

outside scope



greaterwell

MEMO

TO Metlink
FROM Jo Pritchard
DATE 21 February 2018
FOR YOUR INFORMATION

Weekly Service Updates Bulletin

This bulletin is detailing information about service changes, events or disruptions that may affect services for the period from **Wednesday 22 November 2017 – Wednesday 29 November 2017**.

[Redacted content]

Service Changes

Bus stop #3254 – Centennial Highway at Glover Street

Bus stop #3254 Centennial Highway at Glover Street is to be CLOSED. This is effective from Monday 20 November 2017 and until further notice.

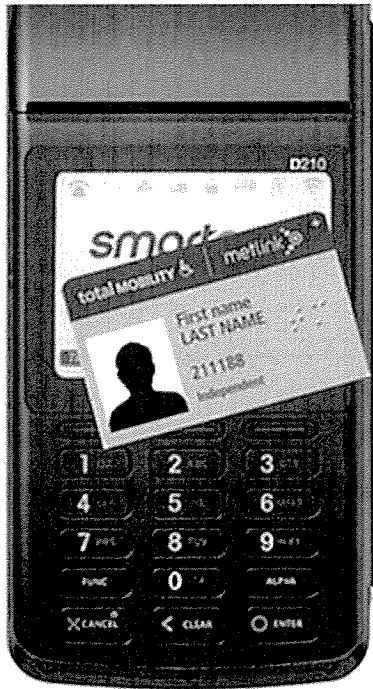
This bus stop will be CLOSED (for both passenger set down and pick up) until further notice due to safety concerns around the proximity and the operation of the bus stop and the cycle lane.

Your nearest bus stop is bus stop **#3256 Ngauranga – Hutt Road (next to motorway)**.

We apologise for this inconvenience and are working with Wellington City Council on a solution.



TAP IT!

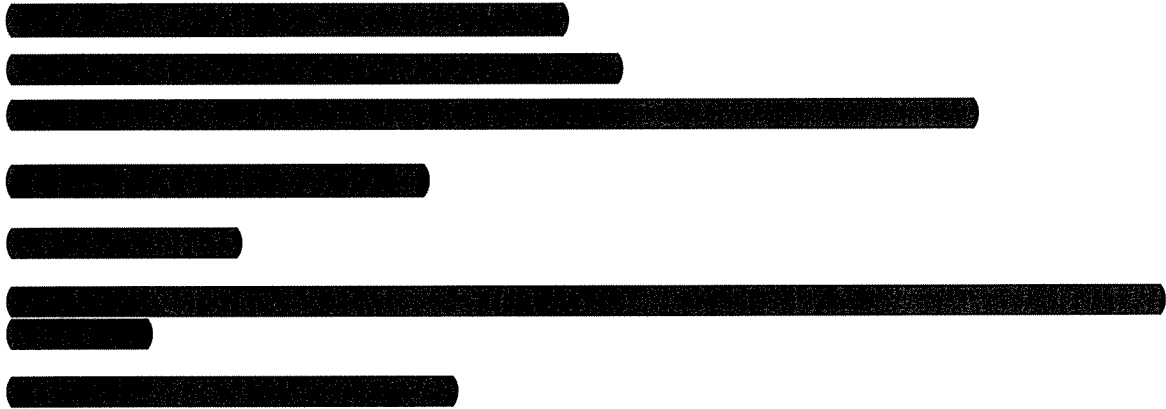


Up until this week, drivers have been able to swipe or tap the TM card against their eftpos terminals.

The terminals have now been locked down so that the GW cards will only be accepted if they are tapped. Cards from all other regions need to be swiped (as they are not Snapper cards with an RFID chip inside the card).

If you receive any calls from customers advising their card is not working in the taxi, please double check that the card is active and that the driver is tapping the card rather than swiping it.

Thanks Metlink 😊



Regards

Jo Pritchard – Service Delivery Coordinator
Bus & Ferry Operations



MEMO

outside scope



Director WFL

TO Metlink
FROM Jo Pritchard
DATE 21 February 2018
FOR YOUR INFORMATION

Weekly Service Updates Bulletin

This bulletin is detailing information about service changes, events or disruptions that may affect services for the period from **Wednesday 15 November 2017 – Wednesday 22 November 2017**.

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Service Changes

Bus stop #3254 – Centennial Highway at Glover Street

Bus stop #3254 Centennial Highway at Glover Street is to be CLOSED. This is effective from Monday 20 November 2017 and until further notice.

This bus stop will be CLOSED (for both passenger set down and pick up) until further notice due to safety concerns around the proximity and the operation of the bus stop and the cycle lane.

Your nearest bus stop is bus stop #3256 Ngauranga – Hutt Road (next to motorway).

We apologise for this inconvenience and are working with Wellington City Council on a solution.

[REDACTED]

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[Redacted text block containing multiple lines of obscured content]

Regards

Jo Pritchard – Service Delivery Coordinator
Bus & Ferry Operations



MINUTES

SUBJECT WCC Liaison Meeting

WHEN Tuesday 21 November 2017

WHERE GWRC, 15 Walter Street, Wellington

ATTENDEES Brent Blann - Mana, Michael Salanoa - NZ Bus, Raymond Malcolm, Jo Pritchard - GWRC, Bruce Tan, Charles Kingsford - WCC

● [REDACTED]

● [REDACTED]

[REDACTED]

1.2 Stop 3254 – Centennial Highway at Glover Street

GWRC confirmed that stop 3254 has been closed until such time as the safety issue at the stop with cyclists, buses and parked cars has been addressed. Notification has been sent through to WCC today. The stop will be raised at the WCC infrastructure meeting on Thursday.

ACTION POINTS:

GWRC to raise stop 3254 at the WCC infrastructure meeting on Thursday

● [REDACTED]

[REDACTED]

● [REDACTED]

[REDACTED]

● [REDACTED]

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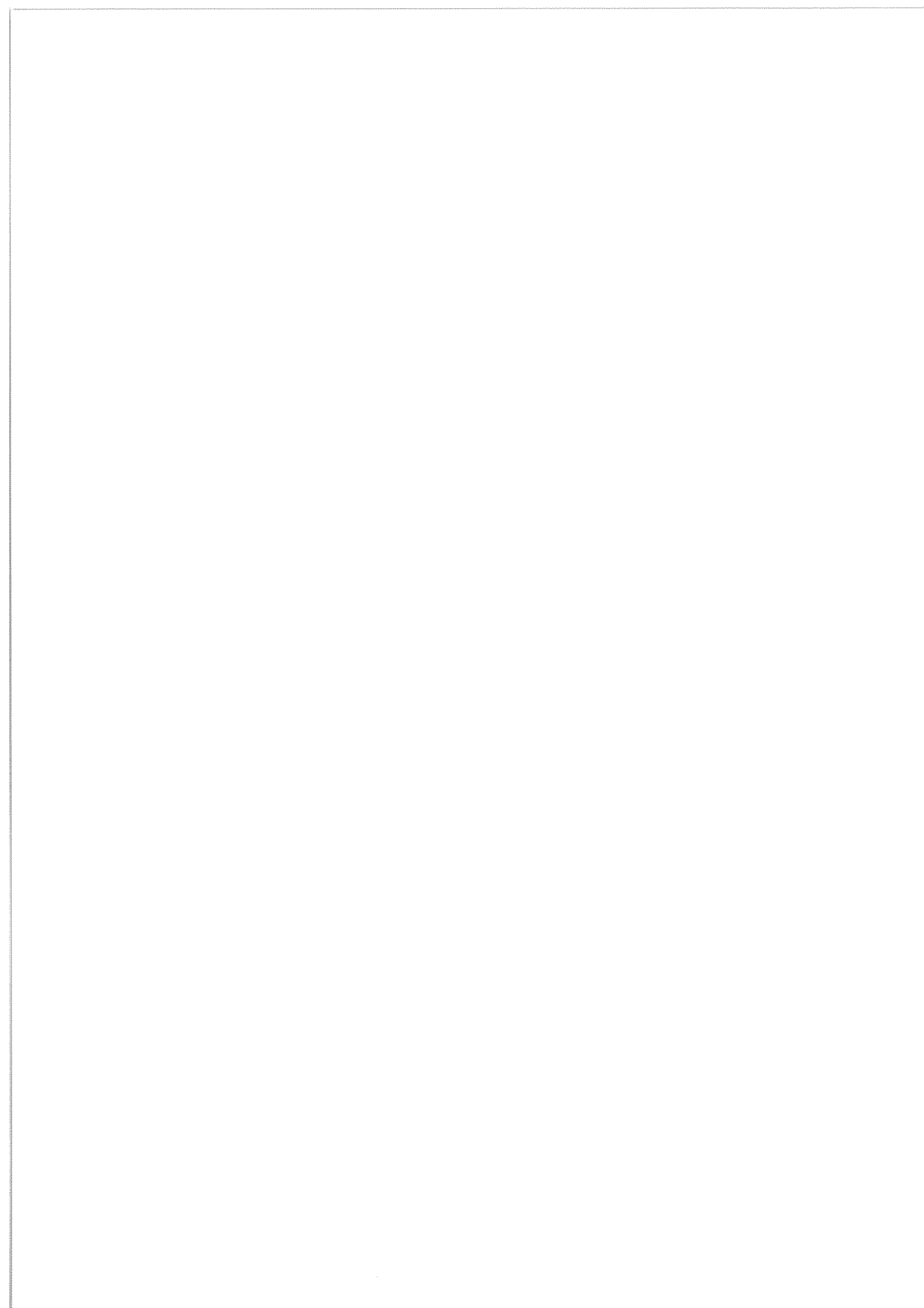
[REDACTED] The bus operators will raise any issues that they have with their account managers including roading. However, operators are still able to contact the Council directly. Any requests or feedback can be directed to GWRC.

