



greater WELLINGTON  
REGIONAL COUNCIL

# Regional Passenger Transport Operational Plan

November 2007

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**Greater Wellington Regional Council**  
**Regional Passenger Transport Operational Plan**  
20 November 2007

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1B	14 Aug 2007	Greater Wellington	Operational Plan adopted by Council
2	20 Nov 2007	Transport and Access Committee under delegation from Greater Wellington	Refer Report 07.735 and Report 07.736 – Updates to structure, fares, marketing and network planning sections

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# 1 Introduction

The Passenger Transport Operational Plan provides detailed guidelines, methods and targets for achieving the vision, objectives and policies of the Regional Passenger Transport Plan. The Operational Plan is approved by the Council on the recommendation of the Passenger Transport Committee but does not form part of the Passenger Transport Plan in a statutory sense.

The Operational Plan is structured to reflect various work areas necessary to achieve the objectives and policies of the Passenger Transport Plan. Specific targets will be set for each of these work areas where relevant. The Operational Plan will be built up over time to include current operational guidelines and standards as they are developed. Where these do not currently exist, the Operational Plan may include targets for their development or indicate that additional work is required.

This first Operational Plan mainly reflects the detail removed from the Draft Plan during the revision process following submissions, so as to enable the Passenger Transport Plan to focus on providing a robust policy framework that is responsive to changes in community needs and operating conditions. The next versions of the Operational Plan will be more complete and will include targets for when work areas will be completed.

## 1.1 Process for updating the Operational Plan

Changes to the Operational Plan must be approved by the Council on the recommendation of the Passenger Transport Committee. The Operational Plan is not a part of the Passenger Transport Plan in a statutory sense so public consultation is not required, although it may be undertaken where considered appropriate.

The Operational Plan must be consistent with, and give effect to, the vision, objectives and policies of the Passenger Transport Plan.

The Operational Plan will be updated regularly to reflect current operational practice and will be reviewed by the Passenger Transport Committee at least twice a year



## 2 Work Areas

The Operational Plan is organised around work areas required to achieve the vision, objectives and policies of the Passenger Transport Plan. The relationship between each work area and the policies of the Passenger Transport Plan are summarised in Section 3.

### 2.1 Network Planning

#### 2.1.1 Supply and Demand

##### 2.1.1.1 Passenger transport market

*Relevant policies: Policy 1.5*

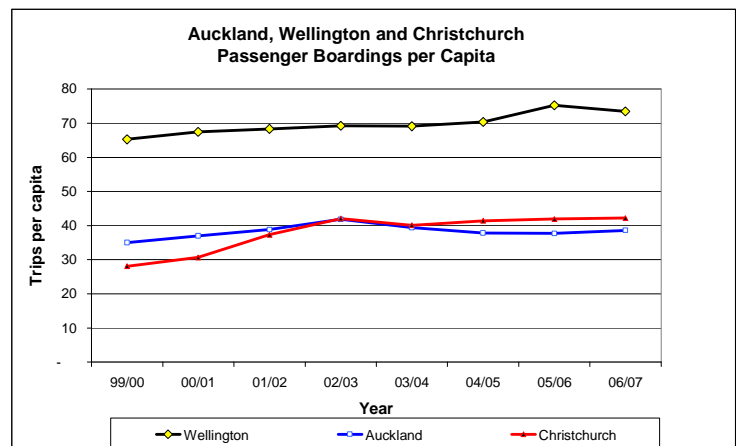
The Passenger Transport Plan provides an overview of passenger transport including information on patronage trends and targets. Further information is also available in Greater Wellington's Annual Monitoring Report.

The concept of a passenger transport market recognises that people have a choice about the mode of transport they use (e.g. walking, driving, taking the bus or some other form of transport). For people to choose to use passenger transport it is important that a product is provided that meets their needs and wants. This concept of a passenger transport market is particularly important for the application of an umbrella Metlink brand – refer Section 2.6.2.2.

*Who are our customers?*

During 2006/07 a total of 34.1 million passenger trips were made on bus, train and ferry services, a decrease of 2.4% from 2005/06. Changes over the last year by passenger transport mode are:

1. Train patronage decreased 1.2%
2. Bus patronage decreased 3.0%
3. Harbour ferry patronage increased 0.6%.



**Figure 1 - Comparison of passenger boarding per capita**

The reduction in the number of passenger trips by public transport is likely to be due to a combination of decreasing fuel prices during 2006/07, the September 2006 fare increase and Wellington bus service disruptions during February and March 2006. This downturn is contrary to the longer term trend identified in the Passenger Transport Plan of 3.3% growth per annum since 1999/2000.

Greater Wellington has the highest per capita use of public transport in New Zealand with each resident making an average of 73 trips by public transport in 2006/07. This compares with around 39 trips per person in Auckland and around 42 trips per person in Christchurch as shown in Figure 1.

Access to public transport services in Greater Wellington is excellent with around 90% of the region's residents within 400 metres (approximately 5 minutes walk) of a bus stop or station. Greater Wellington residents are served by seven rail lines and 106 bus routes as well as a harbour ferry and cable car line.

At the 2006 Census 17% of Greater Wellington residents indicated they used public transport to travel to work. This compares with just 7% in Auckland and 4% in Canterbury. Over recent years Greater Wellington residents have been increasing their use of public transport for commuting with 15% in 1996 and 16% in 2001 using public transport for travel to work.

A Public Transport Customer Satisfaction Monitor has been carried out annually since 2003. The Public Transport Customer Satisfaction Monitor is a telephone survey of 750 people in the Greater Wellington region, including Wellington City, Porirua, Kapiti and Hutt Valley. The survey has not been conducted in the Wairarapa due to the low population base.

### Market share

Public transport usage was 69% in 2007, down from 75% in 2006.

One third (33%) of Wellington residents in 2007 were Regular Users of public transport (i.e. they have used public transport two to four days a week or more in the last three months), compared with 37% in 2006.

Just over a third (35%) of Wellington residents were Occasional Users of public transport in 2007 (i.e. have used in the last three months but less than two times a week).

