



8. 4. 2002

**BUS XCHANGE SUBCOMMITTEE
5 APRIL 2002**

**A meeting of the Bus Xchange Subcommittee
was held on Friday 5 April 2002 at 12 noon**

PRESENT: Councillor Ron Wright (Chairman) and Councillor Gail Sheriff.

APOLOGIES: Apologies for absence were received and accepted from Councillors Erin Baker, Graham Condon, Alister James and Denis O'Rourke.

The Subcommittee reports that:

PART A - MATTERS REQUIRING A COUNCIL DECISION

1. BUS XCHANGE: PROVISION FOR ADDITIONAL OPERATIONAL COSTS

The Property Asset Officer reported:

Officer responsible Property Manager	Author Bill Binns, Property Asset Officer, DDI 3711-504
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The purpose of this summary is to apprise Councillors of the issues that have arisen from the operational review of the Bus Xchange and to confirm the draft provision of \$200,000 which was signalled in the pink pages of the Property Unit Budget (page 8.9.11) as 'increased costs due to increased demand'. Provision for these increased costs has already been made in the 2002/03 draft budget.

BACKGROUND

In the February Property Manager's report on the Bus Xchange Review the report highlighted the following issues that need to be reviewed/improved.

1. Non Building Related Issues

- *Public safety signage/lighting on the Lichfield Street frontage.*
- *Conflict between car park (entry) vehicles and buses in Lichfield Street.*
- *Footpath/pedestrian safety and management (Colombo & Lichfield Street).*
- *The perceived benefits of two-way traffic in Lichfield Street.*
- *Noise/diesel pollution/congestion (traffic and pedestrian) concerns of neighbours.*

2. Building Related Issues

It should be pointed out that for operational purposes Platform D (Colombo Street ramp from Bus Xchange) and Platform E (Ballantynes sides of Colombo Street) are operationally part of the Bus Xchange.

The Property Unit has sought an increase of \$200,000 in the draft budget for 2002/03, to cover the operational costs of the Bus Xchange building. This has arisen because of:

- *The higher than anticipated use of the Bus Xchange which resulted in higher levels of cleaning/maintenance /property management costs than initially budgeted.*
- *Public nuisance/security issues being reported at the Bus Xchange*
- *Public perception of safety exacerbated by Media interest.*
- *Legal obligations to the owner of the 'Crossing' to manage the Bus Xchange so that a safe environment exists for bus/retail customers.*

REVIEW OF NON BUILDING RELATED ISSUES

The City Streets Unit is investigating conflicts between pedestrians and vehicles to identify and address safety issues along the frontage of the Bus Xchange in Lichfield Street. The following are the issues under investigation:

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- Buses not giving way to pedestrians – might is right.
- Turning buses 'swing' into area of waiting pedestrians.
- Pedestrians walking close to building unable to see/be seen by bus drivers.
- People 'hanging out' round doors add to complexity of the situation
- Pedestrians crossing Lichfield Street away from lights standing on narrow island.
- Pedestrians not sure who has right-of-way.
- Cars entering car park building blocking egress of buses.
- Cars turning left from Colombo Street into central flow bus lane.

Some solutions that need to be investigated for these issues

- More bollards
- Flashing lights
- Traffic Control
 - 'Give Way' for buses
 - Red traffic signals
 - Pedestrian crossing markings by bus exists

The problem of bus noise and diesel pollution complained about by building owners and pedestrians could be dealt with over time by Ecan with the introduction of electric buses. In the meantime Ecan could enforce stricter control over emissions from the buses and of also lobby for cleaner burning diesel buses.

If the bus lanes were legalised as road then stricter control over the speed of buses within the Bus Xchange could be achieved. Although there is a 5km limit most buses exceed this. An example where a car park has been legalised is at the Bishopdale Mall, where speed limits have been set to control of movements.

These points all require further investigation.

REVIEW OF FUNDING FOR THE BUS XCHANGE

The Property Unit is seeking an additional \$200,000 in the 2002/03 budget to cover:

- Increased electricity charges of \$33,250** To provide for increased power charges.
- Increased insurance charges of \$1,242** To provide for higher insurance premiums (11 September).
- Increased security costs of \$89,000** To provide for:
- Maintenance on cameras and monitoring equipment (we look after all equipment run by Ecan as well). \$16,000
 - Supply additional guard coverage during school holidays and cost of new contract with Armourguard. \$25,000
 - One-off cost of providing link between Bus Xchange and central police station so that police volunteers can monitor cameras between 8.00 pm and midnight Friday, Saturday, Sunday and as recommended by the Police. This is the time most incidents occur in the Bus Xchange. \$30,000
 - To supply extra cameras which can be used as part of crime prevention when the Bus Xchange is closed. (NB This amount can be capitalised \$18,000
- Increased building maintenance costs of \$22,500** To provide for:
- Additional door maintenance.
 - Wear and tear on the building both from vandalism and increased patronage.

Bus Xchange Subcommittee 5.4.2002

- 3 -

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Increased cleaning and consumables costs of \$45,300

To provide for:

- New contract entered into with new cleaning company (Quality Services Enterprises). This was tendered.
- Increase in patronage which has increased both the amount of cleaning materials used and toilet supplies required.

Increased Centre Management charges of \$8,700

To provide for an additional staff member (service being provided now 7 days as opposed to 5 days).

TOTAL \$199,992

POLICE COMMENTS ABOUT SECURITY IN THE BUS XCHANGE

Inspector David Lawry (Area Controller Hagley Ferrymead) has advised that a "multi-layered" approach to security should be implemented at the Bus Xchange. There should be a Security Guard presence supported by the police. Security Guards get to know individuals and working with youth workers can control most situations. As there are numerous security cameras in the building it would be of great assistance if these could be linked to the police, where volunteers would monitor the cameras on the nights most incidents occur, (Thursday, Friday, Saturday and Sunday nights). The cameras on the street can also be used as part of Crime Prevention when the Bus Xchange closes.

In discussion with members of the Subcommittee, the Property Asset Officer advised that no rent was currently paid by Ecan for either the control room or the information kiosk within the building, although the officers were currently negotiating a lease agreement in the expectation that rental of \$50,000 would be payable by Ecan for these facilities. Members of the Subcommittee expressed the opinion that some provision should be made in the draft Annual Plan for the rental of these two facilities, and that there should be some reduction in the additional amounts sought for both building maintenance and cleaning and consumables.

The Subcommittee also decided to meet on site at the Bus Xchange at 9pm on Saturday 27 April 2002, to allow members to become familiar with the operational issues referred to by the Property Asset Officer and Inspector Lawry.

Recommendation: 1. That provision for additional funding of \$192,192 be confirmed in the draft plan for 2002/03, covering the following increased costs:

Item	Amount
Electricity	\$33,250
Insurance	\$1,242
Security	\$89,000
Building maintenance	\$20,000
Cleaning and consumables	\$40,000
Centre management	\$8,700
Total	\$192,192

2. That the draft plan also incorporate revenue provision of \$50,000 covering the rental of the control room and information kiosk.
3. That the officers be requested to arrange an early meeting with Ecan to discuss cost recoveries relating to security and maintenance, and other related issues.

The meeting concluded at 1.20pm

CONSIDERED THIS 8TH DAY OF APRIL 2002

MAYOR