ACTION POINTS:

Any requests or feedback can be sent through to GWRC

Current Actions

	ACTIONS	ACTIONER	DUE DATE
	UPDATES:		
1.2	Stop 3254 – Centennial Highway at Glover Street Raise stop 3254 at the WCC infrastructure meeting on Thursday	GWRC	
●	[REDACTED]	[REDACTED]	
●	[REDACTED]	[REDACTED]	
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●	[REDACTED]	[REDACTED]	
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●	[REDACTED]	[REDACTED]	
●	[REDACTED]	[REDACTED]	



outside scope



greater WELLINGTON

MINUTES

SUBJECT Minutes NZ Bus Operational meeting
WHEN Thursday 16 November 2017
WHERE NZ Bus, 2 Allen Street, Wellington
ATTENDEES Stuart Colquhoun, Louise Gombault, Tonia Haskell, Mel Anderson - NZ Bus, Rob Braddock - GWRC
APOLOGIES Anthony James, Michael Salanoa – NZ Bus

[Redacted content]

1.2 Stop 3254 – Centennial Highway at Glover Street
GWRC has closed this stop until further notice due to the safety of cyclists when entering the area. GWRC is reviewing stop 3263 – Hutt Road at Centennial Highway as concerns are still being raised around ease of exit.

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Lucy Hornby

From: Brent Blann <BrentB@manacoach.co.nz>
Sent: Wednesday, 15 March 2017 3:20 p.m.
To: Raymond Malcolm
Subject: RE: Q about new Ngauranga bus stop and layout around there (near miss video)

Resend

From: Brent Blann
Sent: Wednesday, 15 March 2017 1:30 p.m.
To: raymond.malcolm@gw.govt.nz
Subject: FW: Q about new Ngauranga bus stop and layout around there (near miss video)

FYI, refer attachment.

s7(2)(a)

From: [REDACTED]
Sent: Monday, 30 January 2017 7:33 a.m.
To: Claire Ashburn
Cc: [REDACTED] Brent Blann; [REDACTED]
Subject: RE: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi there,

Has there been an update on this?

A truck on Friday drove into the cycle lane after the bus stop almost hitting me. It appears that there has been no changes made to the layout, despite the engineers report sent to me by David Huang on the 2nd of September 2016 concluding that safety concerns at the bus stop needed to be addressed "urgently" (see attached)

It has now been more than four months.

When will there be changes made to make the layout safer and avoid risk to cyclists using the cycle lane in that area?

[REDACTED]

Sent from [Mail](#) for Windows 10

From: [Claire Ashburn](#)
Sent: Wednesday, 28 September 2016 2:47 PM
Cc: [REDACTED] 'BrentB@manacoach.co.nz'; [REDACTED]
Subject: RE: Q about new Ngauranga bus stop and layout around there (near miss video)

[REDACTED]

I have taken over most of David's projects since he has left, so feel free to contact me with any future queries.

In response to the Ngauranga Gorge bus stop, we have instructed our contractors to make some changes and are awaiting for confirmation as to when this will be done. I will provide you with more updates as I receive them.

Thanks,
Claire

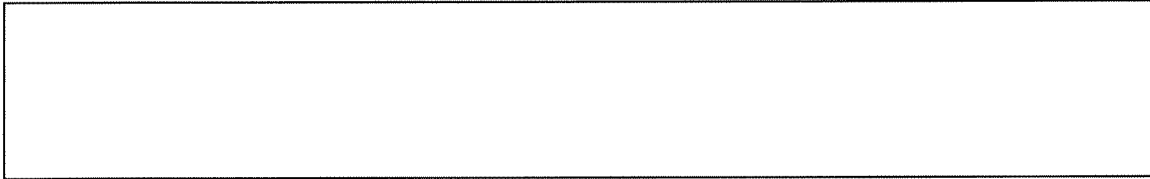
Claire Ashburn

Transport Engineer | Cycling Network | Wellington City Council

M 022 038 0112

E Claire.Ashburn@wcc.govt.nz | W Wellington.govt.nz |

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If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.



From: Kerry Merriman
Sent: Wednesday, February 14, 2018 8:03 AM
To: Rob Braddock; Matthew Lear; Rhona Hewitt
Subject: RE: CENTENNIAL HIGHWAY BUS STOP - RESUMPTION OF SERVICES

That is great news 😊

From: Rob Braddock
Sent: Wednesday, 14 February 2018 7:46 AM
To: Matthew Lear <Matthew.Lear@gw.govt.nz>; Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>; Kerry Merriman <Kerry.Merriman@gw.govt.nz>
Subject: FW: CENTENNIAL HIGHWAY BUS STOP - RESUMPTION OF SERVICES

...fyi

From: Rob Braddock
Sent: Wednesday, 14 February 2018 7:45 AM
To: 'Ian Turner' <Ian@manacoach.co.nz>; Raymond Malcolm <Raymond.Malcolm@gw.govt.nz>
Cc: Lynn Coory <LynnC@manacoach.co.nz>; Brent Blann <BrentB@manacoach.co.nz>; Ray Good <RayG@manacoach.co.nz>; Bob Jull <BobJ@manacoach.co.nz>; Paul Phillips <PaulP@manacoach.co.nz>; 'Bill Rae' <bill.rae@inmotiongroup.co.nz>; Treena Martin <treena@souterholdings.co.nz>
Subject: RE: CENTENNIAL HIGHWAY BUS STOP - RESUMPTION OF SERVICES

Hi Ian

That is good news and I appreciate the attention this matter has been given.

We'll let the customers know via website and app updates, and social media.

Thanks
Rob

From: Ian Turner [<mailto:Ian@manacoach.co.nz>]
Sent: Tuesday, 13 February 2018 4:55 PM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>; Raymond Malcolm <Raymond.Malcolm@gw.govt.nz>
Cc: Lynn Coory <LynnC@manacoach.co.nz>; Brent Blann <BrentB@manacoach.co.nz>; Ray Good <RayG@manacoach.co.nz>; Bob Jull <BobJ@manacoach.co.nz>; Paul Phillips <PaulP@manacoach.co.nz>; 'Bill Rae' <bill.rae@inmotiongroup.co.nz>; Treena Martin <treena@souterholdings.co.nz>
Subject: CENTENNIAL HIGHWAY BUS STOP - RESUMPTION OF SERVICES

Rob, Raymond

Subsequent to the changes to car parking and hazard signage implemented by WCC, we have conducted a formal review of the residual risk arising from the proximity of the Centennial Highway bus stop and the adjacent cycle lane.

We have determined that the changes to car parking mean that it is now possible for buses to exit the stop without being forced to impinge on the cycle lane, which has removed the most significant aspect of the risk that we previously identified.

We have also identified from our observations that there is a residual risk resulting from the fact that about 10% of cyclists using the lane travel too fast for the circumstances and/or without displaying a reasonable level of care and attention for the safety of other road users. We have determined that the potential effects of this residual risk could be mitigated by requiring all our buses to come to a complete halt at the bus stop before proceeding beyond it, which would ensure that, if a cyclist entered the traffic lane and collided with a bus, the bus would be travelling at very low speed, thus minimising the risk of injury to the cyclist.

We have assessed that the changes implemented by WCC, together with a company requirement that all buses come to a complete halt at the stop, will reduce the risk associated with buses using this stop to 'moderate'.

Accordingly we have instructed our drivers to resume using the stop with effect from Monday 19 February. All drivers will be issued with a 'red hazard and risk' notice incorporating the requirement to stop completely at the stop. Use of the stop will be reviewed again if there are any future incidents or near misses reported.

Can GWRC please arrange appropriate publicity for the resumption of services?

Thank you for your assistance in reaching this resolution.

Kind regards

Ian

Ian Turner | Chief Executive | Mana Coach Services

7 Commerce Crescent, Porirua 5024

T +64 4 235 0000 | M +64 27 506 4758 | F +64 4 235 7037

E ian@manacoach.co.nz | W www.manacoach.co.nz



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outside scope

From: Nichola Powell
Sent: Tuesday, November 14, 2017 3:08 PM
To: Jo Pritchard; Mana - Brent Blann; NZ Bus - Michael Salanoa; NZ Bus - Stuart Colquhoun; Raymond Malcolm; Rob Braddock; WCC - Bruce Tan; WCC - Charles Kingsford
Subject: Reminder WCC Liaison meeting
Attachments: WCC Liaison Meeting Minutes - 12 September 2017.docx

Hello, this is a reminder that the WCC Liaison Meeting will be held at GWRC, Meeting Room 1.2 on level 1, 15 Walter Street commencing at 10.30 am. The following are the actions from the previous minutes:

REF	ACTIONS	ACTIONER	DUE DATE
UPDATES:			
1.3	Lambton Interchange incident [Redacted]	GWRC	
1.4	Stop 3254 – Centennial Highway at Glover Street Charles to raise the concerns on stop 3254 with Stephen Harte and Paul Barker Send through the information to Stephen Harte and discuss speed reduction with operator account manager	Charles Raymond	
1.5	[Redacted]	[Redacted]	
[Redacted]	[Redacted]	[Redacted]	
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For further details please refer to the attached minutes.

Regards

Nichola Powell | Team Administrator
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
Level 2, 15 Walter Street
PO Box 11646, Manners St, Wellington 6142
T: 04 830 4179 | www.gw.govt.nz | www.metlink.org.nz



MINUTES

SUBJECT WCC Liaison Meeting

WHEN Tuesday 12 September 2017

WHERE GWRC, Level 2, 15 Walter Street, Wellington

ATTENDEES Jo Pritchard, Raymond Malcolm - GWRC, Stuart Colquhoun, Michael Salanoa - NZ Bus, Bruce Tan, Charles Kingsford, Tejay Roach (lateness) - WCC

APOLOGIES Gail Reeves, Arne Brandt - GWRC, Brent Blann - Mana

1. Actions from previous minutes

1.1

outside scope

[Redacted]

[Redacted]

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1.4 Stop 3254 – Centennial Highway at Glover Street

Some work has been completed in the area, site visits have been made by GWRC. Raymond advised that dependent on the size of the vehicles parked in the angel parks, some are in the flow of traffic through the area. If there isn't a passenger to drop off/pick up buses travel through quite quickly. If a passenger is being dropped/picked up buses are able to travel through safely. Buses can travel into the cycle lane, trying to avoid the parked cars. A solution may be to reduce the speed through the area. Charles will raise the issue with Stephen Harte, and Paul Barker. Raymond to supply Mana information to S Harte, and discuss speed reduction options with (Rob Braddock) Mana account manager.

outside scope

[REDACTED]
[REDACTED] A request that drivers slow down their speed in the area may be a quick solution to the problem.

