

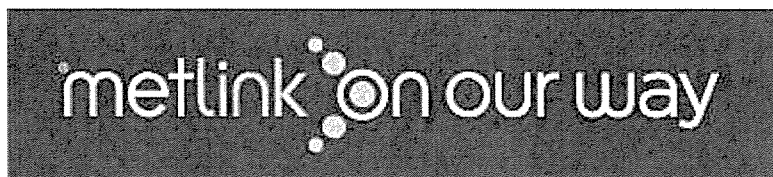
Rory Cathcart

From: Wayne Hastie
Sent: Wednesday, 25 July 2018 8:22 AM
To: Rhona Hewitt; Alex Campbell
Subject: FW: Wellington.scoop.co.nz » The facts about the new bus timetables and routes

Wayne Hastie | GM Public Transport
Metlink

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From: Ponter.amor <ponter.amor@xtra.co.nz>
Sent: Wednesday, 25 July 2018 7:56 AM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>
Subject: Wellington.scoop.co.nz » The facts about the new bus timetables and routes

<http://wellington.scoop.co.nz/?p=110943>

The facts about the new bus timetables and routes

By Mike Flinn

Now that I have been able to find nearly all the new printed timetables, I can look at the suitability of the new Wellington bus routes and timetables to provide a good service for passengers, rather than dwell on the initial teething problems with the introduction of the new contracts.

I have been able to match the proposed trips to passenger loadings that I took in March, to calculate the anticipated average loadings in several corridors in the city during each peak time. I have also been able to schedule up the departure times from the Railway Station and Courtenay Place during the evening peak to see if the flows are now likely to be improved and if they will help reduce travel times and delays.

CBD Departures.

In the old timetables, departure times between 4PM and 6PM for trips from both the Railway Station and Courtenay Place were the source of many complaints for slow trip times. The new timetables have reduced numbers of trips in the busiest period between 5PM and 6PM with 72 departures from the Railway Station and 51 departures from Courtenay Place and Taranaki St combined.

From the Railway Station the departure times remain spread out but with even with the amended times there are now 4 occasions when 3 buses are due to leave the Station at the same time and on one occasion 4 buses are timed to leave. These levels can lead to delays through the CBD as there are only 2 or 3 spaces at most CBD bus stops.

Departure timings from Courtenay Place and Taranaki St are now more significantly spread out compared to the old timetable and with fewer trips and all buses now using the Snapper fare system, a reduction in travel time through the CBD should be obtained.

However, the peak time services from Karori West, Karori South and Mairangi have been shortened to go to or from Brandon St (ostensibly to reduce overall CBD trip numbers and travel times). With the improvement from the spreading of the departure times and reduced trip numbers, the 400 passengers who caught these services in the PM Peak before Brandon St (2016 count) now deserve less discrimination and a return to a better service so selected trips on each of these services should be reinstated to and from Courtenay Place.

Until this happens these passengers will have the option of walking through the CBD or, in the PM Peak, catching buses twice within the CBD with resulting delays. GWRC's ideas that double deck buses will help quicken CBD travel times are illusionary as time at bus stops depends on the volume of passengers boarding not the capacity of the bus.

Corridor Loadings.

By applying the passenger loadings I took in March I have calculated the average loadings likely on these corridors during each Peak period.

The Draft Transport Plan in 2014 forecast the expansion of evening and weekend services to several suburbs in 2017, now 2018, and indicated that savings had to be made to finance this benefit. As a result there were several routes cancelled and new "hubs" were to be created to make savings. From these changes a proportion of passengers including daily commuters have to change buses to reach the CBD and others have extended travel times of 10 minutes or more on each trip.

Now the extent of the new timetables has been made public it is possible to see the extent and scale of trip reductions and judge the scale of savings sought. The increases in most

average loadings suggests to me that the savings are now needed not only to finance the expanded services but to finance a lot of the new buses required for the contracts, including a lot of expensive diesel and electric double deck buses which Wellington, as a small city, does not have the population and passenger numbers to support.

The average loadings cover the 2 hour periods (7AM to 9AM or 4PM to 6PM) in which most routes have trips provided at equal time intervals but the passenger turnout can vary from day to day and within each Peak period and some capacity has to be provided to cope with the high demand days and times as well as the quieter days. Bus capacity is about 60 (seated and standing) for a two-axle single deck bus, about 70 for a 3-axle single deck bus and around 80 for a 3-axle double deck bus. Up till now about half the buses were 2-axle single deck buses with the rest being 3 axle single deck buses. Now the likely spread seems to be less than a third of buses being 2-axle single deck buses, the rest being 3-axle with double deck buses on trips to Island Bay and Johnsonville. The allocation of different sized buses has often varied by route and day by day.

To allow for this and for variations in passenger demand, realistic trip volumes and timings have to be provided to avoid recurring over-crowding and complaints. Of the results for the 7 corridors, Karori Park has the highest estimated average loadings of 60 in the AM Peak and 66 in the PM Peak (all buses will be single deck) while Johnsonville services have the lowest estimated average loadings with 39 in the AM Peak and 40 in the PM Peak and most trips there will be operated by double deck buses.

The average load is a measure that varies from route to route and is an indication of the robustness of the new timetables. I think that about 50 is the maximum reasonable average loading level for a mix of 2 and 3-axle single deck bus routes to minimise passengers being left behind and without too many buses appearing to be lightly loaded. A higher average load would be expected on double deck routes. Loading demand can vary within each 15-minute peak period so trip timings are crucial.

In March I took passenger loading assessments (darkened bus windows make actual counts more difficult) and found higher loadings on some routes than in 2016. Whether this is a seasonal factor or a result of patronage increases due to high fuel prices I do not know. However higher averages than before 15 July are a warning that some extra trips are likely to be needed. Where there is clearly a shortfall in the trip numbers now being proposed, a fast upgrade will be needed to attempt to keep passengers using public transport. If the higher loadings in some corridors are a seasonal factor there will be more time to react. (I hope that there are sensible clauses in the new contracts for variations to make cost changes reasonable.)

Corridor Loadings, Details.

1 Karori Park and Glenmore St to the CBD

The previous timetable had 26 trips passing through the Karori Tunnel between 7AM and 9AM on the No 3 routes. On 20 March I recorded 28 trips in that period and assessed 1315 passengers at an average of 47 per trip. In addition, 6 trips came down Karori Rd on Route 17 which turned off after the Tunnel for Kelburn, The Terrace north and Molesworth St with 280 passengers – but this route is now cancelled. From Wrights Hill came 6 trips on Route 21 which went to the CBD via Glenmore St and carried 245 passengers. It too is cancelled and replaced by new Route 21e via Kelburn, The Terrace north to Brandon St.

The new timetable in that period totals 26 trips for Glenmore St including 12 to Miramar/Seatoun, 12 from Karori West and Karori South (only as far as Brandon St) and 2 on school days from the Mall to Brandon St. With Route 17 being cancelled there are potentially up to 280 extra passengers for the new service to carry either to the Tunnel to transfer or to Bowen St or Lambton Quay because most of the passengers on Route 17 continued through Kelburn to The Terrace north or Moleworth St. Some passengers for Kelburn may now use Route 18e which has 5 trips in the period along Karori Rd so I have assumed that 250 extra passengers will need to be carried. This results in 1565 passengers to be carried by the 26 trips, at an average over the period of 60 passengers per trip. Not included are any passengers from Route 21 who want to continue to travel via Glenmore St and will need to transfer at the Tunnel.

This average of 60 passengers per trip over this Peak period is not achievable and several additional trips will be needed to provide a reliable service and avoid delays leading to complaints. An extra 5 trips would be needed to achieve an average of 50 and their timings will be crucial to avoid passengers being left behind.

To get an average down to 50 passengers per trip (if this is an acceptable target) will need an extra 4 trips.

The PM Peak service from the CBD through Glenmore St has other factors to take into account.

The old timetable had 30 trips through the CBD to Karori Rd and my assessment of loadings on 20 March at Lambton Quay North was 1327 passengers between 4PM and 6PM. After allowing for a lower number of 200 extra passengers from Service No 17 this gives a likely total of 1527 passengers.

The new timetable has only 23 trips (12 from Seatoun/Miramar through the CBD) and 11 to Karori West and Karori South (from Brandon St) and this would result in an average of 66 per trip. If an average of 50 was desired another 7 trips would be needed.

The use of Brandon St needs to be reassessed as the theory was that CBD trips had to be minimised to reduce delays in the CBD, particularly in the PM peak. With the new upgraded timetable this is not needed.

The complete terminating of Karori West and Karori South services trips results in passengers between Courtenay Place and Brandon St either walking to Brandon St or catching another CBD bus and alighting at Brandon St and boarding again for the Karori bus. If a passenger caught a No 2 bus to Karori Park the other realistic transfer option is Karori Mall but there is no shelter there (and one is needed). In 2006 I counted 145 passengers on board buses at Brandon St for Karori West or Karori South and 120 passengers on board Route 21 buses.

Selected trips should be run from Courtenay Place rather than Brandon St to reduce forced transfers to a minimum and retain passengers rather than lose them especially, as most are commuters for whom transfers in each direction daily will soon turn them off bus travel.

The need to include passengers from Route 17 highlights the fallout from the changes to Peak period Karori services which are illogical and are not necessary, leading to either forced changes of buses, longer travel times or further walking distances, all applying to daily commuters who will have these issues in each direction and which could add 100 minutes per week to their commute. The Karori Tunnel Hub has gradually been reduced from its original role of 400 commuters forced to transfer there, then reduced after later route changes (Route 37 commuters diverted from Glenmore St to Kelburn) to end with only Route 17 cancelled and no option other than Route No 2 trips with a Tunnel transfer. Now the new timetables show that in evenings and weekends Route 21 and Route 22 trips are timetabled to meet and swap passengers at the Victoria University stop leaving the Tunnel Hub to do nothing more that it has done until now as a transfer point to or from Karori Rd services, now perhaps some Route 17 passengers will try that option.

2. Mairangi Services to the CBD

The estimated average loadings for these services have marginally increased. The AM Peak increases from 43 to 47 passengers per trip while the PM Peak increases from 34 to 41. While these levels are not extreme the real issue with this service is the cutting back of the route to the Railway Station (at all times) or Brandon St (Peak services) and the daytime extension hourly to Johnsonville. This turns the primary purpose of the route to be a University feeder route not a service for residents, a lot of whom have to change buses at the Railway Station to access the central CBD at all times. This is not satisfactory for even when University demand is low at nights and weekends transfers at the Railway Station are required.

3 Newtown, Adelaide Rd and Taranaki St corridor

This corridor and the Hataitai corridor (No 5) are hard to assess individually due to the nature of the route changes. The Seatoun service via Taranaki St is cancelled and is now an extension of the Miramar service via Hataitai, the Lyall Bay service is diverted via Taranaki St and the cross-city services to Houghton Bay, Southgate and Strathmore are cancelled.

Although there is uncertainty over how passengers will adapt to the revised routes, I used the March 2018 loadings to see the average loadings for the trips on the new timetables. Some of the results are unlikely (eg. 101 passengers on PM peak trips through Adelaide Rd) so I have produced overall summaries of corridors No 3 and 5 to get an overview which covers over 5,000 passengers in each peak period daily and has 96 AM trips and 74 PM trips timetabled.

Including Express services, overall the AM average at 54 may mean there may be enough trips but the timing will determine whether passengers are left behind. The PM peak average at 68 indicates that more trips could be needed but it may take a fortnight of actual services to pin down the real numbers and routes as well as timings for the extra trips. Trip reductions on Express services require that 3 axle buses are used and assume the timings are suitable.

4 Kilbirnie Area.

One of the major cost saving changes was the cancellation of the Seatoun service (Route No 11) and its replacement by new Route No 2 combining Miramar and Seatoun into one service via Hataitai. Back in 2016 I took passenger loadings at Kilbirnie and from these it is possible to estimate average loads on arrival at Kilbirnie towards the City in the AM Peak. In 2016 there were 37 trips and 588 passengers giving an average of 15 per trip. After 15 July the number of trips arriving at Kilbirnie is 14 which would give an average of 42 per trip. This indicates that the number of trips will be adequate however even though some passengers may transfer at Kilbirnie to go to Newtown, the trips to the City via Hataitai will be fuller than before and although additional trips from Lyall Bay on Route 36 will also run, the test will be whether there is enough room left at Hataitai for the 3 trips from there to cope with demand there towards the City.

5 Hataitai corridor

Remarks concerning this corridor have already been made because of the uncertainty of passengers transferring between corridors with the new route structure. This means that the average loadings of stopping services increasing from 40 to 51 in the AM Peak and from 46 to 55 in the PM Peak can only be an indication that additional trips will be needed. In the AM Peak selected additional trips could be made from Kilbirnie or Hataitai. In the PM Peak, route timings are at equal intervals and so there is opportunity

to introduce extra trips at busy times including trips on No 5 route to provide space for longer distance passengers beyond Hataitai.

6 Johnsonville corridor.

In March 2018 I took loadings on both AM and PM Peaks on these services. In the AM between 7AM and 9AM there were 970 passengers on 19 trips (24 were timetabled) at an average loading of 51 per trip. The new timetable now has 25 trips which would give an average of 39 passengers per trip. Unlike other routes there was no increase in patronage compared to previous counts so if I use the highest level of 1140 passengers from previous counts this would be an average of 46 passengers per trip, still low compared to most other corridors.

In the PM Peak there were 1,000 passengers and with 22 trips the average was 45. The number of trips after 15 July increases to 25 which gives an average of 40 passengers, also at a low level.

