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Committee Economic Wellbeing Committee  
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Management

## **General Managers' report to the Economic Wellbeing Committee meeting on 14 July 2011**

### **1. Purpose**

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

### **2. Public Transport Group**

#### **2.1 Rugby World Cup**

Councillors were updated on the planned use of special shuttle buses for this event in June. NZ Bus will provide the services, at a total cost of \$68,500.

Provision for extra services to suburbs has also been made where an on-duty bus controller at Lambton Interchange will call buses back after completion of shuttle services if there are still a number of people waiting at the Interchange. These will not be scheduled advertised services, but would operate along standard bus routes as required.

The bus (and rail) situation will be closely monitored during the tournament and changes may be made to capacity levels if needed.

#### **2.2 New signage**

Seventy-seven new signs have been constructed to clearly indicate to rail commuters where they should wait for rail replacement buses. The signs, which are being placed at key sites close to train stations, have been installed on the Johnsonville, Melling, Hutt and Kapiti Line, and will be installed on the Wairarapa Line shortly.

### 2.2.1 Real time information

Installation works are now underway for the first 50 real time information poles at suburban bus stops. The first poles to be installed are located around Kilbirnie, Miramar, Karori, Kelburn and Newtown. As at 6 July, 23 poles and 28 power TUDS had been installed. 17 sites are ready for power to be made live which is planned for 7-8 July. Electronic real time information displays can then be installed at these locations.

## 2.3 Service Reviews

### 2.3.1 Wairarapa

The Wairarapa review is currently in the consultation stage. As part of the consultation a survey of train passengers was conducted on 22 June. Over 800 responses were received. These are currently being analysed.

A public meeting will be held in Masterton on 19 July.

Submissions close on 19 July.

### 2.3.2 Otaki

A final version of the Terms of Reference for the Otaki Public Transport Service Review was agreed with KCDC on 23 June. Initial public consultation closed on 16 June with 117 feedback responses received. The first Reference Group meeting will be held in Otaki on 26 July.

## 2.4 Regional Public Transport Plan

The Proposed Regional Public Transport Plan is currently out for consultation. The consultation period has been extended to 2 August 2011 (originally 28 July) to comply with statutory deadlines.

The Hearings Subcommittee will consider submissions during August and will report back to this Committee on 8 September 2011.

## 2.5 Fare structure review

Work is yet to commence on the review of fare structures. It is intended that the review include all possible options and that Councillors and members of the public will have opportunities at an early stage to put ideas forward. Public transport operators will be key players in the review process. A framework will need to be established to assess options in terms of matters such as affordability, practicality and impact.

We will endeavour to provide a timeline and process for this project at the next meeting of the Committee.

## 2.6 Matangi trains

Matangi trains are operating in peak services on the Hutt line and feedback from the public has been positive. Thirty cars (fifteen 2-car units) are currently

in Wellington, of which 18 cars (nine 2-car units) are available for service with four of these cars used for training. A further six cars (three 2-car units) are expected off the ship late July, at which time nearly 40% of the new fleet will be in Wellington.

Plans for the introduction of Matangi units as they are approved are being reviewed to ensure that they provide the maximum benefit through increased capacity and reliability.

## **2.7 Customer Service - feedback for last quarter**

Officers will work with the Committee Chair over the next quarter to set up a meeting of interested Councillors to discuss the format of the regular feedback report, so that it addresses questions raised by Councillors at the last meeting of the Committee.

### **April**

The Metlink Service Centre (MSC) received 43,421 calls for April 2011 compared to 49,421 for April the previous year, a decrease of 13.6% in the year on year comparison.

There were disruptions to the rail network for April as buses were replacing trains on the Melling line due to capacity issues. This resulted in a large increase in complaints for this month especially “heavy loading” and “left late”. Commuters had the opportunity to complete a user feedback form at Wellington Railway Station and all requests for response were submitted to TranzMetro via the feedback database.

### **May**

The MSC received 43,438 calls for May 2011 compared to 45,104 for May the previous year. This is a 4.0% decrease in the year on year comparison.

