large number (30-50) of people waiting for buses around 9:00am.
 - Adding one additional trip between 8:30am and 9:00am should alleviate the issue.
- There are some operational issues that need to be addressed around the 7:00am trips, as buses are running early.
- There are requests to implement the extension to Grenada Village earlier than the planned 2018 new network implementation.

We aim to have the review completed in October with implementation in early 2017.

2.4 Rail operations

2.4.1 Service performance

“Punctuality” (on-time) results are now measured across the network (at all key stations), previously (ie. the 2015/16 results) this measurement was recorded at Wellington Station only.

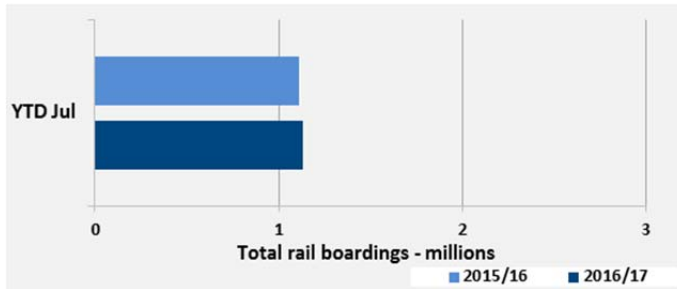
This same system also measures “Rail Services Delivered” (reliability) and now records services that do not stop at all stations (or leave early) as “not delivered”. The new performance system has highlighted these occasional operating practices and the operator is working steadily to resolve these types of issues.

The new automated and customer focussed measurement system delivers a more accurate and realistic performance result than the previous limited manual measurement system. As more data is collected we will attempt to compare old and new measurement systems data to better illustrate ongoing improvements.

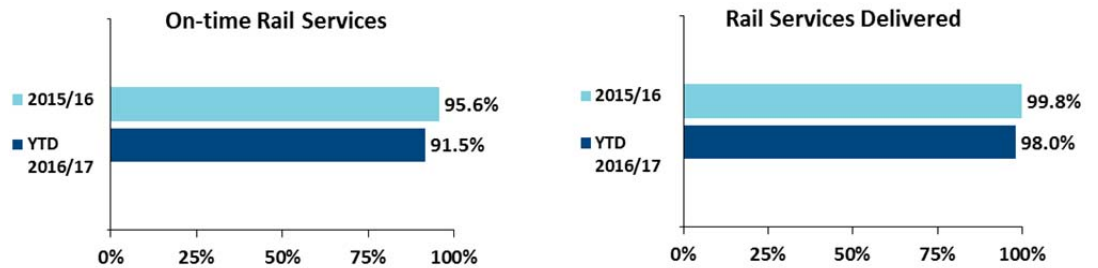
Anecdotally the customer feedback suggests both performance attributes have improved under the new operator, and the new measurement system has contributed to a better level of customer service.

(a) Patronage – year to date July

Rail patronage by line (thousands)				
	YTD	YTD		%
	2015/16	2016/17	Change	Change
Kapiti	464.5	470.0	5.5	1.2%
Hutt Valley	474.9	479.8	4.9	1.0%
Johnsonville	106.7	118.8	12.1	11.4%
Wairarapa	67.4	63.9	-3.5	-5.1%
Total	1,113.5	1,132.6	19.1	1.7%



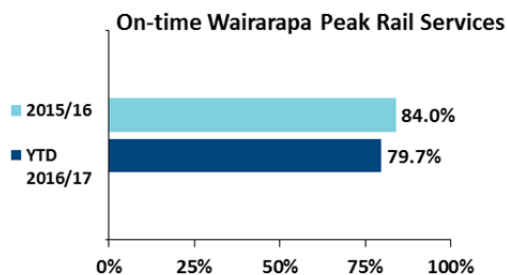
(b) Punctuality and reliability – year to date July



As discussed above the 2015/16 figures are measured differently and not directly comparable to the 2016/17 figures.

(c) Wairarapa line peak punctuality – year to date July

GWRC and Transdev are currently drafting some minor timetable changes which will further improve performance on the Wairarapa Line. We are assessing options that Transdev have provided - the main issue is some Hutt Line and Wairarapa Line services are timed very close to each other and a new timetable will allow better train paths between services. We are targeting timetable updates before Christmas.



2.4.2 Asset management

(a) Rolling stock

We now have 32 of the 35 Matangi 2 trains in service, with the last 3 expected to be in operational service by the end of September / beginning of October.

