



More teething problems for Wellington's updated bus networks when two buses were ...

The Hits, Wellington, 07:00 News, Newsreader

20 Jul 2018 7:01 AM

Duration: 0 min 9 secs • NZ • New Zealand • Radio & TV - Transport • ID: W00075396992

More teething problems for Wellington's updated bus networks when two buses were grounded near Granada last night.

Audience

83,200 All, 40,100 MALE 16+, 36,800 FEMALE 16+

Also broadcast from the following 28 stations

Radio Hauraki (Wellington), Radio Hauraki (Auckland), Radio Hauraki (Christchurch), Radio Hauraki (Dunedin), Radio Hauraki (Hawkes Bay), Radio Hauraki (Manawatu), Radio Hauraki (Nelson), Radio Hauraki (Northland), Radio Hauraki (Rotorua), Radio Hauraki (Southland), Radio Hauraki (Taranaki), Radio Hauraki (Tauranga), Radio Hauraki (Waikato), The Hits (Christchurch), The Hits (Dunedin), The Hits (Hawkes Bay), The Hits (Manawatu), The Hits (Nelson), The Hits (Northland), The Hits (Rotorua), The Hits (Southland), The Hits (Taranaki), The Hits (Tauranga), The Hits (Waikato), The Hits (Auckland), ZM (Christchurch), ZM (Auckland), ZM FM (Wellington)

A Wellington local contacted Newstalk ZB, saying two buses were grounded around 6:30 ...

Newstalk ZB (Wellington), Wellington, 07:00 News, Newsreader

20 Jul 2018 7:00 AM

Duration: 1 min 4 secs • NZ • New Zealand • Radio & TV - Transport • ID: X00075397058

A Wellington local contacted Newstalk ZB, saying two buses were grounded around 6:30 pm last night near the Grenada North bus depot after bottoming out on driveways. It follows days of complaints about the network's biggest ever change this week, with drivers confused over routes and new recruits struggling with the job. Meanwhile, the 6:40-am train service this morning from Taita to Wellington was cancelled due to a mechanical fault. There is also reduced seating on at least seven services across the Hutt Valley, Kapiti and Melling lines. The Petone Station's ticketing office is also closed today due to staff illness.

Audience

8,800 All, 4,100 MALE 16+, 4,700 FEMALE 16+



Give us a decent bus service

The Dominion Post, Wellington, Letters

20 Jul 2018

Page 11 • 223 words • Photo: No • Type: Letter • Size: 84.00 cm² • NZ • New Zealand • Press - Transport • ID: 984148617

I have written, over the last few weeks, to Metlink, to Greater Wellington Regional Council, individual council members, and some MPs to protest over the cancellation of all off-peak bus services in my area. (The last bus, No 34, now leaves at 9.11am.) None of them have even had the courtesy to send me a decent reply. I am not satisfied; I will not accept this. I would never have gone to live in an area where the last bus departed at 9.11am. I suggest all ratepayers similarly affected by the loss of a bus service withhold a portion of their rates until a decent service is restored, on the grounds that a service to which their rates contribute no longer exists.

[View original](#) - Full text: 223 word(s), <1 min

Audience

48,092 CIRCULATION

Keywords

bus(8),cancellation(1),Metlink(1),Wellington(1)



Union says bus rosters 'illegal'

The Dominion Post, Wellington, General News, DAMIAN GEORGE AND AMBER-LEIGH WOOLF

20 Jul 2018

Page 1 • 522 words • Photo: Yes • Type: News Item • Size: 316.00 cm² • NZ • New Zealand • Press - Transport • ID: 984159895

The Tramways Union has gone to the police over Wellington bus drivers' work hours, which it says are in breach of employment regulations. The union says some of Wellington's Tranzit-contracted drivers are being asked to work illegal shifts, with some rostered on for more than the 14-hour threshold or not getting the paid meal breaks they are entitled to.

[View original](#) - Full text: 522 word(s), ~2 mins

Audience

48,092 CIRCULATION

Keywords

Bus(4),Metlink(2),Transport(1),Wellington(6)



Kiwis lash out at new 'migraine trigger' blue neon lights on buses

newshub.co.nz by Zane Small

19 Jul 2018 3:45 PM

667 words • Internet - Transport • ID: 984006526

New Zealanders have lashed out at new buses donning neon blue lights, complaining of headaches and dizziness, and they could have good reason to be concerned.

An optometrist has warned that the neon blue lights in New Zealand buses could disrupt...

[Read on source site](#)

Audience

17,534 UNIQUE DAILY VISITORS, 1,011 UNIQUE DAILY VISITORS

Keywords

bus(7),buses(11),feature(1),featured(1),Most(1),One(2),passenger(1),passengers(2),public transport(1),top(1),Transport(4),users(1),Wellington(3),Wellingtonians(1)



NZ gets electric vehicle charging database

Computerworld New Zealand by Stuart Corner Computerworld
422 words • Internet - Transport • ID: 984000224

19 Jul 2018 3:18 PM

The New Zealand Transport Agency (NZTA) has launched EVRoam, claimed to be the world's first live database of electric vehicle charging infrastructure. It has been funded under the agency's \$3.4 million electric vehicle programme from the National Land...

[Read on source site](#)

Audience

N/A UNIQUE DAILY VISITORS, N/A UNIQUE DAILY VISITORS

Keywords

develop(1),developed(1),developers(1),Fund(1),funded(1),infrastructure(9),New Zealand Transport Agency(1),NZTA(5),planner(1),regulated(1),transport(6),Wellington(1)



New bus service 'a shambles'

Cook Strait News, Wellington - Southern Suburbs, General News, Jamie Adams

19 Jul 2018

Page 3 • 439 words • Photo: Yes • Type: News Item • Size: 524.00 cm² • NZ • New Zealand • Press - Transport • ID: 984044785

Metlink had touted them as part of "a better public transport network" but for many commuters, Greater Wellington's new bus routes, and timetables and payment system have been anything but. One Miramar resident has gone as far as describing the process for travelling on them as "a shambles".

[View original](#) - Full text: 439 word(s), ~1 min

Audience

25,156 CIRCULATION

Keywords

bus(10),improve(1),Metlink(3),public(2),system(3),transport(2),travel(1),Wellington(2)



Q: Commuters are asked - what do you think of Wellington's new bus network?

Cook Strait News, Wellington - Southern Suburbs, General News

19 Jul 2018

Page 8 • 188 words • Photo: Yes • Type: News Item • Size: 263.00 cm² • NZ • New Zealand • Press - Transport • ID: 984049838

readers have their say... Find out the WORD on the Street. Walter Baier, Mt Cook "I would take a bit of time to judge it. I'll just adapt [to the new routes and timetable]."

[View original](#) - Full text: 188 word(s), <1 min

Audience

25,156 CIRCULATION

Keywords

bus(2),Wellington(1)



Tramways Union, Wellington's bus driver union, says government officials undermine its ...

Three, Wellington, Newshub Late, Briar Marbeck

18 Jul 2018 10:26 PM

Duration: 2 mins 0 sec • NZ • New Zealand • Radio & TV - Transport • ID: X00075379828

Tramways Union, Wellington's bus driver union, says government officials undermine its workers by lining up hundreds of unemployed people to get behind the wheel. It comes as the city's bus chaos continued for the fourth day in a row, with new contractor Tranzit struggling in the role. Bus passenger Lizzie Simmons says the brand new fleet of double-deckers is taking her and other passengers the wrong way as the roads along the original route are not meant for a double to pass. The number one route is meant to go along the Ngauranga Gorge from the main bus station to Johnsonville but instead, it went up the wrong gorge, the Ngaio Gorge, with a completely different route. The Greater Wellington Regional Council, which gave the contract to Tranzit, says the power lines are too high and it was striking phone lines. Many drivers refused to sign up when the council awarded the contract to Tranzit saying the paying conditions left them worse off. The bus driver union has now released documents showing how Tranzit was working with the Ministry of Social Development to get unemployed people to be their drivers in a bid to recruit a total of 200 by July 1 this year. The deal has since collapsed after questions from Government ministers. MSD today admitted its actions were inappropriate, with Tranzit saying it was astounded by the scale of the political involvement.

Audience

122,800 All, 50,400 MALE 16+, 69,600 FEMALE 16+

Interviewees

Kevin O'Sullivan, Secretary, Tramways Union|Lizzie Simmons, bus passenger



Manuka, natives, tested for ability to kill nitrate leaching

Radio New Zealand

20 Jul 2018 7:45 AM

83 words • Internet - Land and Water • ID: 984370060

Native plants could help clean up lakes and rivers and provide a solution to New Zealand's worsening nitrogen and effluent problem. Previous tests have shown ecoli dies off much faster under manuka trees than under pasture, and that manuka significantl...

[Read on source site](#)

Audience

14,976 UNIQUE DAILY VISITORS, 281 UNIQUE DAILY VISITORS

Keywords

clean(1),Porirua(1),Previous(1),rivers(1)



Porirua is hoping to be pest-free by 2025. Mayor Mike Tana thinks the target is ...

Newstalk ZB (Wellington), Wellington, 07:00 News, Newsreader

20 Jul 2018 7:03 AM

Duration: 0 min 43 secs • NZ • New Zealand • Radio & TV - Land and Water • ID: X00075397081

Porirua is hoping to be pest-free by 2025. Mayor Mike Tana thinks the target is achievable and is calling for more of the community to get on board with backyard trapping to eliminate pests like rats and mice. Pest Free Whitby community coordinator John Lambert thinks it is an audacious goal but could be done.

Audience

8,800 All, 4,100 MALE 16+, 4,700 FEMALE 16+

Interviewees

John Lambert, community coordinator, Pest Free Whitby |Mike Tana, Porirua Mayor



1. The things that mattered this week

newsroom.co.nz by Bernard Hickey

20 Jul 2018 4:05 AM

1618 words • Internet - Greater Wellington Regional Council • ID: 984273608

The key events in our political economy this week included still-low inflation figures keeping rates on hold for another year, house price inflation bubbling along outside of Auckland and Christchurch, a fresh debate over whether councils should collec...

[Read on source site](#)

Audience

N/A UNIQUE DAILY VISITORS, N/A UNIQUE DAILY VISITORS

Keywords

Auckland(9),Christchurch(3),comments(2),Government(14),latest(2),LGNZ(2),Local(6),most(4),Napier(1),New Zealand(5),New Zealand's(1),news(1),next(2),post(3),recent(1),report(1),Rotorua(1)



East side copping bad air

Wairarapa Times Age, Wairarapa, General News, Beckie Wilson

20 Jul 2018

Page 1 • 614 words • Photo: Yes • Type: News Item • Size: 505.00 cm² • NZ • New Zealand • Press - Greater Wellington Regional Council • ID: 984228156

'It's worse on the [east] side of town because they are getting a double whammy' Bad air is getting between the east side of Masterton and some of its smoky neighbours.

[View original](#) - Full text: 614 word(s), ~2 mins

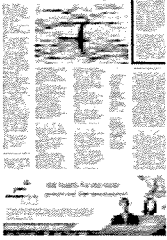
Audience

5,217 CIRCULATION

Keywords

Council(2),Greater Wellington Regional Council(1),GWRC(2),regional(1)





20 Jul 2018
The Dominion Post, Wellington

Section: Letters • Article type : Letter • Classification : Metro • Audience : 48,092
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Item ID: 984148617
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back

Give us a decent bus service

I have written, over the last few weeks, to Metlink, to Greater Wellington Regional Council, individual council members, and some MPs to protest over the cancellation of all off-peak bus services in my area. (The last bus, No 34, now leaves at 9.11am.)

None of them have even had the courtesy to send me a decent reply. I am not satisfied; I will not accept this. I would never have gone to live in an area where the last bus departed at 9.11am.

I suggest all ratepayers similarly affected by the loss of a bus service withhold a portion of their rates until a decent service is restored, on the grounds that a service to which their rates contribute no longer exists.

Elizabeth Newton, Karori

It is hard to understand why the Kingston terminus bus stop has been moved to a most inconvenient, isolated location across the road from where it previously was. The old stop was next to the Kingston shops and had a shelter for waiting passengers. The new stop has no shelter and commuters have to cross a busy street to get to it. As well as being more convenient, the old stop has had for many years the resident Kingston bus stop cat Snoopy. She will miss and be missed by lots of bus users.

Mike Dwyer, Kingston



▲
back

Union says bus rosters 'illegal'

Transport

**Damian George
and Amber-Leigh Woolf**

The Tramways Union has gone to the police over Wellington bus drivers' work hours, which it says are in breach of employment regulations.

The union says some of Wellington's Tranzit-contracted drivers are being asked to work illegal shifts, with some rostered on for more than the 14-hour threshold or not getting the paid meal breaks they are entitled to.

The union also said that workers' rest breaks were not being spread out evenly, as the law required them to be.

Tramways Union secretary Kevin O'Sullivan said that after receiving advice from its lawyers at Wellington law firm Oakley Moran, the union lodged a formal complaint with police on Wednesday, saying the breaches were a "significant safety issue".

The union said that under the Land Transport Act and the Employment Relations Act, a driver was not allowed to be rostered on for more than 14 hours at a time, including breaks.

If a driver was rostered on for more than 13 hours at a time, their meal breaks had to be paid and spread evenly throughout their shift.

But under Tranzit, which took over the majority of Wellington's commuter bus network this week, there had been frequent breaches of those laws, said O'Sullivan.

He pointed to drivers' rosters to back up his claim. "They're actually in breach of all those regulations, according to our advice, and it's a significant safety issue apart from anything else."

O'Sullivan said one example of an illegal shift included a driver working from 5.30am until 11am,

then taking two one-hour breaks over the next 2½-hours, before working another six hours.

Another driver had been seen by a senior manager at fellow operator NZ Bus working at 6am and 10pm the same day – outside the legal 14-hour span.

Tranzit said it had not been made aware of any complaint made to police.

Meanwhile, two Wellington City councillors were less than impressed after their journeys on new double-decker buses were significantly delayed this week.

Councillor Sarah Free said her ride from Island Bay to central Wellington took an hour instead of 30 minutes, while colleague Chris Calvi-Freeman said his trip from Island Bay to Johnsonville was 20 minutes late.

Free claimed that the double-deckers were holding up traffic because people took extra time to get on and off them but a Metlink spokesman said her trip appeared to be an extreme case, as the buses regularly took the same time as single-deckers on that route.

"We suspect the delay was more likely the result of the specific circumstances of that trip."

Various factors could result in delayed services, including passenger loading, road works and traffic congestion, the spokesman said.

Longer loading times had been taken into account for the double-deckers but an apparent keenness among commuters to ride them had led to higher-than-expected passenger numbers.

"We also know that this is not a typical operating week. Everyone is getting used to the new network, including customers and drivers. That has been slowing services down as people get used to new routes and new vehicles."

"Everyone is getting used to the new network, including customers and drivers."

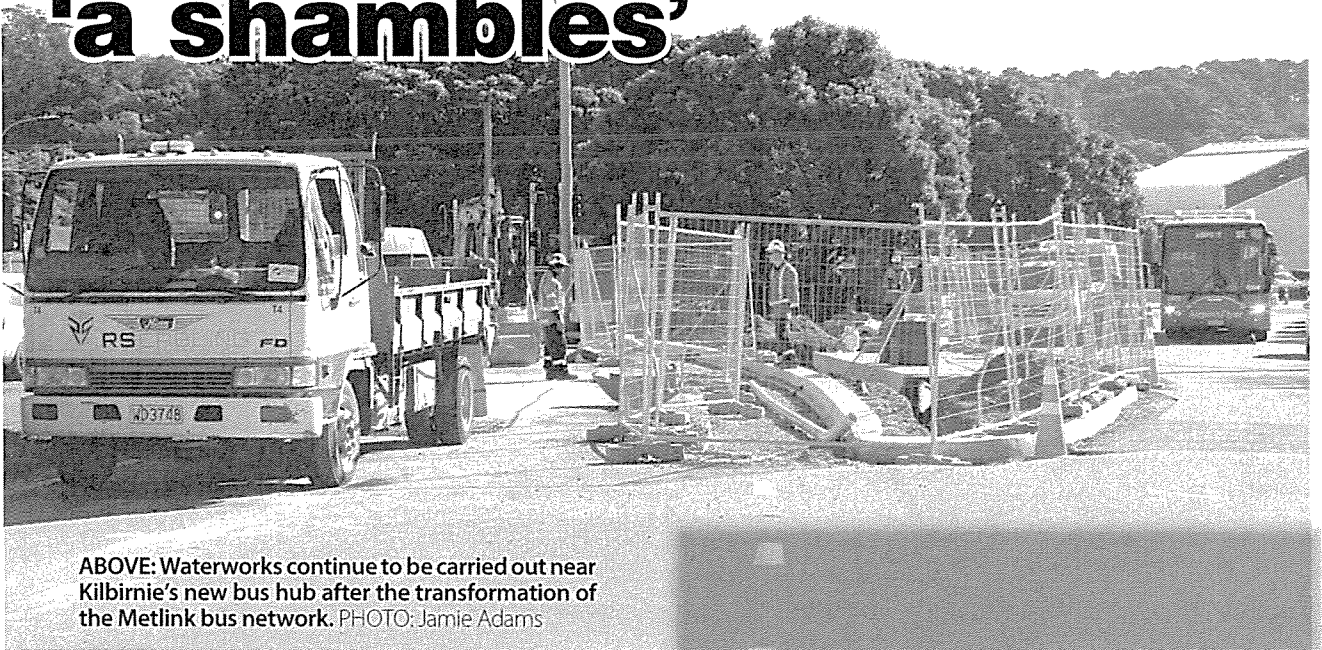
Metlink spokesman





 back

New bus service 'a shambles'



ABOVE: Waterworks continue to be carried out near Kilbirnie's new bus hub after the transformation of the Metlink bus network. PHOTO: Jamie Adams

By Jamie Adams

Metlink had touted them as part of "a better public transport network" but for many commuters, Greater Wellington's new bus routes, and timetables and payment system have been anything but.

One Miramar resident has gone as far as describing the process for travelling on them as "a shambles".

Bernard O'Shaughnessy says he got on a No.2 bus in Miramar but in wanting to travel to Newtown, had to swap at Kilbirnie to get a No.3.

"But the Kilbirnie bus hub [is] not complete so it's very messy

at that temporary hub.

"The new hub site is very exposed to the winds and rain, and is away from the shops."

Bernard says connecting buses arrived late and there was much confusion by people as to connecting buses and routes, but that wasn't the worst of it.

"There are lots of new drivers and they are struggling with the bus, the operations of the ticketing system and the timetables as well.

"On the bus I got in Kilbirnie at about 9.30am the driver couldn't get his ticketing machine to read the Snapper cards so he let all

those on for free, and there were quite a lot of people."

Bernard accepts that under the new regime there will be advantages for peak-hour travellers, such as faster trips and more express buses, but for off-peak commuters there will be fewer buses and more bus hopping.


He predicts next week will be another "Black Shambles Monday" as children return to school.

Greater Wellington general manager of public transport Wayne Hastie says the Kilbirnie hub is operating in a temporary location due to essential water-



19 Jul 2018
Cook Strait News, Wellington - Southern Suburbs

Author: Jamie Adams • Section: General News • Article type : News Item
Classification : Suburban • Audience : 25,156 • Page: 3 • Printed Size: 524.00cm²
Market: NZ • Country: New Zealand • Words: 439 • Item ID: 984044785

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 back

works working their way through Kilbirnie that have closed the roads around the new hub.

He says overall the system performed well as of Monday.

“Every weekday morning we run about 900 bus services across the region. The vast majority have run as scheduled.”

Despite Bernard’s concern, Wayne says the switchover to new Snapper terminals appears to have been successful.

“We’ve always said there may

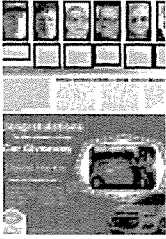
be some bumps in the road and we have had some [on Monday]; with new routes and timetables we are seeing some services running late but we expect that to improve as drivers get used to how the routes work in peak times.”

Wayne expects there will still be minor issues over coming days.

“Some issues we can fix within minutes, while others may take some days.”



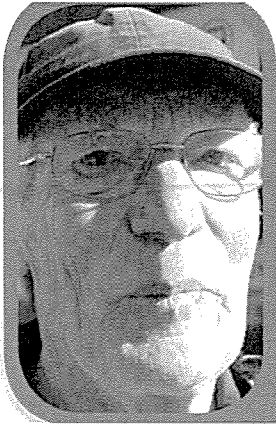
INSET: One of Metlink’s new electric double deckers heads down Adelaide Road. PHOTO: Jamie Adams



▲
back

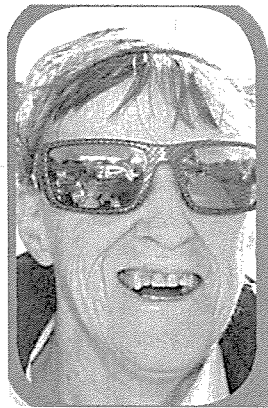
CookStrait *news* readers have their say... Find out the WORD on the Street.

Q: Commuters are asked - what do you think of Wellington's new bus network?



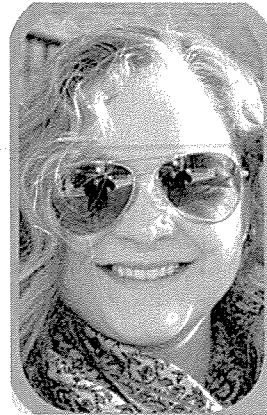
**Walter Baier,
Mt Cook**

"I would take a bit of time to judge it. I'll just adapt [to the new routes and timetable]."



**Cushla Skachill,
Kilbirnie**

"I volunteer at the hospital and I'm just waiting 20 minutes longer than I used to. I'm going to be late because of it. People here are pissed off."



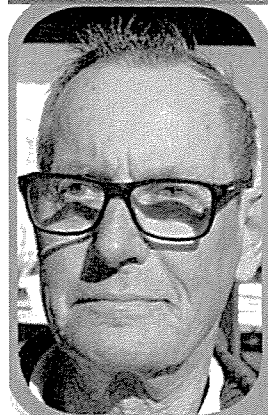
**Kelsea Jackson,
Newtown**

"The buses are not dependable. I've been waiting for the No.3 for 10 minutes after the time it was due. On Sunday night I waited half an hour."



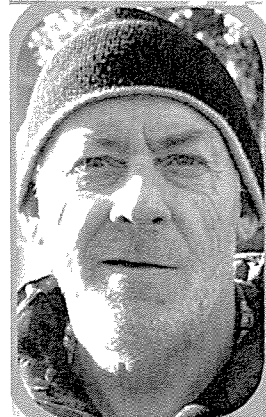
**Avril Whittam,
Hataitai**

"I don't like it. I'm dealing with new numbers so don't know if I'm getting on the right bus. I have a brain injury so this affects my independence."



**Jim Booth,
Kilbirnie**

"I'll give it a try and see what happens. It'll take getting used to, but it's got to be an improvement."



**Vincent Verberkt,
Berhampore**

"It's pretty appealing how it now goes from Adelaide Rd to Johnsonville without me having to get on another one. I'm looking forward to getting on a double decker."



back

'It's worse on the [east] side of town because they are getting a double whammy'

East side copping bad air

BECKIE WILSON

beckie.wilson@age.co.nz

Bad air is getting between the east side of Masterton and some of its smoky neighbours.

Data shows the east side of town records far more bad air days in winter, based on national and international guidelines, but it's not all down to home fires in the area.

And despite education programmes by Greater Wellington Regional Council [GWRC] and Masterton District Council [MDC], guidelines continue to be exceeded.

GWRC senior environment scientist of air quality Tamsin Mitchell said on cold, clear nights, air flowed down from the Tararua Range, moving towards lower lying areas in the east. It took with it emissions from the western side, and adding to the emissions in the area.

"So, it's worse on the other [east] side of town because they are getting a double whammy."

It has come as news to a community leader on the eastern side of town.

Te Awhina Cameron Community House coordinator Donna Gray said she had not noticed any difference in air quality to that on the western side

of town, but the results were clear.

Two types of coarse dust particles are measured in the air over Masterton – 2.5 micrometres in diameter [PM2.5] and 10

micrometres [PM10].