Not only are additional trips timetabled which reduces the average per trip but double deck buses are being used with a higher capacity than other buses in the City. Residents should consider themselves very fortunate and privileged.

However there was no need to buy expensive double deck buses for this route as passenger loadings, even in the Peaks, do not justify them and with a round trip time of just over two hours and fewer than 30 trips in each Peak, utilisation of their capacity will be low.

7 Newlands corridor.

In March 2018 the AM Peak loadings were 935 passengers on 18 trips with an average of 52 passengers and the PM Peak loading had 810 passengers with an average load of 43 passengers. The new timetable has 19 trips in the AM Peak which would be an average of 43 passengers while the PM Peak retains the 19 trips and the average of 43 passengers. As long as the trip timings are suitable the number of trips now provided should be adequate.

Mike Flinn is a former assistant general manager of Wellington City Transport.

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Daran Ponter,

Rory Cathcart

From: Wayne Hastie
Sent: Wednesday, 25 July 2018 8:27 AM
To: Chris Laidlaw - Chair
Cc: Daran Ponter - External; Rhona Hewitt
Subject: RE: URGENT Request for shelter at Lyall Bay Bus Stop No 7332

Hi Chris (and Daran)

Yes will look at this proposal and see if it's feasible.

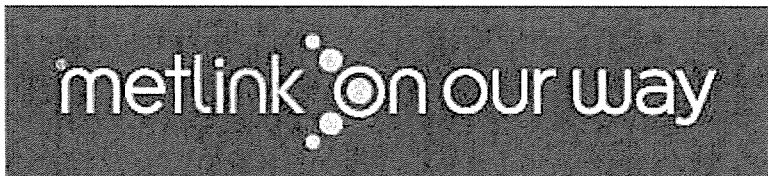
Cheers

Wayne

Wayne Hastie | GM Public Transport
Metlink

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From: Chris Laidlaw - Chair
Sent: Wednesday, 25 July 2018 7:41 AM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Fwd: URGENT Request for shelter at Lyall Bay Bus Stop No 7332

Wayne
There seems to be some logic here. Can it be investigated?

CL

Sent from my iPhone

Begin forwarded message:

From: _____ >
Date: 24 July 2018 at 9:58:52 PM GMT+12
To:
Cc: info@metlink.org.nz, sue.kedgley@gw.govt.nz, chris.laidlaw@gw.govt.nz,
daran.ponter@gw.govt.nz, roger.blakeley@gw.govt.nz, ian.mckinnon@gw.govt.nz,
paul.eagle@parliament.govt.nz, info@wcc.govt.nz, mayor@wcc.govt.nz, chris.calvi-freeman@wcc.govt.nz,
simon.marsh@wcc.govt.nz, sarah.free@wcc.govt.nz
Subject: Re: URGENT Request for shelter at Lyall Bay Bus Stop No 7332

Thanks

Good idea. I have sent your email through to GWRC officers in order that they can co-ordinate Ruth WCZc, and if necessary ADshell.

Will let you know progress.

Daran

Daran Ponter,

On 24/07/2018, at 9:46 PM,

Dear All

This email is to make an urgent request a move the new Lyall Bay 7332 bus stop with no shelter to the northern bus stop along Onepu Road with the Adshell shelter that has been closed. This may be temporary but **at the moment we are in the completely ludicrous situation of having two (closed since 15 July) bus stops at either side of the 7332 stop with shelters and having to wait in the rain at a new stop with no shelter.** This move is requested to give the bus passengers a shelter to wait in for the bus in the morning and during the day. Onepu Road is extremely exposed with southerly winds and horizontal rain blasting in from Lyall Bay straight at the bus passengers waiting for a bus.

Why a shelter at this point on Onepu Road is very important

The present new morning bus routes for Lyall Bay -the number 3 (from Hungerford Road and Rongotai) and the Number 36 from Hungerford Road- come together at the new stop number 7332 stop Onepu Road. **This new 7332 stop has no shelter.** It is the first stop in Lyall Bay where the buses (No 3's and 36) come together and where there is meant to be a bus every 10 minutes to take you into town. In the past very few people got on at this stop however people are now aware of the importance of the stop and there are now from 4 to 12 people waiting (every 10 minutes) at this bus stop. Within 80m of this stop are the two bus stops with shelters that have were closed on the 15 July 2018. One to the north on Onepu Road (about 80m away and an Adshell shelter) and one to the south west on Lyall Parade (about 30m away an a non advertising shelter which the new Rongotai number 3 does not pass). The next stop with any shelter is a considerable distance away to the north on Onepu Road at the Wha Road shops near Elements.

I have been informed by a neighbour that rang Metlink a shelter may eventually arrive at the No 7332 bus stop but you have to go through a resource consent process. I know this may take months!

I am therefore requesting that you urgently close the 7332 bus stop with no shelter (on a temporary basis) and move it to the location of the old stop on Onepu Road with the Adshell bus stop. Then the bus passengers will have a shelter. If you can move stops around for the Kilbirnie Hub you can do it for the 7332 bus stop which has a perfectly good shelter just up Onepu Road.

I would appreciate an answer as soon as possible as I would like to inform the people waiting at the number 7332 stop what is happening.

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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.

Regards

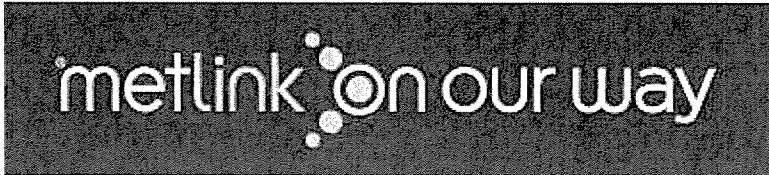
Jonathon Gear | Senior Financial Advisor, PTOM, Public Transport Group

Mob: 021 361 926

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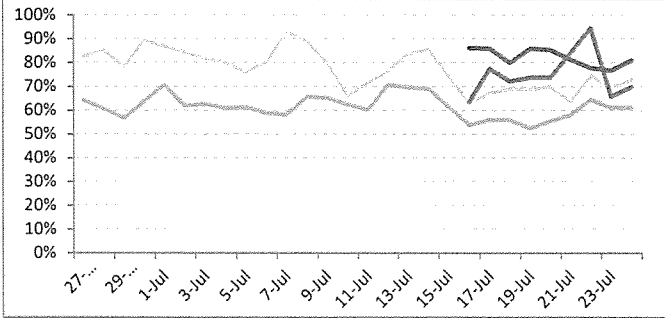
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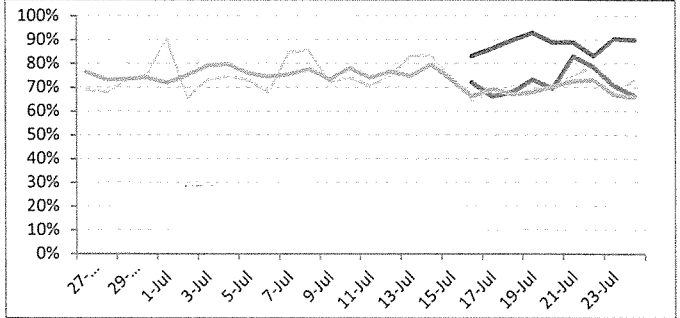
PTOM Bus weekly performance report - All operators

25-Jul-18

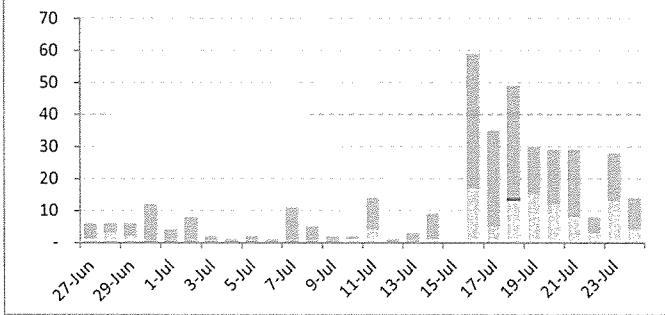
Reliability KPI



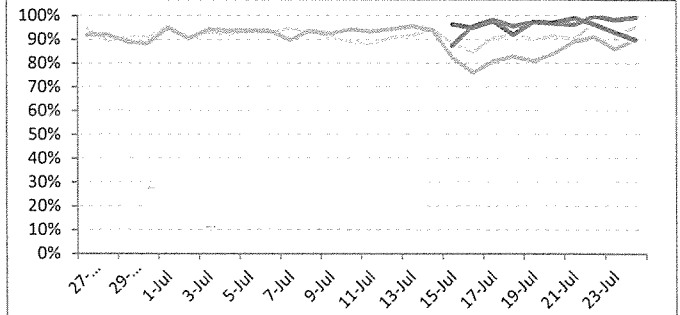
Punctuality KPI



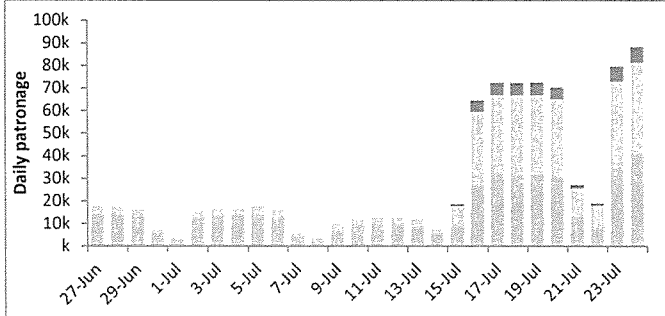
Cancelled services



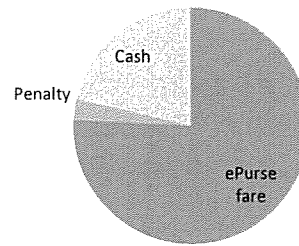
Automated Snapper matching



Patronage



Payment type (based on fare revenue)



Daily fare revenue (incl GST)

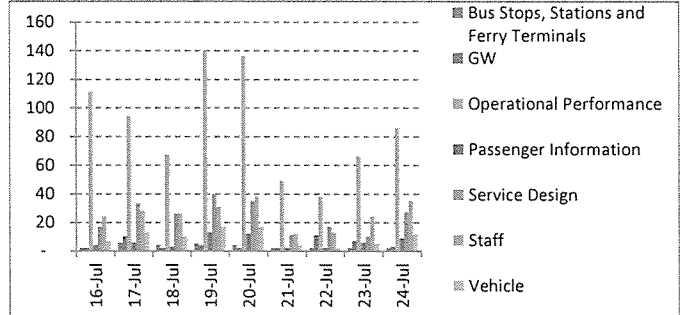
18-Jul	\$158,308
19-Jul	\$157,526
20-Jul	\$150,557
21-Jul	\$47,916
22-Jul	\$33,401
23-Jul	\$165,621
24-Jul	\$179,536

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: Wayne Hastie
Sent: Thursday, 26 July 2018 4:45 PM
To: Deborah Hume
Subject: Fwd: Letter RE Bus Changes
Attachments: image002.jpg; ATT00001.htm; GWRC 250718.pdf; ATT00002.htm

Sent from my iPhone

Begin forwarded message:

From: Nicola Willis <Nicola.Willis@parliament.govt.nz>
Date: 26 July 2018 at 3:54:14 PM NZST
To: "wayne.hastie@gw.govt.nz" <wayne.hastie@gw.govt.nz>
Cc: "chris.laidlaw@gw.govt.nz" <chris.laidlaw@gw.govt.nz>
Subject: Letter RE Bus Changes

Dear Wayne,

Following a meeting on May 31 about proposed changes to the Wellington bus network, Greater Wellington Regional Council Chair Chris Laidlaw suggested I should contact you with any specific concerns from Wellingtonians about the impact of bus network changes. As such, I would appreciate your response to the concerns raised in the attached letter. I'm sure you'll agree that providing Wellington bus users with timely responses to their concerns is essential to maintaining confidence in the bus network.

I would also appreciate the opportunity to meet with you to discuss these concerns and to share the responses to the survey I have conducted with Wellington bus users. Please let me know when would suit you to meet.

Please note I intend to publish this letter via my Facebook page (with your name blanked out) to provide transparency to survey respondents about the steps I am taking to advocate for them.

Kind regards,
Nicola Willis.



Nicola Willis
List MP based in Wellington
Spokesperson for Early Childhood Education



Greater Wellington Regional Council (GWRC)

ATTN: Wayne Hastie, General Manager Public
Transport

CC; Chris Laidlaw, Chair, GWRC

Dear Wayne,

CONCERNS ABOUT WELLINGTON BUS CHANGES

I seek your response to serious concerns raised by Wellington bus users since changes to the bus network were introduced on July 15.

I have received more than 650 responses from Wellingtonians to a survey I conducted about the new bus arrangements. Of those people:

- 73% say they are now less likely to use the bus service
- 83% are dissatisfied (or very dissatisfied) with the changes
- 84% have experienced more timetable disruption

Some Wellingtonians are reporting improvements in their bus experience, with compliments about bus drivers and the benefits of new routes. I welcome this positive feedback and want it to grow.

However, others have had and are continuing to have very poor experiences. Not all of these complaints can be put down to "teething issues". Some relate to fundamental problems with new routes and timetables. These problems must be addressed.

I have outlined some of the specific concerns raised with me in the attached document. I would appreciate your urgent response to these questions.

In addition, I am concerned that as a result of the recent changes there may have been a reduction in the number of people using buses. I have heard anecdotal reports of people using taxis, Uber, and cars out of frustration. I seek any further information you can give me about bus patronage changes.

