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Committee Economic Wellbeing Committee
Authors Wayne O'Donnell, General Manager, Catchment Management
Wayne Hastie, General Manager, Public Transport

General Managers' report to the Economic Wellbeing Committee meeting of 11 October 2011

1. Purpose

To inform the Committee of Greater Wellington activities relating 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

The contractor for the Boulcott/Hutt stopbank has now cleared trees for the Connolly Street realignment and established the contractor's compound. The contractor has also submitted all required management plans to Hutt City Council and has received approval for them so is able to start the works proper. Earthworks, retaining wall construction and stormwater works will now commence at Connolly Street. Work is also progressing on selecting contractors to construct the golf course preparatory works.

Otaki

Consultation with the Kapiti Coast District Council and other stakeholders continues on Councils preferred option for flood mitigation on the Lower Waitohu. Planning for clearing of trees along the stream has commenced with work programmed to start in February 2012.

Four sites on Otaki River at high risk from erosion were identified during the last walkover. We are now programming the repair works with two being carried out as capital projects and the other two proposed to be strengthened using operations funding. The extent of strengthening will be dependant on whether any significant floods occur over the next few months.

Other Works

Work is progressing on Waiohine and Waiwhetu Floodplain Management Plans (FMP). Outcomes from Phase 1 investigations of the Waiohine FMP were presented to the WFMP Advisory Committee on 26 September 2011. Phase 2, Option development, has commenced.

Preliminary works for the second stage of the Tobin Stopbank are progressing. Earthworks will commence once the ground is dry enough for machinery to operate.

3.2 Operations Delivery Activities

Hutt River

All native and willow planting programmes are now complete for this year. Maintenance work including flood gate repairs, fence line spraying and berm clean ups are underway. River trail extensions are being carried out on the right bank down stream of Totara Park Bridge. The recent snow fall caused a lot of damage to native river side plantings and staff have been busy repairing this. Berm repairs and drainage improvements have been completed along side the Upper Hutt River Road following extensive vehicle damage over the winter.

Otaki River

The Otaki Friends walkover was held on 14 September with 120 local residents, politicians and interest groups attending the event. Staff were busy ahead of the day preparing access roads and cutting back vegetation so the buses could access many of the river sites. The event was very successful and gave people the opportunity to visit a number of work sites and exchange ideas.

Gravel extraction is continuing opposite Tracey's bend and native planting has been carried out at the estuary in conjunction with the Otaki Friends group.

Waikanae River

The Waikanae Walkover was held on 29 September 2011 with approximately 50 people attending. The day was very successful with some valuable connections being made between the various groups represented on the Walkover.

Berm clearing, willow planting and track maintenance has also been carried out in the Waikanae River. A Correction's Department Periodic Detention gang has been undertaking clearing of pest plants from below the SH1 road bridge.

Western Watercourses

Stream clearing runs are underway in Hulls Creek and Pinehaven Stream and a number of large fallen trees have been removed from the Waitohu Stream. A large tree that had washed up in a high tide was removed from the Waimeha Stream mouth as it had caused a severe blockage and was causing flooding upstream.

Wairarapa River Schemes

The last of this years planting work is being completed and river bank erosion problems are being repaired with tree work. Some beach shaping work is being carried out. Heavy rock has been ordered and delivered to a number of Waiohine River sites in preparation for constructing and repairing rock groynes.

The last report commented on the number of times the outlet to the sea from Lake Onoke has been blocked this winter. This trend has continued due to the number of southerly fronts and relatively low winter flows in the rivers. The mouth has been opened seven times during recent months.

The process for opening Lake Onoke and the associated operation of the barrage gates has been questioned by some local landowners adjacent to the Wairarapa lakes. A presentation to the Lower Wairarapa Valley Development (LWVD) Scheme Committee was made on 30 September 2011 to respond to these questions and to ensure a wider understanding of the complexity of both operations. The community endorsed the current approach to managing the mouth opening.

Drainage Schemes

The annual drainage scheme reports for the gravity drainage schemes have been prepared and will be distributed to scheme members during October. There are no significant changes to the works programmes or rates for 2011/12. The annual report also provides information on the proposed rates and works programme for 2012/13. Scheme members will be able to provide feedback for the next Annual Plan process.

