

Rail roundup

Work is still under way on Wellington's rail network, but a lot has been completed since the last issue of Metlink News. Here are some highlights:

- **All new timetables**
New timetables for all train services came into effect on 20 February. The new timetables cater for the new commuter services to Waikanae and the introduction of the new Matangi trains.
- **New Pomare Park & Ride**
Stokes Valley train commuters now have a 42-space carpark at Pomare. A traffic island has also been installed on Eastern Hutt Road, as part of the improvements, to make it easier for commuters to cross from the carpark to the station at peak hour.
- **Porirua Station makeover**
Porirua train passengers are enjoying their colourful, fresher and brighter station. The repainted station has new lighting, safer stairwells and re-surfaced platforms. Vibrant murals and stunning photo panels – the work of local artists – greet passengers in the subway. The bus shelter has had a face lift and fencing around the station has been replaced.
- **Waikanae services up and running**
Regular commuter services are now running to and from Waikanae. As well as a new station building, with toilets and a waiting room, there's a new carpark and more room for buses to stop directly alongside the station.
- **More parking at Petone**
More Petone commuters can now park and ride from Petone Station. A new carpark, with 91 spaces, has been built on the western side of the old Hutt Road.



Regional Public Transport Plan – have your say

The Public Transport Plan sets out the services Greater Wellington intends to provide, and the policies that apply to these services. If you're interested in influencing this, you can have your say when the draft Public Transport Plan is released for comment in May.



Metlink Twitter passes 500 mark



More than 500 people are now following Metlink on Twitter. Metlink tweets give you up to the minute information on everything to do with our bus and harbour ferry services. Make sure you get the latest – follow us at www.twitter.com/metlinkwgtn

Did you know?

That Metlink has an Information Line team who run the Metlink call centre. They answer customers' calls and emails about bus, train and harbour ferry services, and increasingly importantly give Metlink's Twitter followers the latest information on service changes and disruptions. As well as answering customer queries, some of the Information Line team help out with proofreading timetables (and Metlink News!). You may also see some of the team handing out brochures or flyers occasionally at Wellington Station and bus stops.

Metlink City Safari 2011

The event that just keeps getting bigger and better is on again this year. Metlink City Safari, an orienteering challenge with a public transport twist, is on Sunday 15 May. Mark this day in your diary now and check Metlink website for more details next month.



A collection of photos from the 2009 and 2010 Metlink City Safaris.



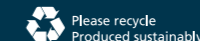
Keeping on track

You can also view copies of Metlink News on the website.

For Metlink timetables and further information about public transport services in the greater Wellington region, visit the Metlink website or contact Metlink.

04 801 7000
0800 801 700
txt: BUS (287)
txt: TRN (876)
info@metlink.org.nz
www.metlink.org.nz
twitter.com/metlinkwgtn

This service is brought to you by:




greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

Metlink News

Issue 16, March 2011

Welcome to the first issue of *Metlink News* for 2011. This year you'll see big improvements to Metlink services – new train services to Waikanae, new Matangi trains, and a real time information system. Read all about what's happened so far this year and what's in store.



Greater Wellington's public transport network
0800 801 700 www.metlink.org.nz

IN THIS ISSUE

- Metlink – what we do
- Matangi update
- Real Time Information... due in Wellington City soon!
- Wellington City bus review
- Rail roundup
- Metlink Twitter passes 500 mark
- Metlink City Safari 2011

GWM/NET-G-1106



Metlink – what we do

Metlink is the name for Greater Wellington’s public transport network. Owned by Greater Wellington Regional Council, Metlink is the one stop shop for all information about the region’s buses, trains and harbour ferries.

We produce all timetables, staff the Metlink information line, run the Metlink website, www.metlink.org.nz and manage txtBUS and txtTRAIN text messaging services. We also provide information about new timetables and routes, or any changes to services. We work very closely with the operators who we contract to provide train, bus, and harbour ferry services.

If you have a compliment or complaint about a train, bus or harbour ferry service please let us know, by emailing info@metlink.org.nz or calling the information line 0800 801 700, or you can tweet us at twitter.com/metlinkwgtn. If it’s a complaint, we’ll log it and follow it up with the operator. If it’s a compliment, we’ll definitely pass it on!



Matangi update

Metlink customers on the Upper Hutt train line will soon be enjoying travelling in the new Matangi trains.

The new trains have manually operated doors so if you are the only one in your car who wants to get off at a station, you need to press the green button.

Eight of the 48 trains are now in Wellington, with more arriving regularly.



Real Time Information... due in Wellington City soon!

If you catch GO Wellington buses you’ll soon be able to find out when your bus will turn up – not just when it’s scheduled to arrive. A real time information system is expected to be up and running, initially for GO Wellington buses, from early April. Below are some FAQ’s about real time.

Q: *How will I be able to get real time information?*

A: You’ll be able to get real time information for any bus stop or train station online from the Metlink website (www.metlink.org.nz). Real time information will also be available via text message using txtBUS, from electronic signs at key bus stops and stations, or by phoning the Metlink Information line on (04) 801 7000.

Q: *Where will the on-street display screens be?*

A: The first ones will be at the Wellington Station bus terminal, where the buses come and go from Wellington Station and more will be installed across the region over the next 12 months. There will eventually be about 190 street displays at the busiest key bus stops and destinations, including hospitals, universities and shopping areas, major employment areas, bus and train interchanges and major tourist attractions – and another 60 displays at rail stations.



Q: *When will real time be available for other services?*

A: Over the next 12 months real time information will be rolled out progressively to GO Wellington, Valley Flyer, Mana and Newlands buses, followed by trains.

Q: *How does it work?*

A: Real time information tracks the precise position of buses and trains using satellite positioning technology to predict the ‘real’ arrival time at bus stops or train stations. This lets you know how many minutes away your bus or train is.

Q: *What difference will it make?*

A: It will mean less waiting time for you as you can check online or via txtBUS or txtTRAIN to see what time your bus or train is arriving. So you can make the best use of your time, e.g. stay at the office and do a bit more work or pop into the supermarket before going to your bus stop. And the display screens give you more certainty when you’re waiting, as you will be able to see how far away your bus or train is.

Q: *Will it make buses more reliable?*

A: The position of late running buses will be fed into Wellington City Council’s traffic signal control system which will make it possible for traffic lights to give priority to these buses over other traffic. The information will also help Metlink and the bus operators to more easily identify and resolve short term disruptions, and longer term problems, e.g. particular routes or services where there are frequent delays, more easily so they can try and resolve them.



Wellington City bus review

Fewer buses going through Wellington’s Golden Mile and more suburban transport hubs could be the reality for Wellington in the next year or two. A range of options are being considered, as part of the Wellington City bus review, to improve bus services.

The review, which began in 2009, is the first comprehensive study of Wellington city bus services since the early 1990s. As well as actual bus services, connections with harbour ferry and train services have also come under the spotlight.

A survey asking bus users what they liked and disliked about services, and about their preferences, was carried out in late 2009. A special study of bus trips along the Golden Mile was carried out last year, along with several focus group meetings. All this information is being analysed and will be used for the development of a range of options for changes. These should be finalised by the middle of this year and after some more consultation changes should start to happen in 2012. Watch this space for updates.