I will work hard to ensure Wellington bus users get the information and action they need to retain confidence in our bus network. I look forward to your ongoing assistance in that effort. I would also welcome the opportunity to meet with you to discuss these issues and to share the responses to my survey.

Yours sincerely

Nicola Willis

Wellington Office

A | Parliament Buildings, Wellington, 6160
P | 04 817 8339
M | 027 455 5431

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 NicolaWillisMP
 NicolaWillisMP

Rory Cathcart

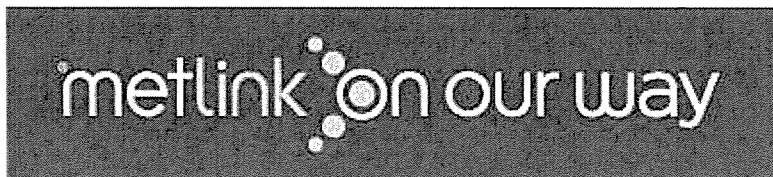
From: Matthew Lear
Sent: Thursday, 26 July 2018 7:26 AM
To: Wayne Hastie
Subject: FW: Buses around Takapu Road

Hi Wayne- for your info.

Matthew Lear | Acting Manager, Bus & Ferry Operations
Metlink

DD 04 830 4038 | M 021 121 7255
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: Thursday, 26 Julv 2018 7:16 AM
To: Matthew Lear;
Subject: FW: Buses around Takapu Road

Hi
Thanks for the for the heads up Mathew, The site we are operating from is not an ideal location but the only one we could find to carry us through until our Grenada site is up and running. We will be operating form this site for another 6 to 8 week period (all going well with the weather) we then plan to move a large part of the fleet to our Grenada Village site.

. will have a word with drivers regarding the damage to the grass verge. I aware some of the damage out buy the gate was caused by our vehicles due to cars parking over or very close the drive way entrance. We will place a polite notice on the windscreen of offending cars. As for the damage at the bottom of the street this damage was done before we started using the site (I noted this myself).

Parking on grass verge *ABALZE on Takapu Road* yes I have seen this myself I think we have pushed the truck off this site we will have vehicles removed.

Parking in the middle of the road sounds like this is vehicle waiting to use the Truck stop. can look into this and see what we can do.

can you issue a memo to all drivers reminding them of the of the legal requirement of stop signs please.

Rory Cathcart

From: Rob Braddock
Sent: Friday, 27 July 2018 1:15 PM
To: Matthew Lear; Wayne Hastie
Subject: RE: Jamacia Dr Bus Depot - Carriageway damage

Yes and we'll need to get our facts right but my understanding is that there is a maximum turning circle requirement of 25m for any heavy vehicle so it is more likely to be a case of whether the space being used was designed to accommodate a turning heavy vehicle. Probably not but you wouldn't expect that in most cases...

I will go and have a look for myself on Saturday as well.

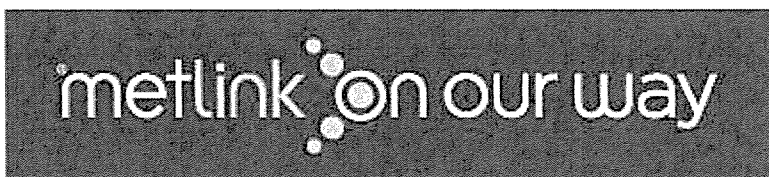
From: Matthew Lear
Sent: Friday, 27 July 2018 10:28 AM
To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Cc: Rob Braddock <Rob.Braddock@gw.govt.nz>
Subject: FW: Jamacia Dr Bus Depot - Carriageway damage

Hi Wayne,
Heads up that WCC are involved in this now (ref: the email you sent me from the Tawa Community Board).
My approach is to ask Tranzit to commit to leaving the area as they found it and make a concerted effort on being a good neighbour.

Matthew Lear | Acting Manager, Bus & Ferry Operations
Metlink

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From:
Sent: Friday, 27 July 2018 10:09 AM
To: Rob Braddock; Matthew Lear
Cc:
Subject: FW: Jamacia Dr Bus Depot - Carriageway damage

Good morning Gents,
Is this damage (photos below) caused by the new bus depot operations? Low-wheel clearance?
The newer buses also have a different turning circle and are requiring a wider turnaround area. Council Roding Engineers have seen examples of buses riding onto the berm area to manoeuvre and causing damage to the berm (photos to be provided).
Can we please discuss next week.

Sent: Friday, 27 July 2018 9:48 a.m.
To:
Cc: Lionel Kea
Subject: FW: Jamacia Dr Bus Depot

Hi soon another example

From:
Sent: Friday, 27 July 2018 9:17 a.m.
To:
Subject: Jamacia Dr Bus Depot

Hello

Please find the attached photos of the Entrance to the new bus Depot in Jamaica Drive (#16), the bottom photo shows the exact location.

As you can see there is severe damage to the carriageway I am assuming from the busses as this has only just appeared in the last wee while and the only vehicles that use that entrance with an extremely reduced approach and departure angle are the busses.

This was only resurfaced on the: 02/05/2017

Thanks.







Rory Cathcart

From: Andrew Cooper
Sent: Friday, 27 July 2018 2:16 PM
To: Wayne Hastie; Deborah Hume; Alan Seay
Subject: Fwd: Buses, Potlucks, and Debates. Here is Your Latest Edition of Nicola's News!

Begin forwarded message:

From: Nicola Willis <nicola.willis@national.org.nz>
Date: 27 July 2018 at 1:13:27 PM NZST
To: Andrew Cooper <andrew@cooperassociates.co.nz>
Subject: **Buses, Potlucks, and Debates. Here is Your Latest Edition of Nicola's News!**

Error! Hyperlink reference not valid.

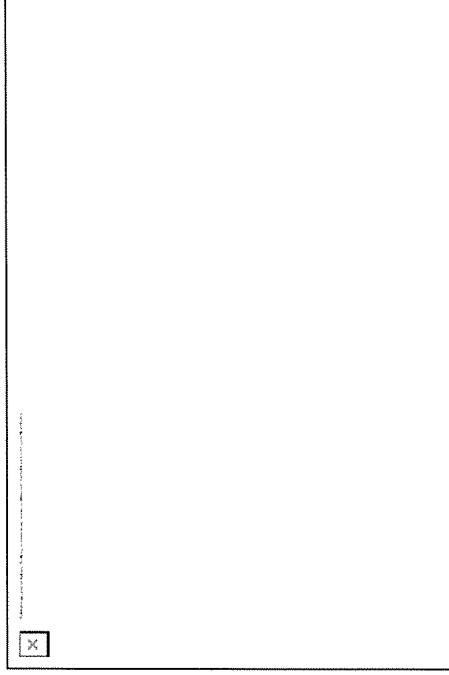
Dear Andrew,

Parliament is now back sitting this week after a two-week recess, which I spent getting out and about around Wellington including visiting local schools and attending local events. I have had a huge amount of negative feedback about the Council's recent changes to the Wellington bus network, and have been working to collate that feedback and advocate to the Regional Council. My work on the fare increases on the Wellington Cable Car has also continued, with me talking to regional and local councillors about ensuring the Cable Car is financially sustainable without ongoing fare hikes for locals. If you have a local issue or concern, please get in touch!

In Parliament this week National proposed a new Bill to provide for a regulated medicinal cannabis regime in New Zealand. It's a very well thought-through proposal and I am hopeful that other parties will work with us to turn the Bill into law. For more information on our proposal click [here](#).

Read on for updates on my work inside and outside of Parliament.

Wellington Buses



There have been big changes over the last two weeks to the Wellington Public Transport system, with the new bus timetables and routes coming into effect. I have received a lot of feedback on these changes, and many Wellingtonians are angry. This is why I launched my Wellington Bus Changes Survey.

It is not too late to fill in this survey if you haven't already. [Click here to fill in my bus survey.](#)

I have received over 650 survey responses. Here are the results so far:

- **73%** are less likely to use buses now
- **84%** have experienced more timetable disruption
- **83%** are dissatisfied (or very dissatisfied)

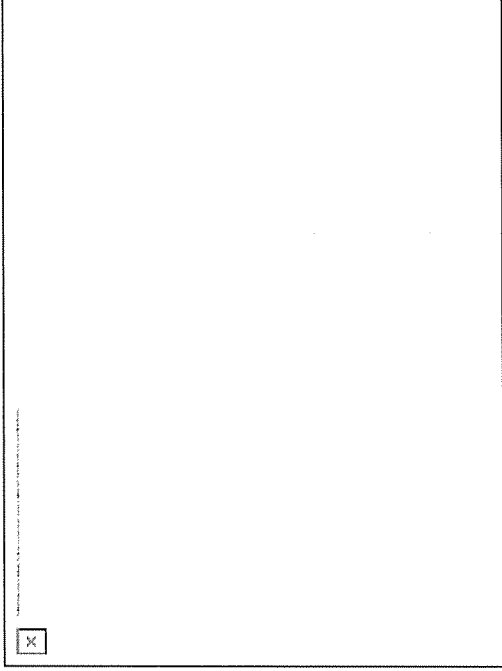
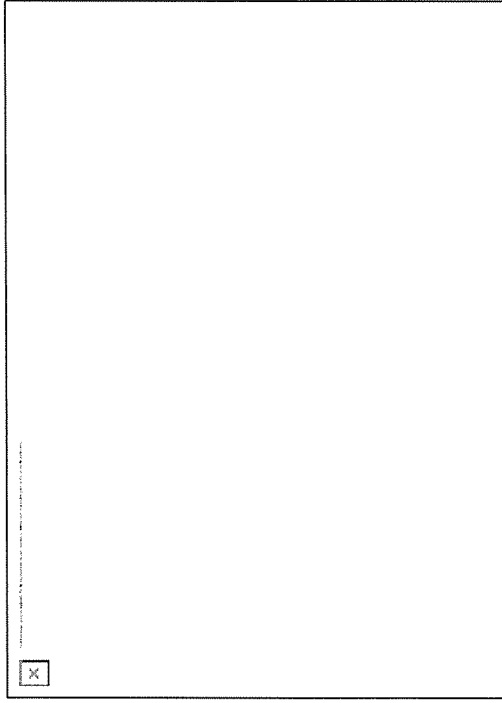
Lots of people have shared their personal experiences as well. I'm hopeful that some issues are "teething problems" that will sort themselves out over time and I know some people have had good experiences with the changes. However, the survey responses I've received show that some issues are more fundamental and require more action.

I have written to the Greater Wellington Regional Council asking them to urgently address the concerns Wellingtonians have about these bus changes.

[Click here to read the letter that I sent](#)

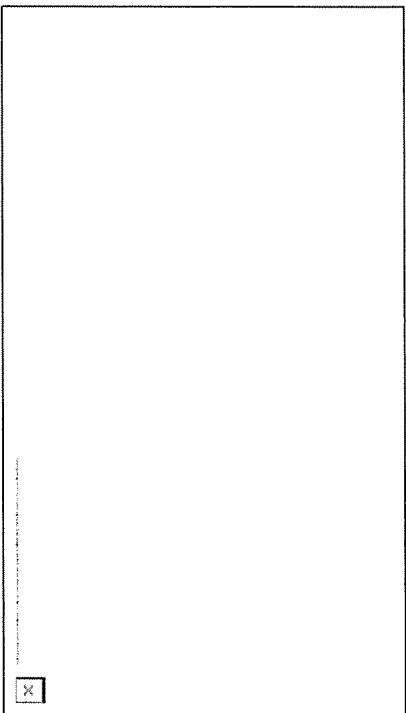
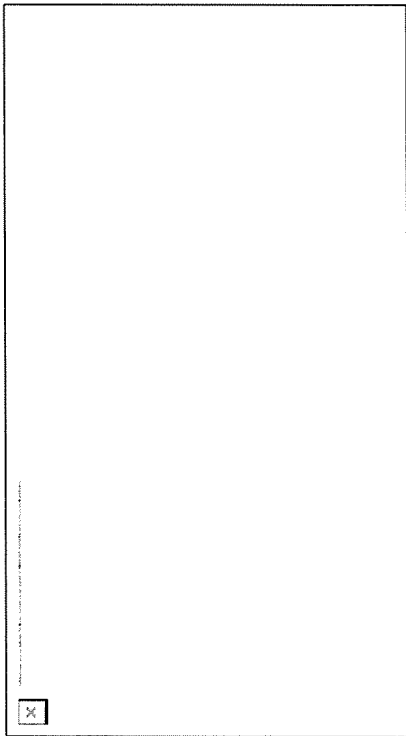
I will continue to work hard to ensure Wellington users get the information and action you deserve. Keep an eye out on my Facebook feed for updates on the Council's response.

First Potluck with Politicians Evening



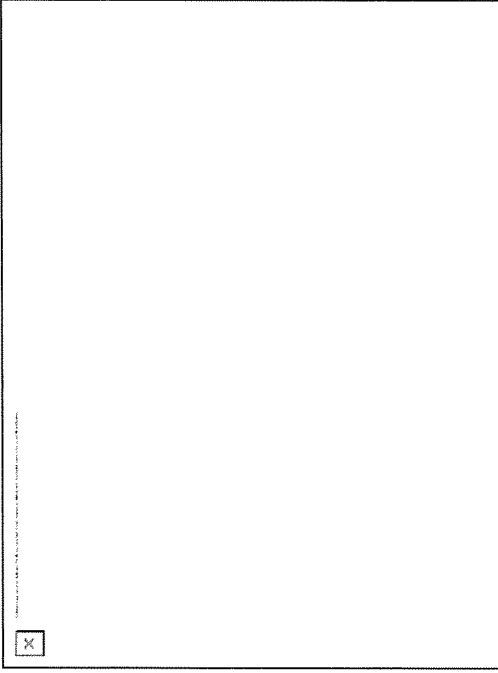
Together with Hutt South MP Chris Bishop I am taking part in a series of potluck dinners with students. The aim of these is to hear from young people in a familiar environment about the issues that matter to them. The first Potluck with Politicians evening was brilliant! We had a great crew of students for our first visit last week. Talked about everything from trade wars to teacher pay and even cauliflower pizza! Our lovely hosts Paige, Ferg, Robbie and Jack put on roast chook, I made my rather enormous family lasagne (with my two secret ingredients), and Chris made his famous Cherry Ripe muffins. Can't wait until the next one - contact me if you or some students you know would be keen to host one!