These airborne particles are too small for the human eye to see – in comparison, a grain of sand is around 90 micrometres in size.

But they can cause

adverse health impacts ranging from irritation of the nasal tracts to respiratory and cardiac disease, and even premature death.

National Environmental Standards [NES], which set a limit to ensure a minimum level of health protection, allow one day exceedance per year for PM10 particles.

World Health Organisation [WHO] guidelines allow for three days of exceedances of PM2.5 per year.

Halfway through this winter, Masterton has already five times exceeded the NES for PM10 particles, compared to four times over the same period last year, and 16 times for PM2.5 guidelines.

While there have been fewer "high pollution nights" for PM2.5 this

Continued on page 2



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back



Smoke blanketing Masterton's Cole St on June 30. PHOTO/JADE CVETKOV

Masterton east getting double whammy of smoke

Continued from page 1

winter, down from 33 exceedances for the same period last year, the number is still well above WHO guidelines.

Michell said while any exceedance was a concern, it was promising to see fewer PM2.5 exceedances.

She said many factors contributed to air quality pollution levels, with weather patterns a strong influence.

"We've had a wet and unsettled June which may have contributed to improved air quality – as rain is effective at clearing the air.

"However, it's important to remember that meeting guidelines and standards doesn't necessarily equal zero harm and that the cleaner our air is, the healthier our communities will be."

Mitchell said the regional council had been monitoring PM2.5 in Masterton for several years as it was a better indicator for health impacts from wood smoke.

From May to August last year, Masterton east, measured at Chanel College, exceeded WHO guidelines for PM2.5 on 43 days,

and Masterton west on 28.

In 2016, Masterton east exceeded the PM2.5 guideline on 35 days, and Masterton west on 19 days.

There are no regulatory consequences for not meeting the WHO guidelines.

For resident Robert Notley, who lives on the northern edge of Masterton, air quality in the winter can irritate his emphysema.

Notley spoke to the *Times-Age* during winter last year when his condition would flare-up after breathing in cold wood-smoke air.

Last year was particularly bad for him.

However, winter so far this year has "been a bit better",



Robert Notley. PHOTO/FILE

Rory Cathcart

From: Wayne Hastie
Sent: Sunday, 22 July 2018 7:53 AM
To: Rhona Hewitt
Cc: Phil Parker
Subject: Fwd: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

Rhona can you answer re anything special for school runs?

Sent from my iPhone

Begin forwarded message:

From: Deborah Hume <Deborah.Hume@gw.govt.nz>
Date: 21 July 2018 at 2:32:46 PM NZST
To: Phil Parker <Phil.Parker@gw.govt.nz>, Wayne Hastie <Wayne.Hastie@gw.govt.nz>, Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>
Subject: Re: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

Agreed - I was thinking of Buddy prep, otherwise they feel uninformed and uncomfortable. Will leave to you, d

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From: Phil Parker <phil.parker@gw.govt.nz>
Sent: Saturday, July 21, 2018 2:20 PM
To: Deborah Hume; Wayne Hastie; Andrew Cooper
Cc: Greg Campbell
Subject: RE: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th
My understanding is that is peculiar to Hutt, and Wellington kids wait at stops. Wayne, is there anyone who can answer this definitively?

Phil Parker | Transition Lead - People and Customer
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
Level 2, 15 Walter Street, Te Aro, Wellington 6011
PO Box 11646, Manners St, Wellington 6142
M: 027 531 6750
www.gw.govt.nz | www.metlink.org.nz

From: Deborah Hume
Sent: Saturday, 21 July 2018 2:17 PM
To: Phil Parker <Phil.Parker@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>
Subject: Re: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

I agree. I meant that it might pay to find out if there are any different practises on school buses that our buddies need to know about (eg in the Hutt Valley, kids don't wait at stops so you have to keep your eye out for them). D

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From: Phil Parker <phil.parker@gw.govt.nz>

Sent: Saturday, July 21, 2018 2:14 PM

To: Deborah Hume; Wayne Hastie; Andrew Cooper

Cc: Greg Campbell

Subject: RE: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

My inclination is that duties should not change. Buddies are to focus on keeping drivers on route and safe. While it sounds simple, it is stressful enough without adding additional duties. We need to keep this simple.

Phil Parker | Transition Lead - People and Customer

GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao

Level 2, 15 Walter Street, Te Aro, Wellington 6011

PO Box 11646, Manners St, Wellington 6142

M: 027 531 6750

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

From: Deborah Hume

Sent: Saturday, 21 July 2018 1:59 PM

To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>;

Phil Parker <Phil.Parker@gw.govt.nz>

Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>

Subject: Fwd: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

Email re need for Buddies points to them needing Buddies for school runs. Phil - we need to consider if different prep is required for our buddies if they are on school runs.

Rgds, Deb

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From: Deborah Hume <deborah.hume@gw.govt.nz>

Sent: Saturday, July 21, 2018 10:34 AM

To: Phil Parker

Subject: Re: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

Thanks - who/how are we working to improve the numbers? D

Get [Outlook for iOS](#)

From: Phil Parker

Sent: Saturday, July 21, 2018 9:40:39 AM

To: Deborah Hume; Richard Smith

Cc: Aaron Bouzaid; Natalie Cobden; Wayne MacDonald; Geoff Norman; Deborah Moriceau

Subject: RE: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th

Hi,

Current status for Monday buddies is:

8 for an AM start at Grenada

9 for an AM start at Rongotai

Green cells indicate buddies who can do the whole day giving:

5 for PM at Grenada

7 for PM at Rongotai

We may be able to get more for PM and move PM numbers around if there is sufficient break midday to allow transport of buddies to alternate depot.

We are still working to improve these numbers and we can move these allocations to some extent but we really need to know requirement without delay.

Cheers,

Phil.

Monday 23 July

GRENADA		1	2	3	4
TIME	NO. STAFF				
5:30:00 AM	4				
6:30:00 AM	4				
AM	8				
PM	5				

RONGOTAI		1	2	3	4
TIME	NO. STAFF				
5:15:00 AM	1				
5:40:00 AM	1				
6:00:00 AM	2				
6:30:00 AM	2				
6:45:00 AM	4				
AM	9				
PM	7				

Phil Parker | Transition Lead - People and Customer
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao
 Level 2, 15 Walter Street, Te Aro, Wellington 6011
 PO Box 11646, Manners St, Wellington 6142
 M: 027 531 6750
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From: Deborah Hume
Sent: Friday, 20 July 2018 6:50 PM
To:
Cc: Aaron Bouzaid <Aaron.Bouzaid@gw.govt.nz>;

Parker <Phil.Parker@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>
Subject: Re: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th
 Ummm...so for planning purposes...is it the same sort of profile all week? Ok if names change, just trying to pre-plan, D
 Get [Outlook for iOS](#)

From:
Sent: Friday, July 20, 2018 6:27:57 PM
To: Deborah Hume
Cc: Aaron Bouzaid; Natalie Cobden; Wayne MacDonald; Geoff Norman
Subject: Rongotai: Driver Buddies Monday 23rd & Tuesday 24th
 Hi Deb

I've gone through the list of drivers with Wayne in Rongotai. There are drivers who started this week and will still need some support, and on top of this there are new drivers starting on the roster this coming week. Plus, we have to consider the importance of school runs. So below is the list of drivers split by school run this coming week, or not on school run.

Doing School Runs

This list works out at about 10 drivers needing support for Monday and Tuesday. The spread of arrival times for the buddies on Monday is:

5:20am 1

5:45am 1

6:00am 2

6.30am 2

6.45am 4

I have't gone through individual shift cards yet to work out the break time or shift hours. I think we mirror approach, which would be the morning buddies stay on until the rostered break, and then new buddies start after that, with this time being say 2pm.

thanks

Rory Cathcart

From: Wayne Hastie
Sent: Sunday, 22 July 2018 8:51 AM
To: Greg Campbell
Subject: Fwd: Change is good. [#DEE3H]

A couple of good stories below.

Sent from my iPhone

Begin forwarded message:

From: Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>
Date: 21 July 2018 at 9:24:22 AM NZST
To: Martin Sheffield <Martin.Sheffield@gw.govt.nz>, Rhonda Brown <Rhonda.Brown@gw.govt.nz>
Cc: Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>, Deborah Hume <Deborah.Hume@gw.govt.nz>, Matthew Lear <Matthew.Lear@gw.govt.nz>, Rob Braddock <Rob.Braddock@gw.govt.nz>, Andrew Cooper <Andrew.Cooper@gw.govt.nz>, Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: RE: Change is good. [#DEE3H]

Another feel good

<https://thespinoff.co.nz/parenting/20-07-2018/a-five-year-old-reviews-wellingtons-new-double-decker-buses/>

From: Martin Sheffield
Sent: Friday, 20 July 2018 6:31 PM
To: Rhonda Brown <Rhonda.Brown@gw.govt.nz>
Cc: Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Re: Change is good. [#DEE3H]

And there will be a lot of others feeling just the same way - but complaining is much easier than complimenting...

Sent from my iPhone

On 20/07/2018, at 5:54 PM, Rhonda Brown <Rhonda.Brown@gw.govt.nz> wrote:

Woohoo ☺

Felt like we needed some ++

Rhonda Brown | Team Leader, Contact Centre
GREATER WELLINGTON REGIONAL COUNCIL
Te Pane Matua Taiao

Level 2, 15 Walter Street, Te Aro | PO Box 11646, Manners St, Wellington 6142

T: 0800 801 700

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

From:

Sent: Friday, 20 July 2018 5:41:41 p.m.

To: info@metlink.org.nz
Subject: Change is good.
Kia ora People of Metlink,

As a regular commuter of Metlink bus and train services - I would like to say how awesome I think it is with the recent changes made to our bus services in Wellington. For me personally it means more time spent with family because the availability of bus services between our locations.

I understand that it may have been quite the day when these changes first went live and even throughout the week, but the support you have on standby - at main bus stops and on the buses as well as flyers in the mail and updates online etc have been a huge help.

I love the forward thinking and am so grateful to experience it first hand.

Your people are amazing and the buses are bloody fantastic (comfortable, flash and accommodating)!

Anyway, thank you and all the best for OUR future :)

(A fan)

Sent from my iPhone

Rory Cathcart

From: Rob Braddock
Sent: Monday, 23 July 2018 5:34 PM
To: Wayne Hastie
Subject: FW: Afternoon schools peak sitrep 23/7/18...

Sorry Wayne left you off the list!

From: Rob Braddock
Sent: Monday, 23 July 2018 5:23 PM
To: Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Martin Sheffield <Martin.Sheffield@gw.govt.nz>; Clayton Anderson <Clayton.Anderson@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: Afternoon schools peak sitrep 23/7/18...

...good all in all I am pleased to report.

I was present at the Rongotai control centre and watched 5 operational matters attended to including 3 bus breakdowns (each one attended to) one issue of lateness by 10 or so mins and one of an extra bus required to be sent because the 1 bus scheduled was full. That is not to say that there weren't other issues (particularly lateness) but given the operating area including all Porirua, Hutt and half of Wellington they did well. The thing is it all happens at the same time.

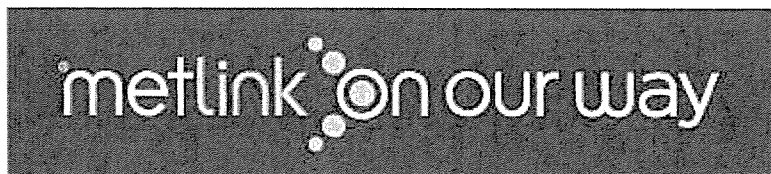
I'm now sitting in the contact centre for the next couple of hours will let you know if there is anything major happening, otherwise will provide an update about 7pm.

Cheers
Rob

Rob Braddock | Team Leader Service Delivery, Bus & Ferry Operations
Metlink

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Rory Cathcart

From: Greg Campbell
Sent: Monday, 23 July 2018 9:07 PM
To: Paul Swain - External
Cc: Barbara Donaldson; Daran Ponter; Chris Laidlaw - Chair
Subject: Fwd: MEDIA RELEASE: Tranzurban prepared for back to school

Paul,

You asked to see a copy of Tranzit's PR release last Friday. This is attached. Apologies for taking so long getting it to you, I never seem to quite make it to the end of my "to do" list at the moment!

Greg

Greg Campbell | Chief Executive

GREATER WELLINGTON REGIONAL COUNCIL

Te Pane Matua Taiao

Shed 39, 2 Fryatt Quay, Pipitea, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

T: 04 830-4205 | M: 021 445 373

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Begin forwarded message:

tranzurban 

MEDIA RELEASE

July 20, 2018

TRANZURBAN PREPARED FOR BACK TO SCHOOL

Tranzurban is prepared for the big increase in passenger numbers and changed routes and timetables with the return to school on Monday.

“We’ve got the drivers we need and the team is prepared and ready to go,” says Paul Snelgrove, managing director of Tranzurban’s parent company, Tranzit Group.

“It’s been a fantastic effort to put everything into place and I couldn’t be prouder of all our people for the commitment they’ve shown.”

The launch of the Wellington region’s bus new network has been a hot topic of discussion for commuters.

New operators, new routes and timetables, and new vehicles – the changes are significant for Metlink commuters and bus operators alike, says Mr Snelgrove.

“Given just how much has changed, it’s taking a while for things to settle in,” says Mr Snelgrove.

How does Tranzurban fit into the new Metlink system?

Part of Tranzit Group, Tranzurban provides services to 60% of operator Metlink’s new regional network. It does not service the entire Wellington network. The remainder of the network is serviced by Uzabus (6%) and incumbent providers NZ Bus (28%) and Mana (6%).

For the Wellington urban network, Tranzurban provides about 50% of all routes and services, mainly on the north-south spine (Churton Park to Island Bay). Services from the eastern and western suburbs are run by other providers.

Information on which provider services each route (including school bus routes) is available on request from the Greater Wellington Regional Council.

What is the situation with drivers?

There is a national shortage of bus drivers in New Zealand and that’s why Tranzurban has worked hard to sign on new and existing drivers in Wellington and the Hutt Valley.

Of the 295 drivers working with Tranzurban, approximately 160 have joined from incumbent service providers and the remainder are drivers new to the industry or returning to driving. About 40 out-of-town drivers are being used temporarily as Tranzurban's recruitment drive continues.

Mr Snelgrove says 20 new drivers have come onboard this week alone, so the company won't need to call on out-of-town drivers for too much longer.

What about driver pay and conditions?

Tranzurban has no issues discussing a possible collective agreement for Tramways Union members.

It has been independently verified that Tranzurban offers some of the best hourly rates and terms and conditions in the country, says Mr Snelgrove.

Tranzurban offers a much higher basic hourly rate, so most of its Wellington drivers can be certain that, at \$22.20 an hour, they're \$134 better off over 40 hours of work.

An independent report has shown that drivers with up to five years' experience are better off with Tranzurban, while those with more than 10 years' experience may be better off choosing to stay with their current employer.

Rostering and shifts

Tranzurban and Transit Group schedule all drivers' shifts in line with regulations.

And what about those blue lights on the new double-deckers?

The blue lighting is new for Wellington buses but it's increasingly being used here and overseas to improve pedestrian and vehicle safety.

"That's especially important in a city like Wellington, with its busy, narrow streets," says Mr Snelgrove. "The blue lighting reduces glare, greatly improving vision for drivers in low-light or dark conditions."

Rory Cathcart

From: Matthew Lear
Sent: Monday, 23 July 2018 8:07 AM
To: Wayne Hastie; Deborah Hume
Subject: Facts and Stats

Hi Wayne and Debs,

From my view here at Rongotai Control there was a massive improvement in operations.

I did get some emotive texts and phone calls and I think we need to temper them at our 9:30am stand up with some facts and figures. What I saw on RTI was a great reduction on late running and cancelled trips.

We did have some issues with the Route 7 cancellations and I'm just researching that now so will email that out asap.

Cheers

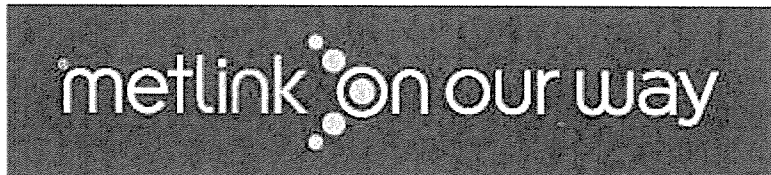
Matthew Lear | Acting Manager, Bus & Ferry Operations
Metlink

DD 04 830 4038 | M 021 121 7255

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Rory Cathcart

From: Andrew Cooper
Sent: Monday, 23 July 2018 1:25 PM
To: Wayne Hastie; Greg Campbell; Deborah Hume
Subject: RE: Metlink Case -

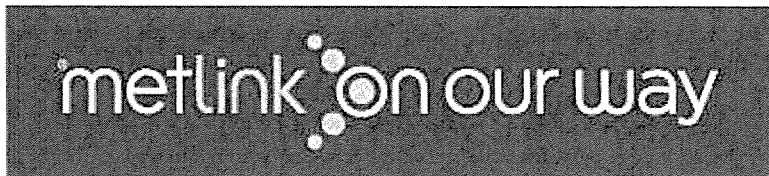
Gold. And unfortunately about as rare as gold!

From: Wayne Hastie
Sent: Monday, 23 July 2018 1:20 PM
To: Greg Campbell <Greg.Campbell@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: FW: Metlink Case - 140775 CRM:0090447

Wayne Hastie | GM Public Transport
Metlink

M 027 278 4548 | DD 04 830 4246
15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142 | metlink.org.nz
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From:
Sent: Monday, 23 July 2018 12:41 PM
To: Metlink Resolve <Metlink.Resolve@gw.govt.nz>
Cc: Barbara Donaldson <Barbara.Donaldson@gw.govt.nz>; Chris Laidlaw - Chair <Chris.Laidlaw@gw.govt.nz>;
<_____>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Re: Metlink Case -

Hi Matthew

Just wanted to say a big thanks for the improved bus service to/from Johnsonville.

As expected, there was a bit of confusion for the first couple of days but after that the bus service has been brilliant.

The snapper card switch has been great as well.

Well done again and thanks,

On Wednesday, 30 May 2018, 1:46:30 PM NZST, _____ wrote:

Thanks Matthew for the follow-up.

Look forward to the new network and improved services.

Regards,

On Wednesday, 30 May 2018, 7:50:07 AM NZST, Metlink Resolve <Metlink.Resolve@gw.govt.nz> wrote:

Dear

Firstly, please accept our sincere apology for the problems you have highlighted to us on the Metlink network. Many of us at Metlink are public transport users so we share your frustration when the network does not operate as it should.

We have spoken with Mana who operate the services you use. They explained that they are balancing both driver and bus availability with the need to provide their contracted services. In order to maintain timetabled services they sometimes move buses and drivers around at short notice which affects the RTI system, creating the issue you have noted.

Currently we are going through a period of transition to a new bus network on 15th July 2018. This new network will include improvements such as a new bus fleet with an integrated ticketing system (Snapper) across all Metlink bus services. Part of the transition means further training to drivers on things such as customer service. To find all of the information on the new bus network and the improvements it offers please visit the our website for more information:

<https://www.metlink.org.nz/on-our-way/hey-wellington-city-a-better-public-transport-network-is-on-its-way-2/new-wellington-city-bus-routes/>

Thank you for taking the time to provide us with your feedback. We hope this information has helped provide clarity regarding the concerns you raised.

Kind regards,

Matthew Lear
Bus & Ferry Operations
Metlink
0800 801 700

Rory Cathcart

From: Rob Braddock
Sent: Monday, 23 July 2018 1:29 PM
To: Deborah Hume; Deborah Moriceau; Martin Sheffield; Matthew Lear; Wayne Hastie
Cc: Susan Wilson; Pippa Simm
Subject:

Hi

have told us that they will be better placed tomorrow, blaming a number of vehicle accidents over the weekend for the shortage this morning. I would take that with a grain of salt given 1st day of term is always a stretch on resources, but it would be fair to say that the standard vehicle maintenance program may have taken a hit over the last few weeks while fleet preparation for new services was in full swing.

As for Route 3 performance we are looking at that now, but certainly it is a case of cascading lateness where a trip runs late and then there are issues with recovery. Route 2 was a bit rubbish first thing too but came right mid-morning. Some lateness out of the depot this morning as well – as discussed we are moving to BAU normal issue resolution stuff this week.

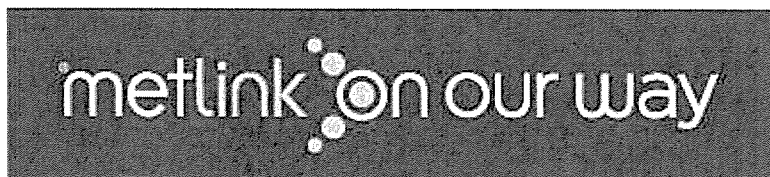
I note at the time of writing that 33 out of 34 buses in service are tracking in RTI so it's not all bad!

Any questions shoot
Rob

Rob Braddock | Team Leader Service Delivery, Bus & Ferry Operations
Metlink

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Rory Cathcart

From: Jonathon Gear
Sent: Monday, 23 July 2018 5:06 PM
To: Martin Sheffield; Bruce Horsefield; Matthew Lear; Rob Braddock; Rhona Hewitt; Samantha Gain; Deborah Hume; Deborah Moriceau; Greg Campbell; Wayne Hastie; Andrew Cooper; Catherine Jones
Cc: Richard Higgs; Arne Brandt; Linda Cocker; Alard Russell
Subject: Weekly bus performance report
Attachments: Weekly PTOM bus reporting dashboard - 20180723.pdf

Hi all,

In order to provide a trend analysis of bus performance we will be producing the attached weekly report for PTOM bus services.

The attached Weekly Bus Performance Report covers the 4 weeks ending 22nd July, show data since the PTOM units commenced.

The first page of the report contains the following stats for each operator, and the following pages show the same metrics for each operator.

- Reliability KPI
- Punctuality KPI
- Cancelled services
- Automated Snapper matching
- Patronage
- Payment type (based on fare revenue)
- Daily fare revenue
- Complaints by type
- Complaints time series

If you would like to see anything other metrics added to this report or anyone else added to the distribution list please let Richard and I know.