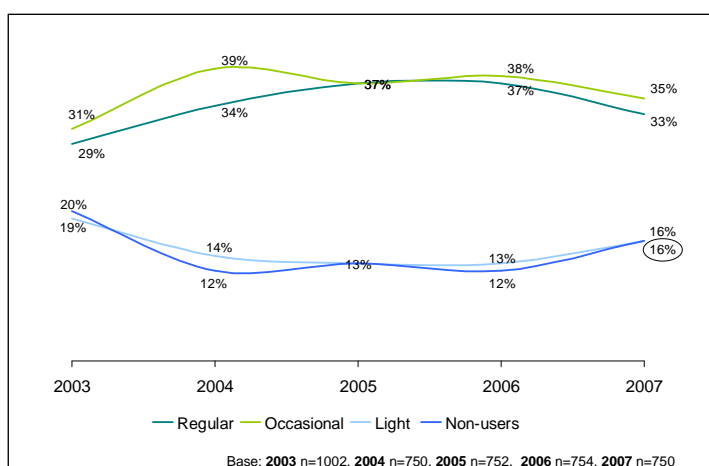


Figure 2 - Passenger transport market share

Stagecoach Wellington remains the service used by the greatest number of respondents (54%) followed by Tranz Metro (48%).

Table 1 - Segmentation based on passenger transport usage

Type of passenger transport user	Definition	2006 (%)	2007 (%)
Regular User	Have used PT 2 to 4 days per week or more in the last 3 months	37	33
Occasional User	Have used PT in the last 3 months, but less frequently than 2-4 days per week	38	35
Light User	Have used PT in the last 12 months, but not in the last 3 months	13	16
Non-user	Have not used PT in the last 12 months	12	16

### Transport usage

Three quarters (77%) of the region's residents who use public transport say they choose to do so, with 23% saying it is their only option.

Three in five (57%) drive a private car as their main form of transport followed by taking the bus (17%).



Just over a quarter (26%) use buses and trains as their main form of transport, similar to previous years. Nearly half (46%) use public transport between 7am and 9am. About two fifths (42%) use public transport between 9am and 3pm, one fifth (39%) between 3pm and 6pm and a fifth (23%) after 6pm.

Over two thirds (71%) typically use public transport on weekdays, significantly higher than in 2006 (65%).

**Table 2 - Segmentation based on passenger transport usage**

Form of transport	2003 (%)	2004 (%)	2005 (%)	2006 (%)	2007 (%)
Private car – driver	76	78	72	79	79
Private car –passenger	56	67	59	70	62
Walk	53	67	54	77	71
Bus	45	55	53	55	48
Train	35	44	42	42	37
Taxi	28	36	31	37	29
Bike	11	15	11	13	13
Wellington City cable car	-	-	9	9	10
Ferry	7	9	8	10	8
Motorcycle	2	3	2	2	3
<b>Base</b>	<b>1,002</b>	<b>750</b>	<b>752</b>	<b>754</b>	<b>750</b>

### *Reasons for using passenger transport*

As in previous years, cost-saving benefits were a key driver for public transport use in 2007 and the most popular reason for using public transport was because it was ‘cheaper than car/taxi’ (29%). Other popular reasons were because ‘parking is too expensive’ (23%) and it is ‘hard to find a park’ (20%).

There was a significant decrease in the number of people choosing to use public transport because it is convenient (from 22% in 2006 to 8% in 2007). For people who don’t use public transport, their main reasons are:

- Car is more convenient (31%)
- Times are not suitable (19%)
- Does not go where I want to go (15%).

**Table 3 - Why do you use public transport?**

Reason	2003 (%)	2004 (%)	2005 (%)	2006 (%)	2007 (%)
Cheaper than car/taxi	29	19	22	28	29
Convenience	16	-	19	22	8
Parking is too expensive	18	18	17	20	23
Hard to find a park	19	13	13	17	20
Don’t have a car	18	9	11	12	10
Public transport is faster	10	10	12	14	15

Public transport is reliable	11	9	9	15	14
Less stressful than driving	-	-	7	11	12
Other	-	47	27	22	27
Don't know	1	5	2	2	2
<b>Base</b>	<b>608</b>	<b>549</b>	<b>557</b>	<b>569</b>	<b>515</b>

**Table 4 - Reasons for light or non use (light and non-users)**

Reason	2003 (%)	2004 (%)	2005 (%)	2006 (%)	2007 (%)
Drive a car/ more convenient to drive	33	25	39	27	31
Times don't suit	13	8	15	11	19
Doesn't go where I want	9	5	12	5	15
Not reliable – time	13	6	10	12	14
Not reliable – place	10	4	7	11	13
Public transport takes too long	5	9	6	5	6
Travelling by public transport is not value for money	4	3	5	4	6
<b>Base</b>	<b>188</b>	<b>201</b>	<b>195</b>	<b>185</b>	<b>235</b>

#### *What do customers want?*

Overall satisfaction with public transport services in the Greater Wellington region remains high and stable when compared to previous years. Ninety-three percent of respondents in 2007 describe Wellington public transport as 'fair', 'good', 'very good' or 'excellent'.

In 2007, nearly all people (91%) said they would use public transport services in the future, consistent with previous years.

Eight key factors were identified from the Public Transport Customer Satisfaction Monitor, including reliability and frequency of services, services that arrive on time, friendliness of staff and feeling safe at stops. Currently, people are primarily not satisfied with delay information but they are satisfied with the ease of accessing timetable information (Refer Table 5).


**Table 5 - Motivating factors for using passenger transport**

Motivating factors	Train users	Bus users
Ease of accessing timetable information	Above average	Average
Bus information is simple and easy to use	-	Above average
Information and delays is easy to get	Far below average	-

#### 2.1.1.2 Demand projections and targets

##### *Relevant policies: Policy 1.7*

The Regional Land Transport Strategy and Passenger Transport Plan identify demand targets for passenger transport. The ability to achieve these targets depends in part on government policy and funding and other external factors such as fuel prices.



Greater Wellington will continue to revise and update demand projections.

### *Targets*

1. Passenger Transport accounts for at least 25 million peak period trips per annum (18.3 million in 2005/06) by 2016 (4-10 years).
2. Passenger Transport accounts for at least 25 million off peak period trips per annum (16.7 million in 2005/06) by 2016 (4-10 years).
3. Passenger Transport accounts for at least 21% of all region wide journey to work trips (17% in 2006) by 2016 (4-10 years).