ACTION POINTS:
Charles to raise the concerns of bus stop 3254 with Stephen Harte and Paul Barker. Raymond will send Mana information to Stephen Harte, and discuss the speed reduction option with R Braddock.

- [REDACTED]
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outside scope

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outside scope

Current Actions

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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From: Raymond Malcolm
Sent: Monday, January 15, 2018 11:30 AM
To: Rob Braddock
Subject: FW: CENTENNIAL HIGHWAY BUS STOP
Attachments: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

FYI

Raymond Malcolm | Bus and Ferry Fixed Asset Advisor | Bus and Ferry Operations | Public Transport
GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao

15 Walter Street, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

T: 04 830 4188 | M: 021 914 453 | www.gw.govt.nz

From: Brent Blann [<mailto:BrentB@manacoach.co.nz>]
Sent: Monday, 15 January 2018 10:18 a.m.
To: Raymond Malcolm
Cc: Ian Turner
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Raymond

Thanks for following up with Stephen.

In answer to your question, where to when the new sign is fitted and it appears to meet the intention, I imagine there will need to be some sort of signoff on the work carried out, have the changes brought about the improvements we were looking for etc. Suggest Ian's email of 14 November advising our withdrawal from the LV Martins stop and the reasons why should be the point of reference for that discussion. See attached.

Best regards

Brent Blann | Service Quality Controller | Mana Coach Services

7 Commerce Crescent, Porirua 5024

T +64 4 235 8819 | M +64 27 297 5323 | F +64 4 235 7037

E BrentB@manacoach.co.nz | W www.manacoach.co.nz



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From: Raymond Malcolm [<mailto:Raymond.Malcolm@gw.govt.nz>]
Sent: Friday, 12 January 2018 8:45 a.m.
To: Brent Blann
Cc: Ian Turner
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Brent

Tried to call you a few times but haven't managed to get you yet. I haven't spoken to Ian but I'm aware Rob did the other day regarding this stop.

I've had a chat with Stephen Harte and a larger sign was ordered just before Christmas, which lines up more with the information that you have described. I haven't seen the sign myself but Stephen is chasing up the sign company to get an ETA on its delivery and installation. The sign I had installed was always just a temporary measure until a proper road sign could be created by WCC which will be mounted onto the white pole that is installed into the footpath.

I hope to hear from WCC as to when the sign is fitted and then we go from there I guess.

Once the sign is fitted and it appears to meet the intention, can you let me know what will be the next steps from that point?

Regards

Raymond Malcolm | Bus and Ferry Fixed Asset Advisor | Bus and Ferry Operations | Public Transport
GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao

15 Walter Street, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

T: 04 830 4188 | M: 021 914 453 | www.gw.govt.nz

From: Brent Blann [<mailto:BrentB@manacoach.co.nz>]

Sent: Wednesday, 10 January 2018 11:21 a.m.

To: Raymond Malcolm

Cc: Ian Turner

Subject: FW: CENTENNIAL HIGHWAY BUS STOP

Hi Raymond

Happy New Year

I understand you and Ian spoke earlier today. Below is a report to Ian of my observations at LV Martins yesterday morning. Perhaps you could give me a call when you have a moment. Thanks.

Regards

Brent Blann | Service Quality Controller | Mana Coach Services

7 Commerce Crescent, Porirua 5024

T +64 4 235 8819 | M +64 27 297 5323 | F +64 4 235 7037

E BrentB@manacoach.co.nz | W www.manacoach.co.nz



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From: Brent Blann

Sent: Tuesday, 9 January 2018 7:11 p.m.

To: Ian Turner
Subject: FW: CENTENNIAL HIGHWAY BUS STOP

Hi Ian

I looked in on the LV Martins stop this morning. It was pretty quiet which was to be expected but still worth the trip. I was there between 7.45am and 8.45am. A total of 45 cyclists came through in that time, 29 through the cycle lane and 16 through the bus/traffic lane or on the motorway. None of the cyclists seemed to be aware of Raymond's sign. I was standing to the left of the black car in the centre/left of the picture and could see quite clearly where cyclists were looking as they approached the bus stop zone and none of them looked in the direction of the sign. I think the sign is too high and too small. Cycle speeds looked generally the same as last year. The fastest cyclists are still travelling much too fast through this area. These cyclists wouldn't stand a chance if a vehicle suddenly appeared from one of the driveways. It has become increasingly apparent that the key to this becoming a safer zone is reduced cycle speed and increased hazard awareness on the part of all users, especially cyclists. Stephen has suggested a different style of signage which might be better for the location. Will have a chat to Raymond.

Regards

Brent

From: Brent Blann
Sent: Thursday, 21 December 2017 2:34 p.m.
To: Ian Turner
Subject: FW: CENTENNIAL HIGHWAY BUS STOP

Hi Ian

FYI

From: Brent Blann
Sent: Thursday, 21 December 2017 2:33 p.m.
To: 'Raymond Malcolm'
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

outside scope

Hi Raymond

Yes I think so. [REDACTED]

Ian said in his email of 18th December he would be happy to review our risk rating and withdrawal of service once warning signage was in place and we could see the effect of the signage on cyclists' speed and approach to the hazard area. The key is therefore will the signage be effective, will it create the behaviour change we are looking for and realistically we are not going to have a handle on that this side of the end of the holiday period.

[REDACTED]

Best regards

Brent Blann | Service Quality Controller | Mana Coach Services
7 Commerce Crescent, Porirua 5024
T +64 4 235 8819 | M +64 27 297 5323 | F +64 4 235 7037
E BrentB@manacoach.co.nz | W www.manacoach.co.nz





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From: Raymond Malcolm [<mailto:Raymond.Malcolm@gw.govt.nz>]
Sent: Thursday, 21 December 2017 1:18 p.m.
To: Brent Blann
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Brent

The sign installation has been delayed and should but should be installed later today or first thing in the morning by Directionz.

I guess even with the sign going up, and the timeframes we have the left not much is going to change at this location until we all return to work in January 2018.

I guess we will touch base on this one in January when everyone is back on deck.

Regards

Raymond Malcolm | Bus and Ferry Fixed Asset Advisor | Bus and Ferry Operations | Public Transport
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
15 Walter Street, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
T: 04 830 4188 | M: 021 914 453 | www.gw.govt.nz

From: Brent Blann [<mailto:BrentB@manacoach.co.nz>]
Sent: Thursday, 21 December 2017 10:51 a.m.
To: Raymond Malcolm
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Thanks Raymond.

From: Raymond Malcolm [<mailto:Raymond.Malcolm@gw.govt.nz>]
Sent: Wednesday, 20 December 2017 10:17 a.m.
To: Brent Blann; Ian Turner; Rob Braddock; 'Stephen.Harte@wcc.govt.nz'
Cc: Ray Good; Bob Jull; Lynn Coory
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Brent

No its not silly, the sign is 800mm long and 317mm wide.

Regards

Raymond Malcolm | Bus and Ferry Fixed Asset Advisor | Bus and Ferry Operations | Public Transport
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
15 Walter Street, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
T: 04 830 4188 | M: 021 914 453 | www.gw.govt.nz

From: Brent Blann [<mailto:BrentB@manacoach.co.nz>]
Sent: Tuesday, 19 December 2017 4:11 p.m.
To: Raymond Malcolm; Ian Turner; Rob Braddock; 'Stephen.Harte@wcc.govt.nz'
Cc: Ray Good; Bob Jull; Lynn Coory
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Raymond

Maybe a silly question but how big is it?

Regards

From: Raymond Malcolm [<mailto:Raymond.Malcolm@gw.govt.nz>]
Sent: Tuesday, 19 December 2017 3:06 p.m.
To: Ian Turner; Rob Braddock; 'Stephen.Harte@wcc.govt.nz'
Cc: Brent Blann; Ray Good; Bob Jull; Lynn Coory
Subject: RE: CENTENNIAL HIGHWAY BUS STOP

Hi Ian

In order to keep progressing things along.

I have arranged with Dzinesigns (sign manufacturer) the creation of an advisory sign that will be installed into the location as agreed by Stephen Harte and Brent Blann. The in-ground socket was installed on Saturday in preparation for a sign and the new sign will be installed Thursday 21 Dec, around 9am.

Attached for your reference is the sign that will be attached. The information you provided was modified slightly to comply with MOTSAM signage requirements including symbol, colour and font size. Hopefully this will assist in the speed reduction in this area of the cyclists involved.

"Stephen, are you comfortable with content and approach I have taken with the sign?"

Ian, look forward to your earliest response and further correspondence.

Regards

Raymond Malcolm | Bus and Ferry Fixed Asset Advisor | Bus and Ferry Operations | Public Transport
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
15 Walter Street, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
T: 04 830 4188 | M: 021 914 453 | www.gw.govt.nz

From: Ian Turner [<mailto:Ian@manacoach.co.nz>]
Sent: Monday, 18 December 2017 5:46 p.m.
To: Rob Braddock; Raymond Malcolm
Cc: Brent Blann; Ray Good; Bob Jull; Lynn Coory
Subject: FW: CENTENNIAL HIGHWAY BUS STOP

Raymond, Rob

Subsequent to the changes to car parking that were introduced on 14 December, we have reviewed the risk of collision between buses and cyclists resulting from buses being forced by the parking layout to enter the cycle lane downstream of the bus stop. In this review we have taken account of:

- Our observations on site this morning, which showed that a proportion of buses still impinge on the cycle lane, but to a much lesser extent than before the car parking changes were implemented
- Discussions with several of our drivers, who report that they now find it easier, but not always possible, to avoid impinging on the cycle lane, but are concerned at the relatively narrow gap between the bus stop platform and the newly instituted parallel car park opposite and the possibility that the lane through the bus stop may not be passable by a bus in the event that a vehicle is carelessly parked in the car park
- The risk rating matrix which we use for reviewing safety hazards.