Women in the Workforce Breakfast



Grabbing opportunities, taking your seat at the table and prioritising what's important. Some of the advice shared at our Women in the Workforce breakfast this week. Thanks to everyone who came, especially Eva Sherwood from Deloitte and Megan Richards from MinterEllison for your wisdom, and the Lower North Island Young Nats for making it happen.

My 2018 Wellington Survey

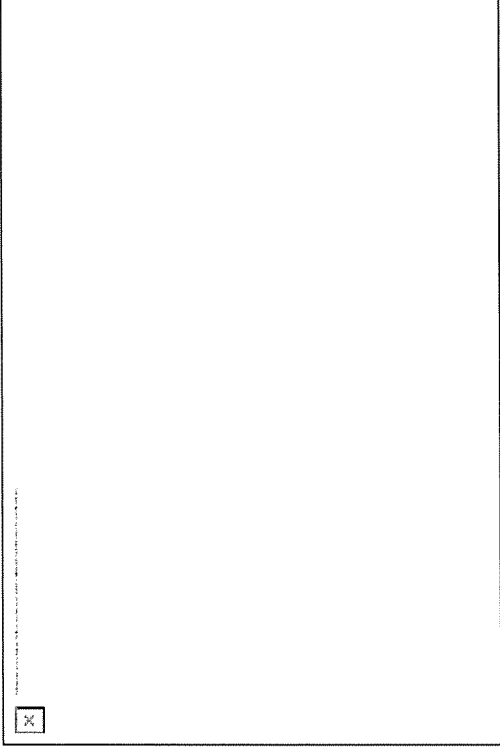
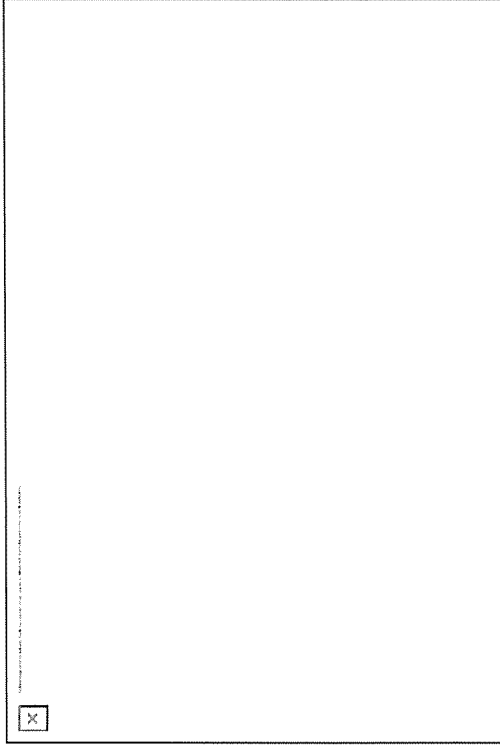


Last week I wrote to thousands of Wellingtonians introducing myself and asking them to fill out a short survey. The response has been huge, with over 100 surveys returned already. These responses help me represent you better and ensure I have the most up to date information about local issues.

If you did not receive the letter, I would appreciate it if you could take a minute out of your day to fill in my survey:

[Andrew, Click Here to Fill in my 2018 Survey](#)

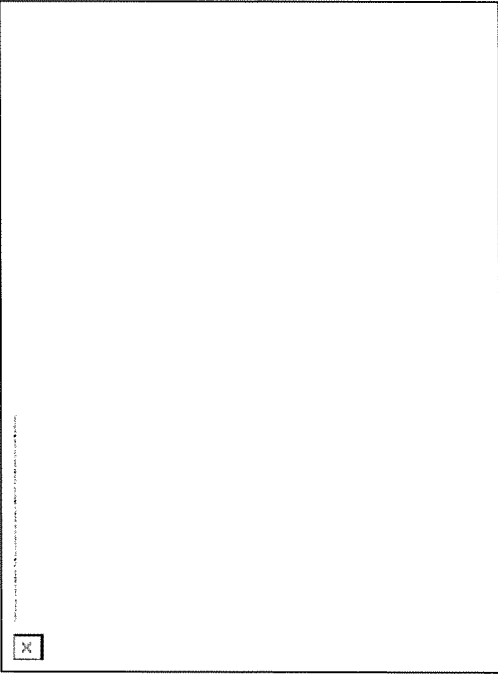
The Annual Women's Debate 2018



I was delighted to attend the Annual Women's Debate 2018: Suffrage 125 Edition at the National Library last night. I was joined on the panel by Hon Megan Woods MP, Hon Tracey Martin MP, and Jan Logie MP. This annual debate is sponsored by three fantastic Wellington organisations; New Zealand Council of Women Wellington, The Zonta Club of Wellington, and Graduate Women Wellington, who did a fantastic job at organising this year's discussion. 2018 marks the 125th anniversary of women's suffrage in New Zealand, so was great to discuss what the next 125 years hold for women.

NCEA Review

The Government is currently reviewing the NCEA. I attended one of the consultation meetings held in Wellington last week to listen to the feedback from parents and teachers. While there is general agreement about the opportunity for improvement, there are a range of views about what that should look like. National has raised concerns about the need for the Government to engage properly with parents and experienced educators. We will be holding the Government to account on this as it's so important that any changes are the right ones.



Last Sunday we had a fantastic time at the Harbourside Markets on the National Party stall. If you'd like to help out on the National Party stall please reply to this email. Below are the future dates we will be at the market:

- **Sunday September 2nd**
- **Sunday September 30th**
- **Sunday November 4th**

I will also be holding my next regular constituency clinic on Friday the 10th of August at the Wellington Central Library from 9:30am to 10:30am. If you have any issues you think I may be able to support you with in my role as a List MP, or have ideas on where we can improve as a city, I would love to hear from you. Details on my future catch ups are below.

Wellington Central Library - 9:30am-10:30am

- **Friday 10 August**
- **Friday 14 September**

Karori Community Centre, Room 4 - 10:00am-12:00pm

- Friday 31 August

I'm continuing to enjoy getting out and about in the Wellington community and I'm always keen to be involved in local events. If you know of any local community events I should attend, please do not hesitate to let me know.

In the meantime, please feel free to contact me if I can be of any assistance to you.

Ngā mihi,



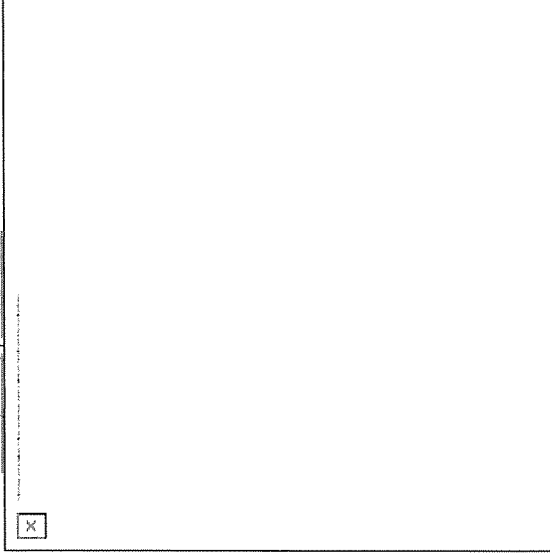
Nicola Willis MP
List MP Based in Wellington

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Authorised by G Hamilton, 41 Pipitea St, Wellington.

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Rory Cathcart

From: Greg Campbell
Sent: Friday, 27 July 2018 6:05 PM
To: Roger Blakeley - External
Cc: Paul Swain - External; Sue Kedgley - External; COUNCILLORS
Subject: Re: Wellington City Bus Transport

I can respond more fully next week but as operational performance improves, complaints are now shifting to design (and some capacity) issues. This appears, setting aside initial operational frustrations, to be design that doesn't suit some locals. Fixable? Absolutely, although it may mean running direct services for a very few at high cost. We have discussed possibly putting on direct services for a trial period to see if we can get sufficient numbers on. That's doable, although I know NZ Bus will be reluctant to consider in the immediate term.

We will group all these types of issues up for discussion by Council at STC.

On 27/07/2018, at 5:55 PM, Roger Blakeley wrote:

Greg I agree with Paul's request. The distress we are hearing from bus commuters in Miramar seems to be more than 'teething troubles'. If it is systemic, please advise on possible actions to address these problems that do not require waiting for a review in 6 months or more.

Regards, Roger

Dr Roger Blakeley

Councillor, Greater Wellington Regional Council

Member, Capital and Coast District Health Board

From: Paul Swai
Sent: Friday, 27 July 2018 5:38 PM
To: SueKedgley; mailcouncillors@gw.govt.nz; greg.campbell@gw.govt.nz
Subject: Re: Wellington City Bus Transport

Thanks Sue

Can we get a response ASAP.

Is it a design problem, a timetable problem or a diver shortage problem. Or all of the above or "other".

We all share the frustration.
Paul

Get [Outlook for iOS](#)

From: SueKedgley
Sent: Friday, July 27, 2018 5:29:08 PM
To: MailCOUNCILLORS@gw.govt.nz; Greg.Campbell@gw.govt.nz
Subject: Fwd: Wellington City Bus Transport

FYI more distress from Miramar

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: 27 July 2018 at 5:24:36 PM NZST
To: "sue.kedgley@gw.govt.nz" <sue.kedgley@gw.govt.nz>, "chris.laidlaw@gw.govt.nz" <chris.laidlaw@gw.govt.nz>, "daran.ponter@gw.govt.nz" <daran.ponter@gw.govt.nz>, "roger.blakeley@gw.govt.nz" <roger.blakeley@gw.govt.nz>, "ian.mckinnon@gw.govt.nz" <ian.mckinnon@gw.govt.nz>
Cc: "paul.eagle@parliament.govt.nz" <paul.eagle@parliament.govt.nz>, "Chris.Calvi-Freeman@wcc.govt.nz" <Chris.Calvi-Freeman@wcc.govt.nz>, "sarah.free@wcc.govt.nz" <sarah.free@wcc.govt.nz>, "simon.marsh@wcc.govt.nz" <simon.marsh@wcc.govt.nz>
Subject: Wellington City Bus Transport

Hi all

To begin with this email cannot begin to tell you how incredibly upset, frustrated and angry I am with the changes to the Wellington buses and in particular those that service Miramar and more importantly Miramar North. Until the 14th of July we had a fairly reliable bus network, that although not perfect was 99% reliable and serviced all of Miramar.

I am not adverse to change and having lived overseas for a number of years I am used to transport changes. The changes in Wellington however has been handled abysmally and you as GWRC representatives have let us that live in

Miramar North down badly. I read that there was public consultation, I have caught two buses every working day since my return to Wellington in March 2013, not once have I seen anything regarding consultation on changes until this year in June when posters went up stating things were changing. There was no pre-information as to what was changing, no information on the bus routes as to how those who caught these buses would be affected, it relied on word of mouth and those trawling the Metlink pages to find out how they were affected.

I knew I was adversely affected when I saw that I would now have to catch two buses should I not be able to get on an express. I could cope with that if they ran to time and were reliable. There were changes too, to my morning express. Catch one earlier or slightly later than usual, not a big deal, was delighted to see no change to the 2.30pm express that allows me to collect my kids from primary school when needed.

2 weeks in and I'm out of pocket by almost \$100, have had my kids in tears as they thought I had abandoned them, multiple calls to the kids school, my work, to Metlink and filled in multiple feedback forms.

I trialled the number 2 service, transferring to the number 18 to take me to Darlington Road. A service that I used to take from Balance St at 3.10 would get me at Darlington Road at 3.55pm. I caught the 3.09 number 2 at 3.12pm. Got to Miramar Shops at 3.45pm. I then waited 18 minutes for a connection. My partner has to leave our home by 4pm at the very latest to negotiate the now increased traffic flow through Miramar to get to his job in Petone. Not once out of the 3 times I trialled this service did I get home prior to 4pm. With no other option I negotiated with my employer to work from home after I collect my children, therefore enabling me to catch the 2.30pm 31x home. (Noting that I am incredibly lucky to have this flexibility).

Out of the 7 times I have not caught the express home ... I have had to taxi twice as the 2.32pm has still not shown up by 2.45pm, one of these times was the last week of the school holidays where I had to also ring the school holiday programme that my children were enrolled in and pay the extra \$18 to have them past the allotted time. A taxi from Balance St to Darlington Road costs \$36-40 traffic dependant.

The other 5 times that I have caught the bus, not once have we got to Darlington road at 3pm as per the timetable. 3 times I have got there at 3.05pm, meaning by the time I get to my children's school it is 10 past 3. Not so bad there is normally other parents and children around. Twice now

though including today the bus has got to Darlington Road after 3.10pm. Today we got there at 3.16pm. Making me over 20 minutes late to pick up my children. My 10 year old in hysterics being calmed by other parents and the school staff as I was unable to contact them to advise of the lateness of my bus. My 7 year old telling me afterwards that he thought they would have to go and live at their Grandparents. Dramatic but how primary aged children see the world when they expect their parents to be on time or even a few minutes late.