#### 2.1.1.3 Ensuring supply capacity

##### *Relevant policies: Policy 1.7*

Greater Wellington will ensure sufficient capacity by planning for demand targets set by the Regional Land Transport Strategy and Passenger Transport Plan. This will be achieved by:

- Monitoring peak loads on bus, rail and ferry services.
- Developing a Regional Rail Plan and Bus and Ferry Plan that set out how sufficient capacity will be provided to meet targets.
- Report patronage and capacity levels to the Passenger Transport Committee at least twice yearly.
- Other activities as appropriate.

Further work will identify how capacity is to be provided and regular reports will track progress and report trends. The Operational Plan will be updated to reflect these findings.

### *Targets*

1. To be advised.

#### 2.1.2 Network service reviews


##### 2.1.2.1 Service reviews

##### *Relevant policies: Policy 1.1, Policy 1.3, Policy 1.5, Policy 2.7*

Greater Wellington will continuously monitor and review passenger transport services. Each scheduled passenger transport service will be reviewed at least once every five years to ensure it continues to meet the needs of current and future passengers.

Greater Wellington is currently revising the service review provisions of the Operational Plan. In the interim Greater Wellington will seek to:

- Regularly monitor stakeholder and customer satisfaction and undertake strategic market research into future demand, with increasing emphasis on the transport disadvantaged
- Undertake an annual survey of passengers and the wider community to determine satisfaction levels
- Set predetermined trigger points (e.g. levels of demand) for when services should be reviewed.



Service reviews may consider any relevant information but as a minimum must take into account the views of stakeholders and any guidelines for network design and network efficiency as outlined in Section 2.1.3 and Section 2.1.4 respectively.

The outcome of any service review may be a recommendation to retain, modify or delete existing services or to introduce new services.

The following guidelines should apply for the provision of any new or altered services:

1. Any new service or major service alteration will normally be trialled for a period of at least two years
2. Where trial services are introduced into established residential areas, at least six months will be allowed for the service to become established. After that time, further time will be allowed if the service is on track to meet the guidelines
3. Where new services are introduced into new residential areas, a period of up to two years will be allowed for the service to meet these guidelines (although really poor performing services might be ended prior to that time). Where services are on track to meet the guidelines, up to five years will be allowed as provided for in Section 2.1.3.2 (route coverage)

The guidelines for improvement/exit strategies outlined in Section 2.1.2.2 must be considered before the deletion of any existing service as the result of a service review.

#### 2.1.2.2 Improvement/exit strategies

*Relevant policies: Policy 1.2, Policy 4.3*

The following guidelines should be considered, following a service review or other consideration of a service, before the deletion of any marginal service:

1. Increased publicity for the service (sufficient time allowance will be made for these to be effective)
2. Reviewing the service components (times, frequencies, routes, fares, vehicle size/suitability) to assess options for reduction in costs and/or ways to increase patronage
3. Considering alternative options (such as Taxi Fair and Total Mobility) where options to increase patronage/reduce costs have been exhausted

A marginal service is considered to be a service that does not comply with any of the network design guidelines set out in Section 2.1.3 and/or does not meet the network efficiency guidelines set out in Section 2.1.4.

### 2.1.3 Network design

#### 2.1.3.1 Access and mobility (accessibility)

*Relevant policies: Policy 1.9, Policy 2.5*

Greater Wellington will seek to:

- Improve access and mobility around the network.
- Implement the recommendations of the Human Rights Commission Inquiry into Accessible Public Land Transport, including development of an accessibility monitoring framework.

- Work with representatives of disability communities to establish and manage appropriate processes for improving the accessibility of passenger transport infrastructure and services.

Also refer to accessibility guidelines in Section 2.3.3.1 and Section 2.4.1.1.

#### *Targets*

2. To be advised.

### 2.1.3.2 Route coverage (including stop spacing)

#### *Relevant policies: Policy 1.2*

Route coverage is determined by the location of bus stops, rail stations and ferry terminals, as well as the specific routes along which passenger transport services travel.

Greater Wellington will continuously review and improve the location of bus stops, rail stations and ferry terminals to maximise the coverage of passenger transport services. This work will focus on the location and distance between bus stops as the location of rail stations and ferry terminals is generally fixed. In the past, the location of bus stops has often been determined by degree of resistance from adjoining landowners.

Greater Wellington intends for the location of bus stops to be primarily determined by the most suitable location to maximising route coverage and patronage. The views of adjoining landowners will continue to be considered with any impacts avoided, remedied or mitigated as appropriate. Greater Wellington will develop a process and guidelines for establishing new or relocated bus stops as routes and service requirements change.

Greater Wellington intends that most people should be able to reach their nearest regional centre and the Wellington CBD with no more than one interchange between services. Greater Wellington will consider service extensions into new residential areas where such services can be provided efficiently and forecast loadings can be achieved within five years. Refer network service reviews in Section 2.1.2 for more information on provision of new services.

Greater Wellington will review standards for the spacing, location and accessibility of all rail stations and bus stops.

#### *Targets*

1. More than 90% of the region's residents live within 400m (5 minutes walk) of a bus stop or train station with a service frequency of at least 30 minutes by 2016 (10 years).
2. At least three stops per kilometre for all bus routes in urban areas by 2016 (10 years).

### 2.1.3.3 Level of service for routes

#### *Relevant policies: Policy 1.5, Policy 1.6*

Greater Wellington will work with operators to implement targeted levels of service and will consult with affected communities before implementing route or timetable changes.

Greater Wellington will develop Level of Service Guidelines and develop targeted level of service standards for all routes. These standards will seek to:

- Provide for high frequency and extended hours of operation along key high density corridors.

- Increase service frequency and/or vehicle sizes where services are more than 90% full at peak times and more than 50% full at off-peak times. Increased capacity will be provided through larger vehicle sizes, where possible, rather than increased frequency, where a base frequency of 10 minutes is already provided.
- Maintain existing high levels of regular interval (clock-face) timetables.
- Set predetermined trigger points (e.g., levels of demand) for when services should be reviewed.
- Review service levels whenever a service is reviewed.