We have assessed that the risk associated with this bus stop has now reduced to a "High" risk classification. Whilst this is a definite improvement over the previous "Extreme" risk classification, it is still not sufficient to allow us to be comfortable about resuming service to this stop. For this to happen we would require a "Moderate" risk classification.

In order to achieve a "Moderate" classification we would expect some measures to be taken to encourage much lower speeds and greater caution than is currently displayed by many cyclists as they approach the potential point of collision between cyclists and buses, and hence reduce the consequences in terms of injuries that could be expected to arise from any collision. We suggest that this could perhaps be accomplished by erecting a warning sign just downstream of the intersection of Glover Street and Centennial Highway, as discussed by Brent Blann and Stephen Harte on site. I attach a graphic illustrating our thoughts on what is required.

We will be happy to review our risk rating and withdrawal of service from this stop once warning signage is in place and we can see the effect of this on cyclists' speed and approach to the hazard area. I understand from Stephen that a sign can be erected fairly quickly.

A longer term alternative to all of the above would be for WCC to carry out a fundamental review of the layout of the cycle lane through this area, with the aim of significantly reducing the potential for collisions between cyclists and other vehicles including buses, other heavy vehicles that have to use the lane adjacent to the bus stop, and vehicles exiting driveways and parking spaces on the north side of Centennial Highway.

I will get back to you once warning signage has been put in place.

Regards

Ian

Ian Turner | Chief Executive | Mana Coach Services
7 Commerce Crescent, Porirua 5024

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E lan@manacoach.co.nz | W www.manacoach.co.nz



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From: Gail Reeves
Sent: Wednesday, December 6, 2017 7:26 AM
To: Rob Braddock
Subject: FW: McLintock Street

outside scope

fyi

From: Mark Edwards
Sent: Monday, 4 December 2017 9:34 a.m.
To: Gail Reeves; Raymond Malcolm
Subject: FW: McLintock Street

FYI

Mark Edwards
Senior Bus Infrastructure Advising Engineer
Greater Wellington Regional Council
04 830 4191

Mark.edwards@gw.govt.nz

GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao Shed 39, 2 Fryatt Quay, Pipitea, Wellington 6011 | www.gw.govt.nz |
PO Box 11646 Wellington 6142

Please note I am currently working from 15 Walter Street, Te Aro, due to earthquake damage at Shed 39.

From: Stephen Harte [<mailto:Stephen.Harte@wcc.govt.nz>]
Sent: Friday, 1 December 2017 5:47 p.m.
To: Mark Edwards
Subject: RE: McLintock Street



I have sent a separate reply to Centennial Highway which I hope will resolve that one.

[REDACTED]


If you have any other concerns please come back to me. Thanks.

Stephen Harte

Implementation Manager Network Improvements | Network Development and Implementation | Transport and Waste operations | Wellington
P 04 803 8084 | M 021 227 8084 | F 04 801 3036

E Stephen.Harte@wcc.govt.nz | W Wellington.govt.nz |  

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If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.



From: Mark Edwards [<mailto:Mark.Edwards@gw.govt.nz>]
Sent: Wednesday, 15 November 2017 4:26 p.m.
To: Stephen Harte
Subject: McLintock Street

Afternoon Stephen,

[REDACTED]

Mana Bus have been chasing up a couple of outstanding safety issues they had asked for resolution of, these being Centennial highway (Hutt Rd area) [REDACTED]

Things have come to a head with Centennial Highway where Mana have now given us notification that they will be ceasing to serve the bus stop in question (see below). [REDACTED]

Thanks for the information below and for GWRC's efforts to persuade Wellington City Council to remedy the hazard that exists at the Centennial Highway bus stop. As you know, this hazard arises because buses are forced to impinge on the cycle lane downstream of the bus stop in order to avoid vehicles parked in the first two diagonal car parks on the right hand side of the traffic lane, whilst having almost no visibility of the cycle lane. Despite previous suggestions to the contrary, this hazard exists irrespective of the speed that the bus is travelling at, even if the bus comes to a complete halt at the stop, as you and I observed on site last Wednesday.

In light of your report of WCC's refusal to take any further remedial action we have conducted another formal assessment of the risk posed by the possibility of collision between our buses and cyclists in the cycle lane downstream from the bus stop. Our assessment is that the risk is in the 'Extreme' category, which is the highest category in our risk rating scheme.

Accordingly we will be withdrawing our services from the Centennial Highway bus stop with effect from the close of business on Sunday 19 November. This date has been chosen to give GWRC adequate time to prepare and distribute publicity material advising users of the bus stop of this change, but our preference would be to cease using the stop at an earlier date if publicity can be arranged earlier.

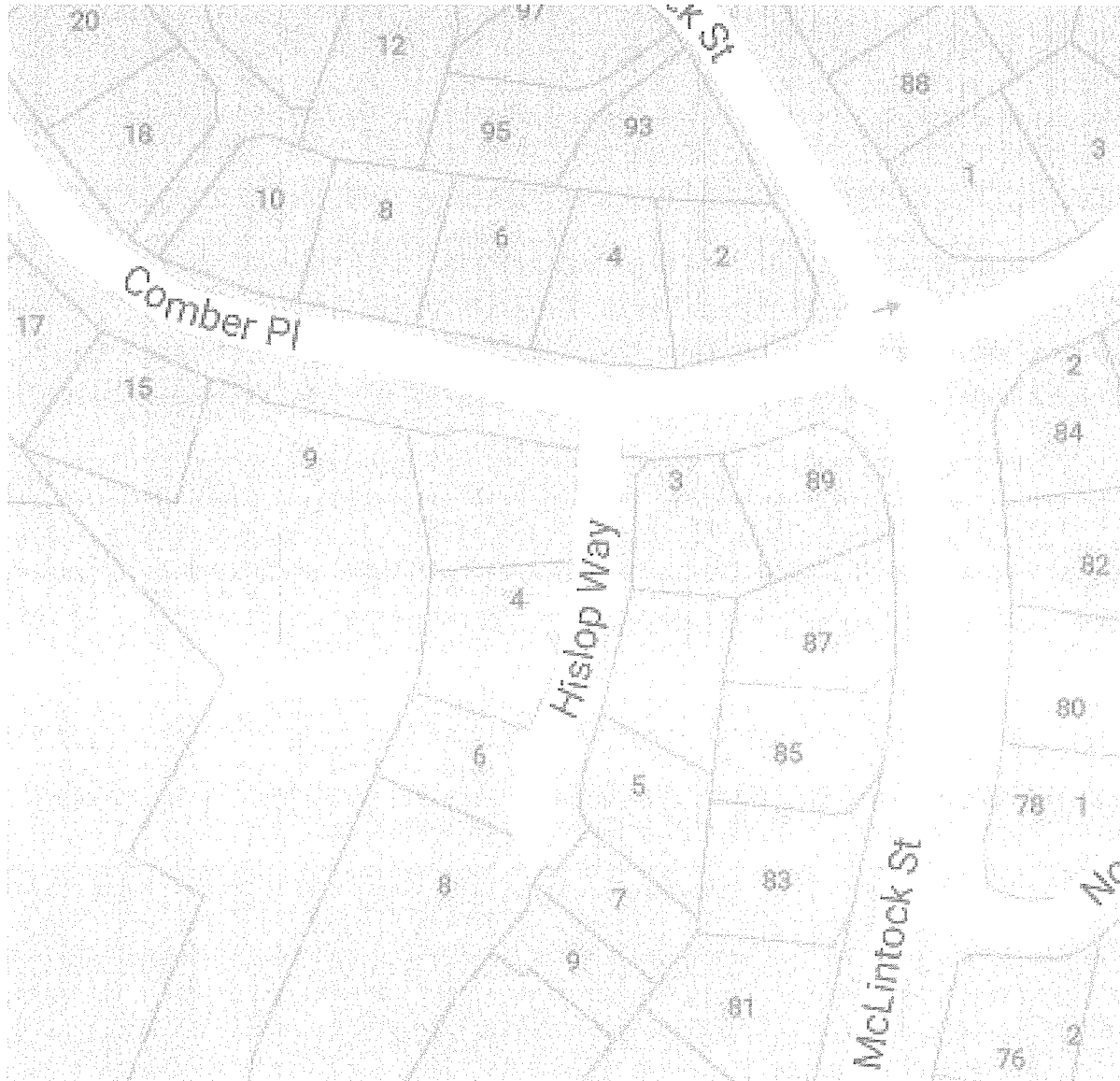
It is worth noting that the risk of collision with cyclists applies to all heavy vehicles using this part of Centennial Highway. Our observations are that, when the car parks are occupied, almost all trucks are forced into the cycle lane downstream of the bus stop, just as our buses are. Therefore, although our withdrawal of service from the stop will eliminate the risk as far as our buses are concerned, the risk will remain in respect of other vehicles. For example, you and I observed a number of Higgins Construction's trucks impinging on the cycle lane on Wednesday morning.

I appreciate that withdrawal of service from the bus stop will seriously inconvenience the customers who usually board and alight from our services there, and some of them may conclude as a result that the bus service is no longer viable for them. I am sorry for this, but the safety hazard outweighs this inconvenience and the potential loss of revenue to our company. The customers' alternative will be to use the bus stop on Hutt Road just past the intersection with Centennial Highway, which will mean a walk of about 600 metres and crossing two major roads. Our observations on Wednesday morning last week suggest that the number of bus passengers using the Centennial Highway stop is much greater than the number of cyclists using the cycle lane or the number of motorists parking in the spaces which result in buses being forced into the cycle lane, so I am in no doubt that WCC's refusal to remedy this hazard by adjusting the parking arrangements is to the detriment of the greatest number of the potentially affected people.