Regards

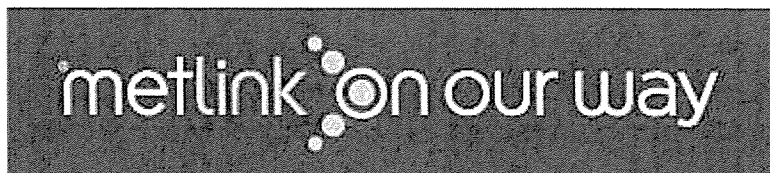
Jonathon Gear | Senior Financial Advisor, PTOM, Public Transport Group

Mob: 021 361 926

15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142 | metlink.org.nz

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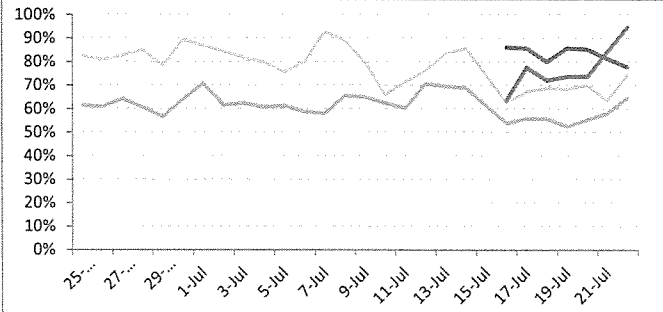
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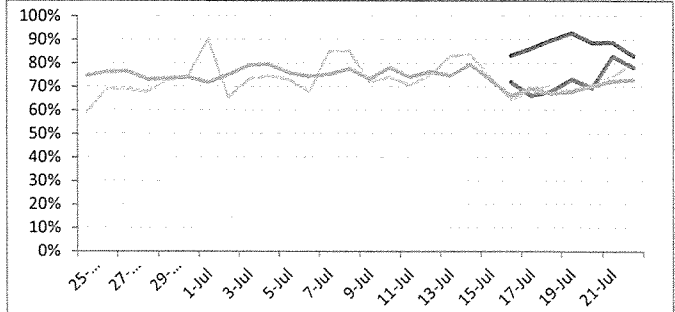
PTOM Bus weekly performance report - All operators

23-Jul-18

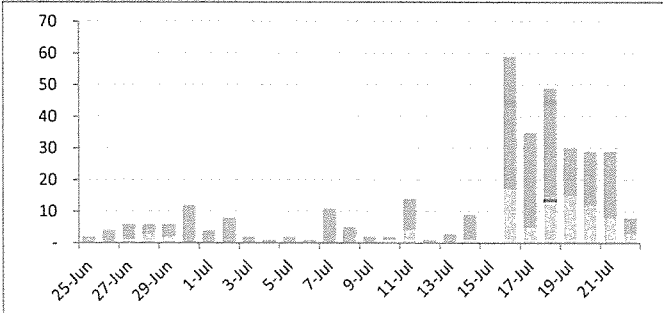
Reliability KPI



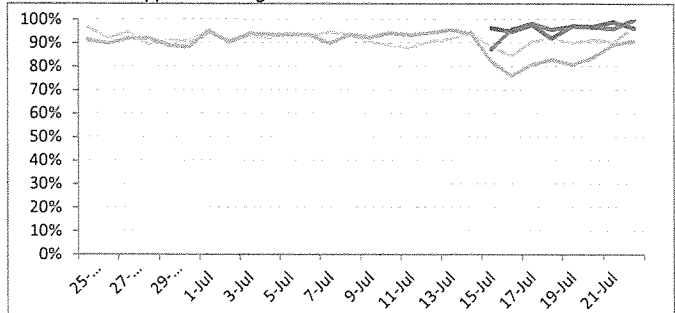
Punctuality KPI



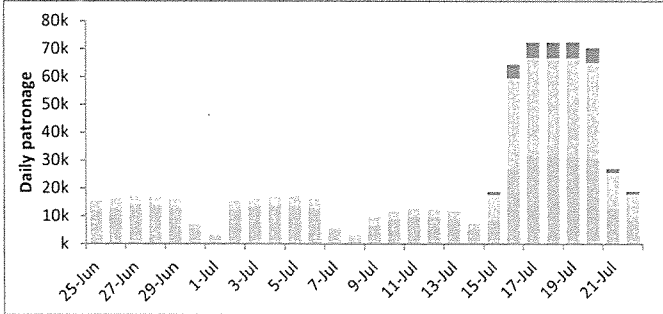
Cancelled services



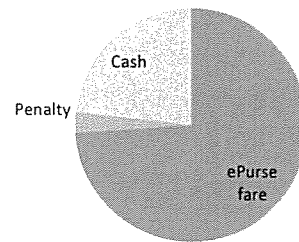
Automated Snapper matching



Patronage



Payment type (based on fare revenue)



Daily fare revenue (incl GST)

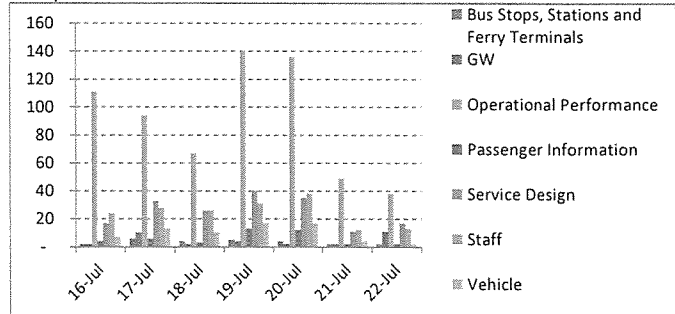
16-Jul	\$142,075
17-Jul	\$156,238
18-Jul	\$158,308
19-Jul	\$157,526
20-Jul	\$150,557
21-Jul	\$47,916
22-Jul	\$33,401

Complaints by type

Complaints w/c 16th July

Type	#	%
Operational Performance	635	55%
Service Design	179	15%
Staff	172	15%
Vehicle	70	6%
Bus Stops, Stations and Ferry Terminals	25	2%
Passenger Information	42	4%
GW	33	3%
Total	1156	

Complaints



Rory Cathcart

From: Andrew Cooper
Sent: Monday, 23 July 2018 5:45 PM
To: Wayne Hastie; James Meffan
Subject: RE: Buses in Miramar

Already onto this one.

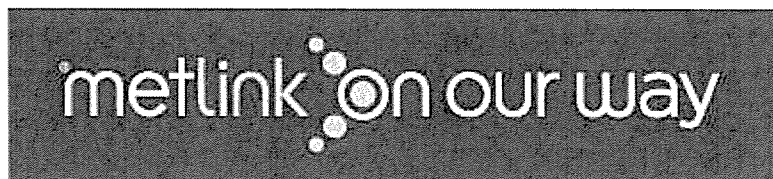
From: Wayne Hastie
Sent: Monday, 23 July 2018 5:33 PM
To: James Meffan <James.Meffan@gw.govt.nz>
Cc: Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: FW: Buses in Miramar

Can you advise please – thanks.

Wayne Hastie | GM Public Transport
Metlink

M 027 278 4548 | DD 04 830 4246
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From: Chris Laidlaw - Chair
Sent: Monday, 23 July 2018 5:20 PM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Fwd: Buses in Miramar

Wayne

This is a bit of a sore point for many in the area. Can you get someone to send me the rationale for location of the hub.

CL

Sent from my iPhone

Begin forwarded message:

From: SueKedgley ·
Date: 23 July 2018 at 4:07:47 PM GMT+12
To: >, <Wayne.Hastie@gw.govt.nz>, <Greg.Campbell@gw.govt.nz>, <Deborah.Hume@gw.govt.nz>
Cc: <sarah.free@wcc.govt.nz>, <chris.calvi-freeman@wcc.govt.nz>, <sue.kedgley@gw.govt.nz>, <chris.laidlaw@gw.govt.nz>, <roger.blakeley@gw.govt.nz>

<daran.ponter@gw.govt.nz>, <ian.mckinnon@gw.govt.nz>

Subject: Re: Buses in Miramar

Hi

Thanks for your very constructive feedback and it's disappointing your earlier suggestions weren't acted upon.

We will get our staff to look at this issue as soon as possible as it sounds as though there are significant safety issues involved here.

And hopefully the temporary bus hub will be replaced by a permanent one shortly.

Thanks again

Sue Kedgley

Wellington Regional Councillor

Board Member, Capital and Coast District Health Board: Consumer NZ: www.consumernz.org.nz

Sent from my iPhone

On 23/07/2018, at 3:20 PM, I

wrote:

Hi everyone

I am writing this as a Miramar resident .

There are a few points that need to be changed with the new routes in Miramar.

But first I'd like to state that the new bus routes are great and I think that bringing more buses through Miramar shopping area was needed and is working well

What isn't working is the bus hubs

1. The one in front of the Pharmacy is too close to the pedestrian crossing. When buses are parked up the traffic behind can't see people on the crossing and the people on the crossing can't see cars until they are half way across
2. When two buses are parked there the second bus often blocks the exit from Stone Street

Causing traffic delays and frustration

3. When you try to exit from Stone street your sight lines are comprised. You cannot see oncoming traffic and often end up on the opposite side of the road to pass them.

While I was still an owner we were visited by the council about these proposals and asked for feedback . All the business owners pointed out the issues with the bus stop and the council people agreed. We never heard anymore from them and then we saw work on the bus stop .

It is disappointing to me that the council seems to use “consultation” as a tick box exercise, believing their “experts “ instead of business owners and locals who have lived and worked in the area for years, and know the area.

There was a minor accident there last week I just hope there isn't a major one !

The bus hub just needed moving a little down the road and the pedestrian crossing moved a little

Not a major change!

I could mention the eyesore of the “temporary” bus stop container ! Someone obviously didn't project manage this well . Surely you would order the bus stop in time...!!

Happy to talk more

Cheers

Sent from my iPhone

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Rory Cathcart

From: Rob Braddock
Sent: Monday, 23 July 2018 7:05 PM
To: Wayne Hastie; Deborah Hume; Deborah Hume; Matthew Lear; Martin Sheffield; Clayton Anderson; Andrew Cooper
Subject: Evening peak sitrep

Hi again

Things have run relatively smoothly tonight without any need to escalate operational matters. I have been listening in to a number of calls (one side of them anyway!) and there have been some customers calling after late buses but these have been located using RTI here.

No question of continued late running on Routes 2 & 3 (NZ Bus) and Routes 1, 23e & 24 (Tranzurban). BUT.....note Route 7 looked fine and also based on my looking at the RTI performance overview performance on Routes 2 & 3 are noticeably better than this morning. Routes 1, 23e & 24 still pretty horrible though.

RTI tracking as follows:

NZ Bus	98%
Tranzurban	87%
Mana	78% (2 buses from 7 total not tracking)
UZABUS	100%

That's all from me for now, see you tomorrow morning.
Rob

From: Rob Braddock
Sent: Monday, 23 July 2018 5:23 PM
To: Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Martin Sheffield <Martin.Sheffield@gw.govt.nz>; Clayton Anderson <Clayton.Anderson@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: Afternoon schools peak sitrep 23/7/18...

...good all in all I am pleased to report.

I was present at the Rongotai control centre and watched 5 operational matters attended to including 3 bus breakdowns (each one attended to) one issue of lateness by 10 or so mins and one of an extra bus required to be sent because the 1 bus scheduled was full. That is not to say that there weren't other issues (particularly lateness) but given the operating area including all Porirua, Hutt and half of Wellington they did well. The thing is it all happens at the same time.

I'm now sitting in the contact centre for the next couple of hours will let you know if there is anything major happening, otherwise will provide an update about 7pm.

Cheers
Rob

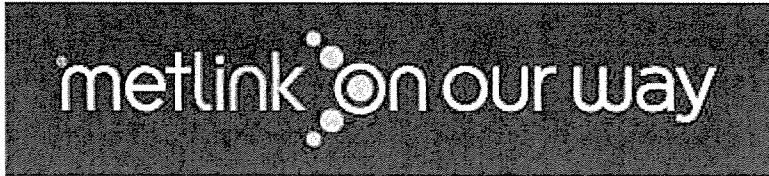
Rob Braddock | Team Leader Service Delivery, Bus & Ferry Operations
Metlink

DD 04 830416 | M 021 913 429

15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142 | metlink.org.nz

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We're on our way to a new bus network for the Wellington region. To find out what it means for your journey go to metlink.org.nz/onourway



Rory Cathcart

From: Matthew Lear
Sent: Monday, 23 July 2018 8:14 AM
To: Deborah Hume; Wayne Hastie
Subject: RE: Facts and Stats

Yep- I'll be on the call- for me it's about us as leaders taking it up to the strategic level and not getting bogged down in the detail about particular trips and emotive occurrence 😊

Matthew Lear | Acting Manager, Bus & Ferry Operations

Metlink

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From: Deborah Hume
Sent: Monday, 23 July 2018 8:11 AM
To: Matthew Lear; Wayne Hastie
Subject: Re: Facts and Stats

Noted - you on call? If so, let's talk about what you mention this morning. D

Get [Outlook for iOS](#)

From: Matthew Lear <matthew.lear@gw.govt.nz>
Sent: Monday, July 23, 2018 8:07 AM
To: Wayne Hastie; Deborah Hume
Subject: Facts and Stats

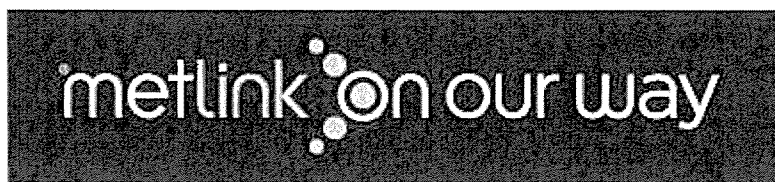
Hi Wayne and Debs,

From my view here at Rongotai Control there was a massive improvement in operations. I did get some emotive texts and phone calls and I think we need to temper them at our 9:30am stand up with some facts and figures. What I saw on RTI was a great reduction on late running and cancelled trips. We did have some issues with the Route 7 cancellations and I'm just researching that now so will email that out asap.
Cheers

Matthew Lear | Acting Manager, Bus & Ferry Operations
Metlink

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Rory Cathcart

From: Wayne Hastie
Sent: Monday, 23 July 2018 8:31 AM
To: Rhona Hewitt; Andrew Cooper
Subject: FW: Route Numbering

Wayne Hastie | GM Public Transport
Metlink
M 027 278 4548 | DD 04 830 4246
15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142 | metlink.org.nz Follow us online: Facebook | Twitter We're on our way to a new bus network for the Wellington region. To find out what it means for your journey go to metlink.org.nz/onourway

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

From: Chris Laidlaw - Chair
Sent: Saturday, 21 July 2018 7:02 PM
To: Daran Ponter - <Daran.Ponter@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Cc: Sue Kedgley <Sue.Kedgley@gw.govt.nz>; Roger Blakeley <Roger.Blakeley@gw.govt.nz>; Ian McKinnon <Ian.McKinnon@gw.govt.nz>
Subject: Re: Route Numbering

These are good suggestions. The numbering system needs to be as user friendly as we can possibly make it. 29 and 29E doesn't pass that test.

CL

On 21/07/18, 5:34 PM, <Daran.Ponter@gw.govt.nz> wrote:

Hi, a few requests during the week for some route renumbering to better side commuters:

Route 1 to Route 1A, 1B and 1C to reflect the three divergent Touted in the Norrthern suburbs.

Route 29 and Route 29E: these two routes effectively represent two circuits. People are getting on the wrong buses (ie going in the wrong direction). Might have to look at separate numbering for these the different directions on these two circuits.

Daran

Daran Ponter,

Rory Cathcart

From: Matthew Lear
Sent: Monday, 23 July 2018 8:43 AM
To: Deborah Hume; Wayne Hastie; Bruce Horsefield; Andrew Cooper; Deborah Moriceau
Cc: Rob Braddock
Subject: Route 7 this morning

All,

I had a few text and phone enquiries from GW people re: the Route 7 this morning, here's the explanation,

- Route 7 services scheduled at 6:30am, 6:45am and 7am
- All of these trips are operated out of Grenada Depot
- 6:30 service did not run and was not communicated to comms- the focus at Grenada Depot was to get shifts with school services on out of the depot on time, this was the reason this trip was cancelled
- 6:45 service did not run- the focus the focus at Grenada Depot was to get shifts with school services on out of the depot on time, this was the reason this trip was cancelled
- 7am service ran on time but was cancelled in error in RTI
- Control are working on mitigations so this doesn't happen again.

The Route 7 seemed to have the focus of all the problems this morning as from what I saw in the Control Room here in Rongotai there was good service levels, including reduced late running etc.

Regards

Matthew Lear | Acting Manager, Bus & Ferry Operations

Metlink

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Rory Cathcart

From: Stephen Heath
Sent: Monday, 23 July 2018 9:37 AM
To: Sophie Gibson; Stephen Heath; Chris Laidlaw - Chair; COUNCILLORS; Greg Campbell; Managers - ELT; Admin Services Masterton; Ali Caddy; Alistair Allan; Alistair Cross; Amanda Cox; Amanda Vickerman; Angus Gabara; Chris Maggs; Claudia O'Neale; Dave Grimmond; Davor Bejakovich; Deborah Hume; Graeme Butcher; Graeme Campbell; Harriet Shelton; Helen Guissane; Iain Dawe; 'info@waterwairarapa.co.nz'; Lisa Gray; Mark Ford; Mike Timmer; Mike Ward; Natasha Hayes; Nicola Shorten; Paul Kos; Pauline Hill; PC – CustomerEngagement; Ross Jackson; Samantha Seath; SCE Sustainable Transport; Shane Parata; Sue Faulkner; Susan Hutchinson-Daniel; Tamsin Mitchell; Tim Gale; Tim Porteous; Joshua McLennanDeans; Matthew Hickman; Michael Bassett-Foss; Suze Keith; Kat Banyard; Jamie Steer; Jacky Cox; Richard Romijn; Alistair Allan; Philippa Crisp; Lizzy Baker; Julia Congalton; Monica Fraser; Samantha Gain; Linda Going; Mark Hooker; Jeremy Holmes; Hayley Vujcich; Grant Nalder; Alex Pezza; Jimmy Young; Mark Heath; Rob Masters; Mike Thompson; Natasha Tomic; Louise Holloway; Evan Harrison; Jo Fagan; Doug Mzila; Francie Morrow; Ben Barrett
Subject: Media clip 23 July 2018
Attachments: Media clip 23 July 2018.pdf

Good morning,

Today's media clip:

Transport - Bus service cutover

Commuter chaos expected with Wellington bus strikes
Wellington bus strikes begin over 'unsafe' working hours
More passengers, industrial action put pressure on Wellington buses as kids head back to school
City braces for bus 'mayhem'
Councillors, front up on fiasco
Wellington's Tramways union says it's protesting unlawful and dangerous shift schedules.
Regional Council urged to step into Wgtn bus driver dispute
Dozens of Wellington bus drivers to strike as students head back to school
Wellington bus drivers to strike over 'unsafe' 14-hour working days

Transport - other

The last ride: ManaBus closed its doors to travellers on Sunday
End of the friendly road
Error excludes disabled passengers from trains
Saving money while enjoying the ride (electric vehicles)
Huge demand for public parking in the capital has given private parking buildings the ...

Other stories

Plans for total ban on watering (Wairarapa)
Kakahi cleaning the waterways (GW/Zealandia)
New Zealand's first urban eco-sanctuary Zealandia says freshwater mussel species are ... (GW/Zealandia)
Native plants put under microscope for E coli and effluent treatment

Cheers
Steve

MON 23 JULY 2018

Mediaportal Report



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao



Commuter chaos expected with Wellington bus strikes

New Zealand Herald by Frances Cook

23 Jul 2018 7:01 AM

448 words • Internet - Transport • ID: 985359261

There were reports last week that some Wellington bus commuters were losing patience. Photo / Mark Mitchell
Wellington's already struggling bus network will face another test today, as school goes back at the same time as industrial action...

[Read on source site](#)

Audience

344,405 UNIQUE DAILY VISITORS, 4,565 UNIQUE DAILY VISITORS

Keywords

bus(12),buses(2),Commuter(1),commuters(4),Hutt(1),most(1),one(1),operator(1),recent(1),school(4),services(6),Valley(1),Wellington(7),Wellingtonians(1)



Wellington bus strikes begin over 'unsafe' working hours

newshub.co.nz by Newshub Staff

23 Jul 2018 6:29 AM

265 words • Internet - Transport • ID: 985354250

From Monday at 5am, 50 drivers will work only a standard eight-hour day with breaks, instead of up to 14 hours the union claims some are currently doing. Photo credit: Getty
Wellington public transport users are in for disrupted commutes as bus drivers...

[Read on source site](#)

Audience

17,534 UNIQUE DAILY VISITORS, 1,011 UNIQUE DAILY VISITORS

Keywords

bus(3),buses(2),City(1),Hutt(1),operators(1),public transport(1),school(1),services(1),users(1),Valley(1),Wellington(6)



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More passengers, industrial action put pressure on Wellington buses as kids head back to school

ONE News

23 Jul 2018 5:20 AM

88 words • Internet - Transport • ID: 985343267

Wellington's new public transport network is expected to face even more pressure when students head back to school after holidays today.

Wellington buses.

Source: 1 NEWS

Bus operator Tranzit says it's prepared for the increase in passengers the new...

[Read on source site](#)

Audience

81,354 UNIQUE DAILY VISITORS, 6,610 UNIQUE DAILY VISITORS

Keywords

1(1),Bus(3),buses(2),Hutt(1),NEWS(1),operator(1),passengers(2),public transport(1),school(3),Valley(1),Wellington(3)



City braces for bus 'mayhem'

The Dominion Post, Wellington, General News, Amber-Leigh Woolf

23 Jul 2018

Page 1 • 721 words • Photo: Yes • Type: News Item • Size: 412.00 cm² • NZ • New Zealand • Press - Transport • ID: 985280889

Public transport users are being warned to brace for another rough Monday on buses across the Wellington region as 50 striking drivers and students returning to school put more pressure on the network. Greater Wellington Regional Council (GWRC), which runs Metlink, warned some services may not run to schedule today.

[View original](#) - Full text: 721 word(s), ~2 mins

Audience

48,092 CIRCULATION

Keywords

Bus(12),Metlink(2),plan(1),planning(1),Public(3),system(2),Train(1),Transport(4),travel(1),Wellington(6)



Councillors, front up on fiasco

The Dominion Post, Wellington, Letters

23 Jul 2018

Page 13 • 322 words • Photo: Yes • Type: Letter • Size: 281.00 cm² • NZ • New Zealand • Press - Transport • ID: 985280737

There are a lot of questions that need to be asked about the fiasco that is the new transport (lack of) service: Why were major operating changes made at the same time as a new operator was introduced? Why did the tendering system not adequately protect pay and conditions?

[View original](#) - Full text: 322 word(s), ~1 min

Audience

48,092 CIRCULATION

Keywords

Bus(5),railway(1),station(1),train(1),transport(1),Wellington(1)



Wellington's Tramways union says it's protesting unlawful and dangerous shift schedules.

stuff.co.nz

23 Jul 2018 4:23 AM

950 words • Internet - Transport • ID: 985333845

1 NEWS Wellington's Tramways union says it's protesting unlawful and dangerous shift schedules.

Public transport users are being warned to brace for another rough Monday on buses across the Wellington region as 50 drivers go on strike and students...

[Read on source site](#)

Audience

737,274 UNIQUE DAILY VISITORS, 6,119 UNIQUE DAILY VISITORS

Keywords

1(1),bus(16),buses(4),Card(1),commuters(5),Hutt(4),NEWS(1),operators(1),passengers(6),public transport(3),READ(1),recently(1),school(2),services(7),Snapper(3),top(1),Train(1),transport(1),Users(3),Valley(4),Wellington(12)



Regional Council urged to step into Wgtn bus driver dispute

Radio New Zealand

22 Jul 2018 7:23 PM

171 words • Internet - Transport • ID: 985238023

The Public Transport Users Association is demanding the Greater Wellington Regional Council step in to deal with the ongoing dispute between the driver's union and Tranzit.

Hutt Valley drivers employed by the bus company have voted to take industrial...

[Read on source site](#)

Audience

14,976 UNIQUE DAILY VISITORS, 281 UNIQUE DAILY VISITORS

Keywords

bus(6),City(1),Hutt(1),one(1),passengers(1),Public Transport(2),services(1),users(3),Valley(1),Wellington(3),Wgtn(1)



The last ride: ManaBus closed its doors to travellers on Sunday

stuff.co.nz by Jess McCallen

22 Jul 2018 5:14 AM

2043 words • Internet - Transport • ID: 985106043

NakedBus and ManaBus ceased operations on Sunday. The departure leaves a huge hole in the budget travel industry - and some very sad customers.

[Read on source site](#)

Audience

737,274 UNIQUE DAILY VISITORS, 6,119 UNIQUE DAILY VISITORS

Keywords

1(3),Bus(21),buses(5),career(1),city(1),latest(1),most(1),one(5),passenger(1),passengers(3),Public Transport(2),recently(1),school(1),service(1),services(6),stories(1),transport(3),upper(1),viewed(1),walks(3),Wellington(7),wheelchair(3),wheels(1)



End of the friendly road

Sunday Star Times, New Zealand, General News, Jess McAllen

22 Jul 2018

Page 10 • 1834 words • Photo: Yes • Type: News Item • Size: 2,125.00 cm² • NZ • New Zealand • Press - Transport • ID: 985063979

A budget bus company folded this week, leaving a big hole in the travel options for a number of upset customers. Jess McAllen took the final journey. The bus driver welcomes new passengers to the last leg of the last journey.

[View original](#) - Full text: 1834 word(s), ~7 mins

Audience

77,627 CIRCULATION

Keywords

budget(1),bus(17),developed(1),Ferries(1),ferry(1),finance(1),plane(1),planes(1),public(2),Transport(5),travel(3),Wellington(7)



Dozens of Wellington bus drivers to strike as students head back to school

ONE News

21 Jul 2018 10:04 AM

315 words • Internet - Transport • ID: 984894118

Dozens of Hutt Valley bus drivers are planning to strike on Monday, just as students head back to school. Wellington's Tramways union that represents the drivers says it's protesting unlawful and dangerous shift schedules set by bus operator...