(b) Wairarapa bicycle storage

The AG van has been operational throughout the weekends successfully for the last 4 weeks to provide extra capacity for bicycles. We will now commence marketing this increased capacity, especially with summer on its way.

(c) Park and ride

- Waikanae: The construction of 232 additional parks commenced at the beginning of September. The current plan is for approximately 100 car parks to be opened in the second half of November, with full completion at the end of January, weather permitting.
- Trentham: Construction of 40 additional parks has been slightly delayed by issues with soft soil, so we now expect this to be completed by the end of September, achieving 134 parks in total.
- Upper Hutt: Construction of 94 additional parks, has been slightly delayed by issues with permits to enter the site, and ground contamination. We now expect this to be completed by end October, which will bring the total number of parks to 322.

2.4.3 KiwiRail Network

(a) Maintenance and operations

A signals software fault at Petone has not reoccurred since being repaired, this was a significant cause of delays on the Hutt Valley Line throughout June and July. During August evening work was undertaken to replace decayed sleepers outside Wellington Station. The sleepers were the cause of a 10km/h speed limit on the lines outside the station since the end of June. Further work is due to take place over two full block-of-lines during October after which full operational speed will be resumed.

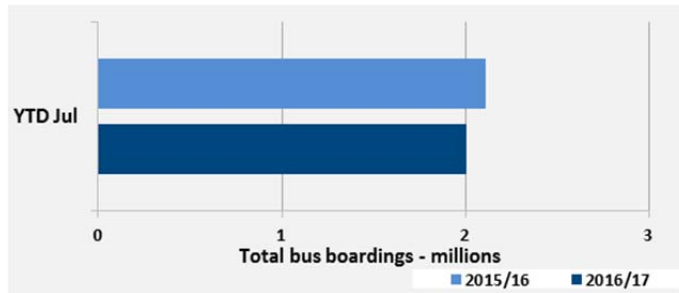
2.5 Bus and ferry operations

2.5.1 Service performance

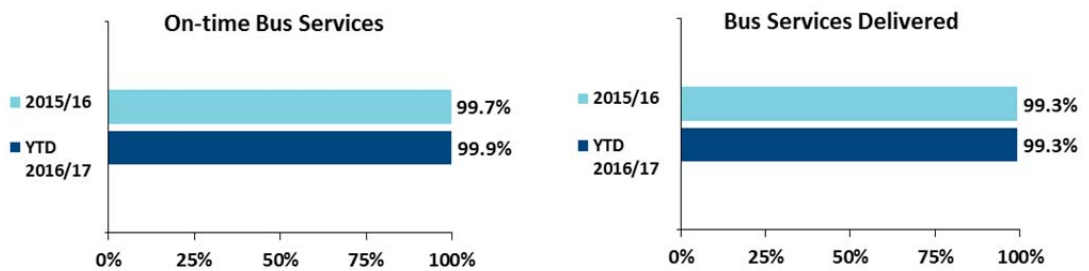
July year-to-date results show a decrease in bus patronage, however it is important to remember that this is only one month of data and there were 2 less working days in July compared to the previous year comparison. The reduction of 107k trips represents less than 2 working days of bus patronage. GWRC will continue to monitor the trends as the year progresses.

(a) Patronage – year to date July

Bus patronage by area (thousands)				
	YTD	YTD		%
	2015/16	2016/17	Change	Change
Wellington	1,487.1	1,415.4	-71.6	-4.8%
Hutt Valley	455.5	436.1	-19.4	-4.3%
Porirua	100.1	90.1	-10.0	-10.0%
Kapiti	55.1	51.4	-3.7	-6.6%
Wairarapa	14.1	12.0	-2.1	-14.6%
Total	2,111.9	2,005.1	-106.8	-5.1%



(b) Punctuality and reliability



2.5.2 Service changes

Good progress is being made with the contractual and operational implementation of approved timetable improvements, scheduled for November (Hutt Valley), December (Wellington City) and January 2017 (Karori).

As an interim measure, additional capacity has been introduced to Karori through redeployment of bigger buses.

2.5.3 Special Events and Road Closures

August was a busy month for special events and road closures affecting bus operations.

Three parades closed central Wellington City streets, with buses diverted and bus stops closed for approximately 1 hour:

1. Women in Policing Parade (Monday 1 August)
2. Hurricanes Victory Parade (Wednesday 10 August)
3. Orange Day Parade (school crossing patrollers) (Friday 26 August)

Other closures included:

4. Lambton Quay (Saturday 13/Sunday 14 August) - buses diverted for the installation of the new Cable Car Lane roof
5. Lambton Quay (Saturday 20 August) near Willis Street for roadworks
6. Petone Winter Carnival - closed The Esplanade in Petone with minor diversions and some delays to bus services
7. Waru Street in Khandallah - closed for long periods during August with buses diverted via a complicated diversion route due to major water pipe renewals.

