greater WELLINGTON
REGIONAL COUNCIL

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Committee Transport & Access Committee
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Real Time Information project update

1. Purpose

To provide the Committee with a progress report on the implementation of the Real Time Information project, and to provide project programme and contextual information for the coming phases.

2. Significance of the decision

The matters for decision in this report **do not** trigger the significance policy of the Council or otherwise trigger section 76(3)(b) of the Local Government Act 2002.

3. Context

The Real Time Passenger Information (RTPI) system will provide accurate arrival time information for bus and local rail services at up to 250 fixed display sites at railway stations, interchange sites and major bus stops. Information for every one of the nearly 3000 stations and bus stops in the Region will also be available via mobile phone SMS (text) messaging, and via the Metlink website.

4. Progress to Date

In headline terms, the project is proceeding to the contract programme, and is within budget. **Attachment 1** provides a detailed progress report.

The majority of activities in the first (Planning and Design) phase are complete, and preparation for the live running element of the next (Pilot) phase, due to take place from 29 April, is well advanced. Planning for certain activities in the third (Roll-out) phase is taking place in a number of areas.

Despite inevitable challenges, no insurmountable problems have been encountered, and in a number of instances it has been possible to overcome issues in areas that were expected to be more problematic. This results from the strong performances of the supplier, its local implementation partner and subcontractors, and provides confidence for dealing with future issues.

It must not be forgotten though that this project is complex and involves constant attention to a wide range of activities, technologies, interfaces with existing systems and practices, and a number of stakeholders.

Recent press comment over 'delay' to the real-time project has been in response to the live running element of the Pilot phase being re-scheduled to align with wider project inputs subject to third party development processes. The overall completion timetable is not affected.

Despite a lack of obvious physical evidence, the core of the system including the central server is in commission, and is in the process of acceptance testing.

The Pilot phase will evaluate the capability of the system as locally implemented, and forms the basis for acceptance of the System and for its progression to full roll-out. The Pilot will take place in partnership with Go Wellington on Route 14, and although will not be visible to the public, will be monitored closely in order to assess performance against agreed acceptance criteria. Practical preparation for the Pilot implementation is well advanced.

Transport Operators will participate in the RTPI scheme on basis of a formal agreement. This agreement will initially cover the Pilot phase, from which the basis for subsequent full participation by all operators, particularly in areas such as the requirements for use of the system, and the confidentiality and use of data, will be finalised.

As part of the full roll-out, up to 250 street display signs of three basic types will be installed at suitable sites. Real-time information will also be available for all bus and train arrivals via the Metlink website and the existing mobile phone text services. Train information will be one of the last components, and is being developed with Kiwi Rail.

5. Next steps and timeline

A high level outline of the major next steps and timeline is shown below:

Task	Date
Pilot phase live running trial	29 April -29 May 2010
Pilot acceptance and authority to proceed to full roll-out	From mid-June 2010
Progressive availability of Web and SMS (text) information	From Sept 2010
Fitting of vehicle equipment to buses	Sept 2010 to July 2011
Installation of Displays	Oct 2010 to Aug 2011
Final Acceptance / start of Maintenance and Support contract	Sept 2011

Note that dates depend upon successful Pilot acceptance in June. Also that no precise 'go-live' date for the system is quoted, since there are a number of possible approaches to phasing the roll-out. This is discussed in Section 6, below.

6.   Communication

Communications requirements for the Pilot phase are associated primarily with regular progress updates and major milestones, such as acceptance of the Pilot.

The development of a Communications Plan in partnership with operator stakeholders will be a critical element of the roll-out. The Communications Plan will address the 'go-live' phase of the project and will fulfil many functions, including covering the inevitable transition stages (e.g. where not all buses using a stop with a display are yet equipped). The Communications Plan will be developed following the Pilot acceptance, and will be available for discussion at the August meeting of this Committee.

The programmes for fitting vehicle equipment and installing displays from late 2010 envisage a logical and progressive 'roll-out', initially with a single operator and working outwards from Wellington CBD. This would extend to other centres and public transport interchanges as other operators were fitted.

Further information on the 'go-live' date is in Section 9 of Attachment 1.

7.   Recommendations

That the Committee:

1.   **Receives** *the report.*

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

3.   **Notes** *that the Real-Time Information Project is running to schedule and budget.*

4.   **Notes** *that the live element of the Pilot phase is scheduled to take place from 29 April, and forms the basis for acceptance of the system for full roll-out.*

5.   **Notes** *that the Operator Agreement will apply initially to the Pilot phase, and be reviewed prior to the full roll-out and adoption by all operators.*

5.   **Notes** *that the main vehicle fitting and on-street display installation programmes are due to commence in September and October 2010.*

6.   **Notes** *that a Communications Plan, which will address the 'go-live' phase of the project, will be developed during the Pilot phase and reported back to this Committee at a later stage.*

Report prepared by:	Report approved by:	Report approved by:
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Attachment 1: Detailed Project update