[Read on source site](#)

Audience

81,354 UNIQUE DAILY VISITORS, 6,610 UNIQUE DAILY VISITORS

Keywords

bus(6),Hutt(1),latest(1),operator(1),school(3),Valley(1),walk(1),Wellington(3)



Wellington bus drivers to strike over 'unsafe' 14-hour working days

stuff.co.nz by Damian George

21 Jul 2018 3:31 AM

720 words • Internet - Transport • ID: 984752547

STUFF Frustrated commuters give up and take taxis to work on the first Monday of Wellington's new bus network. Up to 50 Hutt Valley bus drivers will strike on Monday over their new work hours, which the union claims can be as much as 14 hours a...

[Read on source site](#)

Audience

737,274 UNIQUE DAILY VISITORS, 6,119 UNIQUE DAILY VISITORS

Keywords

bus(13),buses(2),commuter(1),commuters(2),depot(1),Hutt(5),leave(1),one(1),operator(2),passengers(1),public transport(3),Railway(1),READ(1),school(1),services(1),Station(1),story(1),Valley(5),Wellington(10)



Error excludes disabled passengers from trains

Dominion Post Weekend, Wellington, General News, Amber-Leigh Woolf

21 Jul 2018

Page 10 • 309 words • Photo: Yes • Type: News Item • Size: 159.00 cm² • NZ • New Zealand • Press - Transport • ID: 984672549

A Metlink website error which said people with wheelchairs and mobility devices were not allowed to travel on Wellington trains has been described as "disappointing". Greater Wellington Regional Council said the wording was a mistake and had been removed.

[View original](#) - Full text: 309 word(s), ~1 min

Audience

96,325 CIRCULATION

Keywords

Metlink(3),public(1),train(1),trains(5),Wellington(2)



Plans for total ban on watering

Wairarapa Times Age, Wairarapa, General News, Steve Rendle

23 Jul 2018

Page 1 • 402 words • Photo: No • Type: News Item • Size: 270.00 cm² • NZ • New Zealand • Press - Land and Water • ID: 985293232

New rules may mean weeks of dry days ahead It could be a dry summer for Masterton gardens, with total watering bans in place at times of low flow on the Waingawa River.

[View original](#) - Full text: 402 word(s), ~1 min

Audience

5,217 CIRCULATION

Keywords

committee(1),Council(6),development(1),District(4),environmental(1),environments(1),infrastructure(1),Land(1),Masterton(4),MDC(2),plan(1),planning(1),Plans(1)



Kakahi cleaning the waterways

Maori Television by Marama Dewes

22 Jul 2018 5:48 PM

238 words • Internet - Land and Water • ID: 985223834

200 Kakahi mussels are being translocated from Parangarahu Lakes and Wairarapa Moana to a sanctuary. Zealandia Co-Ordinator Pascale Mischel says the freshwater mussel species are nationally in decline.

Kakahi is a freshwater mussel species that play an...

[Read on source site](#)

Audience

5,114 UNIQUE DAILY VISITORS, 2,416 UNIQUE DAILY VISITORS

Keywords

freshwater(2),Moana(1),Wairarapa(2)



New Zealand's first urban eco-sanctuary Zealandia says freshwater mussel species are ...

Maori TV, Wellington, Te Kaea, Taroit Black

22 Jul 2018 5:33 PM

Duration: 1 min 42 secs • NZ • New Zealand • Radio & TV - Land and Water • ID: X00075418299

New Zealand's first urban eco-sanctuary Zealandia says freshwater mussel species are in decline and in order to save the species, at least 200 Kakahi mussels will be translocated from Parangarahu Lakes and Wairarapa Moana to a sanctuary. Zealandia coordinator Pascale Michel says the move is part of a bigger project to restore waterways in the Kaiwharawhara catchment. Zealandia is relocating the mussels with the help of Taranaki Whanui, Rangitane o Wairarapa and Ngati Kahungunu. Speaking in behalf of the Taranaki iwi, Whanui, Holden Hohaian says the mana whenua are working together with Zealandia to restore the quality of the Kaiwharawhara stream. Lead Scientist Amber McEwan says the mussels are known as ecological engineers, with a single mussel filtering up to a litre of water per hour.

Audience

1,600 All, 500 MALE 16+, 1,100 FEMALE 16+

Interviewees

Amber McEwan, Kaiarahi Putalao|Holden Hohaian, Taranaki Iwi Whanui|Pascale Michel, Kaiwhakarite, Te Mara a Tane



Saving money while enjoying the ride

Sunday Star Times, New Zealand, Letters

22 Jul 2018

Page 11 • 599 words • Photo: Yes • Type: Letter • Size: 439.00 cm² • NZ • New Zealand • Press - Land and Water • ID: 985071029

Human impact on the world is clear when you work at a landfill-butthat's not what persuaded Roderick Boys to buy an electric car. "The main reason was straight out costs/' he says.

[View original](#) - Full text: 599 word(s), ~2 mins

Audience

77,627 CIRCULATION

Keywords

Landfill(3),Pukerua Bay(1),Recycle(1),Wellington(3)



Native plants put under microscope for E coli and effluent treatment

Radio New Zealand

20 Jul 2018 3:35 PM

292 words • Internet - Land and Water • ID: 984518052

Native trees could help clean up lakes and rivers and provide a solution to New Zealand's nitrogen and effluent problem. Previous tests have shown E coli died off much faster under manuka than under pasture, and significantly reduced the leaching of...

[Read on source site](#)

Audience

14,976 UNIQUE DAILY VISITORS, 281 UNIQUE DAILY VISITORS

Keywords

farm(1),Farmers(2),farm's(1),lakes(1),next(1),Previous(1),rivers(1),Wairarapa(1),waterways(1)



Huge demand for public parking in the capital has given private parking buildings the ...

Newstalk ZB (Auckland), Auckland, 18:00 News, Newsreader

20 Jul 2018 6:01 PM

Duration: 0 min 42 secs • NZ • New Zealand • Radio & TV - Emergency Management, Hazards & Flood • ID: X00075406590

Huge demand for public parking in the capital has given private parking buildings the opportunity to charge a premium. The Commerce Commission is taking Wilson Parking to court, alleging it hurt competition in Wellington's CBD by owning two parking buildings on the same street. Wellington Chamber of Commerce CEO John Milford says parking has been an issue since the 2016 Kaikoura earthquake.

Audience

25,830 All, 14,910 MALE 16+, 10,920 FEMALE 16+

Interviewees

John Milford, CEO, Wellington Chamber of Commerce

Also broadcast from the following 12 stations

Newstalk ZB (Hawkes Bay), Newstalk ZB (Manawatu), Newstalk ZB (Nelson), Newstalk ZB (Whangarei), Newstalk ZB (Rotorua), Newstalk ZB (Southland), Newstalk ZB (Taranaki), Newstalk ZB (Tauranga), Newstalk ZB (Waikato), Newstalk ZB (Christchurch) (Christchurch), Newstalk ZB (Dunedin) (Dunedin), Newstalk ZB (Wellington) (Wellington)





23 Jul 2018

The Dominion Post, Wellington

Author: Amber-Leigh Woolf • Section: General News • Article type : News Item
Classification : Metro • Audience : 48,092 • Page: 1 • Printed Size: 412.00cm²
Market: NZ • Country: New Zealand • Words: 721 • Item ID: 985280889
isentia.mediaportal

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back

City braces for bus 'mayhem'



Transport

Amber-Leigh Woolf

amber.woolf@stuff.co.nz

Public transport users are being warned to brace for another rough Monday on buses across the Wellington region as 50 striking drivers and students returning to school put more pressure on the network.

Greater Wellington Regional Council (GWRC), which runs Metlink, warned some services may not run to schedule today.

Spokesman Peter Thornbury said they were confident there would be enough staff to manage demand but with the new network still in the early stages of bedding in, there may be delays.

"Every effort will be made to keep these to a minimum."

It was unclear yesterday exactly how the strike would affect services but Metlink would try to deliver services "as close to timetable as possible".

"Our actual response will depend largely on how things play out."

Bus users, including students, should plan their journeys in advance and take in to account the possibility that buses may not be

on time. "While it is expected the disruption will have the greatest impact on the Hutt Valley, it is possible that other services in the region may be affected."

Train services were expected to run to normal timetables.

In today's industrial action, which was to begin at 5am, 50 Hutt Valley drivers were to cut their daily hours to a standard eight-hour day with breaks,

instead of as much as 14 hours, which some were doing, said the Tramways Union.

Their new rosters were introduced by bus company Tranzit, which recently began operating about 60 per cent of the Wellington region's bus routes.

Tramways Union secretary Kevin O'Sullivan said there

TURN TO PAGE 3



▲
back

From page 1 // City braces for bus ‘mayhem’

would likely be significant disruption to services and people should consider alternative transport. “The intention is to force Transzit to start talking to us about a collective agreement and stop running illegal shifts,” he said. “This isn’t something that’s come out of the blue. We’ve been trying to tell the regional council this for 18 months, and it’s just fallen on deaf ears.”

The strike comes a week after a complete revamp of bus routes and public transport timetables in Wellington, which was plagued by problems that included buses not showing up, drivers asking passengers for directions, and commuters being overcharged.

But Transzit said it “couldn’t be prouder” of the way its team had pulled together thus far.

Managing director Paul Snelgrove said the Hutt Valley union action would not have a significant impact.

“Monday was always going to be a big day,” he said. “We’ve got the drivers we need and they’re 100 per cent committed to doing what’s required to get everyone to where they need to go. This is a trumped-up action based on false claims.”

Everything the union was claiming had been proven untrue, Snelgrove said.

“Our drivers are paid and treated well. No driver works 14 hours. It has been independently verified that we offer some of the

best hourly rates and terms and conditions in the country. The union is punishing commuters – and its own members – for no good reason.”

On top of the staffing and route challenges, the bus payment Snapper Card system has also been malfunctioning by not allowing passengers to tag off, hitting them with penalty fees in the process.

The company said it would be issuing refunds.

“Snapper is working in the background to make sure [people] are not disadvantaged by events that are out of their control.”

A council spokesman said it was not clear how much money was refunded to customers in the first week of the new network.

“There is a new Snapper system that’s been deployed across the network, so we are still ironing out a few glitches.”

The Public Transport Users’ Association, a voluntary organisation that represents commuters, said those in Wellington were wearing the brunt of poor planning and implementation by the regional council.

“It’s all good for Greater Wellington Regional Council to say issues over bus driver pay and staffing are out of its hands. The truth is they selected the new bus network operators,” co-ordinator Jon Reeves said. “GWRC are fully implicated in the shambles currently affecting bus passengers.”

The association suggested bus passengers be offered a month of free travel while the council sorted out the “mayhem”.



Up to 50 bus drivers will strike today, affecting services.



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back

Councillors, front up on fiasco

There are a lot of questions that need to be asked about the fiasco that is the new transport (lack of) service:

- Why were major operating changes made at the same time as a new operator was introduced?
- Why did the tendering system not adequately protect pay and conditions?
- Why did the regional council accept a tender that does not seem able to provide the major upgrade that was needed?
- Is the tendering process suitable or necessary if the incumbent firm is meeting the criteria?

Responsibility lies with the regional council, and regional councillors must answer these questions. I am sure the ratepayers of the whole region

will reflect on this when it comes to voting next year.

I hope there will be real competition for these positions so that we have a regional council that makes well-considered decisions.

Jan Nimmo, Waikanae

Whoever decided to extend Wellington's bus route No 1 out to Johnsonville and beyond really should get out of their chauffeur-driven limousine and take a bus ride.

I went to town only twice last week but on each occasion I observed Island Bay-bound buses several times travelling in pairs. I topped that at 12:50 on Wednesday afternoon when there were three of them proceeding like a train along The Parade in Island Bay.

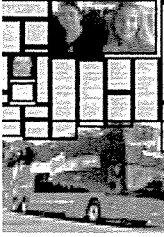
Inevitably there was going to be a lengthy wait for the next bus.

Bus bunching is a well-known effect on longer intra-city routes. It can be avoided in part by shortening routes. This means that some people will have to transfer to get to their destination but generally speaking most people will be on a bus that arrives more or less on time. You can't expect perfection as there are too many variables.

Route No 1 should be returned to its original format: Island Bay to the railway station, and buses from Churton Park, Grenada, and Johnsonville should

terminate at Courtenay Place.
Colin Wilson, Lower Hutt





▲
back

End of the friendly road

A budget bus company folded this week, leaving a big hole in the travel options for a number of upset customers. **Jess McAllen** took the final journey.

The bus driver welcomes new passengers to the last leg of the last journey. "When this coach pulls into Wellington, that's it," he says. "There are no more ManaBus services."

It's 6.20pm on a Sunday in Palmerston North and the red double-decker is packed. Jinnie Potter, who boarded at Taupo, sits downstairs, propping her foot up on the seat opposite. She recently had surgery.

Next to her are students Jess Rogers and Josh Tong, who at six foot four is very happy to have some extra space for his legs. The pair paid \$35 for their trip from Palmerston North to Wellington.

Passengers are charging phones, sleeping, listening to music, and doing the glare that says no one should even think about sitting next to them.

ManaBus has its roots in NakedBus, a brand it later owned. When NakedBus launched in 2006, it completely changed the long-distance

bus world – then dominated by InterCity – with dirt-cheap \$1 fares and online booking.

A month ago, ManaBus announced it would be ceasing all long-distance trips.

This shocked loyal customers – those who can't or won't shell out for plane tickets, live in parts of New Zealand that don't have airports, or simply like meeting new people and seeing the countryside. The industry's slide back into monopoly is seen by insiders as a symptom of wider problems with the way our economy works.

Potter started using NakedBus when it first started and one could get 'points' to be turned into bus tickets.

"They were almost minivan things. They were really cheap and chunky . . . the guy setting up was

running everything on a shoestring and there were a few kerfuffles when buses broke down."

Her love for the buses has had its ups and downs. Potter had a brief stint of travelling with Air New Zealand on the 2011-2013 standby fare scheme, when you could get half-price tickets 30 minutes before a flight. This was appealing since JetStar doesn't fly to Taupo.

Then in 2015 ManaBus bought NakedBus and brought in red double-deckers that were "slow". The red beasts had to battle the wind.

On that last Sunday, 22-year-old

property manager Jessica Montgomerie and her friend Deena are in the back seat of the Wellington to Auckland ManaBus service. They flew down on Friday night for a 21st, finding a \$28 bus ticket friendlier than a \$150 airfare.

Montgomerie grew up in Taupo and regularly bussed the five-hour journey to Auckland and back when she moved.

"I've never actually been on InterCity because it's just too expensive. They don't have the tables or sleepers either," Montgomerie says.

She's on the middle seat, which has become unhinged and is wobbling precariously. The bus jolts as she mutters "Oh my God, 10 more hours".

After today, she'll probably transfer to planes.

"I don't mind spending a little bit more," she says, noting InterCity prices are almost as much as a JetStar ticket – sometimes higher –



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Sunday Star Times, New Zealand

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back

and if she's going to spend a chunk of her time on a bus, it needs to be low cost.

When Sunil Prasad moved to New Zealand from Fiji in 2016, he loved the ManaBus and NakedBus trips from his wife's relatives' home in Auckland to visit his sister in Tauranga.

The fare was "heaps cheaper" than InterCity's – he saved as much as \$11 to \$15 each way,

That year, for the six months he spent looking, interviewing for, and finally getting a job – only to have to wait three more months for a work visa – he travelled almost 25 times with the company.

"Now my family is here from Fiji and I thought one day during my holidays I'll take them to Tauranga in ManaBus and tour all the areas of Tauranga. I love that place," he says.

"I loved to see the country life and would always sit on the upper deck, right in the front seat for a clearer, full view of beautiful New Zealand nature."

The drivers were friendly and helped with his luggage. The buses were on time and didn't break down. They would "let us get fresh breath,

"I only wish that ManaBus still provided services. I'm sad from inside. There are many out there who were loyal to ManaBus."

Throughout high school, Imogen Hull, 20, used ManaBus to visit friends throughout the North Island "without spending a fortune".

"I began to sit with strangers and start conversation to pass time. I've been told war stories, tales of world travel, been given career advice, and had a job offer for a finance job in Melbourne once I finish uni."

In June 2016, she took the bus from Wellington to Taupo. There were only two seats left and she sat next to Ed Hounsell. They chatted for hours and became friends.

"We need more services like this,

not fewer. Many people from all walks of life rely on affordable transport to visit friends and family. It creates the opportunity to slow down, enjoy the scenery and maybe even meet your new best friend."

Last year, when Murray Waring booked the ManaBus from Bombay to Hamilton to see his aunt, he was interested to see how they would respond to the manual wheelchair he uses to get around with his cerebral palsy.

"I was pleasantly surprised to discover the double-decker bus had a fold-out ramp at the back door, along with a tie-down space for my wheelchair."

The driver was "very welcoming".

"I was hooked, as it meant I had more long-distance travel options on the routes the double-deckers operated on."

Hamish Nuttall launched NakedBus in October 2006. On the first day, it carried three people – all at \$1 – and Nuttall's son was the first customer. It started in the North Island, with three routes, and grew into a national network by 2007. NakedBus grew to 40 per cent of the whole market in eight years, while the market itself grew by 70 per cent over that time. Some 30 per cent were tourists.

InterCity had to respond to the new player. Many viewed the competition as healthy. Then things got litigious.

On February 17, 2014, the High Court at Auckland ruled NakedBus had infringed InterCity's trademark. The ruling said NakedBus ran adverts on Google that would respond to searchers for 'InterCity' and which promoted NakedBus buses as "inter city" in both advertisements and on the website.

"It didn't cost us a lot of money," says Nuttall. "But it really distracted us from . . . look, I wouldn't do it again. Although we thought it was important at the time to be able to advertise against

what we considered a generic term, what it actually did was just distract us from providing better services.

"We probably took our eye off the ball for a year, which was – lesson learned, I guess."

When ManaBus – part of the InMotion group that owns Fullers Ferries, which is owned by Scottish bus baron Sir Brian Souter – arrived on the scene in October 2014, both InterCity and NakedBus welcomed the competition.

Not long after, ManaBus bought out NakedBus. Nuttall was made managing director. Two months later he quit.

"I'd put my heart into NakedBus for eight years," he says. "We developed into a really successful business and I decided that selling it to someone else . . . that was probably the time to leave."

Nuttall, now chief executive at Think Lazy, a consultancy firm, was saddened to hear the services were stopping.

"It was a really great ride – excuse the pun. We were carrying 700,000 customers a year and they were what made it worthwhile."

He recalls a Hastings grandmother who could afford to visit her grandchildren in Palmerston North until the \$1 tickets came along.

"She wrote to thank us for that because she was able to get out of Hastings to visit her family. That kind of thing made it all worthwhile."

There's a big dust-up going on in the wider bus industry, and the demise of ManaBus and NakedBus is the latest casualty, says First Union's Graham McKean.

The use of the Public Transport Operating Model (PTOM) to award contracts began in the past year. The model aims for public transport to operate in a fully commercial manner with a decreased reliance on subsidies.

This tendering process makes



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▲
back

bus companies compete against each other for available routes. PTOM was brought in by the National Government in 2013, and can be linked to the change in contract for the new Wellington bus services, which caused chaos this week.

The cost of buses, diesel, and infrastructure are largely the same, McKean says. The one variable is the wages.

"The likes of Ritchies, who are one of the parent companies of InterCity, they've been awarded greater runs . . . effectively their competitive advantage is to pay like a dollar an hour less than the market rate."

A ManaBus spokesperson said Fullers Group (owned by InMotion) was focusing on its ferry operation and servicing the increasing visitors at Hauraki Gulf.

"Consequently, it has sold its ManaBus.com and nakedbus.com fleet to transport coach and bus specialists, Ritchies Transport Holdings."

What's happening in the long-haul side of the bus industry, McKean says, is "these other companies can't compete."

It's not just the bus industry, he says, it applies to the whole government structure.

"Things are being competitively tendered, forcing cost efficiencies and the lack of reinvestment. You're getting that in schools, hospitals. The little conversation about InterCity, NakedBus and ManaBus reverberates right through the whole of New Zealand society."

On the last ever service to Wellington, Potter drifts in and out of sleep.

She talks about biting the bullet and paying the \$100 airplane fares to get to Taupo.

Her parents used to come down on NakedBus and driver Paul was a highlight.

"In a previous life he'd been a policeman and he ended up going back to it . . . he was really, really neat. He used to look after my mum and dad really well.

"I've met some interesting

people and passengers, it makes the time go quicker. These days most people put their headphones on or put their head into their cellphones and get into social media," she says as she whips out her old brick phone.

Outside the McDonald's stop in Wellington, passengers disembark. Potter's friend picks her up and the driver checks the bus for belongings. A desolate pink pram sticks out of the luggage area.

"Is this anyone's?" he asks.

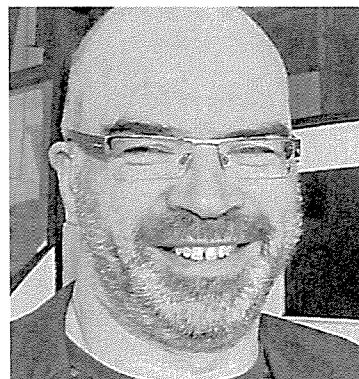
Blank faces.

As he walks away, a passenger, perhaps looking for a cheeky freebie, half-heartedly says, "Oh yeah, yeah, it's mine".

The driver, unfazed, walks past, gears up the engine in the pouring rain and drives off past the Beehive.

“It was a really great ride. We were carrying 700,000 customers a year and they were what made it worthwhile.

Hamish Nuttall





22 Jul 2018
Sunday Star Times, New Zealand

Author: Jess MCallen • Section: General News • Article type : News Item
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Market: NZ • Country: New Zealand • Words: 1834 • Item ID: 985063979
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▲
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Ed Hounsell and Imogen Hull met on a ManaBus service and are now firm friends.



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▲
back



ManaBus was a cheap and cheerful option for passengers who could socialise, enjoy the scenery and make journeys they couldn't otherwise afford.



21 Jul 2018

Dominion Post Weekend, Wellington

Author: Amber-Leigh Woolf • Section: General News • Article type : News Item
Classification : Metro • Audience : 96,325 • Page: 10 • Printed Size: 159.00cm²
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Page 1 of 1

▲
back

Error excludes disabled passengers from trains

Transport

Amber-Leigh Woolf

amber.woolf@stuff.co.nz

A Metlink website error which said people with wheelchairs and mobility devices were not allowed to travel on Wellington trains has been described as “disappointing”.

Greater Wellington Regional Council said the wording was a mistake and had been removed.

CCS Disability Action national manager for access BJ Clark said the wording on the website was “a disappointment ... certainly not appropriate to have on a website”.

Until it was removed, the website said wheelchairs and mobility devices would not be accepted on Johnsonville, Hutt Valley, Melling and Kāpiti services between 6.30am and 9am, and 3.30pm and 6.30pm.

Although it was incorrect, Clark said many people would have already read the wrong message.

“We get a little upset when people bring this kind of thing to our attention. It isolates people from doing the things which you and I take for granted.” The website should have been updated, he said.

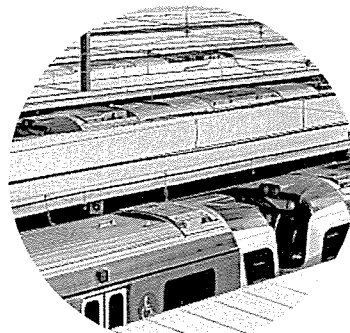
“If I went on to a website and saw that, my first thought would be that it’s a current policy.”

Regional council spokesman Peter Thornbury said the mistake was taken down yesterday morning.

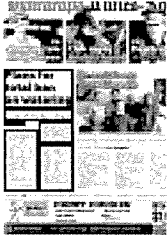
“It had information from the old policy, when not all trains were accessible, that was set by the train operator. That policy changed with the introduction of new Matangi trains.”

Metlink worked closely with the disabled community on accessibility policies and performance, he said. “We believe our disabled customers know they are able to use our trains at any time. They are 100 per cent accessible as are our buses. They have never raised any concerns with us about the webpage.”

It appeared the error had been live since last year, he said. “As soon as a member of the public told us about it, we changed the page. We apologise for any confusion we caused by this oversight.”



Metlink's website error was removed yesterday morning.