The 31x services an area in Miramar past Miramar Avenue that has 5 primary schools. Due to the bus now picking up and dropping off throughout the city we can no longer rely on this service to get our children in time. None of the parents I have spoken to are willing to risk catching the 2.10pm number 2 and transfer meaning that working parents who rely on a bus service to collect their children from school have no workable option after 2pm.

My parents are also affected, they are gold card holders and regular catch the bus from Darlington road into the city. They were unaware of the changes as were many of their friends. They can no longer bus into town without changing buses, something that is difficult for my mother who has mobility issues getting on and off buses due to a replaced hip, having to stand in the cold and wait for transfers makes this worse. They are now spending more of their pension by driving into the city as well as contributing to the increased road traffic out of Miramar and carbon emissions.

Lastly we two pensioners on our bus this afternoon who had the transfer drive straight past them with the incorrect signage. Had it not been for the express these pensioners were going to attempt walking the 1km in the bitterly cold Wellington weather.

Teething problems are just that teething problems, what we have in Miramar is a momentous stuff up and completely unreliable service that is impacting the lives and livelihoods of its residents. I have copied in our WCC councillors and our local MP in the hope that if you, the elected representatives of GWRC do not act then they will as the voices of the residents.

I am more than happy to discuss any of this in a meeting, phone call or public forum.

Thank you

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Rory Cathcart

From: Wayne Hastie
Sent: Friday, 27 July 2018 7:56 AM
To: Metlink Resolve
Subject: FW: Karori buses

Hi

Please process through and respond to with a copy to myself and Ian McKinnon.

Thanks!

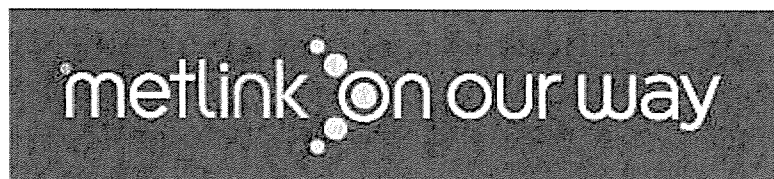
Cheers

Wayne

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: Ian McKinnon
Sent: Thursday, 26 July 2018 8:17 PM
To: <>
Subject: RE: Karori buses

As you are aware, <>, GW is currently in the process of overseeing the implementation of the new bus network for Wellington City, with the two major providers being NZ Bus and Transit.

This is probably the largest change in the bus network ever, certainly in last several decades, and GW knows the implementation will disclose some issues which will in due course need to be revisited and possibly reassessed for appropriateness. It is for this reason the Council is happy to hear from users, their concerns and/or suggestions – so thank you for writing.

I'm afraid I can't answer your question but it may simply be we can't dictate to that level ('articulated buses') to a bus company. However, because of my uncertainty I will be forwarding your email to the two Senior Officers overseeing the implementation for their response as well as to the Liaison Officer.

You will know that Officers are working considerably extended hours during this implementation period so might may some days before there is a response.

Regards Ian Mck

Ian McKinnon
GWRC Councillor

From: .
Sent: Thursday, 26 July 2018 4:12 PM
To: ian.mckinnon@gw.govt.nz
Subject: Karori buses

Dear Ian,

I like many people are frustrated with the situation with buses here in Karori. We are a large suburb and the new service seems to be getting very full and this is a problem.

On the other high volume routes double deckers are used, obviously this is not possible with the tunnels in the route.

Why are NZ Bus not purchasing articulated buses for use on the East-West spine? This seems like an obvious solution to me and would not require a large fleet outlay as it would only be needed on the no 2 route primarily. It would however I think address most people's gripes with the service.

I am interested to hear what council would think about this and whether it would be at all possible.

Thanks in advance,

Sent from [Mail](#) for Windows 10

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Rory Cathcart

From: Rhona Hewitt
Sent: Friday, 27 July 2018 9:02 AM
To: Wayne Hastie
Cc: Charlie Fairbairn; Raymond Malcolm
Subject: RE: Potential Location of Pole Strike on DD vehicles (Adelaide Rd)

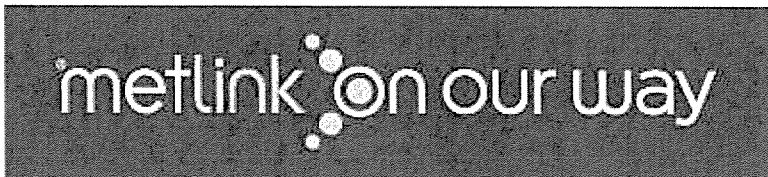
Thanks – We will add to the list of items to be investigated

From: Wayne Hastie
Sent: Friday, 27 July 2018 7:58 AM
To: Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>
Cc: Andrew Cooper <Andrew.Cooper@gw.govt.nz>
Subject: FW: Potential Location of Pole Strike on DD vehicles (Adelaide Rd)

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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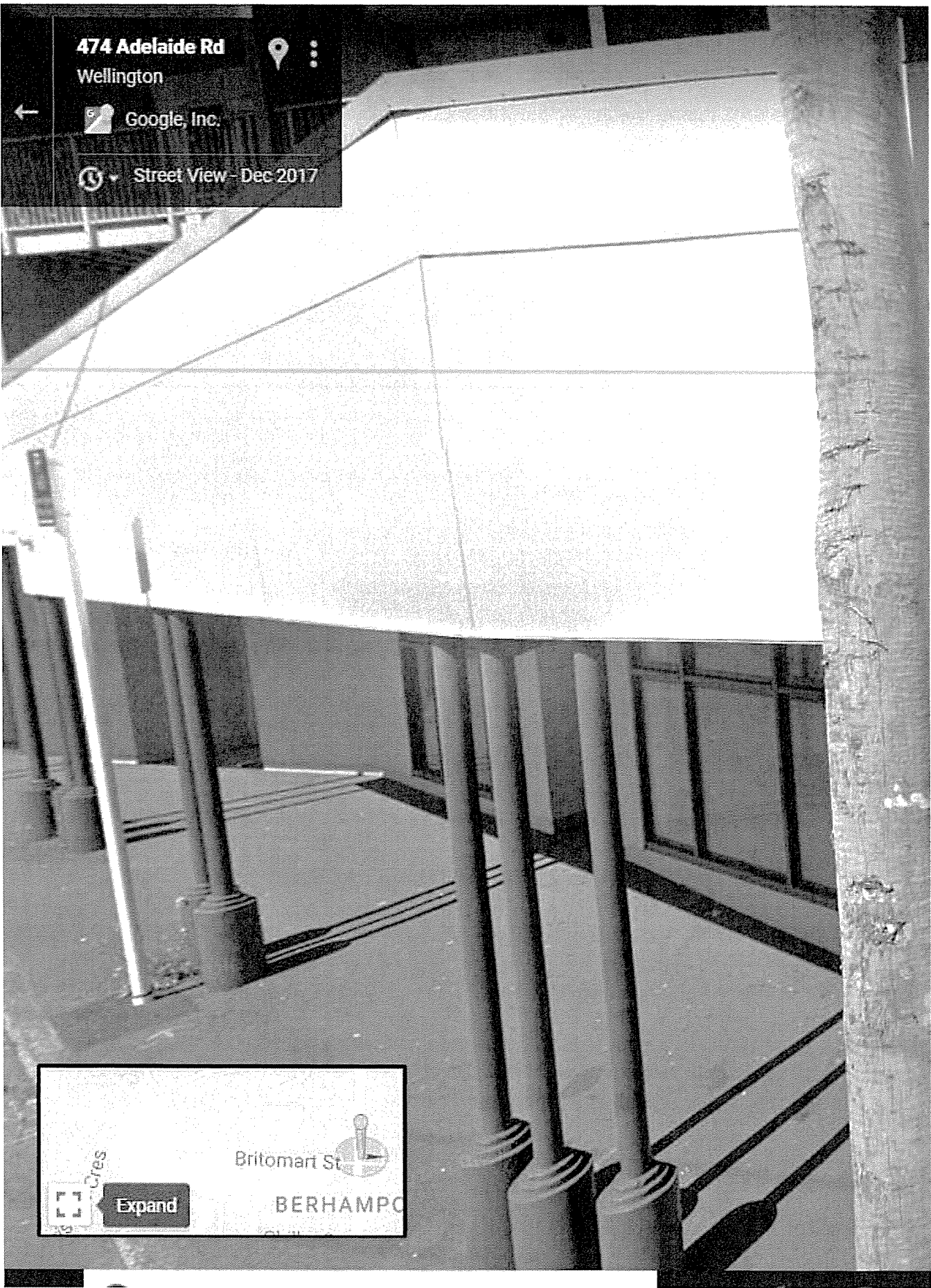


From:
Sent: Thursday, 26 July 2018 7:06 PM
To: Andrew Cooper <Andrew.Cooper@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Cc:
Subject: Potential Location of Pole Strike on DD vehicles (Adelaide Rd)

Afternoon Andrew, Wayne

Following some of our brief discussions on potential locations for DD strikes, below is a reported location in Adelaide Rd where Tranzurban broke some DD windows last week (yet to be confirmed). We will investigate further over coming days, but thought you would want to know.

Regards



Rory Cathcart

From: Wayne Hastie
Sent: Sunday, 29 July 2018 7:03 PM
To: Greg Campbell
Subject: RE: note re PT change options

Hi

Thanks for the paper – from my perspective I don't see that the PT Group has not been strategic, for example:

- We purchased a new rail fleet and extended the rail network
- We have a plan to provide additional capacity with the current fleet and have a business case in for funding the infrastructure changes to enable the plan to be implemented
- We also have strategic plans for further rolling stock for the lower North Island, Palmerston North and the Wairarapa with a Business case just complete
- We are leading the national project to deliver a next generation ticketing system, in line with world leading practice
- We have just implemented the first stage in a rationalisation of ticketing and fare products to get us ready for the new ticketing system which will enable further planned fare changes like capping
- The new bus network in Wellington has been designed to take us into the future and allow growth in patronage

Also it's been very hard to be commercial in the political environment in which we operate.

Look forward t discussing at out meeting!

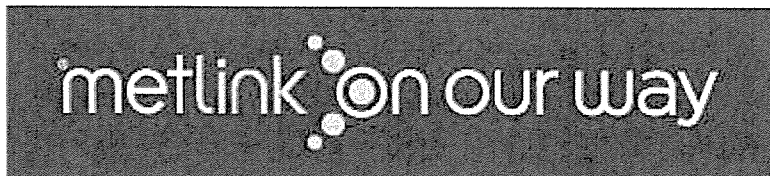
Cheers

Wayne

Wayne Hastie | GM Public Transport
Metlink

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From:
Sent: Sunday, 29 July 2018 1:48 PM
To: Greg Campbell <Greg.Campbell@gw.govt.nz>
Cc: Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: note re PT change options

Hi Greg

Well done on the recent PTP go live. There might have been lots of furious movement of the ducks' legs below the water, but from the outside it all looked pretty serene....and honest, given that the challenges were clearly signalled.

The attached note outlines my own thinking about the current options before you for the scope and timing of the proposed PT operating model and structural changes. I've a chance to look at the prior materials and talk to key people across the business.

I understand that you want to make a decision on this matter in the coming week. I have talked the contents of this through with [redacted] . I think we are trying to get a meeting this week to discuss further.

Cheers

Sent from Mail for Windows 10

Rory Cathcart

From: Matthew Lear
Sent: Monday, 30 July 2018 2:39 PM
To: Wayne Hastie
Cc: Rob Braddock
Subject: Missed trips this morning

Hi Wayne,
Here are the facts as we have been told and can see in RTI,

0600 to 0759- five trips cancelled in RTI

0800 to 0959- six trips cancelled in RTI

So a total of 11 trips cancelled in the am peak.

We have spoken to the Regional Operations Supervisor and his explanation for these cancelled trips was their operational lack of action. They told us they are above their staffing compliment so this should not have happened. The Regional Ops Supervisor was not across the number of cancelled trips. On the matter of uniform they have stood drivers down for not wearing correct uniform but don't believe this is the reason for the missed trips.

Zero services were cancelled in in the am peak

0600 to 0759- 8 service cancelled in RTI

0800 to 0759- zero service cancelled in RTI

So a total of 8 services in the am peak.

inished their Daily Situational Report this morning with the reason of sickness being given for these cancelled trips.

As a side note when we called this morning about a Snapper matter we can't get hold of anyone as all their management are driving. They seem to be running the roster with either managers as standbys or actually doing rostered shifts. We have previously suggested that they cancel some trips in advance to give them some standby drivers.