2.5.4 Asset management

Site visits for the bus shelter renewal programme are complete. Planned renewals can now be confirmed and rolled out over coming months.

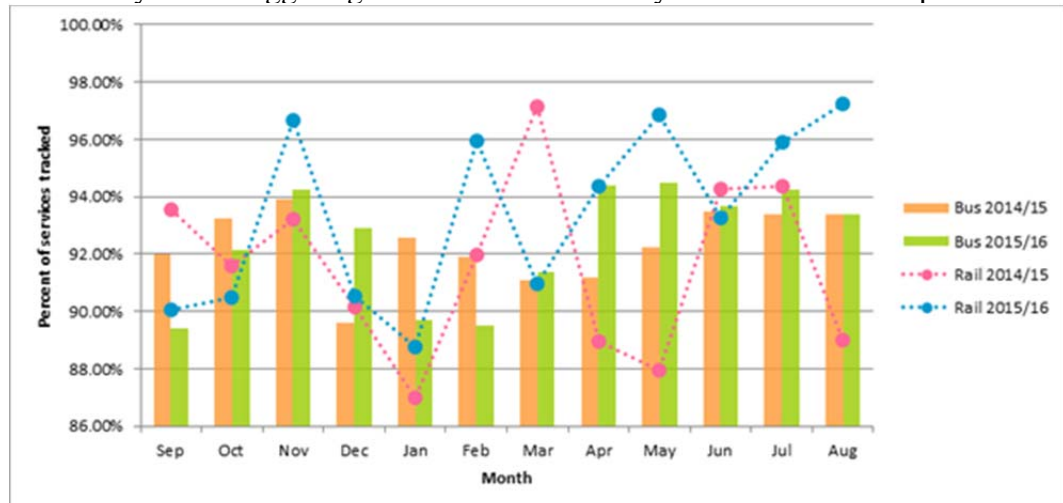
A bus stop on Warwick St in Wilton was removed earlier this year to accommodate a pedestrian pram crossing that Wellington City Council (WCC) wanted to install. A number of complaints were received by both GWRC and WCC, mainly concerning access to Otari-Wilton's Bush. WCC have decided not to pursue the pram crossing and the bus stop will be reinstated in September.

2.6 Metlink customer services and information

2.6.1 Real Time Information (RTI)

At 31 August 2016, the year-to-date tracking rates improved from 92.35% to 92.50% for bus and 91.65% to 93.47% for rail compared to the previous period. Since April 2016, both bus and rail have consistently delivered good RTI performance.

Ongoing initiatives continue to further improve RTI tracking. These include the purchase of additional on-bus automatic vehicle location (AVL) units, on-going monitoring, the testing of new timer switches to improve on-bus AVL unit reliability and the review of some geofencing boundaries which are mistakenly triggering some early bus departures.



2.6.2 Printed timetable and publications

Reprints of R14 Wilton – Rongotai, R18 Campus connection, R250-260-270 Paraparaumu South, R3-6 Lyall Bay/Karori and R7-8 Brooklyn were completed in August with various changes previously logged via the service change forum or containing minor updates to details such as the contact centre opening hours.

The Total Mobility brochure which can easily become outdated because of operator changes has been replaced with a new simpler design business card. A straight reprint of the Kapiti Line timetable is planned for September.

2.6.3 Media and events

The Communications team has been actively working with partners Senate Communications to build a public transport communications strategy that will:

- Address both the transition and business as usual workstreams
- Grow a sound range of tactics that can be used both proactively and reactively to tell the great stories of public transport
- Develop a social media strategy to both monitor and engage with customers and to proactively address customer concerns through these channels, before they escalate

The foundation of the strategies has been developed through several extensive stakeholder workshops to ensure that all issues and opportunities are captured and worked through.

Meanwhile the communications team has continued to contribute to communicating the resolution of issues relating to media coverage and community comment such as concerns over changes to bus routes.