River Management Resource Consents

The Environmental Regulation Department have almost completed drafting conditions for the Hutt River mouth gravel extraction consent application. We expect these will be provided to submitters for comment during the next few weeks. A legal opinion, relating to notification of the Hutt river wet gravel extraction consent, is also anticipated.

Further information, requested by the Environmental Regulation Department, for the application to change the conditions of the Wairarapa river management consents has been prepared and discussed with ER staff. A response is expected to be finalised by the end of September.

Works is also continuing on the development of a strategy for renewing the Global Consents for all rivers in the region. These consents come up for renewal in the next 3 – 5 years.

3.3. Investigations, Strategy and Planning

Waingawa River Scheme Review

Following a workshop on the status of the Waingawa River Scheme Review it has been decided to expand the scope to align with the departments overall Floodplain Management Planning approach. A key driver in the need to expand the scope has been the upcoming renewal of resource consents for the scheme. As part of an agreement with major stakeholders with an interest in the management of the scheme it was agreed that a more comprehensive approach was required than has been used in the past. This agreement will also affect the other rivers in the Wairarapa but the Waingawa is the first to change as its global consent comes up for renewal in 2013.

Tawaha Catchment Diversion

The project to upgrade drainage from the Tawaha floodway by upgrading the drainage efficiency of the Whakawiriwiri Stream is progressing. A consultant has been appointed to lead the work, the stream survey has been completed and staff have commenced preparation of land ownership agreement information necessary to implement the works. We plan to have the resource consent applications lodged by the beginning of 2012 and construction commenced before June 2012. This timetable will be dependant on whether any appeals are lodged on the consent.

Other Investigations

Other investigations progressed include:

- Wainuiomata River Flood Hazard Maps and Design Channel: Work is continuing on updating the flood hazard maps as recommended at the Hutt Valley Floodplain Management Subcommittee with a revised draft anticipated to be completed at the beginning of November and reported to the Subcommittee on 1 December 2011.
- The Pinehaven Flood Hazard Assessment is progressing in conjunction with the UHCC. A range of initial flood risk management options have been developed which are being defined further before going out to consultation with key stake holders and the community.
- Porirua Flood Hazard maps are being developed into their final stages before consultation with key stakeholders – this exercise is anticipated to commence in November 2011.

Technical Advice

We 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. 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 and TG.

4. Public Transport

4.1 Public transport operations

4.1.1 Total Mobility (TM)

As has been subject of an earlier report to the Environmental Wellbeing Committee, the TM Scheme consists of independent and supported clients (supported clients are those clients unable to manage their own travel). Greater Wellington officers have been reviewing how the supported user scheme is being used and whether or not a change in administration is appropriate. The aim is firstly to ensure equitable access for clients, and to then explore the potential for change from paper vouchers to smartcard based transactions for supported users (independent users have been using smartcards for approximately 12 months now). The current Total Mobility Electronic System (TMES) has all the necessary functionality to allow this.

On receipt of the report described above, officers were required to investigate further the potential impacts of change on clients. This investigation is being undertaken and involves discussions with all member organisations. A trial of use of smartcards is also being undertaken with one member organisation in order to see whether a change from paper vouchers to smartcards will work.

Officers also intend to use the findings of this review to inform a detailed policy in respect to access to and administration of the Total Mobility scheme. The purpose of the policy is to ensure clarity and consistency, including consistency with New Zealand Transport Agency (NZTA) guidelines. Underpinning any policy will be the understanding that primarily, the Total Mobility scheme is there for clients first and foremost.

4.1.2 Rugby World Cup (RWC)

At the time of writing, four RWC matches have been played in Wellington. Bus and train services have operated well, with some additional bus services being provided to ensure movement of people as quickly as possible. Feedback has been positive, with signage improved following the first match.

Planning for quarter final weekend and the 'Courtenay Live' street closures has been reviewed, and now includes provision for extra 'After Midnight' buses on the Sunday night / Monday morning. Planning also includes contingencies should the extent of the street closures be expanded or extended. Expansion of street closures without notice has occurred in the past, usually where Police identify a safety risk. The risk to public transport in this event is that planned

diversion routes and bus stops may no longer be workable – therefore alternative routes and stops have been identified. However, it must be noted that should a change be required at short notice, there will be some unavoidable disruption to services and information.

4.2 Major Projects

4.2.1 Real Time Information (RTI)

(a) Street display installations

Sixty one display signs had been installed and were providing live RTI in the Wellington urban area, by the end of September. The civils and electrical works for a number of sites in the Hutt Valley and the northern suburbs have been completed, ready for the installation of the display unit when the relevant bus services become live with RTI.