Regards

Matthew Lear | Acting Manager, Bus & Ferry Operations

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Rory Cathcart

From: Rhona Hewitt
Sent: Monday, 30 July 2018 6:27 PM
To: Wayne Hastie; Matthew Lear; Martin Sheffield; David Boyd; Andrew Cooper; Deborah Hume
Subject: Fwd: Route performance - week 23 to 27 July 2018 inbound am peak
Attachments: image001.jpg; ATT00001.htm; Route 3 inbound am.docx; ATT00002.htm

Main take out causing capacity issues is vehicle size and cancelled trips. Once we can see some loading data we'll be able to show better the affect reliability and bunching is having

Sent from my iPhone

Begin forwarded message:

From: Arne Brandt <Arne.Brandt@gw.govt.nz>
Date: 30 July 2018 at 16:42:44 NZST
To: Rhona Hewitt <Rhona.Hewitt@gw.govt.nz>
Cc: Rita Aiono <Rita.Aiono@gw.govt.nz>
Subject: Route performance - week 23 to 27 July 2018 inbound am peak

Hi,

As requested, attached some summary graphs for route performance

Weekdays 23-27 July 2018
Inbound trips between 6:10 and 10:00am

Summary

RTI system performance poor

- 9.4% of trips unaccounted for services on trip level
- 2.5% of trips cancelled
- 14.4% no RTI record for origin stop

Punctuality at origin well below PTOM KPI

- 74.5% left on time (-1 to 5 minutes compared to schedule)
- 14.6% departed between 5 to 10 minutes late
- 10.9% more than 10 minutes late

Vehicle Compliance

- 53% of trips **not** operated with the right vehicle as specified in the contract

Headway in

- Bunching evident from RTI data
- Headway "all over the show"
- This is due to low punctuality, at first and subsequently all stops along the route, and using the wrong (too small) vehicle

Patronage / Boardings

- I couldn't retrieve any boarding information through PowerBi which seemed trustworthy
- Couldn't retrieve patronage data for route from Snapper Reporting Portal

Data

Reliability at trip level and Punctuality at origin stop saved in here:

<http://ourspace.gw.govt.nz/ws/monanl/ntwk/Bus%20Performance%20Origin%20PTOM%20from%2015%20July%202018.xlsb?web=1>

Schedule Adherence for every stop and headway calculations saved here:

<http://ourspace.gw.govt.nz/ws/monanl/ntwk/Schedule%20Adherence%20All%20Stops%20ROUTE%2023to27July2018.xlsb>

Regards,

Arne

Arne Brandt | Public Transport Planner
GREATER WELLINGTON REGIONAL COUNCIL & METLINK
Te Pane Matua Taiao
15 Walter Street, Level 2, Te Aro, Wellington 6011
PO Box 11646, Manners St, Wellington 6142
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Route

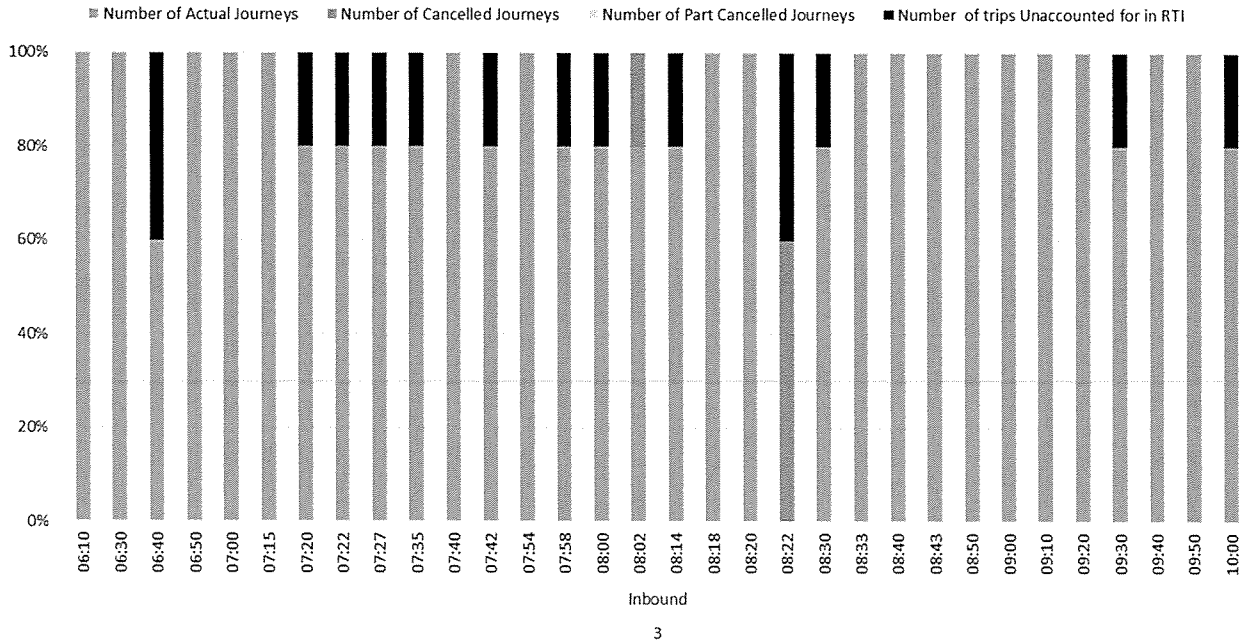
Inbound services to Wellington Station

Data Date Range: 23 to 27 July 2018 (5 weekdays)

Weekday morning peak – trips starting between 6:10 and 10:00am

Reliability

160 scheduled services – 145 tracked in RTI system at any stop (88.1%), 4 trips cancelled (2.5%) and 15 trips unaccounted for (9.4%)

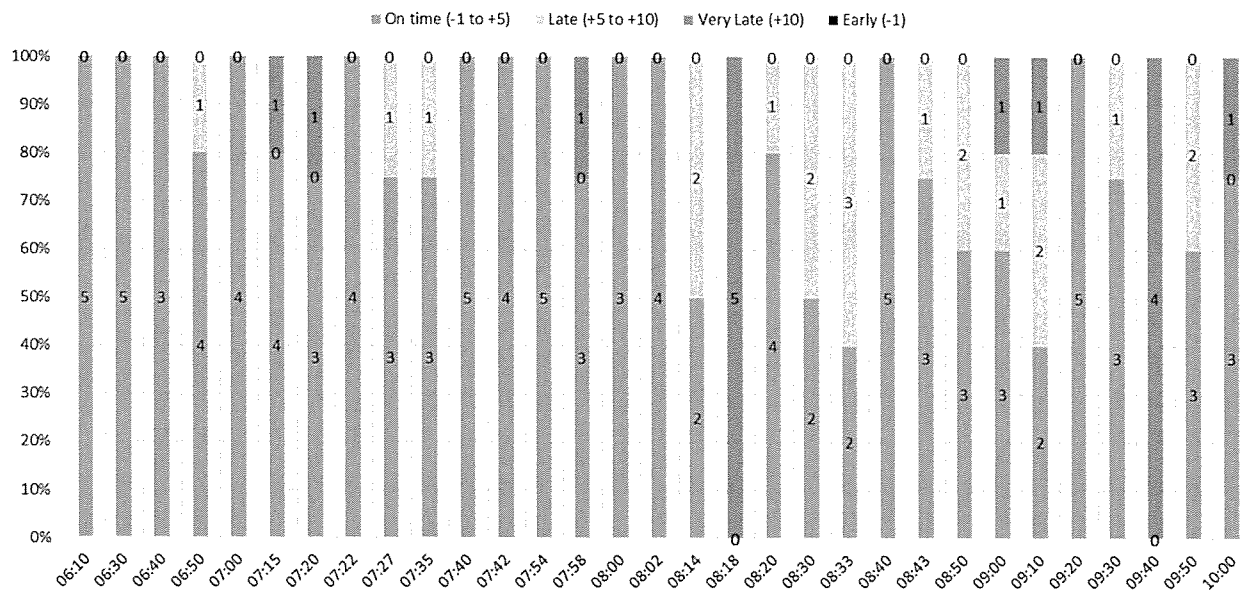


3

Punctuality

137 trips tracked in the RTI system at the origin stop (85.6% of scheduled trips) – for 23 trips (14.4%) there is no RTI record to determine if the trip departed on time

102 (74.5%) left on time, 20 trips departed between 5 to 10 minutes late (14.6%) and 15 trips (10.9%) left the origin stop more than 10 minutes after the scheduled departure time



Vehicle Compliance

76 out of 142 trips (53%) have been operated by a vehicle which does not comply with the vehicle type specified in the contract for that trip.

Trip Start Time	Permitted Vehicle Size	LV	LV61	LV68	LV81	MV
06:10:00	DD;LV;LV81	3		2		
06:30:00	DD;LV;LV81				4	1
06:40:00	DD;LV;LV81	3				
06:50:00	DD;LV;LV81				5	
07:00:00	DD;LV;LV81	2		3		
07:15:00	DD;LV81				5	
07:20:00	DD;LV81	2		2		
07:22:00	DD;LV81	2		1	1	
07:27:00	DD;LV;LV81;MV				3	1
07:35:00	DD;LV81	2		1	1	
07:40:00	DD;LV81	1		1	3	
07:42:00	DD;LV81	2		2		
07:54:00	DD;LV81		5			
07:58:00	DD;LV;LV81;MV	1		2	1	
08:00:00	DD;LV81	4				
08:02:00	DD;LV81			2	2	
08:14:00	DD;LV81	2				2
08:18:00	DD;LV;LV81;MV	5				
08:20:00	DD;LV81	2		3		
08:30:00	DD;LV81				4	
08:33:00	DD;LV81	2	3			
08:40:00	DD;LV81		4			1
08:43:00	DD;LV81	4			1	
08:50:00	DD;LV81	2		3		
09:00:00	DD;LV81	2			3	
09:10:00	DD;LV;LV81	1			5	
09:20:00	DD;LV;LV81			2	3	
09:30:00	DD;LV;LV81	1		2	1	
09:40:00	DD;LV;LV81	5				
09:50:00	DD;LV;LV81	2	3			
10:00:00	DD;LV;LV81		3			1
Grand Total		50	18	26	42	6

Headway

Route	Inbound	Scheduled Headway	Actual Headway between services				
Scheduled Time at			23-07-18	24-07-18	25-07-18	26-07-18	27-07-18
06:18:00							
06:38:00		00:20:00	00:21:05	00:20:38	00:19:02	00:20:32	00:16:25
06:48:00		00:10:00	00:08:00	00:05:03		00:07:21	
06:58:00		00:10:00	00:13:53	00:15:47	00:20:32	00:20:06	00:24:06
07:08:00		00:10:00	00:06:31	00:07:33	00:11:07	00:00:59	00:09:24
07:15:00		00:07:00	00:04:57	00:06:37	00:04:36	00:08:09	00:06:36
07:22:00		00:07:00	00:14:33		00:06:40	00:06:20	00:08:08
07:27:00		00:05:00	00:01:40		00:02:10	00:12:02	00:01:04
07:28:00		00:01:00	00:08:52	00:15:49	00:06:00		00:06:18
07:35:00		00:07:00	00:06:30	00:03:53	00:06:56	00:04:29	
07:42:00		00:07:00		00:10:00	00:07:49	00:04:59	00:11:23
07:48:00		00:06:00	00:01:25	00:02:41	00:03:00	00:03:33	00:04:55
07:54:00		00:06:00	00:08:31	00:09:28	00:07:35	00:06:26	00:07:40
07:58:00		00:04:00	00:14:34	00:01:06	00:03:29	00:03:02	
08:02:00		00:04:00		00:03:57	00:03:44	00:06:02	00:07:27
08:08:00		00:06:00	00:01:33	00:07:33		00:03:51	
08:14:00		00:06:00	00:04:34	00:12:56		00:07:54	00:15:49
08:18:00		00:04:00	00:00:57	00:01:01	00:31:10	00:08:26	00:03:20
08:28:00		00:10:00	00:18:50	00:08:58	00:02:19	00:15:18	00:09:59
08:33:00		00:05:00	00:03:06	00:06:00	00:00:28	00:02:06	00:09:05
08:38:00		00:05:00		00:06:35	00:02:36	00:06:46	00:00:22
08:43:00		00:05:00	00:04:08		00:03:36	00:00:28	00:02:35
08:48:00		00:05:00	00:09:31	00:05:06	00:05:28	00:00:45	00:08:08
08:58:00		00:10:00	00:13:56	00:07:01	00:10:56	00:16:25	00:09:47
09:08:00		00:10:00	00:10:57	00:10:21	00:07:54	00:06:37	00:01:41
09:18:00		00:10:00		00:14:36	00:19:59	00:14:55	00:20:38
09:28:00		00:10:00	00:10:18	00:06:52	00:03:07	00:01:23	00:04:54
09:38:00		00:10:00	00:24:46	00:10:37	00:07:56	00:15:34	
09:48:00		00:10:00	00:06:02	00:07:30	00:21:57	00:16:33	00:00:25
09:58:00		00:10:00	00:06:56	00:19:23	00:01:05	00:03:13	00:32:58
10:08:00		00:10:00	00:19:36	00:01:13	00:06:05	00:04:23	

Rory Cathcart

From: Wayne Hastie
Sent: Monday, 30 July 2018 7:58 AM
To: Metlink Resolve
Subject: FW: Miramar Bus Service, street lighting and cycle lanes

Not sure if a response is required but need to log the concerns raised.