I attach previous correspondence and meeting notes regarding this bus stop, together with photographs taken on site on Wednesday morning showing vehicles departing the stop, plus others showing the view that a bus driver has of the cycle lane whilst leaving the stop, for your possible use in any further discussions with WCC.

Please confirm that GWRC will be able to issue publicity material in time for our cessation of service, or earlier. I will

then advise our staff accordingly.



Kind Regards Mark

Mark Edwards
Senior Bus Infrastructure Advising Engineer
Greater Wellington Regional Council
04 830 4191

Mark.edwards@gw.govt.nz

GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao Shed 39, 2 Fryatt Quay, Pipitea, Wellington 6011 | www.gw.govt.nz |

PO Box 11646 Wellington 6142

Please note I am currently working from 15 Walter Street, Te Aro, due to earthquake damage at Shed 39.

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From: Gail Reeves
Sent: Friday, November 17, 2017 8:10 AM
To: Rhona Hewitt
Subject: FW: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP
Attachments: LV Martins Stop 3254 Centennial Highway at Glover Street cycle lane emails from 1 Oct 2014.pdf; Photos; LV Martins Stop 3254 Centennial Highway at Glover Street site visit 8 Nov 2017.docx

FYI – as requested.

From: Rob Braddock
Sent: Tuesday, 14 November 2017 11:33 a.m.
To: Gail Reeves; Jo Pritchard
Subject: FW: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Folks can you make this happen please, I'll have a chat to you.

Thanks ☺

From: Ian Turner [<mailto:ian@manacoach.co.nz>]
Sent: Tuesday, 14 November 2017 11:15 AM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>
Cc: Brent Blann <BrentB@manacoach.co.nz>; Ray Good <RayG@manacoach.co.nz>; Bob Jull <BobJ@manacoach.co.nz>; Paul Phillips <PaulP@manacoach.co.nz>; Bev Evans <BevE@manacoach.co.nz>; Lynn Coory <LynnC@manacoach.co.nz>; Bill Rae <bill.rae@inmotiongroup.co.nz>; Treena Martin <treena@souterholdings.co.nz>
Subject: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Rob

Thanks for the information below and for GWRC's efforts to persuade Wellington City Council to remedy the hazard that exists at the Centennial Highway bus stop. As you know, this hazard arises because buses are forced to impinge on the cycle lane downstream of the bus stop in order to avoid vehicles parked in the first two diagonal car parks on the right hand side of the traffic lane, whilst having almost no visibility of the cycle lane. Despite previous suggestions to the contrary, this hazard exists irrespective of the speed that the bus is travelling at, even if the bus comes to a complete halt at the stop, as you and I observed on site last Wednesday.

In light of your report of WCC's refusal to take any further remedial action we have conducted another formal assessment of the risk posed by the possibility of collision between our buses and cyclists in the cycle lane downstream from the bus stop. Our assessment is that the risk is in the 'Extreme' category, which is the highest category in our risk rating scheme.

Accordingly we will be withdrawing our services from the Centennial Highway bus stop with effect from the close of business on Sunday 19 November. This date has been chosen to give GWRC adequate time to prepare and distribute publicity material advising users of the bus stop of this change, but our preference would be to cease using the stop at an earlier date if publicity can be arranged earlier.

It is worth noting that the risk of collision with cyclists applies to all heavy vehicles using this part of Centennial Highway. Our observations are that, when the car parks are occupied, almost all trucks are forced into the cycle lane downstream of the bus stop, just as our buses are. Therefore, although our withdrawal of service from the stop will eliminate the risk as far as our buses are concerned, the risk will remain in respect of other vehicles. For example, you and I observed a number of Higgins Construction's trucks impinging on the cycle lane on Wednesday morning.

I appreciate that withdrawal of service from the bus stop will seriously inconvenience the customers who usually board and alight from our services there, and some of them may conclude as a result that the bus service is no longer viable for them. I am sorry for this, but the safety hazard outweighs this inconvenience and the potential loss of revenue to our company. The customers' alternative will be to use the bus stop on Hutt Road just past the intersection with Centennial Highway, which will mean a walk of about 600 metres and crossing two major roads. Our observations on Wednesday morning last week suggest that the number of bus passengers using the Centennial Highway stop is much greater than the number of cyclists using the cycle lane or the number of motorists parking in the spaces which result in buses being forced into the cycle lane, so I am in no doubt that WCC's refusal to remedy this hazard by adjusting the parking arrangements is to the detriment of the greatest number of the potentially affected people.

I attach previous correspondence and meeting notes regarding this bus stop, together with photographs taken on site on Wednesday morning showing vehicles departing the stop, plus others showing the view that a bus driver has of the cycle lane whilst leaving the stop, for your possible use in any further discussions with WCC.

Please confirm that GWRC will be able to issue publicity material in time for our cessation of service, or earlier. I will then advise our staff accordingly.

Kind regards

Ian

From: Rob Braddock [mailto:Rob.Braddock@qw.govt.nz]
Sent: Friday, 10 November 2017 3:31 p.m.
To: Ian Turner
Subject: FW: Road issues update

outside scope

For the list below....

[REDACTED]

From: Rob Braddock
Sent: Friday, 10 November 2017 3:28 PM
To: Ian Turner <lan@manacoach.co.nz>
Subject: Road issues update

Hi Ian

We've been working with WCC on the relevant matters below but I'm afraid it's been challenging to make any material headway. We share your frustrations with these as they are issues which we would like addressed in a more timely manner than is happening. I guess we have to acknowledge that WCC have other stakeholders who are requesting actions from them, of which we are one – we will keep these on our action list when we meet with WCC and persevere to get some progress. With that in mind here are the latest progress updates:

Centennial Highway – no progress on any changes to parking, use of parking or the roadway. We agree the safety issue remains and so suggest with a notice period that we cease using this stop until satisfactory measures are in place.

[Redacted]

Any questions please ask, no doubt we will catch up shortly.
Rob

From: Rob Braddock
Sent: Wednesday, 8 November 2017 1:10 PM
To: Ian Turner <lan@manacoach.co.nz>
Subject: FW: Road issues update

Hi again Ian

Further updates:

[Redacted]

Centennial Highway – as above we will raise with Wayne also. We agree the safety issue remains but that it could be solved through changes to parking and the island that the shelter sits on

[Redacted]

[Redacted]

I'll get back to you once we've talked to Wayne.
Rob

From: Rob Braddock
Sent: Tuesday, 7 November 2017 4:17 PM
To: Ian Turner <lan@manacoach.co.nz>
Subject: Road issues update

Hi Ian

Some updates for you, although there isn't a lot to get excited about unfortunately.

[Redacted]

[Redacted]

[Redacted]

Centennial Highway – GWRC staff observations have been that drivers are not coming to a complete stop (unless there are passengers), but rather just travelling through or bypassing the stop entirely. Mana were to provide

passenger numbers using the stop and we were then likely to recommend closure of the stop until such a time as something was sorted out.

See you tomorrow
Rob

Rob Braddock
Team Leader Service Delivery, Bus & Ferry Operations
Metlink
Greater Wellington Regional Council
15 Walter Street
Te Aro
Wellington
P: 04 830 4262
M: 021 913429
www.metlink.org.nz
www.gw.govt.nz

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From: Gail Reeves
Sent: Wednesday, November 15, 2017 11:02 AM
To: Matthew Lear; Rob Braddock
Subject: 2nd Draft text for bus stop Centennial Highway at Glover Street (#3254) CLOSED

Hi Matthew/Rob,

“Bus stop #3254 Centennial Highway at Glover Street is CLOSED. Effective from Monday 19 November 2017 – until further notice:

This bus stop will be CLOSED (for both passenger set down and pick up) until further notice because of safety concerns around the proximity and the operation of the bus stop and the cycle lane. We are working closely with the Wellington City Council to resolve these safety concerns.

Your nearest bus stop is bus stop #3256 Ngauranga – Hutt Road (next to motorway).

We apologise for this inconvenience and would like to assure you that we are working on a solution. ”

Plus a map on the bus stop poster & website.

Have a look and get back to Jo & me asap to follow through with website messaging, bus stop notices & RTI etc.

Kind regards

Gail Reeves | Service Delivery Advisor, Bus & Ferry Operations

GREATER WELLINGTON REGIONAL COUNCIL

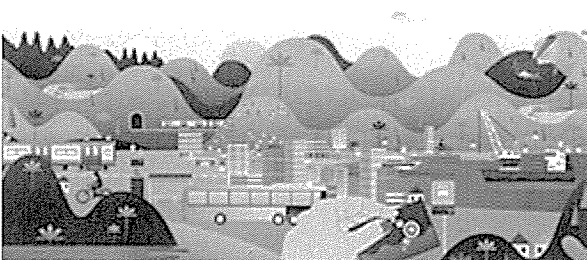
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outside scope

From: Rob Braddock
Sent: Wednesday, November 15, 2017 1:52 PM
To: Gail Reeves; Jo Pritchard
Subject: FW: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

The story so far

From: Rob Braddock
Sent: Wednesday, 15 November 2017 12:27 PM
To: 'Ian Turner' <Ian@manacoach.co.nz>
Cc: Matthew Lear <Matthew.Lear@gw.govt.nz>
Subject: RE: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

[REDACTED]

From: Ian Turner [<mailto:Ian@manacoach.co.nz>]
Sent: Wednesday, 15 November 2017 12:23 PM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>
Cc: Matthew Lear <Matthew.Lear@gw.govt.nz>
Subject: RE: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

[REDACTED]

From: Rob Braddock [<mailto:Rob.Braddock@gw.govt.nz>]
Sent: Wednesday, 15 November 2017 12:13 p.m.
To: Ian Turner
Cc: Matthew Lear
Subject: RE: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Hi Ian

I can confirm we'll have information up shortly that confirms cessation of use of the Centennial Highway stop from 19th November.

As far as WCC are concerned we will continue to try with them for a better solution.