The embargo on street works associated with the Rugby World Cup has had no material effect on the overall installation programme, which has continued with installations in the suburbs and outside the Wellington urban area.

The first CBD ‘totem’ display was installed in Manners Street on 30 August, and some early wilful damage to it has been repaired.

RTI displays are designed to be resistant to damage, and the pole-mounted type is deliberately installed at sufficient height - and where possible away from objects that could be climbed on - to deter opportunist attacks. There have so far been only isolated instances of ‘tagging’ appearing on RTI poles.

A further fourteen RTI totem displays programmed for installation at approved locations beyond the lifting of the street works embargo, are now required to be incorporated in an extensive review of pedestrian safety being carried out by Wellington City Council. This follows recent pedestrian incidents in the CBD and the publication of the Post Construction Safety Audit on the Golden Mile Restoration Project, and is likely to alter the requirements for at least some of the approved totem locations. The timescale for their installation is therefore uncertain at this stage.

(b) Operator roll-out

Airport Flyer bus services are now live with RTI, and will be followed by the rest of the Valley Flyer services once a number of operational data issues have been resolved. These include (for example) data duplications or inaccuracies, the resolution of which enable RTI to perform at its optimum level as well as leading to more accurate performance management and reporting benefits for the operator and for Greater Wellington.

Mana Newlands buses are in the process of being equipped for RTI, and the necessary operational data is under preparation. As with Valley Flyer, the operation of RTI will be proven in a test environment before it is generally released. Buses based at Newlands depot will be prioritised to capitalise as far as possible on RTI display signs already installed in the Wellington urban area.

Discussion continues with KiwiRail on the train equipment and journey matching options for RTI. Work is in progress on the detailed requirements of the schedule of display sign installations on railway platforms.

4.3 Rail Rolling Stock

4.3.1 Matangi

Forty-six Matangi cars are now in Wellington (48 percent of fleet) and 36 cars have been tested, commissioned and approved for service. Matangi are running regular services on both the Hutt and Kapiti lines in 2-4-6 and, for some services before or after Rugby World Cup matches, occasionally 8 car formations.

Matangi trains have been introduced to the Hutt and Kapiti Lines ahead of the Johnsonville Line due to the current greater need for reliability and the higher number of people affected by poor reliability on those lines. Relative to the Hutt and Kapiti Lines the Johnsonville Line has higher reliability and less patronage. The good news for Johnsonville Line commuters is that when they do start enjoying Matangi trains, early 2012, they will be the only line that has Matangi trains 100% of the time, unlike the other lines that will always have a mix of Ganz Mavags and Matangi.

The issue with the auxiliary power units (APU) which took the units out of service for one day in May has been rectified by the manufacturer's installation and retrofit of a higher rated internal APU component. All units have now been retrofitted without any further service disruption.

There are now more Matangi trains (manufactured 2010-12) in Wellington than English Electrics (manufactured 1949~53).



4.3.2 Ganz Mavag refurbishment

In June 2011, Greater Wellington approved in-principle the full refurbishment subject to:

- a satisfactory report on the Prototype's performance in passenger service
- agreement on any revisions to the production scope - based on any learning from the Prototype
- a final cost benefit analysis based on the projected/contracted cost of the production refurbishment.

Some scope adjustments, generally to improve reliability, have been agreed. NZTA's funding contribution is agreed subject to a peer review of the final cost benefit analysis. Greater Wellington is currently awaiting satisfactory cost projections and importantly a first draft of the Prototype Performance Report from KiwiRail. Greater Wellington is expecting physical work to begin in early 2012 - assuming a contract is signed November/December 2011.

4.3.3 Kenepuru Station

A suitable option has been found to keep Kenepuru Station open at an acceptable and affordable cost. The part of the platform frontage that is failing will be repaired as will the platform surfaces. This work will result in a

temporary fix that will last for the next 10 years or so, at which the situation will need to be re-assessed.

4.4 Service Reviews

4.4.1 Wellington

A series of workshops were held during the week beginning 5 September to provide an update on progress and seek feedback on the draft network concept, which is based around the creation of an all-day network focused on a network of core high-frequency routes. Participants included Greater Wellington and Wellington City councillors, public transport interest groups, a Greater Wellington staff group, a Wellington City Council staff group, Mana Coach Services management and NZ Bus management.