There were no major disruptions to the transport network for May. Block of lines at the weekend affected train services but these did not increase calls to the MSC. The introduction of the Matangi trains and the restoration of normal operations on the Melling line meant complaints dropped significantly. There was a clear rise in “Failed to uplift passengers” for May.

### **June**

The MSC received 41,802 calls for June compared to 42,986 for June the previous year. This is a 2.8% decrease.

There were no major disruptions to the transport network for June. Block of lines still affected passengers at the weekend. There was a marked decrease in complaints for June.

The table below shows the feedback categories and number of pieces received.

Category	Apr	May	Jun
Driver guard compliment	19	16	21
Driver/ Guard Communication	64	62	51
Driving complaint	28	46	36
Incorrect change	0	0	1
Incorrect fare	14	13	13
Passenger caught in door	4	9	15
Started before passenger seated	5	7	1
Ticket discrepancy	17	10	8
Traffic accident	3	5	4
Failed to run	52	57	51
Failed to set down passengers	7	4	6
Failed to uplift passengers	77	113	90
Heavy loading	89	8	6
Incorrect destination shown	2	1	1
Incorrect route	11	9	12
Left early	13	19	22
Left late	118	41	36
Vehicle breakdown	4	4	2
Accessibility/comfort issue	9	2	5
Vehicle presentation	9	4	6
<b>Totals</b>	<b>573</b>	<b>437</b>	<b>384</b>

## 2.8 Annual Survey – Metlink

The annual public transport customer satisfaction monitor has been completed and the key findings are set out below.

### 2.8.1 Summary of findings

#### Public Transport Use

- 78% of Greater Wellington residents have used PT in the last three months. This is a statistically significant increase on 70% in 2010
- 89% of residents have used PT in the last twelve months

- Just 10% of residents have not used PT in the last twelve months
  - The primary reasons for making little or no use of PT are: access to own transport, perception of the service being inconvenient, car pooling to work and not travelling far.

### **Bus**

- 67% of Greater Wellington residents have used a bus in the last three months (up from 51% in 2009 and 58% in 2010)
- 67% of recent users are either satisfied or very satisfied with the bus services overall
- Satisfaction with the following factors has shown an upwards trend over the last four years: safety on board, safety at stops and quality of vehicles
- Satisfaction with fare cost is significantly down on 2010 and continues a downward trend.

### **Train**

- 47% of Greater Wellington residents have used a train in the last three months, continuing an upward trend (38% in 2009 and 46% in 2010)
- 49% of recent users are either satisfied or very satisfied with the train service overall
- The highest levels of dissatisfaction are for
  - Reliability
  - Keeping users informed of disruptions
  - Fare cost
- Satisfaction with the following factors has increased significantly since 2010: visibility of stations and quality of vehicles
- Satisfaction with the following factors has decreased significantly since 2010: fare cost and reliability
- 11% of respondents had been on a Matangi Train.

### **Ferry**

- 6% of Greater Wellington residents have used the ferry in the last three months
- 80% of recent users are either satisfied or very satisfied with the ferry service overall
- The highest levels of dissatisfaction are for
  - Quality of waiting facilities

- Cost of journeys.

### **Connectivity**

- 84% of Greater Wellington residents believe it is easy (somewhat to extremely easy) to make a journey using PT where they live
- 56% of Greater Wellington residents believe it is easy (somewhat to extremely easy) to make a journey across Wellington using PT
- 60% involved a combination of services provided by different PT operators.

### **Information**

- 86% of Greater Wellington residents believe it would be easy (somewhat to extremely easy) to get information about PT if they needed it
- The most likely source of information about public transport is the Metlink website
- 34% of residents have used the telephone to get information about PT services. Satisfaction with the services is high and has not changed significantly since 2010
- 54% of residents have used the Metlink website to get information about PT. Satisfaction with the site is good and has not changed since 2010.

## **2.9 Bikes on Buses**

Greater Wellington Regional Council hosted a workshop with advocates from the cycling community to discuss the issues around fitting cycle racks to buses in Wellington.