Regards
Rob

From: Rob Braddock
Sent: Tuesday, 14 November 2017 11:28 AM
To: Ian Turner
Cc: Matthew Lear
Subject: RE: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Thanks Ian I appreciate the seriousness of the issue. We'll do our best to get information up in time for Sunday 19th November - any earlier is I would say unlikely given other things happening at the moment.

I'll confirm information that advises cessation from the 19th November by tomorrow for you.

Regards

Rob

From: Ian Turner [<mailto:ian@manacoach.co.nz>]

Sent: Tuesday, 14 November 2017 11:15 AM

To: Rob Braddock <Rob.Braddock@gw.govt.nz>

Cc: Brent Blann <BrentB@manacoach.co.nz>; Ray Good <RayG@manacoach.co.nz>; Bob Jull <BobJ@manacoach.co.nz>; Paul Phillips <PaulP@manacoach.co.nz>; Bev Evans <BevE@manacoach.co.nz>; Lynn Coory <LynnC@manacoach.co.nz>; Bill Rae <bill.rae@inmotiongroup.co.nz>; Treena Martin <treena@souterholdings.co.nz>

Subject: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Rob

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Kind regards

Ian

From: Rob Braddock [mailto:Rob.Braddock@gw.govt.nz]
Sent: Friday, 10 November 2017 3:31 p.m.
To: Ian Turner
Subject: FW: Road issues update

For the list below....

[REDACTED]

From: Rob Braddock
Sent: Friday, 10 November 2017 3:28 PM
To: Ian Turner <ian@manacoach.co.nz>
Subject: Road issues update

Hi Ian

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[REDACTED]

[REDACTED]

Any questions please ask, no doubt we will catch up shortly.
Rob

From: Rob Braddock
Sent: Wednesday, 8 November 2017 1:10 PM
To: Ian Turner <lan@manacoach.co.nz>
Subject: FW: Road issues update

Hi again Ian

Further updates:

[REDACTED]

Centennial Highway – as above we will raise with Wayne also. We agree the safety issue remains but that it could be solved through changes to parking and the island that the shelter sits on

[REDACTED]

[REDACTED]

I'll get back to you once we've talked to Wayne.
Rob

From: Rob Braddock
Sent: Tuesday, 7 November 2017 4:17 PM
To: Ian Turner <lan@manacoach.co.nz>
Subject: Road issues update

Hi Ian

Some updates for you, although there isn't a lot to get excited about unfortunately.

[REDACTED]

[REDACTED]

[REDACTED]

Centennial Highway – GWRC staff observations have been that drivers are not coming to a complete stop (unless there are passengers), but rather just travelling through or bypassing the stop entirely. Mana were to provide passenger numbers using the stop and we were then likely to recommend closure of the stop until such a time as something was sorted out.

See you tomorrow
Rob

Rob Braddock
Team Leader Service Delivery, Bus & Ferry Operations
Metlink
Greater Wellington Regional Council
15 Walter Street
Te Aro
Wellington
P: 04 830 4262
M: 021 913429
www.metlink.org.nz
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From: Ian Turner [Ian@manacoach.co.nz]
Sent: Tuesday, November 14, 2017 11:15 AM
To: Rob Braddock
Cc: Brent Blann; Ray Good; Bob Jull; Paul Phillips; Bev Evans; Lynn Coory; Bill Rae; Treena Martin
Subject: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP
Attachments: LV Martins Stop 3254 Centennial Highway at Glover Street cycle lane emails from 1 Oct 2014.pdf; Photos; LV Martins Stop 3254 Centennial Highway at Glover Street site visit 8 Nov 2017.docx

Rob

Thanks for the information below and for GWRC's efforts to persuade Wellington City Council to remedy the hazard that exists at the Centennial Highway bus stop. As you know, this hazard arises because buses are forced to impinge on the cycle lane downstream of the bus stop in order to avoid vehicles parked in the first two diagonal car parks on the right hand side of the traffic lane, whilst having almost no visibility of the cycle lane. Despite previous suggestions to the contrary, this hazard exists irrespective of the speed that the bus is travelling at, even if the bus comes to a complete halt at the stop, as you and I observed on site last Wednesday.

In light of your report of WCC's refusal to take any further remedial action we have conducted another formal assessment of the risk posed by the possibility of collision between our buses and cyclists in the cycle lane downstream from the bus stop. Our assessment is that the risk is in the 'Extreme' category, which is the highest category in our risk rating scheme.

Accordingly we will be withdrawing our services from the Centennial Highway bus stop with effect from the close of business on Sunday 19 November. This date has been chosen to give GWRC adequate time to prepare and distribute publicity material advising users of the bus stop of this change, but our preference would be to cease using the stop at an earlier date if publicity can be arranged earlier.

It is worth noting that the risk of collision with cyclists applies to all heavy vehicles using this part of Centennial Highway. Our observations are that, when the car parks are occupied, almost all trucks are forced into the cycle lane downstream of the bus stop, just as our buses are. Therefore, although our withdrawal of service from the stop will eliminate the risk as far as our buses are concerned, the risk will remain in respect of other vehicles. For example, you and I observed a number of Higgins Construction's trucks impinging on the cycle lane on Wednesday morning.

I appreciate that withdrawal of service from the bus stop will seriously inconvenience the customers who usually board and alight from our services there, and some of them may conclude as a result that the bus service is no longer viable for them. I am sorry for this, but the safety hazard outweighs this inconvenience and the potential loss of revenue to our company. The customers' alternative will be to use the bus stop on Hutt Road just past the intersection with Centennial Highway, which will mean a walk of about 600 metres and crossing two major roads. Our observations on Wednesday morning last week suggest that the number of bus passengers using the Centennial Highway stop is much greater than the number of cyclists using the cycle lane or the number of motorists parking in the spaces which result in buses being forced into the cycle lane, so I am in no doubt that WCC's refusal to remedy this hazard by adjusting the parking arrangements is to the detriment of the greatest number of the potentially affected people.

I attach previous correspondence and meeting notes regarding this bus stop, together with photographs taken on site on Wednesday morning showing vehicles departing the stop, plus others showing the view that a bus driver has of the cycle lane whilst leaving the stop, for your possible use in any further discussions with WCC.

Please confirm that GWRC will be able to issue publicity material in time for our cessation of service, or earlier. I will then advise our staff accordingly.

outside scope

Kind regards

Ian

From: Rob Braddock [mailto:Rob.Braddock@gw.govt.nz]
Sent: Friday, 10 November 2017 3:31 p.m.
To: Ian Turner
Subject: FW: Road issues update

For the list below....

[REDACTED]

From: Rob Braddock
Sent: Friday, 10 November 2017 3:28 PM
To: Ian Turner <ian@manacoach.co.nz>
Subject: Road issues update

Hi Ian

We've been working with WCC on the relevant matters below but I'm afraid it's been challenging to make any material headway. We share your frustrations with these as they are issues which we would like addressed in a more timely manner than is happening. I guess we have to acknowledge that WCC have other stakeholders who are requesting actions from them, of which we are one – we will keep these on our action list when we meet with WCC and persevere to get some progress. With that in mind here are the latest progress updates:

Centennial Highway – no progress on any changes to parking, use of parking or the roadway. We agree the safety issue remains and so suggest with a notice period that we cease using this stop until satisfactory measures are in place.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Any questions please ask, no doubt we will catch up shortly.
Rob

From: Rob Braddock
Sent: Wednesday, 8 November 2017 1:10 PM
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Subject: FW: Road issues update

Hi again Ian

Further updates:

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From: Lynn Coory [LynnC@manacoach.co.nz]
Sent: Tuesday, November 14, 2017 8:44 AM
To: Ian Turner
Cc: Brent Blann; Bob Jull
Subject: Photos
Attachments: IMG_2068.JPG; ATT00001.txt; IMG_2069.JPG; ATT00002.txt; IMG_2070.JPG; ATT00003.txt; IMG_2071.JPG; ATT00004.txt; IMG_2072.JPG; ATT00005.txt

The first photo is looking through the left wing mirror to show that can't see the cycle lane

Using the signwriting on the business, photo two shows how far a bus travels before they can see behind them

Three, four and five show how far out the bigger vehicles are parking.

-----Original Message-----

From: Lynn Coory
Sent: Tuesday, 14 November 2017 8:37 a.m.
To: Ian Turner <Ian@manacoach.co.nz>
Subject:

LV Martins Stop 3254 Centennial Highway at Glover Street site visit 7.30 to 7.45am 8 November 2017







From: Matthew Lear
Sent: Tuesday, November 14, 2017 12:30 PM
To: Mark Edwards
Cc: Wayne Hastie; Rob Braddock; Rhona Hewitt
Subject: FW: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Hi Mark,

As discussed, here's the email from Mana regarding withdrawal of service from the Centennial Highway Bus Stop.

If you could follow this up again with WCC- I realise we have put the request in to them to collaborate with us on already, with no feedback from them forthcoming. After seeing video and having a brief on the situation I support Mana in their conclusion that this is a health and safety risk which needs addressing as a matter of urgency.

We'll continue with our plans to remove the service; in the meantime if WCC come back to us with firm plans and dates for the requested work we will share this with Mana in the hope they withdraw the notice.

Regards

Matthew Lear | Acting Manager, Bus Operations

GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao

Lvl 2, 15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

T: 04 830 4038 | M: 021 121 7255

www.gw.govt.nz | www.metlink.org.nz

From: Rob Braddock
Sent: Tuesday, 14 November 2017 11:28 AM
To: Ian Turner
Cc: Matthew Lear
Subject: RE: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Thanks Ian I appreciate the seriousness of the issue. We'll do our best to get information up in time for Sunday 19th November - any earlier is I would say unlikely given other things happening at the moment.

I'll confirm information that advises cessation from the 19th November by tomorrow for you.