Workshop feedback was generally positive, but both bus operators have asked for further detail on operational, cost and revenue impacts, and the expected benefits of the network structure, before they agree to the draft network for public consultation. Mana Coach Services has expressed particular reservations about change in the area that their Newlands brand operates in.

At the time of writing, we expect to have all three tiers of the draft network (core, secondary and peak-only) well defined by this meeting date, and expect the model and draft consultant report to be completed in the following week. The modelling outputs and report will provide the information requested by operators, and should allow us to agree the draft network for consultation with them in early November, once the consultant report has been finalised following Reference Group input.

A key recommendation of the report is likely to be the institution of a separate CBD corridor for peak-only services away from the Golden Mile. This will allow both the all-day network and peak-only network to flow more freely during the peak, when the Golden Mile is currently well over capacity and suffers from congestion. Several options are under investigation, and have been discussed with the operators and Wellington City Council.

We expect to commence targeted consultation to test some aspects of the draft network in November. This will allow us to finalise the network by early December enabling full public consultation to begin in January, once the post-Christmas holiday season has finished.

4.4.2 Wairarapa

The results of the train survey and submissions are now available. A summary of the train survey responses will be distributed to train passengers shortly. The reference group met last week to consider the results of the train survey and the submissions. Some options for improving the services are being developed and costed, and some reductions in poorly performing services are also being considered. The possible changes arising from the survey and submissions will be the subject of targeted consultation to occur in the next month. The review is on track to be completed by the end of the year.

4.4.3 Otaki

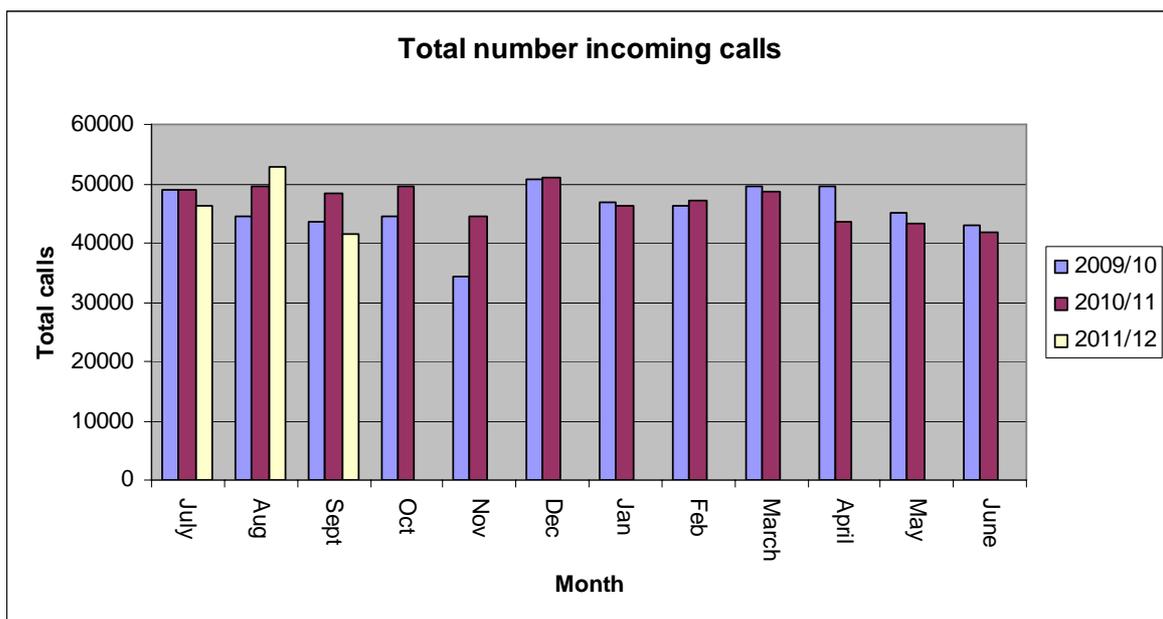
The first Reference Group meeting was held in Otaki on 26 July. The reference group endorsed consultation with the community on two weekday and weekend bus service options. These bus services options have been developed in response to the 117 responses received during the initial community consultation and do not increase the cost of operating the service. These options were to have been consulted on from 26 September to 23 October. However extra time has been required to get the material finalised and it is now envisioned that consultation will occur later in Oct/Nov 2011 which will still enable service changes to be implemented early in 2012 as outlined in the Terms of Reference.