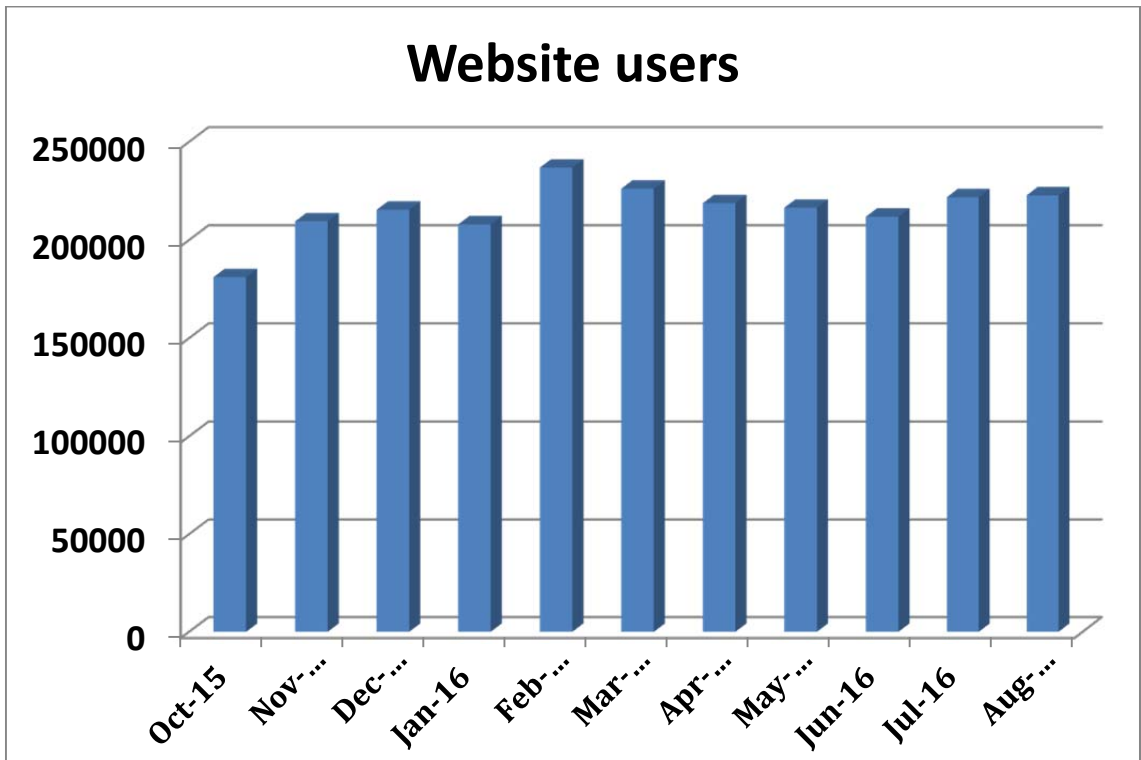
2.6.4 Digital – website, social media and app

Website

We now have over 20,000 My Metlink accounts and in August we sent out 210,000 train alert text messages.

Around 220,000 people visit the website each month. Significant spikes in visitors to www.metlink.org.nz were driven by:

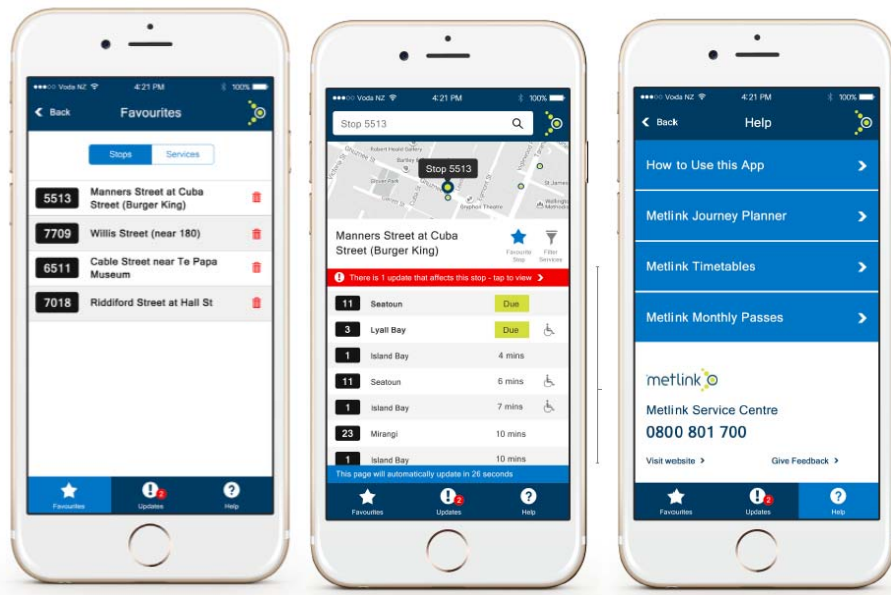
- ice on the overhead lines (11 August) impacting trains and trolley buses (3500 additional users)
- a truck carrying a crane hitting the overhead lines (26 August) (2600 additional users)