Regards

Rob

From: Ian Turner [<mailto:ian@manacoach.co.nz>]
Sent: Tuesday, 14 November 2017 11:15 AM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>
Cc: Brent Blann <BrentB@manacoach.co.nz>; Ray Good <RayG@manacoach.co.nz>; Bob Jull <BobJ@manacoach.co.nz>; Paul Phillips <PaulP@manacoach.co.nz>; Bev Evans <BevE@manacoach.co.nz>; Lynn Coory <LynnC@manacoach.co.nz>; Bill Rae <bill.rae@inmotiongroup.co.nz>; Treena Martin <treena@souterholdings.co.nz>
Subject: WITHDRAWAL OF SERVICE FROM CENTENNIAL HIGHWAY BUS STOP

Rob

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Sent: Friday, 10 November 2017 3:31 p.m.
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outside scope

For the list below....



outside scope

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From: Rhona Hewitt
Sent: Thursday, November 23, 2017 9:19 PM
To: Wayne Hastie; Matthew Lear; Raymond Malcolm
Subject: Fwd: Closure of bus stop
Attachments: damian.gorge.bus.stop v2.docx; ATT00001.htm

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

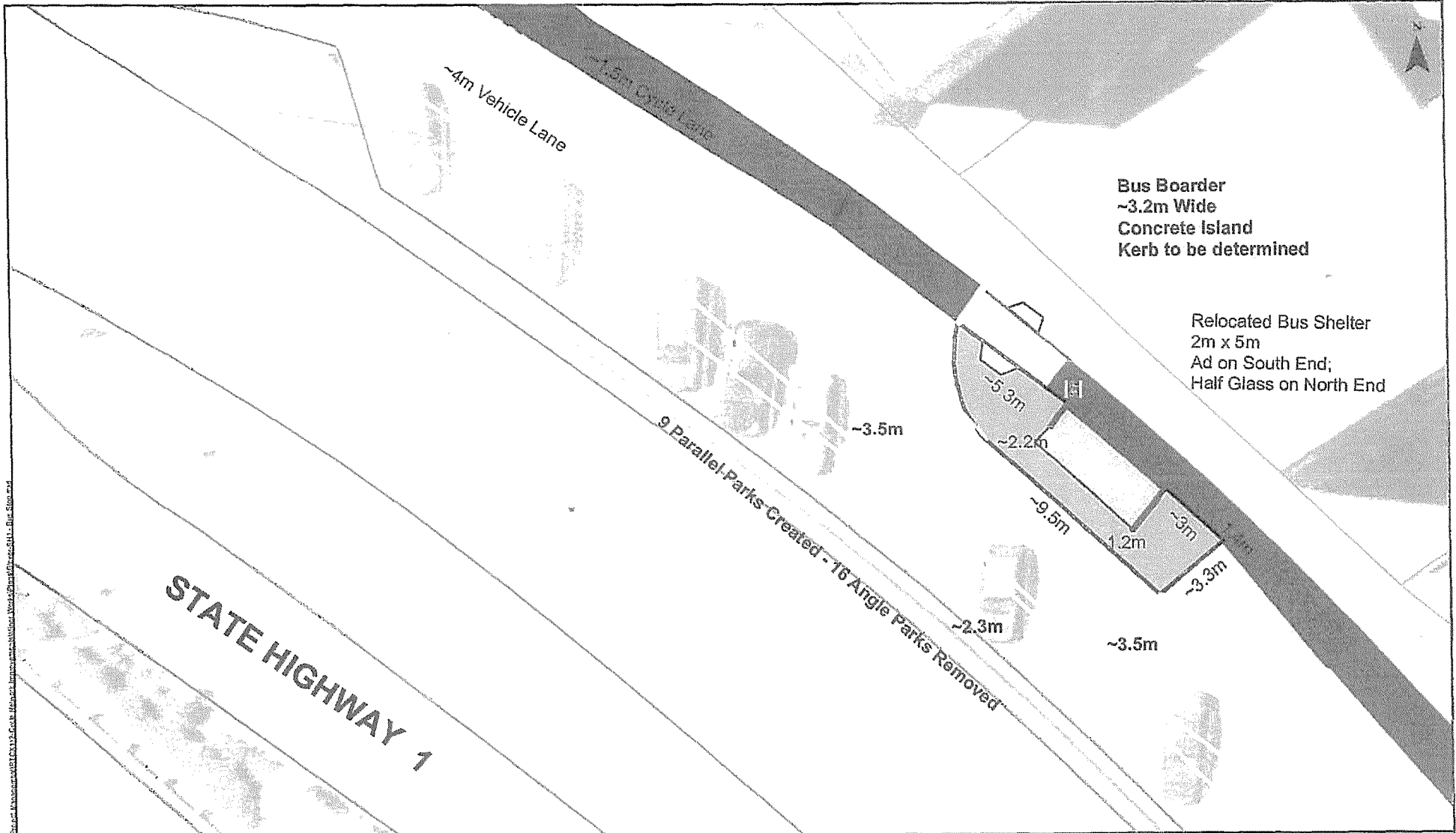
Peter

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HAZARD REGISTER TEMPLATE

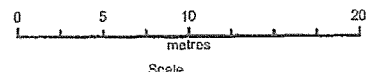
Please add any potential Hazard you identify into shift below.

Number	Hazards	Possible consequences	Risk Determination			Actions to Improve Safety	Additional Information	Review Schedule
			L	S	Risk			
002	LV MARTIN BUS STOP #3254	ROAD LAY OUT CHANGE – CYCLE WAY ESTABLISHED. INCREASE CHANCE OF COLLISION		S		<ul style="list-style-type: none"> • Drivers to be extra vigilant when departing this stop. • Be aware of change in road lay out – merging cycle way with road after new bus shelter • Pause at the exit or do not proceed from the stop until you have regained 100% visibility of the cycle lane 	Information and our safety concerns to this bus stop have been highlighted to GWRC	3 months



Project: Ngauranga Gorge - Bus Stop
 Date: 7/10/2014
 Author: mcphed2b
 Reference:

Cycle Safety Work
 Ngauranga Gorge - Bus Stop



Property boundaries, 20m Contours, road names, rail line, address & title points sourced from Land Information NZ. Crown Copyright reserved. Property boundaries accuracy +/-1m in urban areas, +/-20m in rural areas. Census data sourced from Statistics NZ. Postcodes sourced from NZ Post. Assets, contours, water and drainage information shown is approximate and must not be used for detailed engineering design. Other data has been compiled from a variety of sources and its accuracy may vary, but is generally +/- 1m.

MAP PRODUCED BY:
 Wellington City Council
 101 Wakefield Street
 WELLINGTON, NZ

ORIGINAL MAP SIZE: A4
 DATE: 7/10/2014
 AUTHOR: mcphed2b
 REFERENCE:

Absolutely Positively
Wellington City Council
 We Take it Further



MINUTES

SUBJECT WCC Liaison Meeting
WHEN Tuesday 12 September 2017
WHERE GWRC, Level 2, 15 Walter Street, Wellington
ATTENDEES Jo Pritchard, Raymond Malcolm - GWRC, Stuart Colquhoun, Michael Salanoa - NZ Bus, Bruce Tan, Charles Kingsford, Tejay Roach (lateness) - WCC
APOLOGIES Gail Reeves, Arne Brandt - GWRC, Brent Blann - Mana

1. Actions from previous minutes

- [Redacted]
- [Redacted]
- [Redacted]

1.4 Stop 3254 – Centennial Highway at Glover Street

Some work has been completed in the area, site visits have been made by GWRC. Raymond advised that dependent on the size of the vehicles parked in the angel parks, some are in the flow of traffic through the area. If there isn't a passenger to drop off/pick up buses travel through quite quickly. If a passenger is being dropped/picked up buses are able to travel through safely. Buses can travel into the cycle lane, trying to avoid the parked cars. A solution may be to reduce the speed through the area. Charles will raise the issue with Stephen Harte, and Paul Barker. Raymond to supply Mana information to S Harte, and discuss speed reduction options with (Rob Braddock) Mana account manager.

[REDACTED]
[REDACTED] A request that drivers slow down their speed in the area may be a quick solution to the problem.

ACTION POINTS:

Charles to raise the concerns of bus stop 3254 with Stephen Harte and Paul Barker. Raymond will send Mana information to Stephen Harte, and discuss the speed reduction option with R Braddock.

● [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

● [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

● [REDACTED]
[REDACTED]
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● [REDACTED]
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[REDACTED]
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● [REDACTED]
[REDACTED]
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[REDACTED]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3. Next meeting

The next meeting will be held on the 21 November 2017 at GWRC, Level 2, 15 Walter Street commencing at 10.30 am.

Notes: In the ribbon Templates Extras you will find the options to add Actions and Decisions: Add new menu items and Insert action details.

Current Actions

REF	ACTIONS	ACTIONER	DUE DATE
<p>UPDATES:</p>			
[REDACTED]	[REDACTED]	[REDACTED]	
1.4	<p>Stop 3254 – Centennial Highway at Glover Street Charles to raise the concerns on stop 3254 with Stephen Harte and Paul Barker Send through the information to Stephen Harte and discuss speed reduction with operator account manager</p>	<p>Charles Raymond</p>	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	GWRC	
[REDACTED]	[REDACTED]	[REDACTED]	

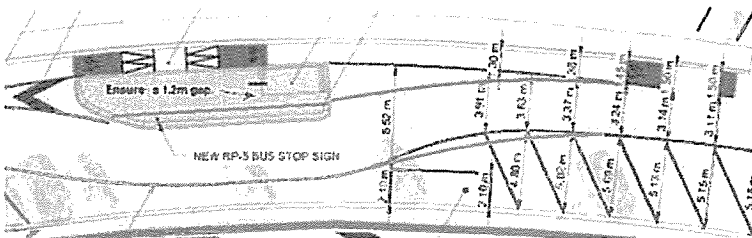
Notes: updates option available for actions carried over but still current new action items can be highlighted.