### *Level of service standards*

The following level of service standards should provide guidelines until Level of Service Guidelines are developed, as mentioned above.

Level of Service	Target frequency	Target time spans <sup>1</sup>		
	Base frequency <sup>2</sup>	Weekdays	Saturdays	Sundays
A	10 or 12 minutes	06:00 to 00:30	06:00 to 00:30	07:00 to 24:00
B	15 or 20 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
C	30 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
D	60 minutes	06:30 to 20:00	08:00 to 18:00	No service
E	Train connection service operating less than hourly, 7 days per week.			
Limited	Less than hourly			
Peak	Service operating in peak periods only, usually supplementing an A or B level service			

### Peak periods

During peak periods at least the base frequency will operate, with service on the busiest routes building up to approximately twice the base frequency at the “peak of the peak” (i.e., generally at 8:00am and 5:00pm), possibly supplemented by peak-only services. The AM peak is from 7:00am to 9:00am. The PM peak is from 4:00pm to 6:00pm.

### Evenings, Sundays, public holidays

On routes with Level of Service A, B or C, the service will generally operate at half the base frequency, or an appropriate multiple of 15 minutes (i.e., a service with a base frequency of 20 minutes will operate every 30 minutes rather than every 40 minutes). On Level of Service D routes, there will generally be no service at these times.

### *Targets*

1. To be advised.

<sup>1</sup> Where the context requires time spans refer to morning arrival times and evening departure times in the Wellington CBD.

<sup>2</sup> The base frequency is the frequency which generally operates between 9:00am and 3:00pm, Monday to Friday, and between 8:00am and 6:00pm on Saturdays.

#### 2.1.3.4 Purpose specific services

##### *Provision of express services*

###### *Key policy: Objective 1.4*

Greater Wellington will allow express services, particularly during peak periods, where justified by demand and subject to Section 2.1.4.4. Express services may complement base frequency to improve journey times compared to equivalent car journeys.

##### *Targets*

1. Peak period PT journey times are equal to or better than a similar journey undertaken by a private car for key selected routes by 2016 (10 years)
2. Further targets to be advised.

##### *Services for special events*

###### *Relevant policies: Policy 1.9*

Greater Wellington will develop a strategy to ensure that services assist in meeting demand for travel to and from special events, and to encourage greater use of passenger transport for this purpose.

##### *Targets*

1. To be advised.

##### *School bus services*

###### *Key policy: Policy 1.7*

Greater Wellington will continue providing school bus services and will consider new school bus services only when:

- o Volumes are sufficient for this to be a lower cost option than carriage on scheduled services;
- o Distance, safety or the comfort of adult passengers makes it desirable; or
- o No other suitable passenger services are available.

Funding for school bus services will be provided only for services within (and not between) the urban areas of Wellington, Hutt Valley, Porirua Basin and Waikanae-Paraparaumu-Raumati.

The Ministry of Education funds rural school bus services but provides no funding for urban school bus services.


##### *Targets*

1. To be advised.

##### *Provision of night bus services*

###### *Relevant policies: Policy 1.6*

Greater Wellington will continue to provide night bus services where this is affordable and justified by demand, providing a safe and cost effective choice for travel home.



The popular and successful “After Midnight” bus services from the Courtenay Place entertainment district to most parts of Wellington City, the Hutt Valley and Porirua will continue and, subject to funding, extension to the hours and days of operation will be considered during the life of this plan.

#### *Targets*

1. To be advised.

### 2.1.3.5 Total Mobility

*Relevant policies: Policy 1.9, Policy 1.10*

Greater Wellington will continue funding and administering the Total Mobility Scheme in the region and will set rules for the operation of the Total Mobility Scheme to manage the scheme within budget and within the nationwide scheme framework

Greater Wellington will work with Total Mobility users, disability agencies and taxi organisations to investigate:

- Any upgrading that might be required as a result of a national review of the scheme.
- Agreed customer service standards which taxi companies will be required to achieve in order to be part of the scheme.
- Photo identification for users.
- Electronic fare payment systems.
- The need for further wheelchair accessible vehicles.
- Ways of improving the administration of the scheme in the region.

Greater Wellington will investigate alternative transport solutions, especially in areas where taxi companies do not provide a service, for people who meet eligibility criteria for the Total Mobility Scheme.

#### *Targets*

1. To be advised.

### 2.1.3.6 Transport disadvantaged

*Relevant policies: Policy 1.9, Policy 1.10*

Greater Wellington will liaise with organisations representing the transport disadvantaged to consider how services can better meet their needs and investigate additional services for the transport disadvantaged.

#### *Targets*

1. To be advised.


## 2.1.4 Network efficiency

### 2.1.4.1 Guidelines for analysis

*Relevant policies: Policy 1.2, Policy 4.3*

The following guidelines should be considered when analysing network efficiency, including whether or not a route complies with the user charge guidelines and other policies:



- 
1. Each route should be analysed at a broad level at least annually
  2. More in-depth analysis should be undertaken in the event of:
    - a. Passenger levels falling below the minimum vehicle loading threshold; or
    - b. User contributions falling below the minimum threshold; or
    - c. As part of an area service review; or
    - d. Being alerted that the service is marginal; or
    - e. The contract for the service is about to be tendered.
  3. Data and information from the last 12 months should be used in the calculations, unless a lesser period is appropriate
  4. Longer term trends should also be taken into consideration where appropriate
  5. On-going monitoring will be undertaken of any services identified as marginal (also refer network service reviews in Section 2.1.2)

All future bus service operating contracts should include provisions for Greater Wellington to obtain all information required for the above analysis.

#### 2.1.4.2 User charge guidelines

*Relevant policies: Policy 1.2, Policy 4.3*

Greater Wellington has a policy, set out in the Council's Revenue and Financing Policy, that public transport services in the region should be funded by at least 50% user charges. This user charges policy should be applied to passenger transport as set out below.