New iOS and Android commuter app

Our web developers, Somar, have the development of the new commuter app underway. Key features of the new app include:

- Ability to subscribe and unsubscribe to alerts on specific train and bus services. These will be delivered via push notifications from the same message centre in the website that delivers texts, emails, tweets, and updates to the website.
- Indication of the user's location with a pin to help find the nearest stop or station.
- Real time information for next services
- Allows filtering on services that use a stop
- Links with the website for help, the Journey Planner, timetable information and to purchase monthly passes.



This app will replace the current iOS app and the Android widget. It is a hybrid app which means it is built using website code with “wrappers” for delivering iOS and Android versions. This will also allow us to deploy some of the new functionality into the website.

The apps will be available for user testing from the first week in October.



Harbour ferry service alerts delivered via the website

By 16th September East by West ferries will be sending out alerts and service updates via the website using the same message centre as Transdev. This will also include migrating the ferry text message database. Ferry office staff will send messages during office hours and the ferry crew will contact the Metlink Service Centre after hours.

Twitter

Over the last month we have been focussing on building engagement via Twitter. We have informed customers through this channel on the customer satisfaction survey, rail safety week, additional services for the All Blacks/Australia game, more buses for Karori, and a job advertisement for Transdev. This sort of engagement has helped us grow follower numbers significantly.

The most successful posts have been rail safety week and a follow up to a morning of delays on train and trolley bus services due to ice:

 Metlink Wellington @metlinkwgtm · Aug 15 Expect Trains - it's Rail Safety week. Every time you are near railway tracks, be alert. bit.ly/2bqXKhn pic.twitter.com/IQH0sCmxRd View Tweet activity	4,628	56	1.2%	Promote
 Metlink Wellington @metlinkwgtm · Aug 11 Sorry for the bus and train delays this morning - ice on the overhead power lines. Ned says it all! pic.twitter.com/qEbqLsTbRI View Tweet activity	3,155	137	4.3%	Promote



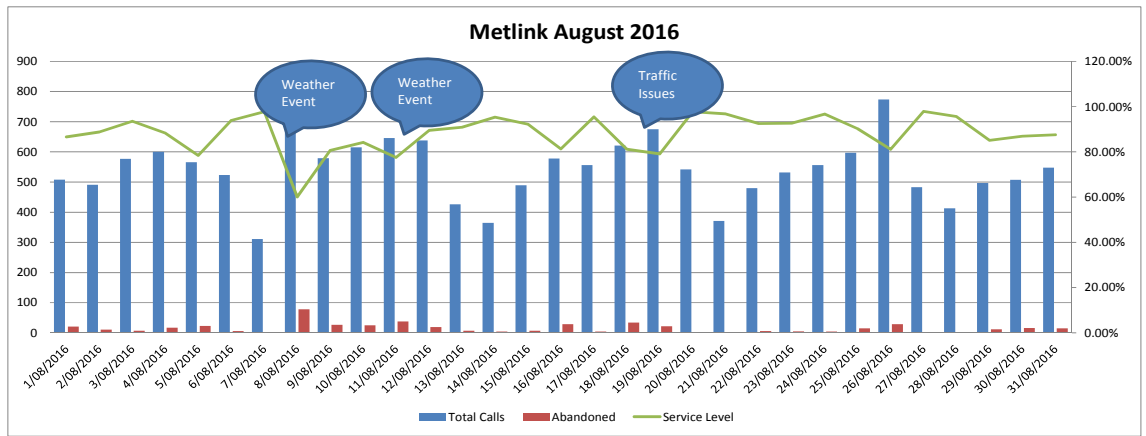
2.6.5 Customer Contact Centre

A successful month in August for the Contact Centre with the announcement that we had two finalists in the Contact Centre Institute of NZ (CCINZ) annual awards. We were finalists in the Manager (under 50 seats) and Team Leader of the Year. On the 18th August in Auckland, Rhonda Brown was announced as the overall winner for the Team Leader category. A major accomplishment for GWRC and just reward for the work that has gone into creating a customer centric Contact Centre over the past 12 months.