Cheers

Wayne

Wayne Hastie | GM Public Transport

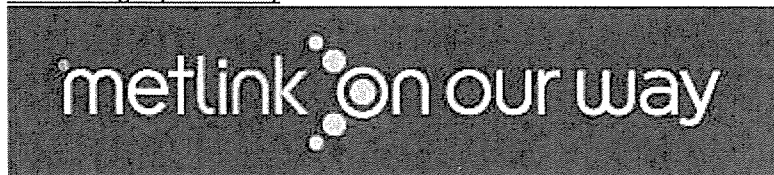
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From: Ian McKinnon
Sent: Monday, 30 July 2018 6:53 AM
To: sarah.free@wcc.govt.nz; chris.calvi-freeman@wcc.govt.nz; Sue Kedgley <Sue.keagley@gw.govt.nz>; Chris Laidlaw - Chair <Chris.Laidlaw@gw.govt.nz>; Roger Blakeley <Roger.Blakeley@gw.govt.nz>; Daran Ponter <Daran.Ponter@gw.govt.nz>; Ian McKinnon <Ian.McKinnon@gw.govt.nz>; mayor@wcc.govt.nz
Cc: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Greg Campbell <Greg.Campbell@gw.govt.nz>
Subject: RE: Miramar Bus Service, street lighting and cycle lanes

PS You will also possibly be aware that [street lighting](#) and [cycle lanes](#) are the responsibility of the City Council and I am assuming this is why you have addressed your email to City Councillors as well – I will leave them to respond ... but as a former City Councillor I am well aware of the safety issues which arise (not least the worries for parents) when street lighting is inadequate or covered. Ian McK

From: Ian McKinnon [mailto:ian.mckinnon@wcc.govt.nz]
Sent: Monday, 30 July 2018 6:48 AM
To: 'sarah.free@wcc.govt.nz' <sarah.free@wcc.govt.nz>; 'chris.calvi-freeman@wcc.govt.nz' <chris.calvi-freeman@wcc.govt.nz>; 'sue.kedgley@gw.govt.nz' <sue.kedgley@gw.govt.nz>; 'chris.laidlaw@gw.govt.nz' <chris.laidlaw@gw.govt.nz>; 'roger.blakeley@gw.govt.nz' <roger.blakeley@gw.govt.nz>; 'daran.ponter@gw.govt.nz' <daran.ponter@gw.govt.nz>; 'ian.mckinnon@gw.govt.nz' <ian.mckinnon@gw.govt.nz>; 'mayor@wcc.govt.nz' <mayor@wcc.govt.nz>
Cc: 'Wayne Hastie' <Wayne.Hastie@gw.govt.nz>; 'Deborah Hume' <Deborah.Hume@gw.govt.nz>; 'Greg Campbell' <Greg.Campbell@gw.govt.nz>
Subject: RE: Miramar Bus Service, street lighting and cycle lanes
Dear

You raise an issue that a number of others have and as a consequence as Councillors we have asked Council Officers to look into the concerns as soon as. We are sorry that the new network has caused such difficulties for the family and you (and for others).

As I am sure you will appreciate, although it doesn't resolve your concerns immediately, Council Officers are overseeing the implementation throughout the Region of the new network, which is a demanding exercise. I can assure you though, as indicated above, they are now well aware of these concerns and as Councillors we do hope to hear in the next short time how the difficulties might / can be addressed.

Thank you Regards Ian McKinnon

GWRC Councillor

From:

Sent: Sunday, 29 July 2018 11:48 PM

To: 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; mayor@wcc.govt.nz

Subject: Miramar Bus Service, street lighting and cycle lanes

Good evening councillors,

The recent changes to the bus service to and from Miramar are unacceptable. I understand that, as councillor's, you have asked for our feedback.

I have 2 children who catch the bus daily to and from school and other activities. They now need to catch at least 2 buses to go anywhere – we live in Darlington Rd. One is at Rongotai College which is only 3.5 kms away. This is frustrating and annoying for them because it adds time and uncertainty to their journeys. The trip home can be particularly arduous because both of the buses are often not running to schedule. I find it distressing that they have to wait in Miramar at night for a connection and at times they do not wait & either call me to drive down & get them or walk or skate. I would prefer them not to have this delay or make their own way home – for their safety in the dark in the evenings.

My husband works part time in Newtown, about 3 hrs per day at off-peak. (9am to 12/1PM ish) It takes 3 buses to get there now & the time taken to travel there & back (well, wait for connections) can be over an hour for 5kms. He is using the car.

For us to be using our car more to make up for these senseless changes to the route defies believe. I notice many more cars parked down around Miramar lately – obviously people are driving direct to the hub. What a disaster – it is a busy enough little suburb already!

The #24 running more hours might work well for us as my daughter needs to get to Evans Bay & back 2 evenings a week & every Sunday, but we have been watching it and it runs around half an hour off schedule, which is no good as she would be waiting by herself in the dark to get home. She would then have to swap to the # 18 at Miramar, but the #24 doesn't go through the hub so we are not sure if this would be a free transfer. I have to question how many people travel from Seatoun to Johnsonville? Enough that it requires a frequent one trip service? As opposed to the number of people who want to get direct from Miramar to Kilbirnie, Newtown or the City? I can only imagine how difficult it would be for the driver to stick to the schedule over such a long & variable route. I think there is another direct route from the eastern bays (Strathmore?) to Johnsonville now as well. So strange.

Living near Weta Cave, as we do, I see MANY tourists come & go on the buses & I can only imagine how much extra confusion & frustration it is for people on a busy schedule of touring to now have to get 4 buses to Miramar & back. I guess it will be good news for the tour bus operator's – but all adds to the cost & difficulties of visiting Wellington. I think the express #31 running as an express both ways at peak times is a good idea as I see a lot of Weta, film studio, café staff, etc staff travelling to Miramar on the buses for work. Perhaps this could be a solution – have the express go all day to the railway station – but make stops at Hataitai as well? People could use the re-instated #18 to get to Kilbirnie.

We think having the #2 go through the cutting is good as it cuts out the additional time of the slow trip down through Strathmore & back past the airport, but it should go direct from Miramar North (Darlington Rd terminus) as it used to.

It seems a good idea for a bus to run from Seatoun through to Miramar as there are a few more services & shops here that Seatoun residents might like to bus to (Cinema, restaurants, post office (sort of), supermarket, library, chemist, doctors, hair dressers, gyms...) so I think this is a good change.

The #18 running through to Newtown & beyond, from Miramar terminus was also well used & there needs to be an easy way for Miramar folk to get to the hospital which is only 5 KMS away. It should NOT require 3 buses. Now we

watch the 18e trundle up & down the road with almost no-one on it. How long before this service gets reduced because it is not being used? (people are driving or walking to the hub) Then we will be even worse off. Being able to transfer for free within zones is a good change & a small fare increase seems reasonable (But I am not sure that it is a small increase). There seems a problem with the website. I am looking at using the buses to get to a new job in Thorndon. Of course this will require 2 or 3 buses. The fares quoted varied from around \$3 each way to \$10 each way. How can this be?

My daughter finds the blue lights on the new buses very disturbing & unpleasant & give her a headache.

The kids have been on crammed buses & been left behind at stops when there wasn't enough room or been on buses which haven't stopped for people because they are too full, so the scheduling seems wrong.

Yesterday, (Saturday night) we saw a bus coming South through Island Bay at about 9:30 PM heading to Brooklyn via Island Bay, Southgate, Owhiro Bay & Happy Valley. This is lovely – but what is the demand for this journey?? In addition, my daughter's friend had been told by an ambassador earlier that day at 4PM, when she was trying to get home to Southgate from the railway station, that that bus service doesn't run on the weekend. ??

The tracking system isn't working & the signs at the stops aren't working – I don't think this is a new problem – it just seems a lot worse.

So – please sort out the buses for Miramar (& the system, city-wide) – we need to get regular, direct routes to the city as we used to have. People's lives are based around this service. I never imagined that there would be such big changes for our area as the buses are really well used out here. I thought we would get a more frequent service – not have it be decimated!

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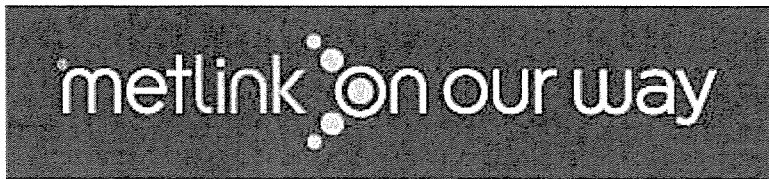
Rory Cathcart

From: Wayne Hastie
Sent: Monday, 30 July 2018 7:59 AM
To: Metlink Resolve
Subject: FW: Transit Bus Contract for Haematomata, Route 160

Wayne Hastie | GM Public Transport
Metlink

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From: Ken Laba
Sent: Sunday, 29 July 2018 9:59 PM
To: COUNCILLORS <MailCOUNCILLORS@gw.govt.nz>
Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>; Deborah Hume <Deborah.Hume@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Fwd: Transit Bus Contract for Haematomata, Route 160

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From:
Sent: Sunday, July 29, 2018 9:29:45 PM
To: Ken Laban
Subject: Re: Transit Bus Contract for Haematomata, Route 160

Hi Ken

Here is another update. Today I was waiting for 160 bus to wainuiomata from waterloo interchange at 1 pm, the board showed the bus coming at 13.01. Arrival time drops off and no bus turns up.

I know this is an operational issue, however what are you being told as elected official by the officer's .

Do you know the plan going forward as this situation is hopeless. I just got a taxi home from waterloo. I can afford a taxi, however I guess that's not the point.

Just more evidence to put forward of hopeless from traveling public point of view.

On a serious note may be the council's chair should resign to show accountability , I know this won't fix the situation . But it would show how serious this situation is and that there is accountability..

Kindest regards

Sent from Samsung Mobile

----- Original message -----

From: Ken Laban

Date:22/07/2018 8:34 PM (GMT+12:00)

To: ken.laban@gw.govt.nz, "

Cc: "Chris Bishop, MP" , Campbell Barry , Chris Laidlaw , Keri Brown , Margaret Cousins , "Prue. lamason" , Ray Wallace

Subject: Re: Tranzit Bus Contract for Haematomata, Route 160

Thank you for your email.

NZ Bus did not tender for the Hutt Valley Bus Services.

I am sorry to hear of your frustration about the new service.

I will call you in the morning.

Ken Laban

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From.

Sent: Sunday, July 22, 2018 8:25:59 PM

To: ken.laban@gw.govt.nz

Cc: Chris Bishop, MP; Campbell Barry; Chris Laidlaw; Keri Brown; Margaret Cousins; Prue. lamason; Ray Wallace

Subject: Re: Tranzit Bus Contract for Haematomata, Route 160

Dear Ken

I am happy to discuss this email with you, if you need to chat with me about it.

I have copied others into this email so that they know how I feel as a voting member of the public about the decision to award the contract which had previously been operated by Valley Flyer and then awarded to Tranzit effective as from Sunday 17 June 2018.

I know that the comments are do with the operational side of the bus operation, it's clear to me that Tranzit are not up to the job.

I don't agree with the Greater Wellington Regional Council's Chairperson, Chris Laidlaw comments made on the radio during an interview on Friday 20 July 2018 that things had settled down in the Hutt Valley because the new contract had been running for a while. This statement is incorrect.

At the end of the day the Council can't stand by and do nothing about what is going on at present because the contract was awarded by the elected officials, who voted on the proposal which would have been put forward by the Officers' to Council for a decision. I guess the contract would have been awarded on two things, performance going forward from 17 June 2018 and of the course the price that would have been in the contract by Tranzit, who were successful with getting the Hutt Valley contract.

My Comments :

1. Buses are faulty, bells don't work, I thought the buses were brand new.
2. Signs not working on bus, says bus going to Wainuiomata Village one example, this still an on going problem with the bus signs since the contract changed.
3. 14 July 2018, I had planned to catch the bus from stop 8970 at 9 am, which would connect me with the train at Waterloo so that I could go into Wellington. I had made arrangements, bus turns up 10 minutes late. So the results are I don't connect with the train.
4. I had noticed that the bus on the Sunday 15 July 2018 did not run to timetable throughout the day.
5. 18 July 2018, I was waiting to catch the 7.44 am bus into Lower Hutt from stop 8970, bus did not turn up, two buses turned up at the same time being 7.55 am. How does that work. This is an on going issue. I can't see the point in ringing Met link as you just get a standard email reply saying we trying to sort this out.

As stated earlier in this email the above is operational issues and I feel it's important the elected officials know how the replacement contract is impacting on peoples using the Met link Public Transport system. As you will be aware people talk and a friend told me he had waited for a bus to turn up, I am talking about the Hutt Valley and he waited for 45 minutes, I call that hopeless.

Anyway there my thoughts on the replacement bus contract. As you can tell I am not happy and I hold the Greater Regional Council to blame for this current situation as they let the contract clearly to a provider who is not up to the job. As a general rule I don't write to elected officials, but I feel this is too an important issue not say anything.

Kindest regards

Signed

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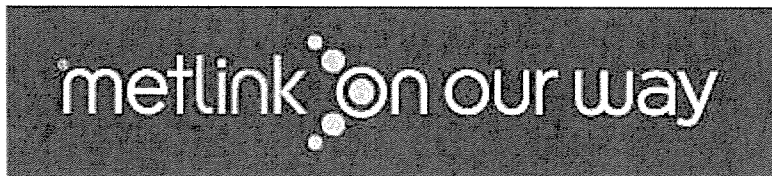
Rory Cathcart

From: Wayne Hastie
Sent: Monday, 30 July 2018 8:02 AM
To: Metlink Resolve
Subject: FW: Bus changes

Wayne Hastie | GM Public Transport
Metlink

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From: Roger Blakeley <Roger.Blakeley@gw.govt.nz>
Sent: Saturday, 28 July 2018 8:30 AM
To: COUNCILLORS <MailCOUNCILLORS@gw.govt.nz>
Cc: Greg Campbell <Greg.Campbell@gw.govt.nz>; Wayne Hastie <Wayne.Hastie@gw.govt.nz>
Subject: Fw: Bus changes

More feedback, this time from Southgate.

Regards, Roger

Roger Blakeley
Councillor, Greater Wellington Regional Council
Member, Capital and Coast District Health Board

From:
Sent: Saturday, 28 July 2018 7:39 AM
To: sue.kedgley@gw.govt.nz; chris.laidlaw@gw.govt.nz; daran.ponter@gw.govt.nz; roger.blakeley@gw.govt.nz; ian.mckinnon@gw.govt.nz
Subject: Bus changes

Dear Councillors,

I am writing to you all because I understand from the website that you are all Wellington councillors on the Sustainable Transport Committee.