##### *General services*

The following guidelines should be considered when applying the user charges policy to general services:

1. The user charges policy and loadings should be applied on a route by route basis. The following elements should be included in the user charge calculations:
  - a. All commercial and contracted services on the route
  - b. All weekday, weekend and evening services on the route
  - c. Operational costs, including any capital costs that may be included in operating contract prices (such as bus replacement costs). Other capital costs (such as bus stop shelters, car-park costs etc) should not be included
  - d. Concession fare reimbursements
2. Every route should:
  - a. Recover at least 50% of costs through user contributions (fares), or
  - b. Achieve vehicle loadings of at least:
    - i. 80% seating capacity for peak-hour commuter services
    - ii. 50% seating capacity for "shoulder" peak services
    - iii. 25% seating capacity for inter-peak, evenings and weekend services

3. The absolute minimum level of user contribution for any route (other than school and social services) is 25%.

### *School services*

The following guidelines should be considered when applying the user charges policy to school services:

1. The user charges policy and loadings should be applied on a route by route basis
2. Every school route should:
  - a. Recover at least 33% of costs through user contributions (fares), or
  - b. Achieve vehicle loadings of at least 80% seating capacity
3. The absolute minimum level of user contribution for any school route is 20%.

### *Social services*

The following guidelines should be considered when applying the user charges policy to social services (defined as those that cater for mostly off-peak low-demand travel, such as shopper services and late night services):

1. The user charges policy and loadings should be applied on a route by route basis
2. Every social service route should:
  - a. Recover at least 40% of costs through user contributions (fares), or
  - b. Achieve vehicle loadings of at least 25% seating capacity (4 passengers for a van)
3. The absolute minimum level of user contribution for any social service route is 20%.

### *Non-compliance with guidelines*

If at any time, or as a result of a service review as per Section 2.1.2.1, any service is found to not comply with the above guidelines the improvement/exit strategy provisions for marginal services in Section 2.1.2.2 should be considered.

#### 2.1.4.3 Service reliability

*Relevant policies: Policy 1.8*

Greater Wellington will seek to:


- Increase monitoring of service reliability and report on this annually to the Passenger Transport Committee.
- Work with local and national roading authorities on traffic management to improve service reliability.

### *Targets*

1. To be advised.

#### 2.1.4.4 Bus or ferry services in competition with rail

*Relevant policies: Policy 1.7*



Greater Wellington will allow commercial bus and ferry services on parallel routes to rail and other contracted services only where they complement those other services and increase passenger transport use overall.

*Targets*

1. To be advised.

#### 2.1.4.5 Use of taxis and other non bus/rail/ferry providers

*Relevant policies: Policy 1.7, Policy 1.9*

Taxis may be used to provide passenger services, where appropriate. Taxis may provide services in small towns or areas of low population which are not suitable for buses.

Greater Wellington will investigate provision of services by non-conventional means, such as not-for profit community groups, such as is done for the Wairarapa Red Cross Hospital Service which we fund, in small towns or areas of low population which are not suitable for buses.

Where a passenger service is withdrawn, leaving no service during the day on weekdays, Greater Wellington may provide limited taxi fare subsidies to any transport disadvantaged who have regularly used the service.

*Targets*

1. To be advised.

## 2.2 Modal plans

### 2.2.1 Regional Rail Plan

#### 2.2.1.1 Medium Term Rail Improvement Plan

*Relevant policies: Policy 1.4, Policy 1.7, Policy 1.8, RLTS Policy 8.7c*

This Medium Term Rail Improvement Plan (MTRIP) sets out short to medium term plans for the rail network. It focuses on service reliability, capacity and preparation of a detailed planning document for long term development.

The projects included in this plan have a value of \$500 million. The key projects being provision of new and improved rolling stock and upgrading the rail network. Many projects are already underway with some aspects completed. Funding approvals are still required for a number of the projects.

The following projects are included in this plan:

#### 1) Rolling stock and associated works - \$280m

- a) 18 New Wairarapa Cars (SW cars). Seven new SW cars are already in service with the remainder due by the end of 2007.

Associated works:

- i) Wairarapa stations platform and shelter improvements to enable the longer and higher SW cars to safely operate, and provide more comfortable boarding and alighting. Two stations complete as of July 2007.
  - ii) New stabling facilities at Masterton for the new SW Cars. Complete as of July 2007.
- b) 70 New Electric Multiple Units (EMUs). Preferred international vehicle supplier due to be announced in August 2007. Delivery due to commence in 2010.

A number of network wide infrastructure upgrades are necessary to facilitate maximum performance and operational benefit and efficiency from the new EMUs. These associated works include:

- i) Johnsonville Tunnel realignments to enlarge tunnels to allow all rolling stock, including the new EMUs, to be used on the line. Works scheduled to start summer 2007/08.
  - ii) Signalling and overhead power upgrades to ensure successful EMU commissioning and operation. Preliminary studies are underway as of July 2007.
  - iii) Additional stabling across the network to provide greater storage capacity and improve operational efficiencies with a larger fleet size. Preliminary work commenced as of July 2007.
  - iv) Platform upgrades to improve boarding and alighting safety and standardisation. Platform survey work nearing completion as of July 2007.
- c) Short-term capacity enhancements are required to provide more capacity and to enable existing units to be taken out of service for refurbishment and maintenance with minimal disruption to services.

- i) 6 car SWE locomotive hauled train. Commission a 6 car SWE locomotive hauled train to run express services on the Hutt line. Carriages have been purchased from the United Kingdom and bogies ordered as of July 2007. Investigations of locomotives are underway. Ultimately these carriages will be re-deployed on the Wairarapa line.
- ii) 5 English Electric Units. Bring 5 English Electric Units back into service as a two car and a three car set. Investigations underway as of July 2007.

## 2) Additional region wide network upgrades

### a) Track upgrades - \$180m

- i) Double tracking and electrification from MacKays crossing to Waikanae to improve infrastructure reliability, provide greater corridor capacity and ensure maximum reliability benefits are garnered from the new EMUs. Preparatory works are scheduled to start in 2007.
- ii) Wellington Station throat capacity to improve journey times and enable frequency improvements on all lines. Concept designs and modelling are complete as of July 2007. Timing to be determined.
- iii) Alignment improvements between North and South Junction (between Paekakariki Pukerua Bay) to improve service reliability, capacity and journey times. Preliminary concept designs and modelling are complete as of July 2007.