23 Jul 2018

Wairarapa Times Age, Wairarapa

Author: Steve Rendle • Section: General News • Article type : News Item
Classification : Provincial • Audience : 5,217 • Page: 1 • Printed Size: 270.00cm²
Market: NZ • Country: New Zealand • Words: 402 • Item ID: 985293232
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▲
back

Plans for total ban on watering

New rules may mean weeks of dry days ahead

STEVE RENDLE
steve.rendle@age.co.nz

It could be a dry summer for Masterton gardens, with total watering bans in place at times of low flow on the Waingawa River.

Masterton District Council [MDC] is putting in place new restrictions that would completely stop the watering of gardens in order to meet the conditions of new consents, negotiated with Greater Wellington Regional Council.

For the first time, there will be complete watering bans throughout Masterton if the river flow goes below 1100 litres per second, something forecast to happen up to 20 days this summer.

Previously, the strictest restriction had limited watering to handheld hoses on alternate days.

The water conservation plan will be discussed at Wednesday's

infrastructure services committee meeting.

MDC acting chief executive David Hopman said the council had been working with GWRC to better understand how to balance water consumption with preserving the health of the district's rivers.

The council's wellbeing strategy – Our People, Our Land: He Hiringa Tangata, He Hiringa Whenua – includes a focus on environmental development.

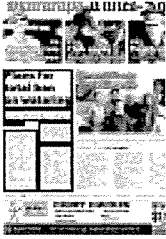
Hopman said water conservation was a priority as the council worked to “ensure sustainable environments for future generations”.

“Water conservation is incredibly important for our district as it's only going to become scarcer in the future.

“This summer our water restrictions are going to change.

“People have become familiar

Continued on page 2



23 Jul 2018

Wairarapa Times Age, Wairarapa

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back

Plans for total watering ban

Continued from page 1

with the fact they are restricted to using handheld hoses only on alternate days during summer.

“The reality is that this restriction may escalate to a complete watering ban for a period of time during summer, depending on the level of the rivers.”

Before a total ban, lowering flows would lead to sprinklers being limited to alternate days, and then a total sprinkler ban, with only handheld hosepipes allowed on alternate days.

Hopman said he accepted there was likely to be some resistance to the change, but all parts of the community were being forced to reassess water consumption.

“That includes us – we have sportfields and plantings that we need to consider when planning

our water consumption.

“While some of this water use is on different consents, we need to look at our water-use behaviour on a holistic level.”

Residents will be encouraged to get water-wise in the lead-up to summer with educational materials available on the Masterton District Council website and Facebook page from spring onwards.



▲
back

Saving money while enjoying the ride

SPONSORED CONTENT

Human impact on the world is clear when you work at a landfill – but that’s not what persuaded Roderick Boys to buy an electric car. **“The main reason was straight out costs,” he says.**

Boys and his young family live in Pukerua Bay, north of Wellington. He works 40 kilometres away near the South Coast. Public transport meant at least two hours of commuting and couldn’t take him all the way, so the family car was clocking up at least 19,000km a year.

“Our old car wasn’t the most efficient, so getting to work was costing us over \$5,000 a year in petrol,” he says. Two of his workmates had switched to electric vehicles (EVs) and were happy with the results.

“I crunched the numbers and it was a no-brainer. An electric car would be a substantial investment for us but in four years, it would pay for itself in avoided fuel and maintenance costs.”

The family decided on a 2014 Nissan Leaf with a 24 kilowatt battery and 24,000km on the clock. “The most important thing for us was battery health – I wanted the battery to be good enough to get

me to work and back in a single charge,” says Boys.

“We bought from a car dealer who included battery State Of Health (SOH) information on the vehicle listing, so we knew what we were getting.”

It showed 93 per cent battery health, indicating the battery was good enough to sustain the 80km daily commute on a single charge for several years.

“That avoids having to top up at a fast charging station in the city, and EVs maintain battery health for longer with slow charging overnight,” says Boys. It also means he pays the residential off-peak electricity rate to charge – on average this is the equivalent

of paying about 30 cents a litre for petrol.

The EV option also fitted with Boys’ principles. As senior waste planner for Wellington City Council, waste minimisation and management is a big part of his life. Working at the Southern Landfill office and Recycle Centre, he’s confronted by the impacts of society on the environment every day.

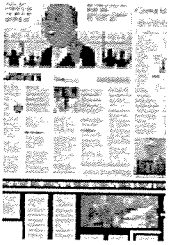
“Enabling people to be more sustainable is fundamentally what I’m about so I have to walk the talk as well. I offset our vehicle carbon [see www.ekos.org.nz] but driving a petrol car doesn’t model what I want to see in the world. Things need to change quickly for the security of our children’s future.”

He says behaviour change science shows social norms have a strong influence on choices. “If

people see others buying into a new way of doing things, they’re more likely to do it to. For me, driving an EV is about doing the right thing. It doesn’t take much to tip the balance when people know it’s good for the planet and it can save you money.”

It’s not a bad drive either, says Boys. “I’ve worked as a truck driver and an aircraft technician, I like performance vehicles and I was bit of a petrolhead. I’ve also ridden an electric bike a lot so I was hoping for the same instantaneous torque and off-the-mark acceleration in a car. Test driving our Leaf, I was pleasantly surprised – like wow, it really goes.”

Find out more about electric vehicles at www.electricvehicles.govt.nz



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Page 2 of 2

▲
back

“ For me, driving an EV is about doing the right thing. It doesn't take much to tip the balance when people know it's good for the planet and it can save you money.

Roderick Boys on making the change.

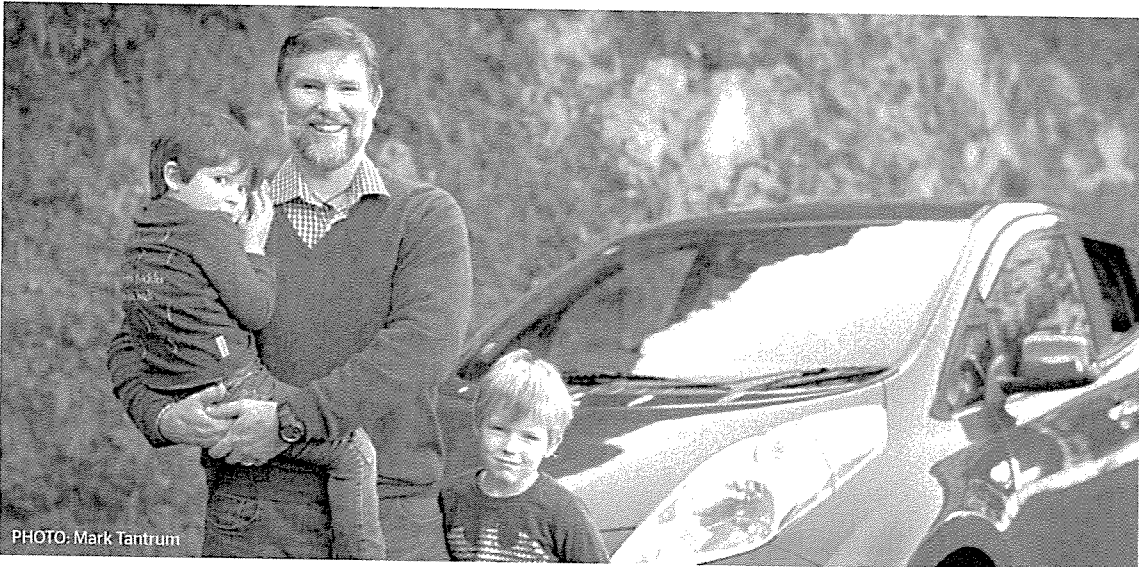


PHOTO: Mark Tantrum

Roderick Boys with a Nissan Leaf at his work at the Southern Landfill in Wellington.

Rory Cathcart

From: Rhona Hewitt
Sent: Tuesday, 24 July 2018 2:07 PM
To: Roger Blakeley - External; Wayne Hastie
Cc: Sue Kedgley; Daran Ponter; Ian McKinnon
Subject: RE: SCHOOL BUSES

A RTI display sign is planned for this stop. Pole and screen are on order but unfortunately it won't be installed for a couple of months. Customers can access RTI at stops by using the Metlink website

<https://www.metlink.org.nz/#realtime> below is an example, or by installing and using our Metlink Real time widget or app on a smartphone

The screenshot shows the Metlink website's Realtime Information page. The page is titled "Realtime information" and displays the current time as 1:59pm. It features a search bar for "Enter a street name, stop number or station below" and a "Go" button. Below the search bar, there are three columns of bus arrival information for Hataitai - Stop B, Hataitai - Stop A, and Hataitai - E. Each column lists bus numbers and their arrival times. The page also includes a "Show stops on map" button and a note about customizing the display by signing in or adding stops.

Stop	Bus Number	Arrival Time
Hataitai - Stop B	7 SeaBus	4 mins
	2 SeaBus	14 mins
	91 Airport	21 mins
	7 SeaBus	24 mins
	7 SeaBus	34 mins
	91 Airport	2:47pm
	2 SeaBus	44 mins
	91 Airport	2:51pm
	2 SeaBus	54 mins
	91 Airport	3:01pm
Hataitai - Stop A	2 Kaitiaki	10 mins
	61 Lower Hutt	2:50pm
	91 Airport	2:55pm
	2 Kaitiaki	21 mins
	61 Lower Hutt	2:55pm
	2 Kaitiaki	31 mins
	91 Airport	2:40pm
	2 Kaitiaki	41 mins
	61 Lower Hutt	3:50pm
	2 Kaitiaki	51 mins
Hataitai - E	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins
	14 Wilson	14 mins

Cheers

Rhona

From: Roger Blakeley
Sent: Tuesday, 24 July 2018 12:18 PM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>
Cc: Sue Kedgley <Sue.Kedgley@gw.govt.nz>; Daran Ponter <Daran.Ponter@gw.govt.nz>; Ian McKinnon <Ian.McKinnon@gw.govt.nz>
Subject: Fwd: SCHOOL BUSES

Wayne, Rhona Can we put an RTI sign at the new bus stop at Hataitai? It would be something we could do that would help their concerns about the safety impacts of the new bus arrangements on their young people. Thanks, Roger

Sent from my iPad

Begin forwarded message:

From:

Date: 24 July 2018 at 12:13:12 PM NZST

To:

Cc:

"Wayne.Hastie@gw.govt.nz" <Wayne.Hastie@gw.govt.nz>, "Rhona.Hewitt@gw.govt.nz" <Rhona.Hewitt@gw.govt.nz>

Subject: Re: SCHOOL BUSES

Thanks for your report from yesterday. I understand about your concerns about safety for your young people. I will ask our officers about your question about an electronic sign at the new bus stop at Hataitai and get back to you.

I would be keen to hear how it went yesterday when [redacted] came back from holidays.

Regards, Cr Roger Blakeley

Sent from my iPad

On 23/07/2018, at 8:55 PM, [redacted]

wrote:

I'll check w the others.

[redacted] isn't back until tomorrow so our four boys caught the school bus at 8.10 by themselves and felt safe.

[redacted] laughter caught the 24 - crossing Evans Bay Parade - which I have forbidden my son from doing for safety reasons.

My son caught the num 2 from the pool to Hataitai at 5.30 then as he had no idea if a 14 was coming he walked from there. An electronic sign at that new stop on Hataitai would be a godsend, though as it won't be used much I understand it may not be warranted cost wise.

Get [Outlook for Android](#)

From: SueKedgley

Sent: Monday, July 23, 2018 11:03:37 AM

To: Roger Blakeley

Cc:

Subject: SCHOOL BUSES

Hi there

Could you let Roger and I know if there were any issues with the school buses this morning —or afternoon please.

Many thanks!

Sue Kedgley

Sent from my iPad

On 13/05/2018, at 2:27 PM, [redacted]
wrote:

I am not sure if you have seen the email below that I sent to [redacted] on the same day that your team presented to the GWRC Sustainable Transport Committee. You are welcome to circulate it to members of your team and put it up on your website.

Sue and I look forward to meeting with you and discussing outstanding issues.

Regards, Roger

Roger Blakeley

Roger Blakeley Consultant

Councillor, Greater Wellington Regional Council

Member, Capital and Coast District Health Board

From: Roger Blakeley
Sent: Wednesday, 9 May 2018 10:52 p.m.
To:
Cc: Sue Kedgley
Subject: Follow up to issues raised this morning at STC committee re No 14 Bus and changes: Invitation to discuss further if you would like.

Congratulations again to you and your team for putting your concerns to the Sustainable Transport Committee this morning so clearly.

I attach:

- Comparison of Route 14 and new route 782, for both morning and afternoon. You will see that the new

- route 782 is closer than the No 14 bus to St Pats (380 m less walk) and EBIS (380 m less walk), but further from St Catherine's (100m extra walk) and Rongotai (350m extra walk).
- Proposed new morning school bus route 765 via bus tunnel and Hataitai village, drops students at Rongotai College. This proposal has been made specifically at your request, which Sue Kedgley and I asked officers to investigate, for a school bus to stop at Hataitai village.

Following the meeting this morning, we asked Council officers to look into the issue that you raised of whether the afternoon No 782 bus time could be earlier than 3.46pm at Rongotai Road . I will copy below the officers' report. You will see that the time is determined by Bell time at Scots of 3.30 pm for Middle and Senior school and allowance of 10 mins for students to get to the bus from their classrooms. The report shows Bell time at Rongotai College as 3.25 pm, which allows 21 minutes for students to walk from their classrooms to Rongotai Road.

You will see that the officers' report also sets out the pedestrian crossings near Rongotai College and Hataitai Village in response to concerns that you raised.

You can be assured that Sue and I and the other Councillors listened carefully to your presentations. I think we have a good understanding of your issues. Sue and I would be happy to meet with you again if you would like clarification of the material provided in this email, or if you wish to talk through your concerns further with us. If so, you could suggest a suitable date, time and place.

Regards, Roger

Roger Blakeley

Councillor, Greater Wellington Regional Council

Member, Capital and Coast District Health Board

Officers' report in response to some issues about bus routes and timing raised by residents at STC committee on Wed 9 May.

Below is our assessment of the times and possible changes. Below that is an updated outline of the options in a broader sense.

Scots College Bell times

Middle & Senior	8.45am	3.30pm
Prep	8.30am	3.15pm

Rongotai College Bell Times 8.45am (late start Thurs) 3.25pm

Route 782 – bus route via Roseneath/Hataitai Village/St Pats/Kilbirnie/Rongotai Rd to Scots

Morning –

- timed to arrive at Scots for 8.30am, could possibly move 5 mins later but will have to check how many prep students use the bus and also if the actual arrival time matches the scheduled arrival time. Will need to see how route performs when go-live. Suggest if we want to make changes we don't do until after go-live when we have some good data on how the route is performing
- timed to get to Rongotai Rd 8.22am gives children 23 mins to walk down the road, might be able to move 5 mins earlier so will extend to 28mins, subject to comment in point above

Afternoon –

- timed to depart Scots at 3.40pm, gives students 10mins to get out of their classrooms down to the car park and onto the bus. Officers would not advise having this service leave Scots any earlier, as this is considered correct time to ensure students don't miss the bus.
- timed to arrive Rongotai Rd 3.46pm, gives students 21 mins to get out of class and walk up the road. (If this is too long for

them the students could catch the route 782 from Rongotai College or the route 2 on Rongotai Rd (running every 10mins) to Hataitai Village, and transfer onto a route 14 (dependent on where they live in Hataitai)

Rongotai College students living in Hataitai will have the following options:

Morning

If living up towards Roseneath

School Route 782 - From Wellington Station via Roseneath, Hataitai Village, and Kilbirnie to Scots College, get off on Rongotai Rd, 350m from school; or Public Routes 14 & 2 - From Wilton/Wadestown via Roseneath to Hataitai Village, transfer onto high frequency route 2 to Seatoun, get off on Rongotai Rd, 350m from school

If catching bus at Hataitai Village

School Route 782 - From Wellington Station via Roseneath, Hataitai Village, and Kilbirnie to Scots College, get off on Rongotai Rd, 350m from school Public Route 2 (runs every 10mins) – From Karori to Seatoun via Kilbirnie, get off on Rongotai Rd, 350m from school

We are working with the bus operator on another morning option which will go to Rongotai College. The possible route will be to divert one of the other school buses going to Rongotai College to go via the bus tunnel, Hataitai Village, and Kilbirnie to Rongotai College. Hope to find out shortly if this is possible for the start of Term 3.

Afternoon

If living up towards Roseneath

School Route 782 - From Scots College to Wellington Station via Hataitai Village and Roseneath, catch bus on Rongotai Rd,

350m from school Public Routes 14 & 2 – Route 2 from Seatoun to Karori, catch bus on Rongotai Rd, 350m from school. Transfer onto Route 14 in Hataitai Village.

If catching bus at Hataitai Village

School Route 754 - Catch bus at Rongotai College, bus stops in Hataitai Village and then travels onto Wellington Station via bus tunnel School Route 782 - From Scots College to Wellington Station, bus stops in Hataitai Village, catch bus on Rongotai Rd, 350m from school Public Route 2 (runs every 10 mins) – From Karori to Seatoun via Kilbirnie, students catch bus on Rongotai Rd, 350m from school

Note there seems to be issues with students crossing the road. There are formal pedestrian crossings on Rongotai Rd near to the bus stop, a narrow pedestrian friendly crossing area at the bottom of Salek Rd, then another formal pedestrian crossing over Coutts St (next to fish n chip shop) and College entrance. At the Hataitai Village end there are again formal pedestrian crossing all around the intersection of Waitoa Rd/Hataitai Rd/Moxham Ave

Rhona Hewitt | Manager Bus and Ferry - Networks,
Infrastructure, and Customer Transition Metlink DD 04 830
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<Route 14 and new route 782.docx>

<Hataitai - Rongotai College travell options.pptx>

Rory Cathcart

From: Clayton Anderson
Sent: Tuesday, 24 July 2018 2:51 PM
To: Alan Seay; Peter Thornbury; Wayne Hastie
Subject: RE: Highbury bus
Attachments: 1524_WRC_Highbury consultation booklet_v3 [1278882].pdf; Highbury bus services.pdf; Highbury Info (002).docx

Hi

Answer is below. I've also attached some material – the Highbury residents consultation document and some information pamphlets we gave residents last year.

We acknowledge some Highbury residents are not happy with the new service but, on the other hand, we received compliments from other Highbury residents when the new service started.

Highbury, with a population of about 2,000 people, was served by bus route 20, which ran weekdays only, between 7am and 6.30pm, at roughly 30-minute intervals during peak times and otherwise hourly.

Just over 100 customers take the bus from Highbury every week day. More than 80 go to the CBD. Less than five go to Kelburn Village. The rest go to VUW. This is consistent with passenger surveys and ticket data recorded since 2011 (details below).

Over the years, Highbury residents have asked for more buses at peak times and throughout the day, as well as new evening and weekend services. The windy roads of Highbury limit the size of bus we can use. Also, VUW has grown and it requires large buses on routes that serve it. We had to work out the best way to retain a Highbury bus service and keep VUW as a large bus route.

In 2013, we asked Highbury people which of three options they preferred. The options were developed with their input.

Option A: a weekday-only shuttle service between Highbury, Kelburn and the cable car, running more frequently at peak times but less frequently during the day compared with the current route 20.

Option A1: a weekday-only shuttle service between Highbury, Kelburn and the new hub at Karori Tunnel where people could transfer to other services to complete their journey. It would run to the same frequencies as option A.

Option B: a seven-day-a-week service from Highbury via Aro Valley, along Lambton Quay to Wellington Station then on to Khandallah. Buses would run every 20 minutes during peak times, every 30 minutes during the daytime Monday to Saturday, and every 60 minutes in the evenings and on Sundays.

In all, 231 people provided feedback. Option B was the preference of 80 per cent of respondents.

Like the community, we agreed that option B offered the best bus service for Highbury residents because it gives more people access to a frequent, seven-day-a-week service from Highbury to the CBD, where most people wish to travel, using smaller buses more appropriate to the roads in Highbury.

Of course, some people will be disadvantaged by the change, but the overwhelming majority of bus users will be able to get to where they want to go more frequently.

In 2011, we surveyed Highbury bus users about where they travelled to. Two-thirds (67 per cent) said their final destination was the CBD, followed by Victoria University (11 per cent),

Te Aro (5 per cent), Thorndon (5 per cent) and other (12 per cent).

In 2013, as part of the abovementioned options consultation, we again asked people about destinations. This time, three-quarters (76 per cent) said their main destination was the CBD, followed by Victoria University (10 per cent), Kelburn (2 per cent), and other (12 per cent). Most were travelling at peak times.

We've also analysed bus ticketing data to check where people say they are travelling reflects what is actually happening. We took data for the period February to April as these are the busiest months for public transport, schools and universities are open, and most people are back at work after the holidays. In 2012 the data showed on average just 1-2 people per day travelled between Highbury and Kelburn Village, and around 14 people per day travelled between Highbury and Victoria University, with the majority of Highbury people travelling to and from the city. We checked the data again last year. The figures had gone up very slightly over the 5 year period, with 3-4 people per day travelling between Highbury and Kelburn Village, and around 16 people per day travelling between Highbury and Victoria University, while CBD bound customers had increased to 84.

People using the SuperGold concession have been included in these figures. In 2017, out of an average of 4.2 SuperGold users boarding the bus each day in Highbury just 0.3 on average are travelling to Kelburn Village, the rest are travelling in to the CBD or beyond.

While some people wish to retain a direct service between Highbury and Kelburn, the historic travel data shows customers haven't been using it.

From:

Sent: Tuesday, 24 July 2018 12:40 PM

To: Alan Seay <Alan.Seay@gw.govt.nz>; Clayton Anderson <Clayton.Anderson@gw.govt.nz>; Peter Thornbury <Peter.Thornbury@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>

Subject: Fwd: Highbury bus

Hi guys,

Please see below re number 20 bus.

Can you please tell me why the former 20 high bury bus was not retained, if any other options were considered to replace it, and why this solution was ultimately chosen?

other commuters say their pleas to retain the service fell on deaf ears. Can you please provide a response to this. This story is for today so a response as soon as possible would be much appreciated.

As always I'm happy to talk to Wayne directly - this might be quicker and easier.

Regards,

----- Forwarded message -----

From:

Date: Tue, 24 Jul 2018 at 8:49 AM

Subject: Fwd: Highbury bus

To:

----- Forwarded message

From:

Date: 24 July 2018 at 08:47

Subject: Highbury bus

To:

Hi

The issues with our bus in Highbury keep on keeping on.

My son can no longer catch the bus home from Kelburn school to Highbury, because the route has changed. There is no shelter at the transit point on Raroa Road, so hopeless for transiting in poor weather, and also no electronic timetable at the transit bus stop, so you never know where the bus is. He's too young to have a smart phone on him to check the app. School finishes at 3pm, and there is not time for the 10 minute walk to connect to the bus with the timetable the way it is. That's one example. Before the change there was a bus from Kelburn direct to Highbury.

People who work at the university and students can't get the bus to work or home anymore, because it now goes down Aro Valley.

People who work on the Terrace are faced with a journey which has more than doubled in length. Now the bus goes Highbury, Aro Valley, Willis Street, and through to the station.

Before it was, Highbury, Kelburn, the uni, the Terrace. So the new route is longer for man.

Some people are worried this is part of a bigger plan to make the route so unattractive that people won't use it, which will lead to the route being cut altogether. At the moment many of the Highbury busses look like ghost busses, because there is no one on them.

Here's the background...

We were part of a group of Highbury residents who presented a petition signed by more than 500 residents to GWRC to fight the proposed bus route change - cutting Highbury off from Kelburn and the University.

We argued GWC did not consult with us because the options they gave us during the consult process did not include the status quo - a bus from Highbury, through Kelburn, to the city via the Terrace.

But Chris Laidlaw pretty much said 'but we did consult'. And that was that.

Here's an old media release.

There are lots of people who are unhappy with the change. I can put you in contact with people for interviews. We tried over and over again to communicate our views to GWRC but we were stonewalled at each step.

Kind regards,

MEDIA RELEASE

14 September 2017

HL: Resident's Campaign to Save Highbury Bus Gains Traction

Hundreds of inner city hillside residents are fighting the Wellington Regional Council to keep their bus service intact.