(a) Inbound Calls

The month of August also saw our Service Levels achieve 87% with an average handling time of 86 seconds. We are now seeing consistent service levels month on month and on an intra-day basis. A number of adverse weather conditions throughout the month impacted but with improved digital updates through the Metlink website, social media notifications and text alerts we are able to absorb the impacts that much better.

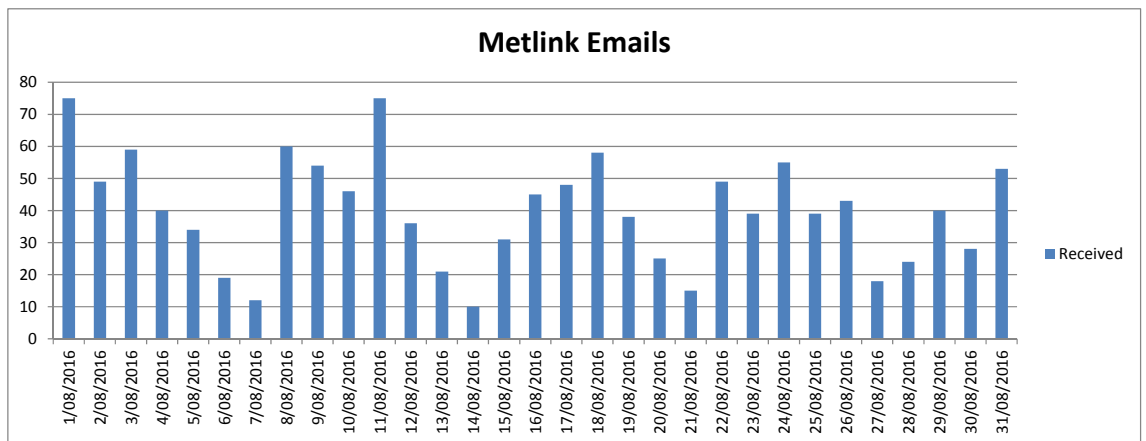
The 26 August saw our highest call volumes for the month due to two separate incidents. A truck accident took down power lines resulting in trains on the Hutt Valley line being replaced by buses and then later in the evening there was a major medical emergency at Waterloo Station due to a man collapsing (and later dying) on the platform.



Call volumes were down on the previous month to 16743 (- 490 Calls). Abandoned calls were 2.9% which is similar to June but 1% higher than July.

(b) Emails Received

Metlink received 1238 emails which is an increase of 84 from July. Average speed to answer was 1 hour 44 minutes.



(c) CRM Resolve – Customer’s Rail Feedback

There were 230 cases recorded for August.

The most common complaints received related to...

Staff	47
Operational Performance	36
Passenger Information	32
Stations	30

With the introduction of our Resolve Feedback system for Rail Customers, we are now gaining a better understanding of the common issues and complaints. With this information more readily available, we are now in a position to develop action plans to address key areas for improvement.

2.7 Total Mobility

2.7.1 Service performance

Total Mobility usage for the 2016/17 period to date has increased by 7% compared to the same two month period in 2015/16. However when considered as a twelve month period this represents an acceptable 1% increase over the same period in the previous year.

This increase is likely due to the later than usual onset of winter weather that resulted in higher usage during August.

2.7.2 NZTA Investment Audit

In August, NZTA's Risk Assurance team conducted a three day audit of Total Mobility for the purpose of assuring effective and efficient processes and controls over the Agency's investment. The audit involved a combination of discussions with officers and review of key documentation.

Preliminary comments received at the closing meeting indicated satisfaction with the administration and management of Total Mobility at GWRC. The final report is due late September.

2.7.3 Stakeholder engagement workshops

As part of the Total Mobility procurement planning process, a series of engagement workshops will be held to ensure a collaborative relationship with customers and other stakeholders. The aim is to gain insight into customer, agency and transport operator experiences.

Lessons from these workshops will be used to inform the Total Mobility Procurement Plan which includes the purchase of transport services and agency assessment services.

3. Regional Transport Planning

3.1 Ngauranga to Airport (N2A) - 'Let's get Wellington moving'

The three partner agencies (NZTA, GWRC, and WCC) continue working together on this programme.

The programme is currently focused on developing a number of scenarios, each containing a package of potential initiatives to address the identified problems and issues identified through data collection and public engagement. Assessment criteria are being developed, based around the 12 principles, and these will be used to assess and evaluate the scenarios. The development of transport modelling and decision support tools is continuing, with the main deliverable due in October.

As part of the continuing public engagement process a public event was held on 7 September to provide an update on the criteria work and to share some examples of previous successful multi-criteria assessment and scenario planning projects.