### b) Station upgrades - \$30m

- i) New and upgraded Kapiti railway stations to provide for extension of double tracking and electrification to Waikanae, improve capacity, community amenity and accessibility. Designs will commence in 2007. Works will align with the double tracking project.
- ii) Network wide station upgrades will be undertaken following completion of the work needed to upgrade platforms to accommodate the new EMUs.

### c) Deferred maintenance – cost to be determined

- i) Infrastructure Renewals across the network to improve reliability and resilience, and catch-up on neglected component replacement.


The focus of the Regional Rail Plan for the longer term will be on preparing for higher levels of service and capacity through greater frequency, improved journey times, service extensions, and further rolling stock fleet enhancements.

The Regional Rail Plan will consider the combined patronage impacts of all the medium term improvements and plan for future rolling stock and infrastructure development. Possible developments will be tested under alternative growth scenarios and a range of service level improvements.

### 2.2.1.2 Development of a Regional Rail Plan

*Relevant policies: Policy 1.4, Policy 1.7, Policy 1.8, RLTS Policy 8.7c*

A single Regional Rail Plan (RRP) is being developed by Greater Wellington that will integrate planning and delivery of rail network improvements. The current situation as reported at the Passenger



Transport Committee meeting of 26 June 2007 is outlined below and will be updated as the project progresses.

A Steering Group will be formed from the main funding parties and development agencies, and will comprise Land Transport NZ, Greater Wellington, Ministry of Transport, ONTRACK, and Toll NZ. The Steering Group will be made up of nominees who have extensive local knowledge of the project and who fully understand its strategic nature at both regional and national levels. The main objective of the Steering Group will be to provide a high level ‘sounding board’ to the Greater Wellington Project Team. It will also allow each representative to report to their respective organisations on the progress of the RRP. This will ensure that there will be no surprises regarding the content and direction of the outcomes.

The Steering Group will work within an agreed Terms of Reference. The Terms of Reference for the RRP have been drafted and will be issued to Steering Group for review by the end of June 2007.

### *Purpose and Scope*

The overall purpose of the RRP will be to explain and demonstrate how individual rail projects, and their implementation, fit within the strategy for the development of rail passenger transportation during the next 10 years. In addition it will indicatively explore future enhancements to the passenger rail network over the next 30 years.

The RRP programme will cover development of the commuter rail network with planning timeframes of 5, 10 and 30 years.

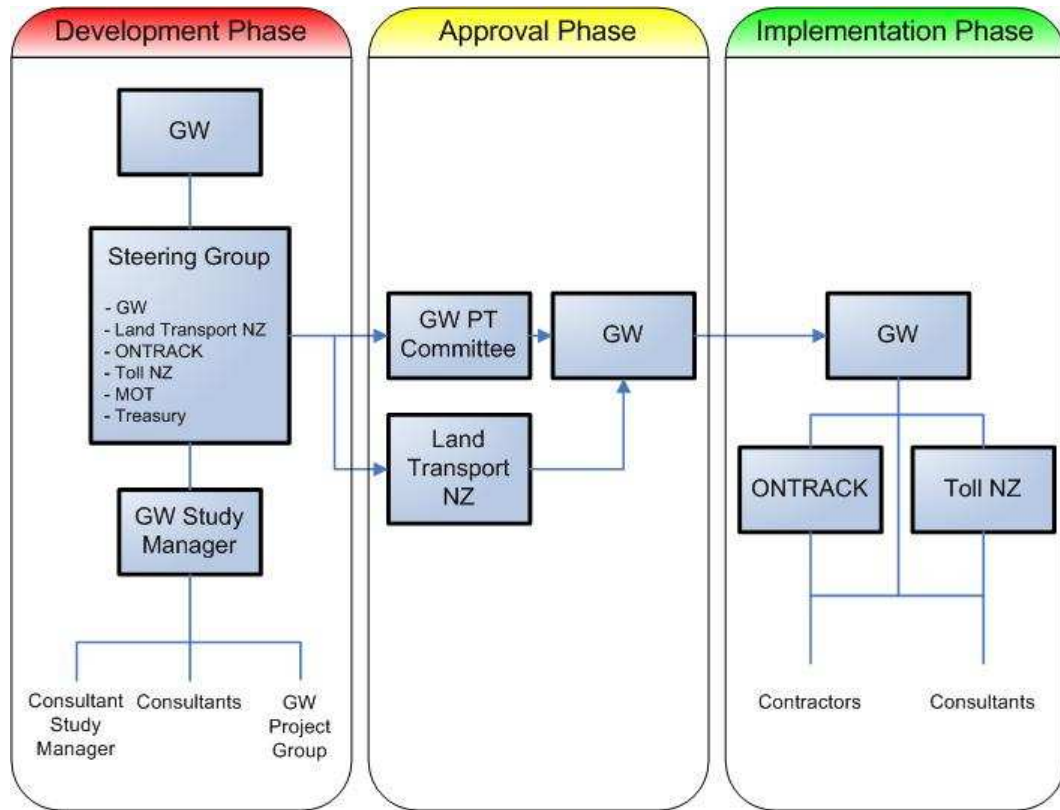
The RRP will be constructed in such a way that it consistent with and delivers the objectives of the Regional Land Transport Strategy and Regional Passenger Transport Plan.

The RRP will be constructed from three distinct but interrelated documents, to be agreed with Land Transport NZ, these being:

- 1) **Business Case** – this will encompass the review and evaluation of a number of proposed Service Level Specification (SLS) scenarios:
  - a) **Base case** – do minimum (patronage to the committed capacity limit)
  - b) **15 minute peak service frequency**
  - c) **10 minute peak service frequency**
  - d) **Future expansion of rail network and services.**
- 2) **Funding Plan** – this will determine the requirements for CAPEX and OPEX funding, additional future requirements, implications for funding bodies and risk management arrangements. The plan will support a medium term to long term funding package.
- 3) **Implementation Plan** – this will consider and propose the overall approach to the implementation of the rail upgrade including work packages, consents, stakeholders, capability and capacity of the New Zealand market and procurement arrangements.