Items discussed included:

- Wellington's topography – narrow streets, tight corners, existing street signage. An example of this would be two buses meeting on the corner of Willis and Manners St
- Physical requirements for extra length added to a bus – existing bus stops and depot storage
- Trolley bus constraints – a different type of rack may be required for trolley buses
- Increased dwell time at stops – would this hold up buses for longer than the timetables could cope with?
- Cost – who covers the cost of racks (approx \$2000 each), fitting where funding will come from and the cost benefit ration as covered in NZTA research

- Liability for damage to bikes
- Could a trial be done for a period of time and whether additional buses would be required due to buses not currently being dedicated to one route
- Health and safety issues – educating pedestrians, cyclists and bus drivers
- Cyclists mentioned the possibility of taking buses to hubs only and not being able to load or unload across the Golden Mile (and other busy areas), or using the bus racks in one direction only eg. up hills to get home etc
- Greater cultural awareness regarding cycling and links to public transport
- What the actual demand would be and the use of folding cycles on all buses – this is already allowed
- A decision needs to be taken around whether this is what the Council wants to focus on right now.

While the items above are all valid, the Council already has a full programme in place for the next year, particularly with the rail package and the changes required to meet immediate requirements or obligations. The Council does also not have a budget to pursue the bikes on buses for this year. Council has the opportunity to provide funding for this new activity as part of the development of the next Long Term Plan.

### **3. Catchment Management Group**

#### **3.1 Floodplain Management Plan Implementation – Daya Atapattu Hutt**

The contractor for the Boulcott/Hutt stopbank contract will commence establishing on site by mid July 2011. Initial works will include fencing, establishing the site compound in the former Rentokil property and tree removal. Most of the major earthworks will commence in October 2011. Before commencing any major works on the contract, the contractor will prepare a construction management plan providing a works programme and details for mitigating the construction impacts. The plan is required as one of the resource consent conditions and includes specific detail for the mitigation of traffic, noise and vibration among other things.

An information session for the neighbours was held on 21 June 2011 and the ‘Tee Off’ ceremony is now programmed for 14 July 2011. Another public information session is planned for 14 July 2011. On receipt of the contractor’s construction management plan, a newsletter will be distributed to the local residents providing more details of the works programme.

#### **Lower Wairarapa Valley Development Scheme**

The development work programme for 2010/11 has been completed. The most significant work was the completion of the first stage of shifting the Tobin stopbank.

The 2011/12 work programme will commence with planting work during the winter. The programme includes:

- Construction of the second stage of the Tobin stopbank.
- Construction of bank protection works with rock & river boulders.

### **Other Work**

Work is continuing on the implementation of other FMP work including the Waiohine FMP and the Lower Waitohu.

In relation to the Lower Waitohu work we are continuing to work with KCDC on the joint stormwater and flood mitigation work but have modified our approach based on the feedback from the last Economic committee workshop. One clear outcome of the workshop was that the funding of options such as house raising would most likely be the responsibility of the individual owners and this message has been added to the material being developed.

## **3.2 Operations Delivery Activities – Colin Munn**

### **Hutt River**

Five new rock groynes and a rock revetment have been constructed as part of the Bridge Road capital works. Realignment of the walkway and access track adjacent to the Royal Wellington Golf Club work is almost complete. Tree planting will be carried out in late July, early August to complete these works. Willow cutting and site preparation is under way for the upcoming willow and native planting season.

The Hutt River and trail continued to have steady use. May was the warmest on record and in spite of changeable weather the trail continued to attract many visitors. The annual Crazyman event took place in early May, with over 400 participants and a number of schools have held athletic days on the berms.

### **Otaki River**

The rock head at the end of Tracey's rock line has been topped up, beach recontouring has been undertaken in the lower river to stop an area of active erosion and a number of large macrocarpa trees have been removed from the left bank of the stopbank adjacent to the SH1 Bridge. Mulching of old willow trees has also been undertaken in the upper river to encourage re-growth and areas below the SH1 Bridge have also been cleared in preparation for planting.

### **Waikanae River**

Maintenance has been undertaken on the Otaihanga stopbank to fill some low lying areas and scrub has been removed from the remainder of the stopbank. Gravel extraction has been undertaken up stream from the gas pipeline crossing and work is under way to upgrade the access track on the south bank.