4.5 Customer Service feedback for last quarter

The Metlink Service Centre (MSC) received 140,669 calls for the 1st quarter 2011 compared to 147,159 in the first quarter of 2010. This represents a decrease of 4.4% in call volumes. Reporting shows 131,297 calls were answered, resulting in a lost call rate of 5.4% for the quarter.

Major disruptions for this period were extreme weather conditions during the period 15th to 17th of August 2011 when more than the average number of calls were made to the MSC. All bus services were suspended for the evening of the 15th and a number of services were diverted or cancelled over the next and following few days for safety reasons. Over this period, the MSC experienced a 400% growth in calls.

The Rugby World Cup (RWC) increased call volumes as Wellington experienced a swelling of the number of visitors to the Capital. The MSC remained open until midnight for all games played at Wellington Regional Stadium. There were no major issues - many calls were enquiring about travel to and from the stadium.



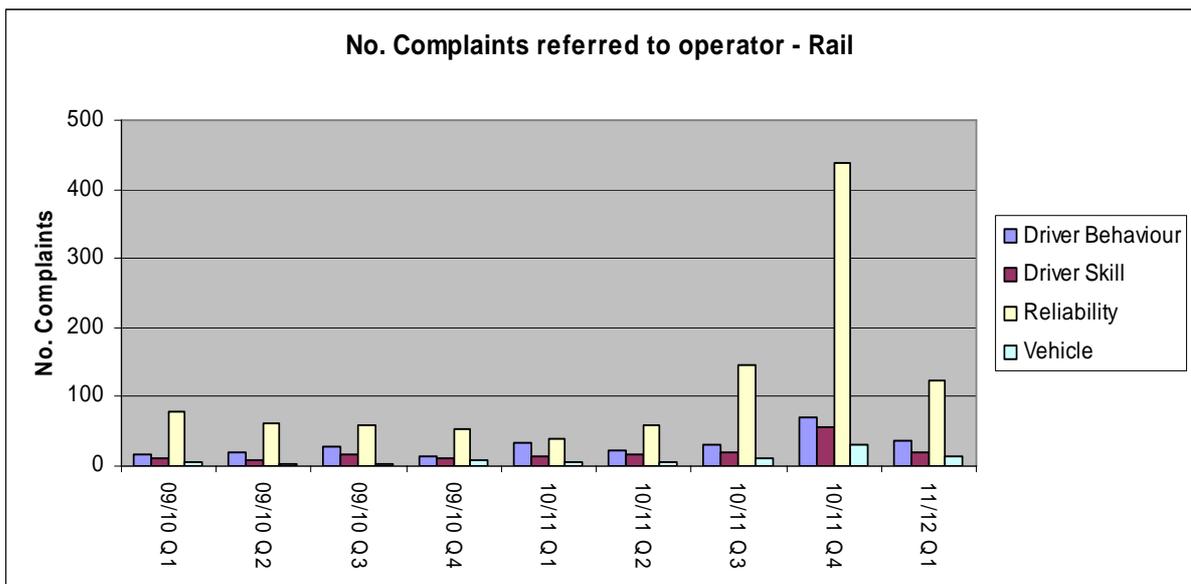
4.5.1 Customer Feedback

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 1250 complaints were referred to operators for the quarter compared to 724 for the same period last year; an increase of 58%. Complaints account for approximately 0.014% of total patronage or 1 complaint for every 7218 passenger trips.