Additional investigative work is underway on a number of technical issues where further information is needed either to inform the scenario assessment

process or to assist later stages of the project. This includes some design elements of a future rapid transit spine and travel demand management options.

There have been some personnel changes within the programme. Barry Mein has taken over from Jim Bentley as Programme Director. Barry was until recently the Project Director for the Auckland Transport Alignment Project and brings a wealth of transport, local and central government sector experience to the programme. There has also been a change to the programme board with NZTA Chief Executive, Fergus Gammie replacing Dave Brash.

3.2 Other projects

GWRC is working with the Ministry of Transport, KiwiRail and NZTA to prepare a Business Case for Treasury to acquire funding for KiwiRail to replace the life expired overhead traction system on the Hutt Valley line. This important project also has links to the State Highway 2 Programme Business Case.

The Port Access and State Highway 2 Programme Business Cases are close to completion and will be presented to the NZTA Board and other key partners over the next few months. Work on the Indicative Business Case for Melling Intersection is also underway and will form part of the wider SH2 Business Case.

The Regional Transport Resilience and Regional Transport Analytics Programme Business Case projects are well underway, and conclusions on the resilience work are expected to be reached by the end of the year.

Planning and detailed design for the Petone to Granada Link Road is well underway, with a resource consent due to be lodged in early 2017. The Wellington to Hutt Valley Cycleway/Walkway is at final design stage with consents expected to be lodged shortly.

The Regional Land Transport Plan (RLTP) half yearly progress report was presented to the Regional Transport Committee on 16 August and contains further detail on the status of key regional projects.

3.3 Early development of GPS on Land Transport 2018

The Ministry of Transport (MoT) attended a meeting of the Wellington region's technical advisory group and the Wellington Regional Transport Committee (RTC) during August to provide an early introduction to the scope and process for developing the next Government Policy Statement (GPS) on Land Transport 2018, and to hear suggestions on the key things they should be considering. Officers will also be inputting to the LGNZ Transport Special Interest Group discussions on this.

A draft GPS 2018 is expected to be released before the end of 2016, with formal engagement in early 2017. The RTC will prepare a submission on the draft GPS with input from all Councils including GWRC.

4. Sustainable Transport

4.1 Bike Racks on Buses

In collaboration with the Public Transport Group the Bike Racks on Buses project is progressing. A 6-month trial of bike racks on six Newlands buses will commence on selected Routes 52, 54, 55, 56 and 57 bus services on 3 October. Prior to this, four public “have a go” events (to enable cyclists to practice using the racks) are planned for Odlins Plaza and the Johnsonville Community Centre in September. Also during September, training for drivers with bike racks on their buses is to commence. Posters about the trial will be on display in Newlands buses. Information about the trial (including timetable information) will be available on the Metlink website and there will be various posts about these events on the GWRC Facebook page.

Bike Racks on Buses Trial

Courtenay Place 54

**Monday 3rd October 2016
until Friday 31st March 2017**

Bike Racks will be available on selected Newlands Bus Services during the trial period. This trial is being run with the aim of improving the region's transport network by offering more travel choices for the public.

See metlink.org.nz for more information including timetable information for the selected services.

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Te Pūnaha Matua Tokai

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NEWLANDS
CRACK SERVICES

4.2 Carpooling app

In partnership with Auckland Transport an RFP for a new national carpooling app, was lodged on the GETS website in July. There are currently fifty five prospective tenderers but the number of final tenderers is likely to be less than this. A process of evaluating these responses is underway and a decision will be made by early October. Greater Wellington is a key partner in this project which also includes Bay of Plenty Regional Council, New Plymouth District

Council, and Palmerston North, Hamilton, Nelson and Christchurch city councils.

4.3 Project Glow Wear

The Project Glow Wear competition, which promotes the benefits of reflective safety wear, ended with a highly successful runway show and awards event on 20 August. Two hundred people attended the show which was held in the Wellington Underground Markets. This was a joint project with GWRC, Wellington City, Hutt City and Kapiti Coast District Councils and the NZTA. The People's Choice award attracted over 1000 'likes' and reached over 23,000 people.

4.4 Work place travel planning

Team members are assisting the Capital and Coast DHB with a new staff travel survey and assisting in developing potential incentives for reducing pressures on staff parking at the hospital.