More than 500 residents have so-far signed a petition to maintain the direct bus link from their homes in Highbury to the local Kelburn Normal School, doctors, chemist, Victoria University and work places on The Terrace.

The council plans to scrap the Highbury-Kelburn bus route next year. Residents say the new route to the city via Aro Valley shows transport planners are more concerned about dollars than people.

"It's like the Island Bay cycle way situation all over again. They're ignoring the needs of residents," Penny Miles says.

"We've tried to tell them that we don't want this change, so we're going to keep fighting."

Elderly resident Darea Sherratt is concerned she will not be able to take the bus to her doctor anymore.

"Public transport should be designed with the residents in mind but this change ignores our community's needs. The decision is complete madness", she says.

"We've had a bus to Kelburn for over fifty years now, so why are they changing it?"

Fellow resident Rodney Lewington has joined the campaign.

"For residents like me this is a crucial service. There is nothing in Aro Valley other than the video shop and cafes. My local GP, Guy Jenner, is in Kelburn, not down the Valley," says Rodney Lewington.

Highbury parents will also lose bus access to the local primary school. The bus comes into its own in the winter time to shelter from the weather.

Residents who work in the CBD are also annoyed their link to the Terrace will go. The new route will make the morning commute much longer if the bus gets caught in the Willis Street log-jam. Wellington Girls' College students and Victoria University students

have also voiced their concerns.

The petition will be presented to the Greater Wellington Regional Council's Sustainable Transport Committee next week.

"If the committee is true to its name, it will take notice of Highbury, and keep the bus service as it is," says Penny Miles

"Council has suggested residents make do with the new bus by getting off the Highbury bus at Raroa Road and walking to either Kelburn or the Karori Tunnel to connect with other buses, to get to Kelburn, the University and The Terrace. This is impractical, particularly in poor weather and for elderly."

"I'd like to see those planners come and make that walk in a howling southerly" said Darea Sherratt.

For interviews please contact Penny Miles –

ENDS

On 24/07/2018.

> HI

> Sorry for the slow response - I just got back from leave. Are you still having issues with the bus?

> Cheers

>

> On 15 July 2018 at 09:27,

wrote:

>

>> Hi

>> Good reporting on the bus situation.

>>

>> Schoolboy error from the driver on our new route.

>>

>> In Highbury we have a new service. We tried to use it this morning but

>> the

>> bus ran 13 minutes early from the Highbury terminal. We missed it because

>> you can't plan for that. The next service was going to be an hour later.

>>

>> All the driver needed to do was look at his watch and leave the stop on

>> time. Either he wasn't aware of the timetable or didn't care. Or was

>> trying

>> to meet some other target.

>>

>> Regards,

>>

>> Highbury

>>

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Have Your Say

- Highbury Bus
Route Options

We need your
feedback by
?? ????? 2013.



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REGIONAL COUNCIL
Te Pane Matua Taiao



Highbury Bus Route Options

Greater Wellington Regional Council is reviewing public transport in Wellington City and we would like your feedback on options for the Highbury bus services.

Background

In February 2012 Greater Wellington released initial proposals for changes to Wellington City bus services. These proposals aimed to provide a simpler more efficient bus network which provided evening and weekend services to communities which had none and also reduced duplication and over provision of services.

Greater Wellington staff and Councillors have taken the opportunity over the last year to meet with Highbury residents and their representatives on a number of occasions to consider options for the design of the Highbury bus service.

Bus Service Options

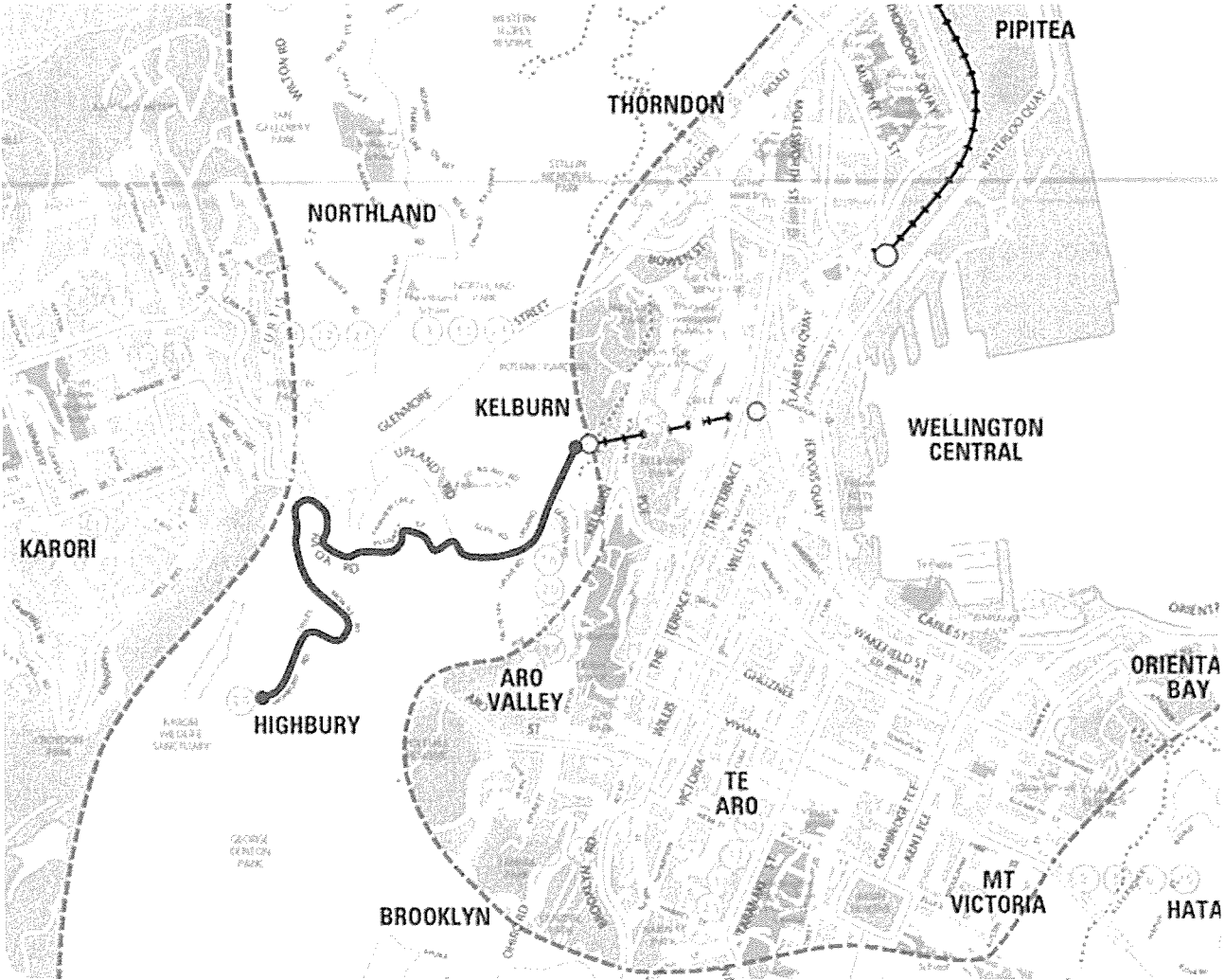
On-going feedback and discussions with the Highbury community have resulted in two service options emerging, each with benefits and trade-offs to consider.

These options are:

Option A – Highbury Shuttle (Highbury to Cable Car via Kelburn village)

Option B – Highbury to CBD (Highbury to Wellington Station via Aro Valley)

Option A – Highbury Shuttle (Highbury to Cable Car via Kelburn village)



Option A – Highbury Shuttle (Highbury to Cable Car via Kelburn village)

Route description

Highbury Terminus, Highbury Road, Moana Road, Raroa Road, Plunket Street, Upland Road, Cable Car.

Travel time

Travel time from Highbury to Lambton Quay at the Cable Car Station would be around 15 minutes, compared with approximately 20 minutes by the current bus route.

Proposed Service Level

Morning peak	Weekday bus frequency			Saturday bus frequency		Sunday bus frequency	
	Daytime	Afternoon peak	Evening	Daytime	Evening	Daytime	Evening
Approx. a bus every 20 mins	Approx. a bus every 120 mins	Approx. a bus every 20 mins	--	-	-	-	-

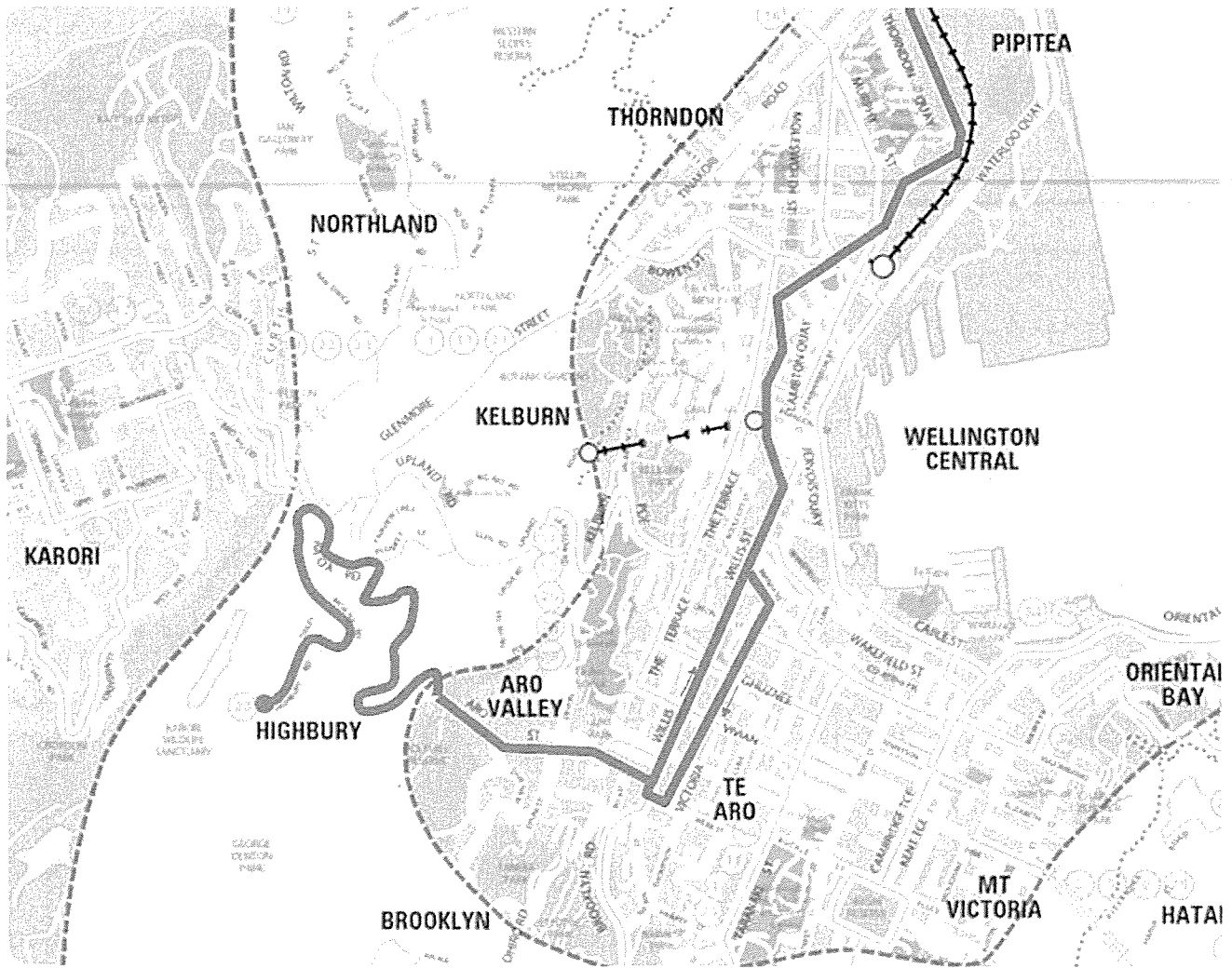
This route would operate as a shuttle service between the current Highbury bus terminus, Kelburn Village and the Cable Car.

This option offers the ability for a free transfer to a frequent service into Wellington CBD from Kelburn.

The service would provide a 20 minute frequency at peak times and bus every 120 minutes during the day. The last bus would be timed to depart the Cable Car at around 6:30pm. There is a further suggestion of a variation to this option where the service hubs at Karori Tunnel rather than the Cable Car. The timetable and level of service would remain the same, however the destination would change as stated previously.

See www.gw.govt.nz/highbury for a draft timetable for this option.

Option B – Highbury to CBD (Highbury to Wellington Station via Aro Valley)



Option B – Highbury to CBD (Highbury to Wellington Station via Aro Valley)

Route description

Highbury terminus, Highbury Road, Moana Road, Raroa Road, Aro Street, Willis Street, Lambton Quay, Wellington Station and on to Khandallah.

Travel time

Travel time from Highbury to the north end of Lambton Quay (near High Court) would be a little longer at around 23 minutes compared with 17 minutes by the current bus route. However travel time from Highbury to Willis Street (Grand Arcade) would be a little shorter at around 18 minutes compared with 23 minutes by the current bus route.

Proposed Service Level

Morning peak	Weekday bus frequency			Saturday bus frequency		Sunday bus frequency	
	Daytime	Afternoon peak	Evening	Daytime	Evening	Daytime	Evening
Approx. a bus every 20 mins	Approx. a bus every 30 mins	Approx. a bus every 20 mins	Approx. a bus every 60 mins	Approx. a bus every 30 mins	Approx. a bus every 60 mins	Approx. a bus every 60 mins	Approx. a bus every 60 mins

This option would extend the proposed Aro Valley route on to Highbury. This route is proposed to connect Highbury with Aro Valley, Lambton Quay as well as Thorndon Quay, Kaiwharawhara and Khandallah. Access to the Terrace is available at a number of locations from Lambton Quay via steps, lifts and escalators.

As this option combines the Highbury catchment with Aro Valley this increases the viability of service to both areas and allows a higher level of service to be offered than the standalone Highbury to Cable Car option.

See www.gw.govt.nz/highbury for a draft timetable for this option.

Need more information? Like to have your say?

We'd like your opinion on these two options to steer us in the right direction. To view maps and draft timetables of the two options, submit feedback, and take our short survey please visit www.gw.govt.nz/highbury or scan the QR code below.

We need your feedback by ?? ???? 2013.

The responses we receive from you will be collated and for the basis of the decision on which route will be confirmed for the Highbury community to move forward with.



For timetables and information
about bus and train services in the
greater Wellington region contact
Metlink

0800 801 700
info@metlink.org.nz
www.metlink.org.nz

We need your
feedback by
?? ????? 2013.



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Highbury bus service changes



HIGHBURY BUS SERVICES

Highbury, with a population of about 2,000 people, is currently served by bus route 20, which runs weekdays only, between 7am and 6.30pm, at roughly 30-minute intervals during peak times and otherwise hourly.

Route 20 is an extension of the current CBD-Victoria University bus service. About 85 per cent of passengers using the route 20 service are travelling between the city and the University's Kelburn campus.

Over the years, Highbury residents have asked for more buses at peak times and throughout the day, as well as new evening and weekend services.

In 2013, we asked Highbury people which of three options they preferred. (The options were developed with their input.)

Option A: a weekday-only shuttle service between Highbury, Kelburn and the cable car, running more frequently at peak times but less frequently during the day compared with the current route 20.

Option A1: a weekday-only shuttle service between Highbury, Kelburn and the new hub at Karori Tunnel where people could transfer to other services to complete their journey. It would run to the same frequencies as option A.

Option B: a seven-day-a-week service from Highbury via Aro Valley, along Lambton Quay to Wellington Station then on to Khandallah. Buses would run every 20 minutes during peak times, every 30 minutes during the daytime Monday to Saturday, and every 60 minutes in the evenings and on Sundays.

In all, 231 people provided feedback. Option B was the preference of 80 per cent of respondents. Like the community, we agree that option B offers the best bus service for Highbury residents because it gives more people access to a frequent, seven-day-a-week service from Highbury to the CBD, where most people wish to travel, using smaller buses more appropriate to the roads in Highbury. Of course, some people will be disadvantaged by the change, but the overwhelming majority of bus users will be able to get to where they want to go more frequently.

TRAVEL PATTERNS

In 2011, we surveyed Highbury bus users about where they travelled to. Two-thirds (67 per cent) said their final destination was the CBD, followed by Victoria University (11 per cent), Te Aro (5 per cent), Thorndon (5 per cent) and other (12 per cent).

In 2013, as part of the abovementioned options consultation, we again asked people about destinations. This time, three-quarters (76 per cent) said their main destination was the CBD, followed by Victoria University (10 per cent), Kelburn (2 per cent), and other (12 per cent). Most were travelling at peak times.

In addition, we compared ticketing data from February to April 2012 with the same period this year. (February to April are the busiest months for public transport because schools and universities are open, and most people are back at work after the holidays). In 2012, on average just one to two people a day travelled between Highbury and Kelburn Village, compared with 8 people a day travelling between Highbury and Victoria University, and 63 between Highbury and the CBD. The equivalent figures for this year were, respectively, four, 18 and 84.

So in conclusion, while some people wish to retain a direct service between Highbury and Kelburn, the travel patterns do not bear out this preference.

NETWORK CHANGES

The change to Highbury's service is part of a much broader overhaul of the city's bus services. One of the goals of the new network is to ensure services more closely match demand. The growth in Victoria University's roll is considerable (it's aiming to double its roll in the next 20 years to over 40,000 students), and this is resulting in more demand on the city-to-campus route. Higher-capacity buses will run on this route from next July. But these bigger buses simply cannot negotiate Highbury's narrow, windy roads. Highbury must be "decoupled" from the university route. The only way to continue offering Highbury its present level of service – let alone enhance it – is by linking it to a nearby, comparable-sized suburb. That suburb is Te Aro. Together, they have a population of 3600 residents – enough to sustain a comprehensive, seven-day-a-week service using smaller buses, especially when they carry on to Ngaio and Khandallah, which also have narrow, windy roads. By doing this both Highbury and Aro Valley residents also get the bonus of a new weekend service.

THE CHANGES IN DETAIL

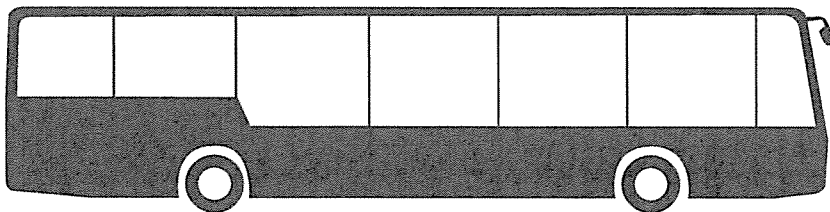
From July 2018, a new bus route 25 will run seven days a week from the Highbury Rd terminus along Moana Rd, Raroa Rd, Aro St, Willis St, Lambton Quay and Wellington Station, then on to Ngaio and Khandallah.

	Weekdays				Saturday		Sunday	
	Morning peak	Daytime	Afternoon peak	Evening	Daytime	Evening	Daytime	Evening
Frequency	every 15-20 minutes	every 30 minutes	every 15-20 minutes	every 60 minutes	every 30 minutes	every 60 minutes	every 60 minutes	every 60 minutes
Timing	6.30am – 10.30pm				7am – 10.30pm		8am – 9.30pm	

Journey times may be longer for some, shorter for others. But waiting times between buses will be shorter for everyone, and travel will be possible earlier and later in the day, seven days a week, for everyone.

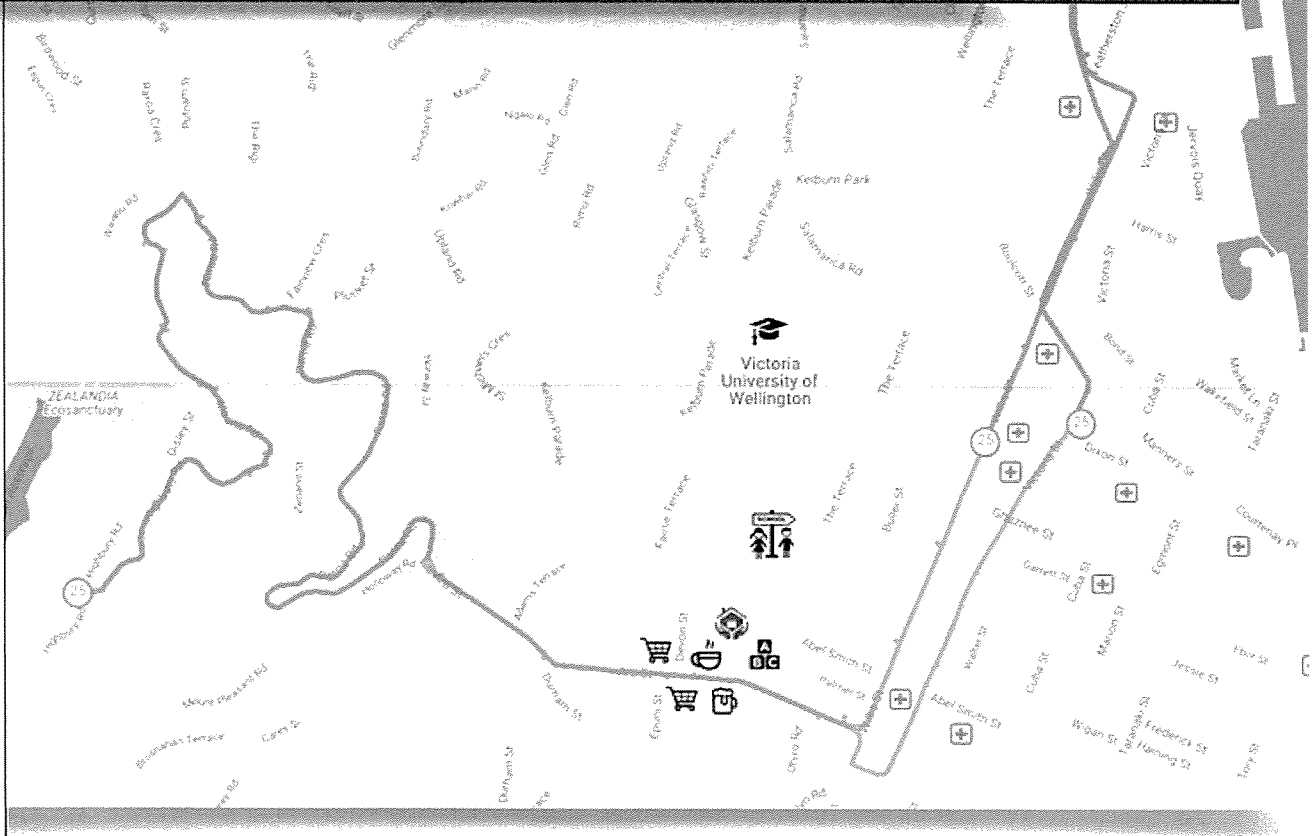
The walk to or from a bus stop will be longer for some, shorter for others. For example, those who currently get off on The Terrace and take the short-cut down to Lambton Quay won't need to do that in future. But those working on The Terrace will need to do that walk in the opposite direction. Those who work nearer to Willis Street will have a more direct service.

College students who catch their bus to school from or near Wellington Station can still do that, but some won't need to go all the way to the station because they can pick up a connecting service along Willis St or Lambton Quay.



INFORMATION CONTINUES NEXT PAGE ↓

BELOW IS A MAP OF THE NEW BUS ROUTE 25, SHOWING THE SECTION BETWEEN HIGHBURY AND LAMBTON QUAY.