Brent Blann

From: David Huang <David.Huang@wcc.govt.nz>
Sent: Friday, 2 September 2016 4:41 a.m.
To: 'James'; 'cleancode@hotmail.com'
Cc: 'BrentB@manacoach.co.nz'
Subject: RE: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi James/Raymond,

Two engineers from our team have visited the site separately this week and both concluded that we needed to address the safety concern at the bus stop urgently. Some preliminary thoughts are reducing the size of the bus lay-by and/or adjusting the car parks to help with the tracking curve. The latter option will result in the reduction of the number of car parks so we want to deal with it more carefully given the controversies the previous consultation here has caused.



We are meeting with our project manager and Brent from Mana & Newlands Coach on site next week to confirm what the urgent fix is going to be. I will provide you with another update after that, hopefully with a time frame.

Have a good weekend.

Regards,

David Huang

Project Engineer, Transport Network Improvement
Transport & Waste Operations | Wellington City Council
P 04 830 1248 | M 021 270 8148 | F 04 801 3009
E David.Huang@wcc.govt.nz | W Wellington.govt.nz



From: David Huang
Sent: Monday, 29 August 2016 4:58 p.m.
To: 'James'
Cc: Brett McPhedran
Subject: RE: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi James,

Thanks for passing this on.

We are just about to commission a post-construction safety audit for all the work we did at Ngauranga Gorge next week. We will pass this specific issue to the safety auditor for them to investigate. We will have the opportunity to fix any the issues identified through this process.

That said, we will arrange a site visit in the next few days just to make sure it is not a frequent occurrence which may require a more urgent fix. I will get back to you next week.



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David Huang

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E David.Huang@wcc.govt.nz | W Wellington.govt.nz |  



From: James [<mailto:jim.burgess@gmail.com>]

Sent: Friday, 26 August 2016 11:08 a.m.

To: David Huang; Brett McPhedran

Subject: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi both

Any comment on this? Looks like the layout might be associated with the path the bus takes in the video.

<https://www.facebook.com/groups/166036183455868/permalink/1178483878877755/>

<https://www.youtube.com/watch?v=R3eT6itDaZw&feature=youtu.be>

Cheers

James

Brent Blann

From: Brent Blann
Sent: Tuesday, 6 September 2016 5:16 p.m.
To: Ray Good; Daniel Hanson; Bev Evans
Cc: Ian Turner
Subject: FW: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi all

A site meeting was held today with WCC looking at possible ways forward with this issue. Present were myself, Stephen Harte, David Huang and Joe Hewitt, Principal Engineer Cycling. All agreed there was a problem with buses passing over the new cycle lane both entering and departing this stop that only reorganisation of the bus stop zone could fix. That this was not a driver problem. They have suggested starting with some minor tweaks working up to more major changes should these be required. I would expect things to start moving pretty quickly. Will update as information comes to hand.

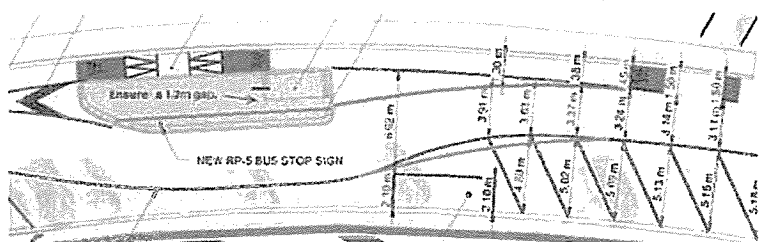
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E David.Huang@wcc.govt.nz | W Wellington.govt.nz |



From: James [mailto:jim.burgess@gmail.com]
Sent: Friday, 26 August 2016 11:08 a.m.
To: David Huang; Brett McPhedran
Subject: Q about new Ngauranga bus stop and layout around there (near miss video)

Hi both

Any comment on this? Looks like the layout might be associated with the path the bus takes in the video.

<https://www.facebook.com/groups/166036183455868/permalink/1178483878877755/>
<https://www.youtube.com/watch?v=R3eT6itDaZw&feature=youtu.be>

Cheers
James

Lucy Hornby

From: Brent Blann <BrentB@manacoach.co.nz>
Sent: Thursday, 25 August 2016 4:49 p.m.
To: Gail Reeves
Cc: Daniel Hanson; Bob Jull; Ray Good; Todd Wano; Wayne MacDonald; Bev Evans; Lynn Coory; Ian Turner
Subject: RE: Cycle lane incident at Stop 3254 LV Martins
Attachments: LV Martins stop H&S red alert 25 August 2016.pdf

Categories: Saved to OurSpace

Thanks Gail. Copy of H&S red alert that went out to depots this afternoon.

From: Gail Reeves [mailto:Gail.Reeves@gw.govt.nz]
Sent: Thursday, 25 August 2016 4:05 p.m.
To: Brent Blann
Cc: Daniel Hanson; Bob Jull; Ray Good; Todd Wano; Wayne MacDonald; Bev Evans; Lynn Coory; Ian Turner
Subject: RE: Cycle lane incident at Stop 3254 LV Martins

Great work and thank you for your diligence in the matter Brent.

I'll record the incident & circumstances here as well and the fact that it needs a follow up.

Kind regards
Gail

From: Brent Blann [mailto:BrentB@manacoach.co.nz]
Sent: Thursday, 25 August 2016 3:58 p.m.
To: Gail Reeves
Cc: Daniel Hanson; Bob Jull; Ray Good; Todd Wano; Wayne MacDonald; Bev Evans; Lynn Coory; Ian Turner
Subject: FW: Cycle lane incident at Stop 3254 LV Martins
Importance: High

s7(2)(a)

Hi Gail

Email below is a follow-up to a discussion I had earlier with [REDACTED]. As an interim measure we are issuing a red alert Health and Safety memo to driving staff requesting drivers to be extra vigilant when departing this stop; that they either pause at the exit or not proceed from the stop until they have regained 100% visibility of the cycle lane. I will be copying details of this incident to WCC requesting a reassessment of the safety aspects of the redesign.

Regards

Brent Blann
Service Quality Controller
Mana and Newlands Coach Services Limited
7 Commerce Crescent
Waitangirua
Porirua 5024

Tel. (04) 235 8819
Mob. 0272975323

s7(2)(a)

From: Brent Blann
Sent: Thursday, 25 August 2016 3:30 p.m.
To: [REDACTED]
Subject: Cycle lane incident at Stop 3254 LV Martins

[REDACTED]
[REDACTED]

Cycle lane incident at Stop 3254 LV Martins

Thank you for taking the time to discuss this earlier. Our sincerest apologies for this frightening incident. As discussed we will be reviewing bus CCTV video footage to better understand why the bus came so far into the cycle lane, also what visibility the driver might have had to his left coming out of the bus stop. From your video it appears the driver had swung hard left to clear the vehicle parked in the first angle park to his right. Buses have considerable front overhang so it is possible the path swept by the bus in your video is in fact normal for a bus clearing a vehicle parked in this position. The fact that this incident could have happened at all is a heads-up that the new arrangement needs further work. I will be forwarding details of this incident to WCC who are responsible for the layby. Your suggestion that buses pause as they are leaving the bus stop is a good one, we will be formally requesting drivers to either pause at the exit of the stop or not proceed until they have regained 100% visibility of the cycle lane. We apologise again for this incident and thank you for bringing it to attention.

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-----Original Message-----

From: info@manacoach.co.nz [mailto:info@manacoach.co.nz]
Sent: Thursday, 25 August 2016 9:56 a.m.
To: Newlands
Subject: Form submission from: Contact Us

Submitted on Thu, 25/08/2016 - 09:55

Submitted by anonymous user: [121.72.19.128] Submitted values are:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

s7(2)(a)

Fax:

Comments / Questions:

This morning at 8:07am the Courtenay Place bus (211) with license plate BRC548 drove into the new cycle lane at the bottom of Ngauranga Gorge and almost hit me on my bicycle. I captured footage on my helmet camera.

Here is the footage:

<https://www.youtube.com/watch?v=R3eT6itDaZw>

Here are pictures showing the service number and license plate https://www.youtube.com/watch?v=A_P5VtCmCKg

This is pretty serious. The rode code says that vehicles have to give way to cyclists before crossing a cycle lane.

Drivers must check their rear view mirrors as this is not the first time this has happened to me since this new road layout was created only recently.

The results of this submission may be viewed at:

<http://www.manacoach.co.nz/node/19/submission/2047>

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Mob. 0272975323

From: Brent Blann
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[REDACTED]
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s7(2)(a)

[REDACTED]

[REDACTED]

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s7(2)(a)

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Company / Institution:
Address:
City: Wellington

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MINUTES

SUBJECT WCC Liaison Meeting

WHEN Tuesday 27 June 2017

WHERE GWRC, 15 Walter Street

ATTENDEES Gail Reeves, Jo Pritchard, Arne Brandt, Kerryn Merriman - GWRC, Bruce Tan - WCC, Patrick Milner, Jacqui Siologa, Michael Salanoa - NZ Bus, Brent Blann - Mana

APOLOGIES Charles Kingsford - WCC, Raymond Malcolm - GWRC

[Redacted content]

● [Redacted]

● [Redacted]

[Redacted]

● [Redacted]

[Redacted]

[Redacted]

[Redacted]

● [Redacted]

[Redacted]

[Redacted]

1.9 Stop 3254 – Centennial Highway at Glover Street

New road marking have been put down in the last 6 weeks. It changes the way the buses go through the area, a parking space has been removed. Brent is to review the site and advise if there has been an improvement.

ACTION POINTS:

Brent to review the site and advise if there is an improvement

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3. [Redacted]

Current Actions

REF	ACTIONS	ACTIONER	DUE DATE
	UPDATES:		
█	█ █ █	█	
█	█ █ █ █ █ █	█	
█	█ █ █ █ █	█ █	
█	█ █ █ █	█ █ █ █	
1.9	Stop 3254 – Centennial Highway at Glover Street Review the site and advise if there is an improvement	Brent	
2.1	█ █	█ █ █ █ █	
█	█ █	█	
█	█ █ █	█	

█	█ █ █	█	
█	█ █ █	█	
█	█ █	█	
█	█ █ █	█	

Completed Actions

	ACTIONS	ACTIONER	COMPLETED
█	█ █ █	█	█