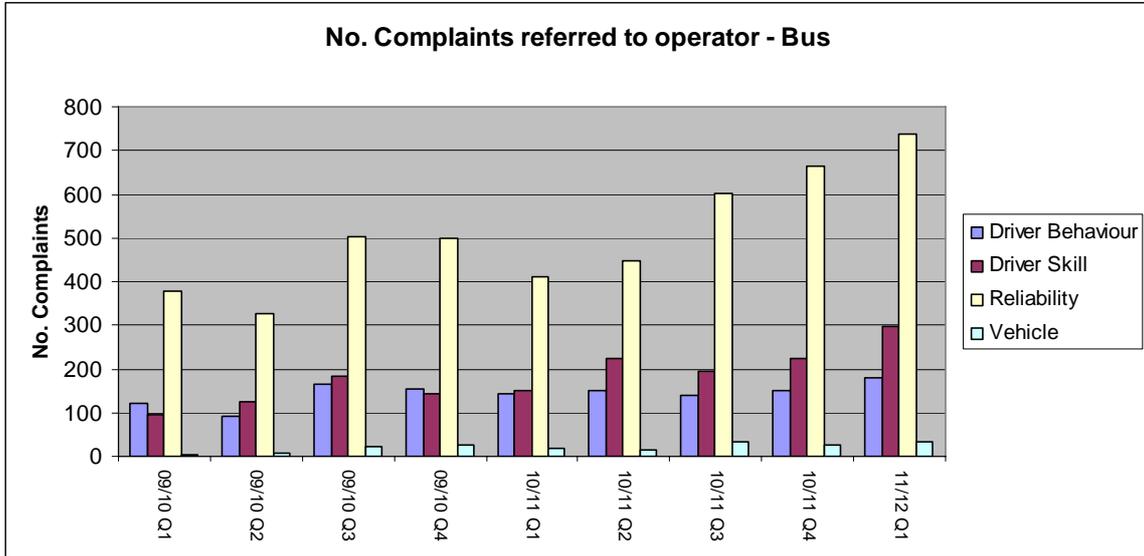
4.5.2 Rail

The number of complaints for the quarter decreased dramatically from the previous quarter due to additional trains being introduced on the network. It must be noted that the high figure in the 4th quarter of 2010/11 would include Metlink and Tranz Metro actively requesting feedback from commuters at Wellington Station during that quarter. Rail services were unaffected by the extreme weather conditions mid August.

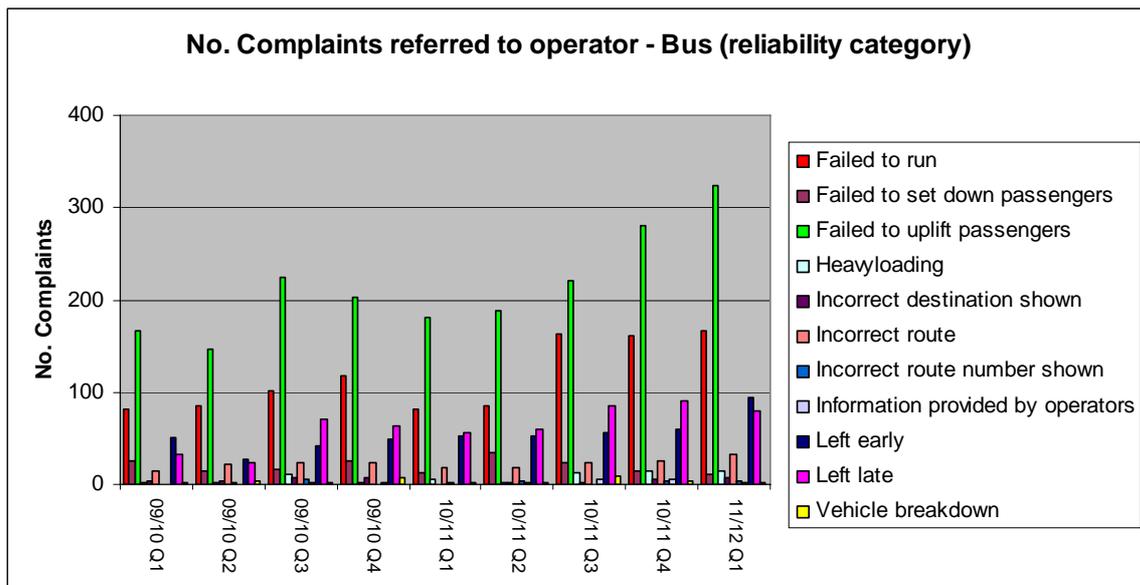


4.5.3 Bus

The number of bus complaints referred to operators increased again this quarter in particular complaints relating to reliability.



Within the reliability complaints category, the majority of the recent increases can be attributed to complaints relating to failure to uplift passengers and services which failed to run. While some of the increase in the last quarter can be attributed to cancelled services during the severe snow period in August, further investigation is required to identify if there are additional factors contributing to this upward trend.



5. Recommendations

That the Committee:

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

Report prepared by:



Wayne O'Donnell
General Manager, Catchment Management

Report prepared by:



Wayne Hastie
General Manager, Public Transport