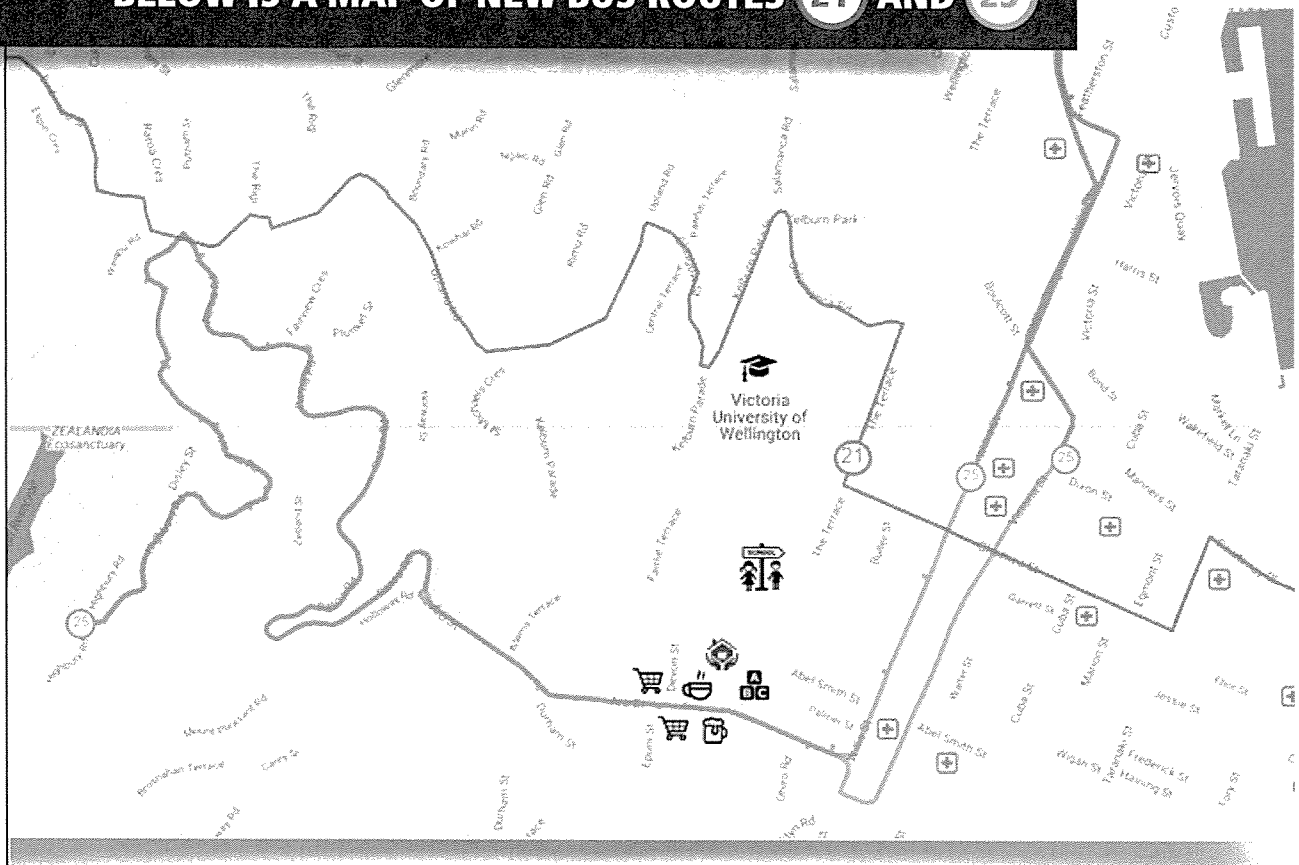
GETTING TO KELBURN VILLAGE OR VICTORIA UNIVERSITY

People wanting to travel between Highbury and Kelburn have a range of options. All involve a transfer (which is free if using Snapper and reboarding within 30 minutes within the same zone) and/or a short walk:

- Catch a route 25 service down to Willis St and transfer on to the new frequent 21 service to Kelburn from the corner of Willis and Ghuznee Streets.
- Catch a 25, get off near the top of Raroa Rd and walk down stairs to Glenmore St and the new Karori Tunnel bus hub where a 21 stops.
- Catch a 25, get off at Raroa Rd near Plunket St and walk along Plunket St to Kelburn Village. If going on to the university, get on to a 21 at the nearby stop on Upland Rd.

People with a mobility impairment who cannot take up any of these options may be eligible for our subsidised taxi scheme. To find out more, go to www.gwrc.govt.nz/total-mobility/

BELOW IS A MAP OF NEW BUS ROUTES 21 AND 25



LEARNING MORE

We will release more information about the network changes, including new timetables and route maps, in the New Year. To stay informed, go to www.metlink.org.nz/customer-services/connect-with-us/feedback/ and complete the form using feedback type "New Wellington bus network". You can also sign up for a My Metlink account. Go to www.metlink.org.nz/my-metlink and follow the prompts.



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

Highbury Info Sheet

Highbury is a small hillside Wellington suburb, with narrow windy roads and a population of less than 2,000 people. Highbury is also at the end of a line, i.e. you can't travel through Highbury to get to somewhere else

It's currently served by bus route 20 which runs:

- weekdays only, between 7am and 6.30pm
- roughly every 30minutes during peak times and hourly through the day

Access to a bus service for this community is able to be provided by extending a key Victoria University bus service (route 20). Route 20 provides access for people travelling between Wellington CBD and the main Kelburn campus, once past the University the bus travels on to Highbury. 85% of the people using the route 20 are travelling between Wellington CBD and the Victoria University Kelburn campus.

Over the years people from the Highbury community have asked for more buses during peak times and throughout during the day, plus new evening and weekend services.

In 2013 we asked the Highbury community which of three bus service options they would prefer. These options were developed with assistance from a group of Highbury residents.

- Option A was a weekday only shuttle service between Highbury, Kelburn and the Cable Car running more frequently at peak times but less frequently during the day compared to the current route 20.
- Option A1 was a weekday only shuttle service between Highbury, Kelburn and the new hub at Karori Tunnel where people could transfer to other services to complete their journey. It would run to the same frequencies as option A.
- Option B was a seven-day a week service from Highbury via Aro Valley, along Lambton Quay to Wellington Station then travel on to Khandallah. The bus would run every 20 minutes during peak times, every 30 minutes during the daytime Monday to Saturday, and every 60 minutes in the evenings and on a Sunday

231 people responded, with 79.5% of respondents preferring option B. Like the community we agree option B provides a better bus service for Highbury residents as it gives more people access to a bus service and seven-day a week more frequent service. Of course some people will be disadvantaged by the change, but the majority of bus users will still be able to get to where they want to.

Where Highbury bus users tend to travel to

In 2011 we surveyed Highbury bus users to see where they were travelling to. For two-thirds of the users said their final destination was the CBD (67%), 11% were going to Victoria University, 5% Te Aro and 5% Thorndon, and 12 % other.

In 2013, as part of the bus service options consultation we asked again where people were travelling to. This time three-quarters said their main destination was the CBD (76%), 10% Victoria University, 2% Kelburn, and 12% other, with the majority of people travelling during peak times.

We've also analysed bus ticketing data to check where people say they are travelling reflects what is actually happening. We took data for the period February to April as these are the busiest months for public transport, schools and universities are open, and most people are back at work after the holidays. In 2012 the data showed on average just 1-2 people per day travelled between Highbury and Kelburn Village, and around 14 people per day travelled between Highbury and Victoria University, with the majority of Highbury people travelling to and from the city. We checked the data again this year. The figures have gone up very slightly over the 5 year period, with 3-4 people per day travelling between Highbury and Kelburn Village, and around 16 people per day travelling between Highbury and Victoria University. People using the SuperGold concession have been included in these figures. In 2017, out of an average of 4.2 SuperGold users boarding the bus each day in Highbury just 0.3 on average are travelling to Kelburn Village, the rest are travelling in to the CBD or beyond.

So while there is an expressed desire from some people to retain a connection to Kelburn it appears to be more about the 'existence value' of having the service available rather than an actual destination that regular trips are being made to.

Why changes are necessary and why the current service has to change

Some places in Wellington are easy to get to by bus, but others are not. Some suburbs are well serviced; others are not. Some areas need more peak-hour services; others need more weekend or evening services. In other words, the city has grown, and our bus network needs to catch up with those changes

At the moment, buses come into the city from about 40 suburbs, many travelling along similar routes through the city centre. The result is duplication of services as well as unnecessary congestion.

In the new network, the introduction of double-decker buses and larger single-decker buses will help reduce congestion in the CBD, especially key roads such as Lambton Quay along which 230 buses an hour travel at peak times, slowing average speeds to 10km/h.

Reducing the number of duplicate routes, using alternative routes through the CBD and introducing larger buses, will cut the peak-time flow of buses along Lambton Quay from 230 buses an hour to about 160 an hour. These changes will also ensure that buses coming into the CBD carry more passengers. Right now, buses average only two-thirds of their available capacity – with some buses that are regularly too full and others only half full.

Victoria University is growing rapidly with an aim of 20,000 students in coming years, and is already exceeding its currently yearly targets. To cater to this demand we need to run larger capacity buses between the University and the CBD than we do currently.

Highbury however has narrow winding quieter suburban streets not well suited to running larger buses. Ideally smaller buses would be used for Highbury which are better suited to the area.

Separating the Highbury catchment from the University allows buses to be used which better match the needs of each catchment; larger buses for the University and smaller buses for Highbury.

By combining the bus routes from the adjacent catchments of Highbury and Aro Valley (routes 20 and 9) we can provide a single combined bus route for the 3600 residents. In addition, by also connecting the new route with Ngaio and Khandallah (other suburbs with narrow windy roads) at the other end it becomes more viable to provide a seven-day a week bus service, with buses later in the evening and with smaller buses, than is viable for each of Highbury and Aro Valley on their own.

Residents in the lower areas of Highbury also benefit from having a bus service much nearer to them and the Aro Valley community also gets a new weekend service.

The changes in detail

From mid-2018 the new bus route 25 will run seven-days a week, from Highbury Rd terminus along Moana Rd, Raroa Rd, Aro St, Willis St, Lambton Quay, and Wellington Station then will travel on to Ngaio and Khandallah.

	Weekdays				Saturday		Sunday	
	Morning peak	Daytime	Afternoon peak	Evening	Daytime	Evening	Daytime	Evening
How often will the bus run?	every 15-20 minutes	every 30 minutes	every 15-20 minutes	every 60 minutes	every 30 minutes	every 60 minutes	every 60 minutes	every 60 minutes
When will it run?	6.30am – 10.30pm				7am – 10.30pm		8am – 9.30pm	

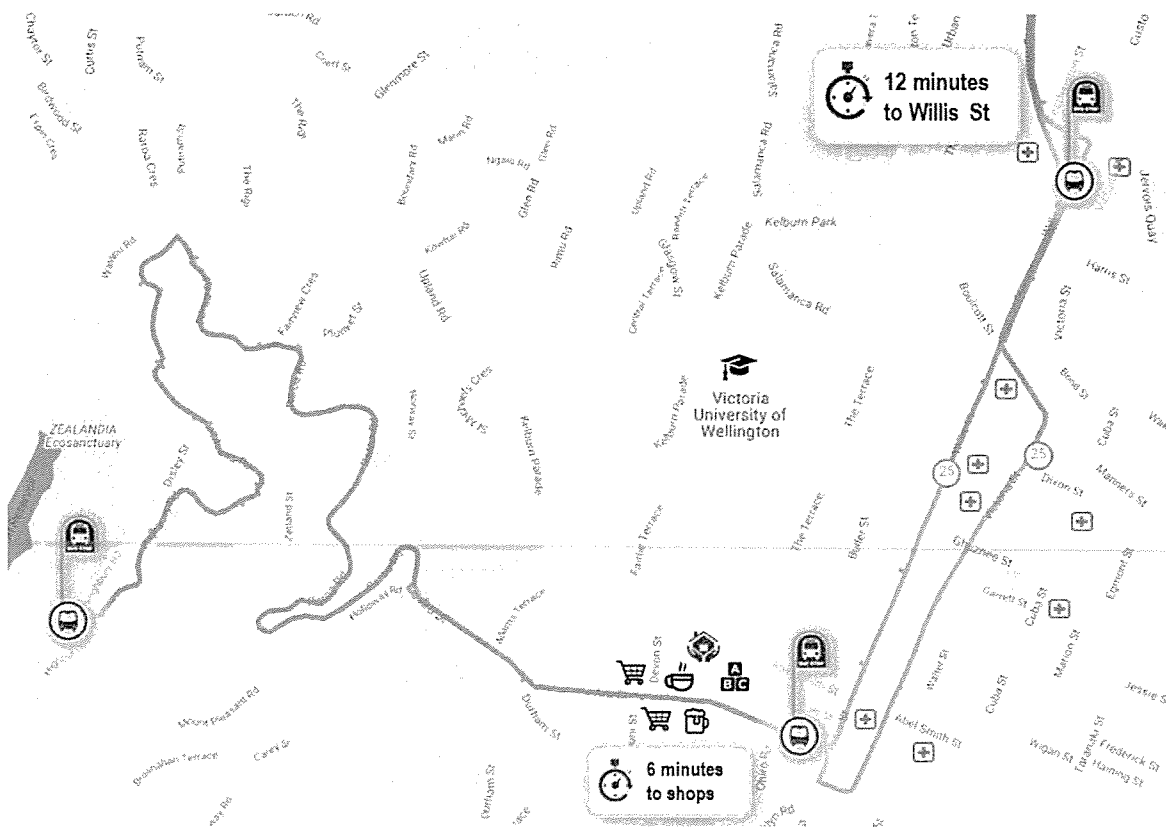
Some peoples’ travel time on the bus may now be longer, for others it will be quicker, for everyone the wait time between buses will be shorter and you’ll be able to travel earlier and later in the day.

Some peoples’ walk to work from the bus stop may be shorter and for some it may be longer. For example people who use to get off on The Terrace and take the short-cut down to Lambton Quay don’t need to do that anymore, while for those people who work on The Terrace you’ll now need to do that walk but in the opposite direction.

For college students who caught their bus to school from or near Wellington Station you can still do that, but for some you won’t need to go all the way to Wellington Station. If the bus you want to catch to school travels along Willis St or Lambton Quay you can catch it any of the stops along those roads.

The buses that will be running in Highbury will not only be the right size for the streets and the number of passengers they’ll carry but will also be brand new and Euro VI low emission (means they met the latest European standards). Buses will have the new Metlink livery and drivers will be wearing the new Metlink uniforms just like the staff on the trains.

Below is a map of the new bus route 25, showing the section between Highbury and Wellington Station.



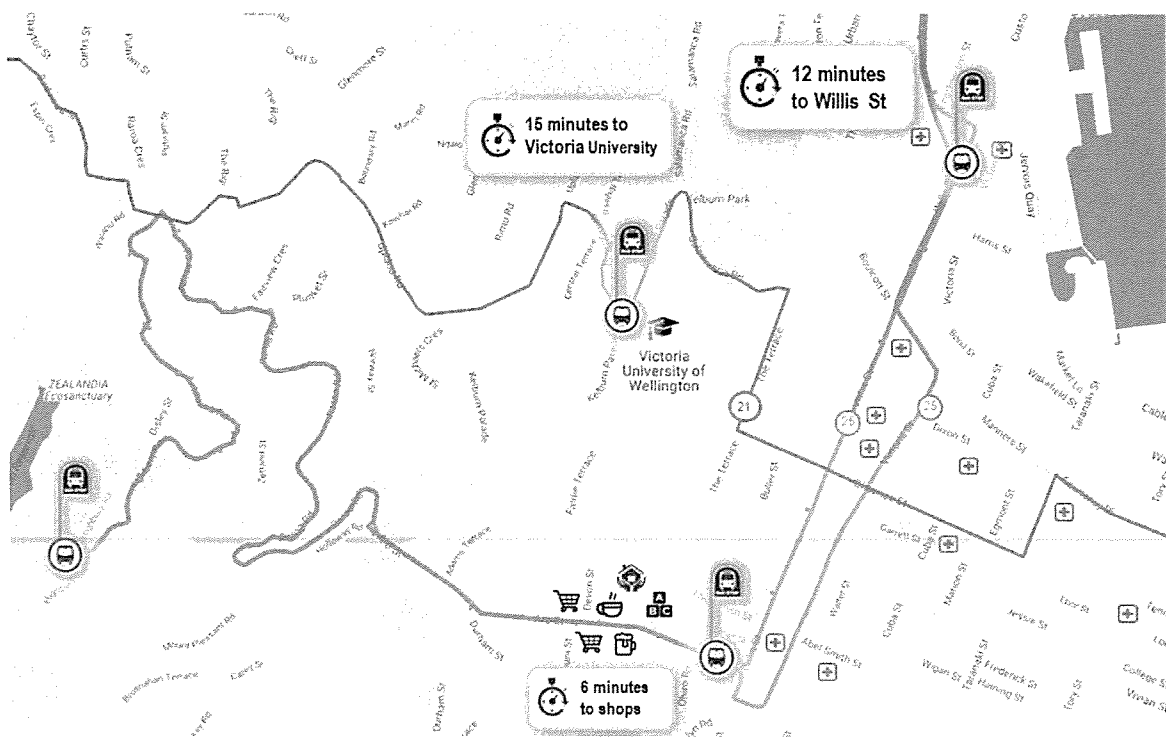
Want to get to Kelburn Village or Victoria University Kelburn campus

For people wanting to travel between Highbury and Kelburn or the University there are a number of options, all of which involve the need to make a transfer between buses.

- *Don't want to walk* – catch bus route 25 down to Willis St, then transfer onto the new frequent route 21.
- *Happy to walk a short distance and use stairs* – catch bus route 25, get off the bus at the stop near the top of Raroa Rd, walk along path and down stairs to Glenmore St. You are now at the new Karori Tunnel bus hub where you can catch the new frequent route 21.
- *Happy to walk but don't want to use stairs* – catch bus route 25, get off bus on Raroa Rd near Plunket St, walk along Plunket St to Kelburn Village. If you are going onto the University hop onto the new bus route 21 at the nearby stop on Upland Rd.

If you use your Snapper card the transfer between buses is free provided you get off one bus and onto the next one within 30 minutes, and you make the transfer within the same fare zone. So, from Highbury the cost to get to Kelburn or University will be the same whether you had caught one bus or two buses. From mid-2018 this free transfer facility is available on all buses both in Wellington City and across the rest of the region.

If you have a mobility impairment which means none of the above options are feasible for you then you may be eligible for our subsidised Total Mobility taxi scheme. To find out more about this scheme go to <http://www.gwrc.govt.nz/total-mobility/>



Next Steps

The new bus network starts in mid-2018. We'll have lots of information about changes including new timetables and network maps available in the New Year.

If you would like to be kept in the loop – we can send out information to you as soon as it becomes available. Send us your details by filling in our feedback form <https://www.metlink.org.nz/customer-services/connect-with-us/feedback/> use feedback type "New Wellington bus network"

In the meantime (if you haven't already) you can sign up for a My Metlink account at www.metlink.org.nz/my-metlink - just follow the prompts

Rory Cathcart

From: Deborah Hume
Sent: Tuesday, 24 July 2018 3:04 PM
To: Wayne Hastie; Greg Campbell
Subject: Some nuggets for possible sharing with Councillors this arvo

Overall

- Majority of services being delivered as designed – acknowledging there are some issues
- Some of those issues have been identified and rectified, some remain and are being worked through
- School services seem to be working pretty well, good improvements in the Hutt Valley
- Feedback/complaints rates a bit less than we expected (e.g. Wtgn Go Live were similar levels to Hutt Valley Go Live).
- Top 3 complaint areas are:
 - operational performance (incl. systems performance of RTI and Snapper) 55%
 - Service design (15%)
 - Staff (15%)
- Less complaints about fare rises than expected
- Snapper penalty auto refunds working as planned
- Hubs in Wellington have stimulated complaints, but these have decreased over the last week (esp. Brooklyn, J'ville and Kilbirnie). Temporary arrangements make it hard for drivers to navigate the area
- AmBUSsadors and Bus Buddies have been popular with customers and drivers alike. We will likely continue to the end of the week, and considering merits of some support into next week.
- Tertiary concessions achieved over 6,000 enrolments in week one and not featuring in complaints

Rory Cathcart

From: Matthew Lear
Sent: Tuesday, 24 July 2018 3:12 PM
To: Wayne Hastie; Deborah Hume; Deborah Moriceau; Andrew Cooper
Subject: Emailing: Wai's notes 240718
Attachments: Wai's notes 240718.docx

All,
Wai was out today talking to the team there about how they were feeling and what their concerns were.
She did a really good job so I have attached the points in a table for your reference.
I'm going to share them with them. they are the ones who need to own this and there are some quick wins here they can do with a small amount of effort.
Cheers

Matthew Lear | Acting Manager, Bus & Ferry Operations

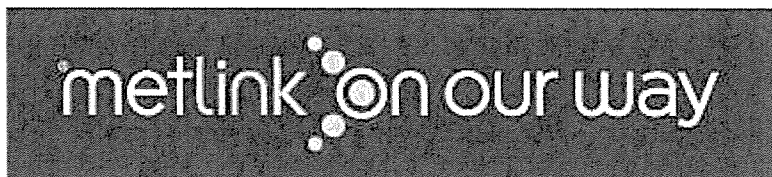
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Operations	Routes	Health & Safety	Training	Misc
Drivers would like more advance notice of their rosters and routes	Some routes are too long	Would like information on the Health & Safety Committee and how to join it	Make the Driver manual more user friendly and easier to read	A person the drivers can talk to that listens and takes notes and gets back to them
When buses come back into the yard at Rongotai there is no instruction on where to park	Can drivers do the same routes for a few weeks to get in a routine, not a different route everyday	Would like to know where the toilets are near bus routes	Extra Snapper training	
Roadworks at Brooklyn are causing confusion and meaning services can't run to time		Some drivers don't have keys to use toilets, like in Highbury		
		Some routes are on narrow streets, Hungerford, Mercer, Houghton Bay and View Rd for example, need to make this safer		

Rory Cathcart

From: Andrew Cooper
Sent: Tuesday, 24 July 2018 3:29 PM
To: Matthew Lear; Wayne Hastie; Deborah Hume; Deborah Moriceau
Subject: RE: Emailing: Wai's notes 240718

Thanks Matthew, that is useful.

The narrow roads issue is not new and is a challenge to address. The only feasible way to improve services along these routes that I can see is to request WCC to implement no parking restrictions in places [redacted] has relayed to me a road in Miramar that allows carparking on both sides of the road and there are times when buses simply can't get through.

It would be useful if operators could provide some priority areas in which they feel safety and/or timekeeping is compromised due to parked cars. We can then try our luck with WCC to get something done about them.

Re toilets – I noticed that there is a toilet at the terminus in Houghton Bay that has a sign on the door saying “Go Wellington staff only”. How do we get that changed and access provided for [redacted] drivers – similarly Highbury and others.

Cheers
Andrew

From: Matthew Lear
Sent: Tuesday, 24 July 2018 3:12 PM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: Emailing: Wai's notes 240718

All,
Wai was out at [redacted] today talking to the team there about how they were feeling and what their concerns were.
She did a really good job so I have attached the points in a table for your reference.
I'm going to share them with [redacted] they are the ones who need to own this and there are some quick wins here they can do with a small amount of effort.
Cheers

Matthew Lear | Acting Manager, Bus & Ferry Operations
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Rory Cathcart

From: Rob Braddock
Sent: Tuesday, 24 July 2018 5:00 PM
To: Wayne Hastie; Deborah Hume; Deborah Moriceau; Matthew Lear; Martin Sheffield; Clayton Anderson; Andrew Cooper
Cc: Gail Reeves
Subject: Afternoon schools peak sitrep 24/7/18...

...again relatively problem free. There has been one recorded incident of a non-injury vehicle accident (bus vs. power pole) on Hawkestone Street (near St Mary's College), where a replacement bus has been sent to get the kids home. Please note there had been feedback from the on-board bus buddy about the drivers demeanour (it wasn't positive ☹️) and this has been relayed to Tranzurban. Our team member Gail who was present at Tranzurban Comms tells me that they have taken the feedback and will follow up. Overall observations of the Comms Centre was that it was running well, and our Contact Centre has been quiet.

NZ Bus have cancelled two services this afternoon being 1 x R14 and 1 x R22. Reasons for these two are not known but quite possibly due to 'ordinary' operational reasons.

More noticeably NZ Bus have cancelled 8 Airport Flyer trips between 4pm and 6.30pm.

Tranzurban have cancelled 3 x Route 7 trips, 2 of which are trips from Kingston to Wellington Station at approx. 5pm and looks like management to avoid late running subsequent trips back out of the city. Not ideal but on balance could have a lesser effect than a higher number of late running services.