I have spent the last 14 days battling my way around Wellington City on the new bus service. You have asked people to give it time to bed in, but my patience is rapidly running out and I don't see many signs that anyone is listening to users. I used to have a reliable, hourly, bus service to and from the city. I am now forced to use the hub system via Newtown or Island Bay for all but 3 possible peak time journeys. I am told this arrangement improves my travel but it doesn't. I have lost track of the number of times people have suggested changing at Island Bay 'because at least you can go to the shops where it's warmer'. I don't have a season ticket to keep New World in business - I have it to get me to and from home!

When I go down to Newtown and try to change buses to go via the Basin in to the City on a work morning, the buses I need to change on to are generally already full. I waited with 20 people in Newtown at 7am the other day. On another day there were 30. When I come out of the City, I have to leave a lot of time for delays en route to the hospital hub, and on several occasions I have been left waiting for more than 30 minutes for a connection. Last Sunday an hourly hub connection failed to turn up so I waited for 75 minutes at a windy, wet, 'hub' which had no lighting or any useful protection from the elements.

I don't accept this is a teething problem with timetabling, I think it is a problem which will not be solved with 'hubs'. If you want to encourage people to use public transport, then you need to make their journey as pleasant and convenient as possible. You also need the system to have an element of certainty about it. Before, if I planned my time, I knew that when I caught my bus to or from the city, I would get to my destination once I got on that bus, even if that service was hourly. Now, to make the same journey, I have to take two buses and the timetable is not reliable enough to ensure that I can make those connections. When the main connecting spine of the system runs all the way from Island Bay to Johnsonville, this potential for delays to occur to disrupt the timetable is too great. It might work with trams or light rail on dedicated lines, but Wellington can't build this kind of certainty into its road network, at least not at the moment.

To take another example, at 2pm on consecutive days this week I have tried to catch a bus from the railway station to the hospital hub. On both occasions, the bus station has been empty of buses - not a single one there. In the past I would have had the choice, within a few minutes, of several buses; the bus station was never empty of options on a weekday afternoon.

Also, for 3 days in a row, one of only three peak time direct buses from the station to Southgate, the 4.23pm, has been 15-20 minutes late, during which time 3 buses to neighbouring Houghton Bay have gone out with few passengers on them. We have a far inferior peak time service and it is not an acceptable alternative in winter weather, as suggested in your publicity, for people to walk for 15-20 minutes from that service.

As someone who uses buses for leisure as well as work, the problem is particularly acute on Sundays when there is only an hourly hub connection - miss that through a delay and you are in for a very long wait. Given the relative lightness of traffic on Sundays and Saturdays,

surely some direct services to the city wouldn't be impossible?

If I had a car, I would be using it, but I don't, so my only avenue is to raise my concerns and to keep doing so until someone listens. I am sure Metlink are fed up with my calls and emails, but I am worried that if I keep quiet, that lack of complaint will be taken as satisfaction. I am not sure what option I have other than to email you. The old service wasn't perfect but compared to this, it was a dream!

Yours in frustration,

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Rory Cathcart

From: Richard Higgs
Sent: Monday, 30 July 2018 2:35 PM
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 - as at 30072018.pdf

Hi
The attached Weekly Bus Performance Report covers the 4 weeks ending 29th July. Note that there is NO Transit data for Sunday 29th July.

Regards
Richard

From: Richard Higgs
Sent: Wednesday, 25 July 2018 11:37 AM
To: Jonathon Gear <Jonathon.Gear@gw.govt.nz>; 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>; Mark Magliocco <Mark.Magliocco@gw.govt.nz>; Charlotte Vaughan <Charlotte.Vaughan@gw.govt.nz>
Cc: Arne Brandt <Arne.Brandt@gw.govt.nz>; Linda Cocker <Linda.Cocker@gw.govt.nz>; Alard Russell <Alard.Russell@gw.govt.nz>
Subject: RE: Weekly bus performance report

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.

Regards

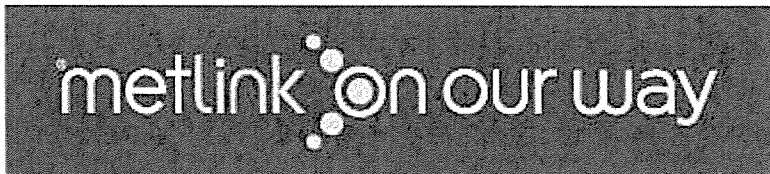
Jonathon Gear | Senior Financial Advisor, PTOM, Public Transport Group

Mob: 021 361 926

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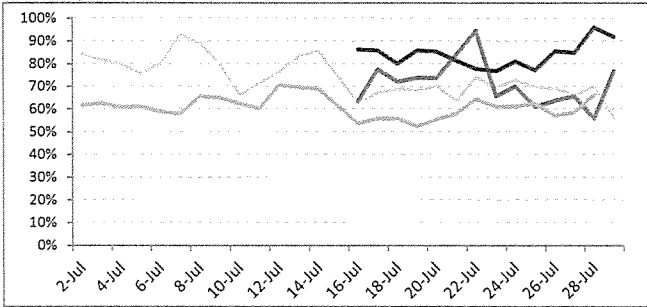
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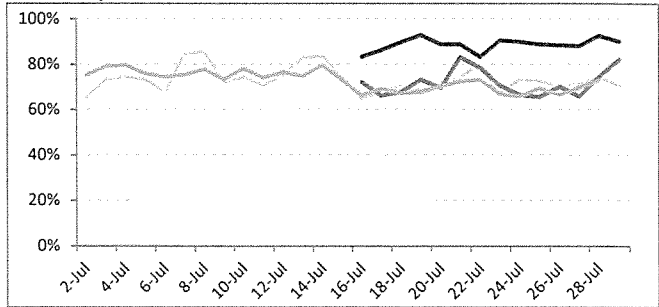
PTOM Bus weekly performance report - All operators

30-Jul-18

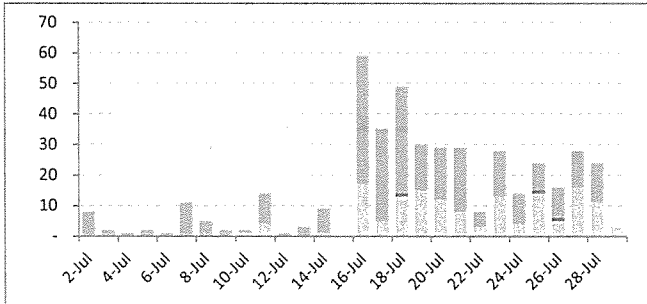
Reliability KPI



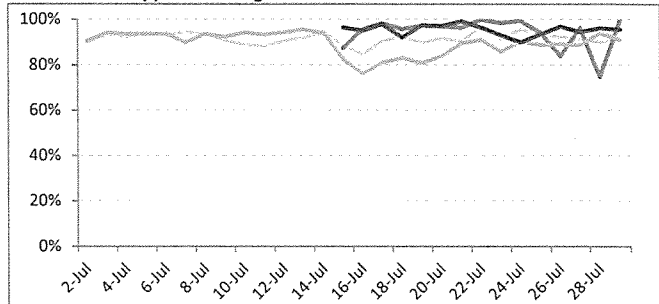
Punctuality KPI



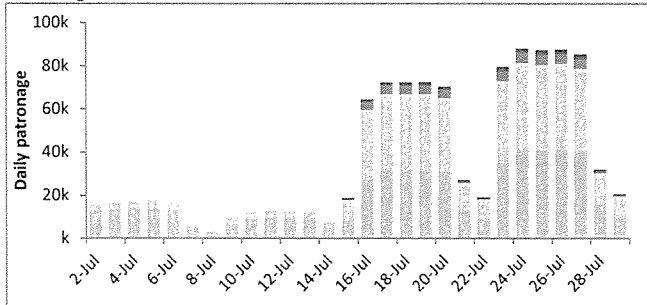
Cancelled services



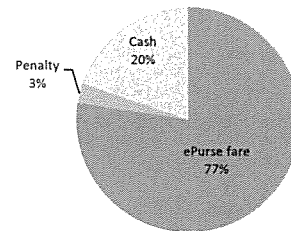
Automated Snapper matching



Patronage



Payment type (based on fare revenue)



Daily fare revenue (incl GST)

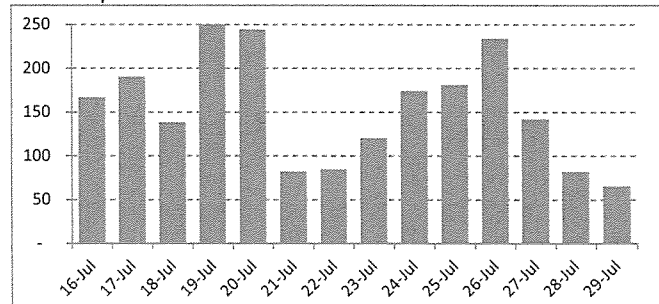
23-Jul	\$165,621
24-Jul	\$179,536
25-Jul	\$177,066
26-Jul	\$177,267
27-Jul	\$170,254
28-Jul	\$55,591
29-Jul	\$35,571

Complaints by type

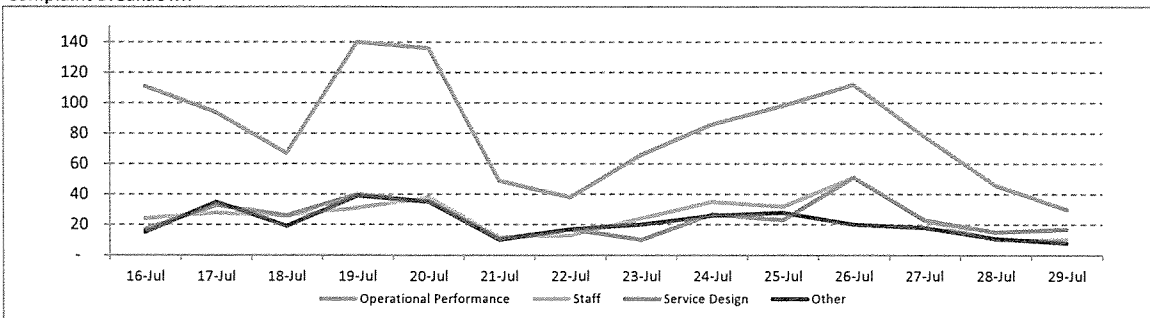
Complaints w/c 23th July

Type	#	%
Operational Performance	516	52%
Service Design	166	17%
Staff	185	19%
Vehicle	55	6%
Bus Stops, Stations and Ferry Terminals	16	2%
Passenger Information	35	4%
GW	25	3%
Total	998	

Total Complaints



Complaint Breakdown



Rory Cathcart

From: Wayne Hastie
Sent: Tuesday, 31 July 2018 9:53 PM
To: Deborah Hume
Subject: But wait there's more

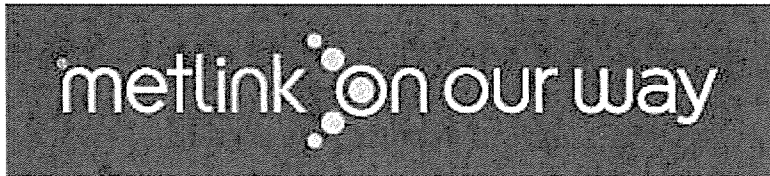
<http://www.stuff.co.nz/dominion-post/wellington/83168337/Extra-buses-for-Wellington-but-not-until-the-end-of-the-year>

note petition

Wayne Hastie | GM Public Transport
Metlink

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Rory Cathcart

From: Wayne Hastie
Sent: Tuesday, 31 July 2018 12:43 PM
To: Sue Kedgley - External; Greg Campbell
Subject: RE: Brooklyn hub

Hi Sue

Here's a brief update on progress with the Brooklyn bus hub.

We have met some challenges in our construction of the Brooklyn bus hub with the result that progress is not as far advanced as we would like.

Nevertheless, with some more favourable weather and a resolution to the issue of the damaged underground power cable, work is once again moving steadily forward.

Some highlights to date:

- The foundation slabs for shelters at stops A and B have now been poured
- The shelter structure at stop A has now been erected
- A diversion route has been created for the underground power cable that was damaged by a digger strike some weeks ago
- A ramp leading into what will be a raised bus turning area in front of the library has been created

In the next few weeks we will be working on:

- Completing the commissioning of the shelter at stop A, including the installation of glass walls and connection to power and internet (the latter is required to allow us to monitor the CCTV cameras that will be installed in the shelter)
- Beginning installation of the shelter at stop B (once the concrete slab has cured sufficiently to allow for drilling in of bolts)
- Installation of a replacement mountable kerb from Cleveland street toward stop B in front of the library
- Installation of Kassel kerbs (specially designed kerb blocks that guide the bus into position) in front of stop A
- Repaving of footpaths
- Creation of a garden area around the rear of the shelter at stop A

We are currently working towards completion of the A/B side of the hub by the end of August. We anticipate completion of stop C on the northern side of Cleveland Street by late September.

Wayne Hastie | GM Public Transport
Metlink

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

From: SueKedgley <

Sent: Monday, 30 July 2018 5:26 PM

To: Wayne Hastie <Wayne.Hastie@gw.govt.nz>; Greg Campbell <Greg.Campbell@gw.govt.nz>

Subject: Brooklyn hub

Hi there

I am attending the Brooklyn Residents association meeting tomorrow night so wondered if someone could send me information on when the Brooklyn bus hub will be ready. I think some info was sent to Ian so hopefully this could just be copied to me.

Thanks

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

Sent from my iPhone