5. Regional Electric Vehicle Working Group

5.1 GWRC supports global electric vehicle advocacy week

Wellington region is participating for the first time in *International Drive Electric Week* (Sept 10-18). This annual event aims to get members of the public to see, ride, and drive an electric vehicle. Research shows the first-hand experience of an electric car is more motivating to potential buyers than merely reading about their environmental benefits. The Energy Efficiency and Conservation Authority (EECA) and the Better NZ Trust orchestrated the week at a national scale, with GWRC organising and co-ordinating events in our region. This included car charger openings, producing a video clip highlighting electric cars are now in our region, encouraging public test-drive opportunities, vehicle displays, and supporting the promotion and media interest in the week.

We worked with WCC, EECA, Wellington Electricity, Meridian, private electric car owners and dealerships to co-ordinate the events.



Display organised outside Moore Wilsons.

5.2 Electric-first fleet policy to be shared with sector

There is interest from the wider sector in GWRC's policy that provides for an electric vehicle as the default option when replacing vehicles in our light vehicle fleet. GWRC will provide details of this approach to other local government partners.

5.3 Working Group supporting infrastructure roll-out

Good progress is being made with the "Spark Plug" initiative to convert roadside phoneboxes to charging stations and in further planning the location and partnering opportunities for several charging stations in the region.

5.4 Electric vehicle projects fund

EECA will be taking applications from mid-September for the first round of a four million dollar annual fund for innovative projects that accelerate the adoption of electric vehicles. This may present opportunities for GWRC and the Working Group to secure and enhance electric vehicle projects in the region. Once EECA release the details of the fund the Working Group will review potential opportunities.

6. Responses to public participation – 10 August 2016

Nicola Wild spoke about the school bus service to Wellington College from Wadestown.

This presentation was in support of the proposed additional school bus for Wadestown to the Basin Reserve Schools. Staff have been working the operators to source additional buses. The additional bus will run from Term 1 2017.

Patrick Whiting, a Wellington College student, spoke about the school bus service to Wellington College from Wadestown.

This presentation was in support of the proposed additional school bus for Wadestown to the Basin Reserve Schools. Staff have been working with operators to source additional buses. The additional bus will run from Term 1 2017.

Ian Shearer spoke about the proposals that the No 14 bus will end in Hataitai (instead of Rongotai) and the No 22 and 23 buses will end at the Railway Station instead of Courtney Place. Leonie Hawkins also spoke about proposed new bus routes and the proposal that the No 22 and 23 buses will end at the Railway Station.

The comments and concerns are noted. GWRC are preparing a comprehensive information campaign to explain the benefits and features of the new network. This will include an online planning tool that will enable customers to learn, plan and visualise their journeys in the new network.

Brian Sheppard, President, Churton Park Community Association (CPCA), gave a presentation on commuter rail transport to Churton Park. CPCA would like to see a new rail station created at Rowell's Road to service the Churton Park and Grenada North suburbs.

The concept of a new station in this area has previously been referred to as “Glenside Station” and GWRC has undertaken to include a pre-feasibility investigation in the next iteration of the Wellington Regional Rail Plan. The next major review is likely to occur once the implementation of the next stage of rail improvements (known as RS1) is confirmed.

Curtis Nixon, spoke about Cr Bruce’s Notice of Motion regarding Total Mobility, giving a personal view on part 1 of the motion as a current concession holder.

Concessionary fares are being considered as part of the overall fare policy review, that is coupled with integrated fares and ticketing design. Presently, concessions continue to be offered on the current basis.

Michelle Lemon spoke about Cr Bruce’s Notice of Motion regarding Total Mobility. She spoke about access to public transport for disabled children and their caregivers.

Concessionary fares are being considered as part of the overall fare policy review. The review will consider application of concessions to a wide range of groups, including disabled, children and caregivers.

There has been a significant amount of effort put into training for drivers in terms of their service to disabled customers and so where poor service is reported then this is followed up with urgency. If ever there is a service issue our customers should call Metlink on 0800 801 700.

In terms of vehicle access, standards continue to improve with 100% of rail and 69% of the bus fleet now super low floor with provision for wheelchairs.

Unfortunately there is no provision for use of an otherwise ‘unspent’ Total Mobility concession to be put towards bus travel. Instead our focus is on improving the access to public transport which in turn may reduce reliance on Total Mobility.

7. The decision-making process and significance

No decision is being sought in this report.

8. Engagement

Engagement on this matter is unnecessary.

9. Recommendations

That the Committee:

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

Report approved by:

Wayne Hastie
General Manager
Public Transport

Report approved by:

Luke Troy
General Manager
Strategy