That's all from me, will provide an update for tomorrow's meeting.
Rob

From: Rob Braddock
Sent: Monday, 23 July 2018 7:05 PM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Martin Sheffield <Martin.Sheffield@gw.govt.nz>; Clayton Anderson <Clayton.Anderson@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: Evening peak sitrep

Hi again

Things have run relatively smoothly tonight without any need to escalate operational matters. I have been listening in to a number of calls (one side of them anyway!) and there have been some customers calling after late buses but these have been located using RTI here.

No question of continued late running on Routes 2 & 3 (NZ Bus) and Routes 1, 23e & 24 (Tranzurban). BUT.....note Route 7 looked fine and also based on my looking at the RTI performance overview performance on Routes 2 & 3 are noticeably better than this morning. Routes 1, 23e & 24 still pretty horrible though.

RTI tracking as follows:

NZ Bus	98%
Tranzurban	87%
Mana	78% (2 buses from 7 total not tracking)
UZABUS	100%

That's all from me for now, see you tomorrow morning.
Rob

From: Rob Braddock

Sent: Monday, 23 July 2018 5:23 PM

To: Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Martin Sheffield <Martin.Sheffield@gw.govt.nz>; Clayton Anderson <Clayton.Anderson@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>

Subject: Afternoon schools peak sitrep 23/7/18...

...good all in all I am pleased to report.

I was present at the Rongotai control centre and watched 5 operational matters attended to including 3 bus breakdowns (each one attended to) one issue of lateness by 10 or so mins and one of an extra bus required to be sent because the 1 bus scheduled was full. That is not to say that there weren't other issues (particularly lateness) but given the operating area including all Porirua, Hutt and half of Wellington they did well. The thing is it all happens at the same time.

I'm now sitting in the contact centre for the next couple of hours will let you know if there is anything major happening, otherwise will provide an update about 7pm.

Cheers

Rob

Rob Braddock | Team Leader Service Delivery, Bus & Ferry Operations

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Rory Cathcart

From: Rhona Hewitt
Sent: Tuesday, 24 July 2018 8:07 PM
To: Metlink Resolve
Cc: Wayne Hastie
Subject: Can you replace case

The below email from [redacted] covers the same issue raised in case [redacted]. Please close [redacted] and open and send the following cc in sue.kedgley@gw.govt.nz, chris.laidlaw@gw.govt.nz, daran.ponter@gw.govt.nz

Thanks

Thank you for your feedback regarding the new bus routes for Owhiro Bay and Southgate (routes 29 and 29e).

We are very concerned to hear that you had to walk 15 minutes to The Parade to catch a bus. It would be helpful if you could let us know where you are travelling from so we can check if you are using the nearest alternative bus service. I wish to assure you that bus stops that have been discontinued in Owhiro Bay are generally within five minutes' walk of alternative services so we are concerned to hear about your long walk. We have worked with residents and Wellington City Council to reduce walking distance impacts for our customers getting to bus services by installing new bus stops. For people living on the western end of Severn Street new bus stops have been installed on Robertson and Frobisher Streets. We are still working on trying to secure new bus stops on Derwent Street by Moselle Street to reduce walking distance for residents of the eastern area of Severn Street. As yet we haven't found locations that are acceptable to local residents, but we will continue to work on this.

The new routes replaced the limited peak only route 4, and infrequent weekday only route 29 (where customers have to wait as long as 80 minutes for the next bus). The new routes provide a better overall level of service for residents with buses that now operate 7 days a week and include later evening services till around 10 pm most nights of the week. Buses will also be far more regular during the day with buses departing every 30 minutes on weekdays and Saturdays and hourly on Sundays. These new services recognise community feedback that people are travelling across the week at different times including later into the evening and buses need to provide a flexible service that can meet travel needs beyond just the 9 to 5 weekday commute. At peak times route 29e buses travel through to Wellington Station so you will not need to change between buses at these times. At off peak times connections can be made at Brooklyn, Island Bay Shops or Newtown for travel to and from Wellington.

The new bus network provides a simpler connective bus network with free connections between buses at local hubs using a Snapper card. By reducing duplication between bus services we can provide a more efficient service with less bus congestion that allows more regular services to be provided to 22 suburbs, new weekend services to 10 suburbs and more people living within 10 minutes' walk of a high frequency bus route than now (75% compared with 45% now) all within existing bus resources.

Unfortunately to provide routes that balance the needs for local access, while still keeping bus routes that are reasonably direct and are cost effective to provide for customers and ratepayers some trade-offs have had to be made which include the local routing of buses within Owhiro Bay. We have endeavoured to ensure the great majority of those affected will still be within 5 minutes' walk of a local bus stop.

I appreciate the time you have taken to prepare your letter and I'm personally aware that the new service configuration doesn't suit everybody but there is no question that, on balance, the changes are the best overall option for the wider community whilst delivering a service that is affordable for users and ratepayers. We will of course continue to monitor the situation thereafter.

Kind regards

From: Sue Kedgley
Sent: Tuesday, 24 July 2018 11:18 AM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Re: The South Coast, and its Discontents

Hi Wayne

I never got a response to this.

Sue Kedgley
Greater Wellington Regional Councillor

From: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Date: Thursday, 12 July 2018 4:04 PM
To: Sue Kedgley
Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>, Daran Ponter <Daran.Ponter@gw.govt.nz>, Chris Laidlaw - Chair <Chris.Laidlaw@gw.govt.nz>
Subject: Re: The South Coast, and its Discontents

Hi Sue

Yes will process it through the system.

Cheers
Wayne

Sent from my iPhone

On 12/07/2018, at 4:01 PM, SueKedgley wrote:

Hi Wayne/Greg

Can someone help me to answer this to why his number 4 bus is ceasing, which he says will require him to walk fifteen minutes to his nearest bus, which seems unreasonable to me.

Has he got this wrong or is there some explanation to what seems an unreasonable change which will affect not just him but many residents on the south coast.

Sue Kedgley
Wellington Regional Councillor
Board Member, Capital and Coast District Health Board: Consumer NZ:

Sent from my iPhone

Begin forwarded message:

Resent-From: <sue.kedgley@gw.govt.nz>
From:

Date: 12 July 2018 at 3:48:17 PM NZST

To: sue.kedgley@gw.govt.nz, chris.laidlaw@gw.govt.nz, daran.ponter@gw.govt.nz

Subject: The South Coast, and its Discontents

Dear Sue

As discussed, I have an issue and objection to the way Metlink has ditched a very convenient bus route, the Number 4.

I am a public servant, and work off Lambton Quay. There are thousands of households in my area, the Island Bay/South Coast spur, all of whom pay rates, tax, and vote.

The new "services" offered by Metlink are completely inadequate. We - as commuters - were told that there would be little to no interruption to our service. Apparently this means I now have to walk 15 mins, or more like 20 mins, to my nearest bus stop on the Parade. In all weather. Irrespective of whether my tendonitis plays havoc with my knee or ankle.

Wellington does not have a clear and warm endless summer like Los Angeles. We have adverse weather, which cuts out walking, cycling, and so on.. I'm able and healthy, my elder friends and contacts in the neighbourhood, in their 70s, and 80s, not so much. They rely on the bus showing up next door, on time, and accommodating their needs.

Under current circumstances, I need to buy another car to get to work.

I had not considered that in light of an effective and efficient public transport system. For the first time in 18 years, I am now considering whether public transport is a workable method.

On the one hand, this is a fabulous gift to the taxi industry. On the other, is this really in the spirit of representative outsourcing industry regulation and supply for public transport? There's a "kiwi share" in there surely?

I look forward to continuing this discussion.

Rgds

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Rory Cathcart

From: Richard Higgs
Sent: Wednesday, 25 July 2018 11:37 AM
To: Jonathon Gear; Martin Sheffield; Bruce Horsefield; Matthew Lear; Rob Braddock; Rhona Hewitt; Samantha Gain; Deborah Hume; Deborah Moriceau; Greg Campbell; Wayne Hastie; Andrew Cooper; Catherine Jones; Mark Magliocco; Charlotte Vaughan
Cc: Arne Brandt; Linda Cocker; Alard Russell
Subject: RE: Weekly bus performance report
Attachments: Weekly PTOM bus reporting dashboard - 20180725.pdf

Hi All,

And as requested the same report covering the 4 weeks ending 24th July.

Regards
Richard

From: Jonathon Gear
Sent: Monday, 23 July 2018 5:06 PM
To: Martin Sheffield <Martin.Sheffield@gw.govt.nz>; Bruce Horsefield <Bruce.Horsefield@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>; Samantha Gain <Samantha.Gain@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Greg Campbell <Greg.Campbell@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>; Catherine Jones <Catherine.Jones@gw.govt.nz>
Cc: Richard Higgs <Richard.Higgs@gw.govt.nz>; Arne Brandt <Arne.Brandt@gw.govt.nz>; Linda Cocker <Linda.Cocker@gw.govt.nz>; Alard Russell <Alard.Russell@gw.govt.nz>
Subject: Weekly bus performance report

Hi all,

In order to provide a trend analysis of bus performance we will be producing the attached weekly report for PTOM bus services.

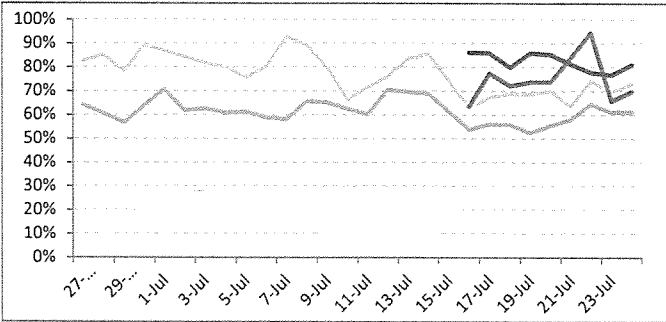
The attached Weekly Bus Performance Report covers the 4 weeks ending 22nd July, show data since the PTOM units commenced.

The first page of the report contains the following stats for each operator, and the following pages show the same metrics for each operator.

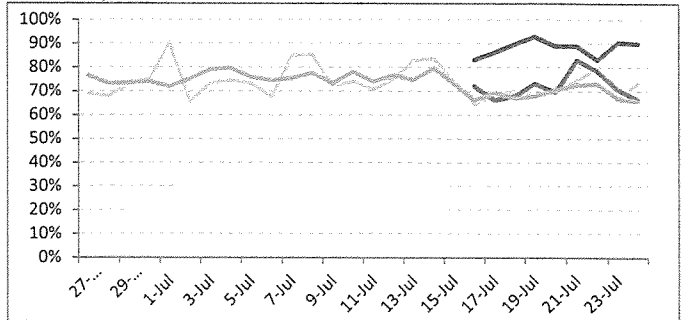
- Reliability KPI
- Punctuality KPI
- Cancelled services
- Automated Snapper matching
- Patronage
- Payment type (based on fare revenue)
- Daily fare revenue
- Complaints by type
- Complaints time series

If you would like to see anything other metrics added to this report or anyone else added to the distribution list please let Richard and I know.

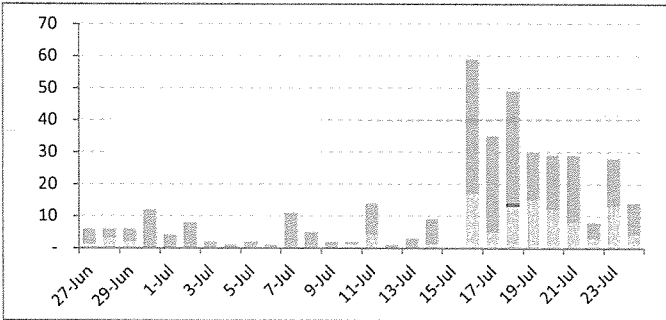
Reliability KPI



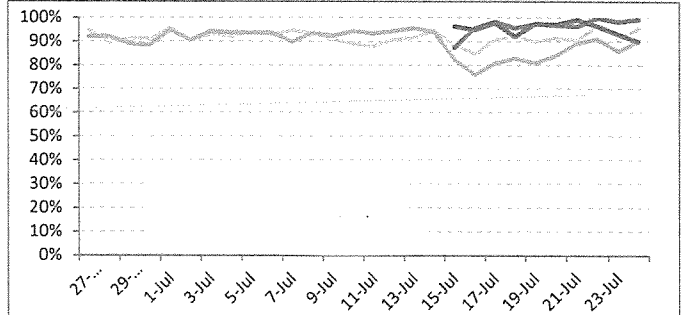
Punctuality KPI



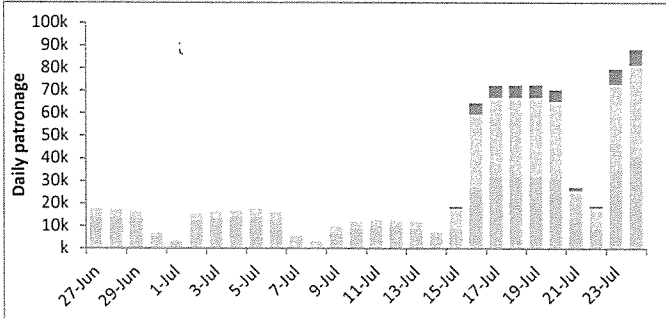
Cancelled services



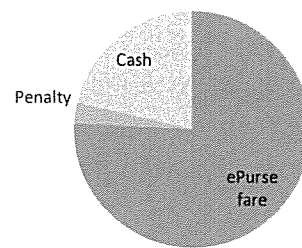
Automated Snapper matching



Patronage



Payment type (based on fare revenue)



Daily fare revenue (incl GST)

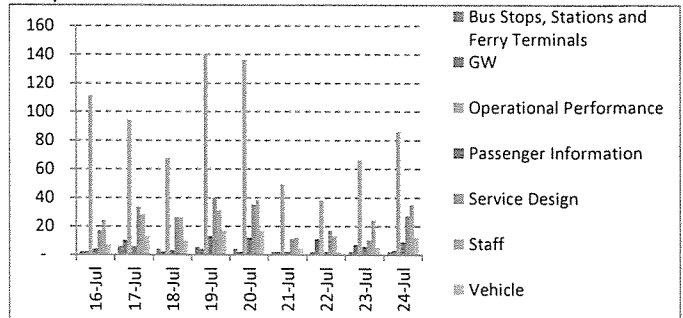
18-Jul	\$158,308
19-Jul	\$157,526
20-Jul	\$150,557
21-Jul	\$47,916
22-Jul	\$33,401
23-Jul	\$165,621
24-Jul	\$179,536

Complaints by type

Complaints w/c 18th July

Type	#	%
Operational Performance	582	53%
Service Design	166	15%
Staff	179	16%
Vehicle	67	6%
Bus Stops, Stations and Ferry Terminals	21	2%
Passenger Information	47	4%
GW	31	3%
Total	1093	

Complaints



Rory Cathcart

From: Metlink Resolve
Sent: Tuesday, 24 July 2018 11:38 AM
To: Wayne Hastie
Subject: RE: No bus to Kilbirnie!

Hi,

I have logged and sent to Service Design. Would you like to respond to or just be cc'd in?

Kind Regards,

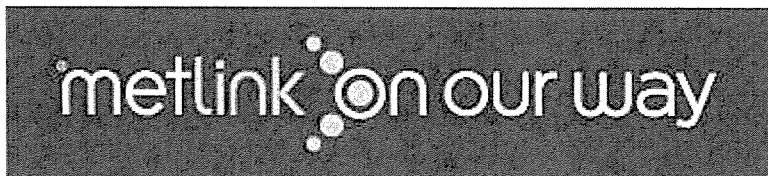
Rachel

From: Wayne Hastie
Sent: Tuesday, 24 July 2018 8:48 AM
To: Metlink Resolve <Metlink.Resolve@gw.govt.nz>
Subject: FW: No bus to Kilbirnie!

Wayne Hastie | GM Public Transport
Metlink

M 027 278 4548 | DD 04 830 4246
15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142 | metlink.org.nz
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We're on our way to a new bus network for the Wellington region. To find out what it means for your journey go to metlink.org.nz/onourway



From:
Sent: Monday, 23 July 2018 6:41 PM
To: Daran Ponter <Daran.Ponter@gw.govt.nz>; Sue Kedgley <Sue.Kedgley@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Chris Laidlaw - Chair <Chris.Laidlaw@gw.govt.nz>
Subject: No bus to Kilbirnie!

I was shocked to discover that there is now no bus from the Basin Reserve area to Kilbirnie. Previously I could get a 3 or 43 but now I'm told I have to get a 1 and transfer to a 2 at the hospital. How is this an improvement on the previous service?

Rory Cathcart

From: Deborah Moriceau
Sent: Tuesday, 24 July 2018 12:01 PM
To: Wayne Hastie
Cc: Deborah Hume; Andrew Cooper; Samantha Gain
Subject: RE: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Wayne – From a programme support perspective, we’re happy to step out of the way and allow Bus Ops to work with Customer Contact Centre directly.

Speaking with Rob this morning, and Matthew in the past, after hours calls, decisions and activations across GW have been previously done on goodwill.

Perhaps with the new network in place now, and likelihood of more out of hours notification and action, it might be worth establishing a more structured approach and chain of command.

From: Wayne Hastie
Sent: Tuesday, 24 July 2018 7:54 AM
To: Deborah Hume <Deborah.Hume@gw.govt.nz>; Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>; Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: FW: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Maybe we need to think how we deal with a similar situation so we don’t blow things out of proportion. Rob thinks that some of the trips did run which matches up with what Matthew is saying below.

Wayne Hastie | GM Public Transport
Metlink

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From: Matthew Lear
Sent: Tuesday, 24 July 2018 5:25 AM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>
Subject: Fwd: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Hi Wayne,
I spoke to Tranzit Control and
Four R220 trips were looking like being cancelled but they were working on covering them- driver no show.

I think the email trail at GW was like a snowball rolling in snow and the more people involved the bigger the issue got.

Cheers

Matthew Lear | Acting Manager, Bus & Ferry Operations

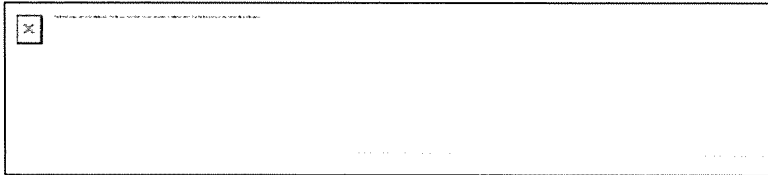
Metlink

DD [04 830 4038](tel:048304038) | **M** [021 121 7255](tel:0211217255)

[15 Walter St, Te Aro, Wellington 6011](https://www.metlink.org.nz) | [PO Box 11646, Manners St, Wellington 6142](https://www.metlink.org.nz) | [metlink.org.nz](https://www.metlink.org.nz)

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We're on our way to a new bus network for the Wellington region. To find out what it means for your journey go to [metlink.org.nz/onourway](https://www.metlink.org.nz/onourway)



Begin forwarded message:

From: Jonathan Hales <Jonathan.Hales@gw.govt.nz>
Date: 23 July 2018 at 9:53:03 PM NZST
To: Louise Holloway <Louise.Holloway@gw.govt.nz>, Deborah Moriceau <Deborah.Moriceau@gw.govt.nz>
Cc: Janet Skilton <Janet.Skilton@gw.govt.nz>, Deborah Hume <Deborah.Hume@gw.govt.nz>, Wayne Hastie <Wayne.Hastie@gw.govt.nz>, Rob Braddock <Rob.Braddock@gw.govt.nz>, Matthew Lear <Matthew.Lear@gw.govt.nz>
Subject: Re: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Thanks Louise! Will buy you an ice cream tomorrow.

Jono.

[Get Outlook for iOS](#)

From: Louise Holloway
Sent: Monday, July 23, 2018 9:51:41 PM
To: Jonathan Hales; Deborah Moriceau
Cc: Janet Skilton; Deborah Hume; Wayne Hastie; Rob Braddock; Matthew Lear
Subject: RE: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

All done – service update plus notifications sent out

From: Jonathan Hales
Sent: Monday, 23 July 2018 9:31 PM
To: Janet Skilton <Janet.Skilton@gw.govt.nz>; Louise Holloway <Louise.Holloway@gw.govt.nz>
Subject: Fwd: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Guys, are we able to get this update out to customers via the ap tonight??

Please scroll down for services affected and let me know as soon as one of you gets to this.

Jono.

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From: Deborah Moriceau <deborah.moriceau@gw.govt.nz>
Sent: Monday, July 23, 2018 8:59 PM
To: Alan Seay
Cc: Jonathan Hales; Deborah Hume; Wayne Hastie; Rob Braddock; Matthew Lear
Subject: Fwd: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Alan - we've had notification that Tranzit have cancelled all #220 from Ascot park to Titahi Bay via Porirua.

Are we able to activate a push notification via app? Any other mechanisms to advise customers?

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From: Bruce Horsefield
Sent: Monday, July 23, 2018 8:50:13 PM
To: Deborah Moriceau
Subject: Fwd: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Sent from my iPhone

Begin forwarded message:

From: Maria Ale <Maria.Ale@gw.govt.nz>
Date: 23 July 2018 at 8:49:30 PM NZST
To: Bruce Horsefield <Bruce.Horsefield@gw.govt.nz>, Rachel Leat <Rachel.Leat@gw.govt.nz>, Daniela Jurczenko <Daniela.Jurczenko@gw.govt.nz>
Subject: RE: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Comms called:

8.13pm Ascot Park to Titahi Bay
10.13pm Ascot Park to Titahi Bay

9.10pm Titahi Bay to Ascot Park
11.10pm Titahi Bay to Ascot Park

All these trips cancelled. They are still trying to get a driver to cover the other trips.

From: Bruce Horsefield
Sent: Monday, 23 July 2018 8:38 PM
To: Maria Ale <Maria.Ale@gw.govt.nz>

Subject: Re: Tranzit comms rang CANCELLED last 8 - 220 buses basically going and coming so please let customer know NO BUSES are coming (cos no drivers)

Hi Maria

Can u please clarify - is the last 8 separate bus runs on the 220 route that will not be running???

The 220 route takes passengers from where to where??

Sent from my iPhone

On 23/07/2018, at 8:03 PM, Maria Ale <Maria.Ale@gw.govt.nz> wrote:

Rory Cathcart

From: Matthew Lear
Sent: Wednesday, 25 July 2018 7:27 AM
To: Wayne Hastie
Subject: RE: Busses - Takapu Road

Hi Wayne- we'll talk to Tranzit about this.
cheers

Matthew Lear | Acting Manager, Bus & Ferry Operations Metlink DD 04 830 4038 | M 021 121 7255
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means for your journey go to metlink.org.nz/onourway

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

From: Wayne Hastie
Sent: Tuesday, 24 July 2018 5:15 PM
To: Richard Herbert
Subject: RE: Busses - Takapu Road

Hi Richard

There is a temporary bus depot on Jamaica Drive for the next few months while the permanent depot is completed.

I will pass your observations on to our operational team to take up with the operator.

Cheers

Wayne

Wayne Hastie | GM Public Transport
Metlink
M 027 278 4548 | DD 04 830 4246
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online: Facebook | Twitter We're on our way to a new bus network for the Wellington region. To find out what it
means for your journey go to metlink.org.nz/onourway

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

From: Richard Herbert
Sent: Tuesday, 24 July 2018 12:03 PM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Cc: Barbara Donaldson -

Subject: Busses - Takapu Road

Hi Wayne / Barbara

hope that you may be able to help me understand what is happening here please and if there is any longer term plan to help resolve this please.....

Since the change of bus schedules / operator form 15th July I've been getting a number of enquiries and concerns expressed about the number and behaviour of busses in Takapu Road.

I understand that there may be a new bus route to serve Granada North and also that the busses may now also be using the truck fuel depot stop at Takapu Road.

However, as well as the increase of frequency of busses in the area there are also a number of other disturbing reports arising:

- Buses parking in the middle of the road (Takapu Road) and parking on the grass verge - up to three busses at a time in this area just up from the entrance of ABALZE on Takapu Road
- Increased traffic congestion resulting from busses especially at peak times (school pickup / drop-off)
- Damage occurring to the roading surface and grass verges due to busses
- Busses passing through the stop sign without stopping at the end of Takapu Road (at the motorway intersection), adding to what is already a very dangerous intersection

kind regards
Richard Herbert
chair
Tawa Community Board