*Proposed Regional Rail Plan governance structure*



*Indicative programme*

<b>Deliverables</b>	<b>Milestone</b>
Terms of Reference for the production of the RRP	July 07
First meeting of Steering Group	July 07
Monthly progress reports	end of each month
Project working papers (for each of the service level specifications including model outputs, economic evaluation, gap analysis)	Dec 07
Draft business case (for review, comment and approval)	Mar 08
Draft funding plan (for review, comment and approval)	Mar 08
Draft implementation plan (for review, comment and approval)	Apr 08
Risk register (for the Wellington passenger transport rail network Development Programme)	Mar 08
Peer review reports	Periodic

## 2.2.2 Regional Bus and Ferry Plan (and Procurement Strategy)

### 2.2.2.1 General

*Relevant policies: Policy 4.6*

The Regional Bus and Ferry Plan will identify the needs and proposed actions for development of the bus and ferry network over the long term and will be developed over time.

### 2.2.2.2 Bus Procurement Philosophy (BPP)

*Relevant policies: Policy 4.6*

The Bus Procurement Philosophy (BPP) provides a set of guiding principles for the contracting of passenger bus services in the Wellington Region<sup>3</sup>.

The BPP has been developed to meet the requirements of Land Transport NZ<sup>4</sup> and to set the scene for the new trolley bus operating contract. The BPP also provides guiding principles for the contracting of other bus and ferry services.

The BPP includes the following procurement objectives:

- Enable the achievement of the Passenger Transport Plan and New Zealand Transport Strategy vision<sup>5</sup> through facilitating service integration and the implementation of network-wide initiatives such as integrated fares and ticketing;
- Achieve value for money for Greater Wellington and Land Transport NZ, and a sustainable outcome for the parties involved, having regard to the Passenger Transport Plan, the Passenger Transport Operational Plan and the requirements of the Land Transport Management Act (including the risk of not achieving those objectives);
- Procure bus services through a process which:
  - Promotes partnership, openness and trust with service providers
  - Encourages competitive and efficient markets and enables persons to compete fairly; and
  - Mitigates risks of an interruption in service continuity.

Contract design will be guided by these procurement objectives. Other key parameters that will guide contract design include:

- A preference for area-wide contracts rather than route or service based contracts in order to facilitate service integration and planning (subject to allowing through services along strategic corridors);
- A mix of contract size and geographic boundaries which takes into account travel patterns, operational factors (e.g. dead running and economies of scale) and input from service providers (current and potential);

<sup>3</sup> Excluding Wairarapa

<sup>4</sup> Land Transport NZ board resolution on 14 July 2006

<sup>5</sup> The New Zealand Transport Strategy vision is for an affordable, safe, responsive and sustainable transport system



- The results of Greater Wellington’s strategic planning of the passenger transport network, in consultation with service providers;
- A preference for performance-based contracts under which there is clear reporting requirements and contract obligations and incentives linked to achievement of agreed and measurable performance benchmarks;
- An allocation of risk which reflects value for money for Greater Wellington and a sustainable outcome for all parties involved. In particular, given the objective to implement integrated ticketing and fares, mechanisms for sharing of revenue and patronage risk will be explored; and
- The safeguarding of service continuity through a combination of contract mechanisms relating to access to assets and business critical information, step-in and financial undertakings.

### 2.2.2.3 Bus Procurement Strategy and Plan (BPSP)

*Relevant policies: Policy 4.6*

Greater Wellington is required to complete a BPSP as it is currently prevented by Land Transport NZ from tendering bus services under existing competitive pricing procedures (CPP)<sup>6</sup>. This is due to Land Transport NZ not being convinced that current contracting methods create an ideal competitive environment.

The Bus Procurement Strategy and Plan (BPSP) will be based on the Bus Procurement Philosophy and will take into account factors such as the level of market interest and availability and cost of assets for potential bidders.

The BPSP is currently under development and when complete will identify how decisions on the procurement of bus services are to be made. Greater Wellington is currently evaluating what constitutes ‘best value for money’ and what would best achieve the goals and objectives of the New Zealand Transport Strategy, the Regional Passenger Transport Plan and the BPP. The evaluation includes:

- evaluation of the Wellington market
- public expectations
- contract framework
- lead-in and mobilisation timeframes
- key performance indicators
- performance management
- impacts on system-wide projects
- transition and implementation planning

The evaluation also includes ongoing consultation and partnering with:

- contracted bus and ferry operators

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<sup>6</sup> The ability to tender bus services was removed by Land Transport NZ board resolution on 14 July 2006

- LTNZ
- the Ministry of Transport
- the Commerce Commission

### *Targets*

1. The BPSP will be completed by June 2008.

## **2.2.3 Taxis**

### **2.2.3.1 General**

*Relevant policies: Policy 4.7*

Taxi services should be provided on a continuous basis unless demand is such that a lesser service is justified and approved by Greater Wellington.

Greater Wellington may exempt approved taxi organisations from providing a 24-hour, seven day a week taxi service in rural areas, including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough.

Greater Wellington will not exempt approved taxi organisations from providing a 24-hour, seven day a week taxi service in large urban areas, including Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley and Masterton.



## 2.3 Infrastructure standards

### 2.3.1 Passenger Transport Asset Management Plan

#### 2.3.1.1 General

*Relevant policies: Policy 2.2, Policy 2.3*

Greater Wellington will develop an Asset Management Plan (AMP) for the management of Greater Wellington’s passenger transport assets.

The AMP will seek to:

- Significantly improve infrastructure quality to achieve level access, flat hard-standing areas, seating, shelter, good lighting and fully accessible information.
- Ensure monitoring of infrastructure assets in terms of :
  - Safety
  - Reliability
  - Accessibility
  - Quality
  - Maintainability.
- Maintain existing bus stops, build new bus stops and improve lighting and security at rail stations

*Targets*

1. To be advised.

### 2.3.2 Crime prevention through environmental design (CPTED)

#### 2.3.2.1 General

*Relevant policies: Policy 2.1, Policy 3.8*

The *National Guidelines for Crime Prevention through Environment Design in New Zealand* which have been prepared by the Ministry of Justice should be considered when providing or developing passenger transport infrastructure. The following seven qualities are identified for designing safer places:

<b>Access</b>	Safe movement and connections
<b>Surveillance and sightlines</b>	See and be seen
<b>Layout</b>	Clear and logical orientation
<b>Activity mix</b>	Eyes on the street
<b>Sense of ownership</b>	Showing a place is cared for
<b>Quality environments</b>	Well designed, managed and maintained environments
<b>Physical protection</b>	Using active security measures

Further information, including an implementation guide, is available as part of the national guidelines.