### **Western Watercourses**

Stream maintenance runs have been undertaken in Mangaone, Waiwhetu and Hulls Creek and drain clearing has been carried out in the Mangaone, Rangiuru

and Mangapouri streams. A river mouth cut was also undertaken on the Waimeha Stream to stop further erosion to the sand dunes.

A complaint was received about the tree clearing standards on the Mangaone and staff are working to resolve this issue.

A minor fresh caused erosion in the Waitohu Stream near the road access bridge to the Agar farm. The landowner has been provided with advice and some assistance mitigate the problem.

### **Wairarapa River Schemes**

Work programmes in the Wairarapa Rivers for 2010/11 have been completed. Work over June largely entailed beach ripping and some bed recontouring prior to the winter and the trout spawning season. Work programmes for 2011/12 have been developed and were presented to the river scheme committees.

### **Drainage Schemes**

A management review of the operation of drainage schemes will commence in July with the plan to prepare an annual report and arrange pump scheme meetings in August/September for all of the drainage schemes.

### **Wairarapa River Management Resource Consents**

An application to vary the conditions related to the Wairarapa river management consents has been lodged with the Council's Consents Department. All the affected parties have provided their approval for the proposed changes to the conditions. The Consents Department has issued a request for further information and have indicated that the application may need to be notified. A meeting has been arranged with them to discuss the application.

### **Hutt River Gravel Extraction Consents**

Two consent applications have been lodged for gravel extraction from the Hutt River. An application for long term gravel extraction at the Hutt River mouth has been notified. Meetings have been held with submitters to the application and there is now general agreement about revised conditions. Further information has been supplied for the peer reviewers.

A short tem (two year) application for wet extraction form the Hutt River has also been lodged with support from stakeholder groups. Discussions are in progress with the Consents Department regarding the status of the application with respect to notification.

## **3.3 Investigations, Strategy and Planning – Jan Van der Vliet**

### **Tawaha Diversion**

Preparatory work for the proposed upgrade of the Whaka drain is underway. A programme of work is being developed for the detailed design work required and the associated resource consent application. Construction work is planned for early 2013. If the consent process can be completed earlier then we will

start construction prior to next winter but this would be dependant on the sign off of all of the affected landowners.

### **Waiohine Floodplain Management Plan**

The Waiohine River FMP is progressing with two open days to seek feed back from the public on the flooding issues associated with the Waiohine River held in July 2011. Approximately 40-50 people called in on each of the days with a good range of feedback recorded.

### **Other investigations**

Other investigation progressed have been

- Wainuiomata River Flood Hazard Maps & Design Channel: Work has commenced on updating the flood hazard maps as recommended at the Hutt Valley Floodplain Management Sub Committee.
- Waiwhetu Floodplain Management Plan: currently in Phase 2 – Public Consultation on possible options is continuing with small area community meetings being held. Merilyn Merrett the new chair of the community liaison group, taking over from Les Roberts, is working well and taking an active role in these meetings.
- Pinehaven Flood Hazard Assessment is progressing on conjunction with UHCC. A range of mitigation options have been developed for consultation with the community.

### **Technical Advice**

For the period up to 29<sup>th</sup> June 2011 we have received a total of 480 requests from the public, local authorities and internal departments on general enquiries and resource consent applications to Greater Wellington.

The flood hazard awareness maps, made available through the local authorities, e.g. Wainuiomata River, Hutt River, Waiwhetu/Awamutu Streams and Pinehaven Stream continues to result in requests for information.

Major inputs:

- Mackays to Peka Peka (M2PP) and Peka Peka to Otaki (PP2O) Expressway development required a substantial input from the technical advice team and other members from the ISP team. Although this input will taper off over the next few months it will remain a major item over the next year.
- Continued support has been provided for the Hutt River Floodplain Management Plan District Plan Change (Upper Hutt City Council - PC15).

The request for technical advice enquiries over this financial year has doubled to what was originally estimated and budgeted for. It is envisaged that this will increase further over the next year as additional flood hazard mapping becomes available to the public and consultation exercises are continuing with further

developments of Floodplain Management Plans in the Region. Resourcing the increased input will be addressed as part of the 2012-2022 LTP.

#### **4. Recommendations**

*That the Committee:*

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

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