## 2.3.3 Accessibility and interchanges

### 2.3.3.1 Infrastructure accessibility

*Relevant policies: Policy 2.5*

Greater Wellington will seek to improve infrastructure to provide accessibility by developing appropriate standards for accessibility, shelter and information for wharves used by harbour ferry services.

Greater Wellington will develop appropriate standards for accessibility, shelter and information for wharves used by harbour ferry services. Wharf accessibility is not a top priority given that fully accessible buses are used on the parallel bus service.

#### *Targets*

1. To be advised.

### 2.3.3.2 Transport interchanges

*Relevant policies: Policy 1.3, Policy 1.12, Policy 1.13*

Greater Wellington will develop guidelines and standards for the provision of passenger transport interchanges in the region.

Greater Wellington is currently working on a new Johnsonville bus/rail interchange as part of the Johnsonville Mall redevelopment and Wellington City Council's Johnsonville Town Centre Plan.

#### *Targets*

1. To be advised.

## 2.3.4 Commuter parking (park'n'ride)

### 2.3.4.1 General

*Relevant policies: Policy 1.14*

Greater Wellington will continue to develop new and existing park'n'ride facilities and investigate opportunities for drop off facilities. However, Greater Wellington will also investigate means of reducing demand for park'n'ride facilities by providing improved passenger transport connections and services.

Park'n'ride includes linking with bus services and such opportunities will be investigated by Greater Wellington.

Greater Wellington will investigate securing ownership or long term leases of park'n'ride facilities.

#### *Targets*

1. To be advised.

## 2.3.5 Placement and design of stops and shelters

### 2.3.5.1 Placement of stops

Refer Section 2.1.3.2 on route coverage for information on stop spacing.

### 2.3.5.2 Placement and design of shelters

*Relevant policies: Policy 2.3, Policy 2.2*

Greater Wellington supports increasing the number of stops with shelter. Greater Wellington will encourage and support the provision of shelters in accordance with the following criteria identified in Policy 2.3:

1. The number of people boarding.
2. The need for people to interchange between services.
3. Benefits and costs.

In association with local authorities, Greater Wellington is seeking to develop region-wide standards for bus, rail and ferry shelters. These standards are intended to include guidelines for the provision of Adshel shelters.

#### *Targets*

1. Standards for the provision of bus, rail and ferry shelters completed by 2010 (3 years).
2. Shelter provided at all train stations by 2010 (3 years).
3. Shelter provided at 35% of bus stops by 2010 (3 years).
4. Shelter provided at 80% of all boarding stops by 2016 (10 years).

## 2.3.6 Bus priority measures

### 2.3.6.1 General

*Relevant policies: Policy 1.11*

Greater Wellington will work with Wellington City Council to develop and extend bus priority measures in the Wellington CBD. Existing dedicated passenger transport corridors and facilities should be retained.

#### *Targets*

1. To be advised.

## 2.4 Vehicle standards

### 2.4.1 Vehicle standards

#### 2.4.1.1 Vehicle accessibility

*Relevant policies: Policy 2.5*

Greater Wellington will seek to improve vehicle accessibility by:

- Developing standards specifying fleet standards such as mix of vehicles.
- Ensuring new trains have level access (or alternative access) so that any person who is able to make their own way to or from a station will be able to board, travel securely and alight independently.
- Completing the transition to a level access bus fleet so that any person who is able to make their own way to or from a stop will be able to board, travel securely and alight independently.
- Requiring wheelchair-accessible super low floor (SLF) buses for at least the base frequency of all future contracts, unless there is a sound operational reason not to do so.

*Targets*

1. To be advised.

#### 2.4.1.2 Vehicle quality standards (buses)

*Relevant policies: Policy 2.4, Policy 2.6*

Greater Wellington will advocate for national vehicle quality standards and review vehicle quality standards every three years with a major review by 2016.

Greater Wellington will use vehicle quality standards to set minimum standards in contracts for urban bus services, including:

- accessibility standards
- investigating noise standards
- investigating emissions standards
- investigating use of alternative fuels.

Greater Wellington will encourage commercial services to meet equivalent vehicle quality standards required for contracted services and consider “contracting over” any commercial services which do not meet these standards.

Greater Wellington will take into account the draft NZ Energy Strategy, the NEEC Strategy, and any other national policy statement/guidelines when considering vehicle standards.

Greater Wellington will develop standards specifying fleet standards such as mix of vehicles.

Greater Wellington will support the use of low emission vehicles such as trolley buses and electric trains where economically practical and seek to increase the percentage of services operated by low emission vehicles.



*Targets*

1. To be advised.

2.4.1.3 Ferry vessel standards

*Relevant policies: Policy 2.4*

Greater Wellington will review ferry vessel standards prior to any contract being re-tendered.

*Targets*

1. To be advised.

## 2.5 Fares and ticketing

### 2.5.1 Fare guidelines

#### 2.5.1.1 General fare guidelines

*Relevant policies: Objective 3.1, Policy 3.1, Policy 3.2, Policy 3.3, Policy 3.4*

Greater Wellington aims to achieve the following objectives:

1. Fare levels should be competitive with the costs of using private vehicles
2. Fare levels should take into account the benefits and cost of services
3. Fares should be easy to understand, collect and administer
4. Fares should recognise the needs of transport disadvantaged.

The following guidelines will be considered when making decisions on fares:

1. Ensure fares are set competitively with the cost of using a private car for similar journeys by setting maximum standard fares for contracted services and encouraging commercial services to adopt the same fares as contracted services
  - a. Fares should be set in multiples of 50 cents for ease of cash handling
  - b. Non-cash fares should be set to provide a consistent relationship with the equivalent cash fare.
2. Fares should not penalise transfers between vehicles as part of a single journey
3. Premium fares (higher than the set maximum standard fare) may be considered for purpose specific services where they meet a specific demand and a viable passenger transport alternative is available offering a standard fare
4. Minimum fares may be set to balance demand between shorter distance services and longer distance express services. Minimum fares should be set so as to charge the minimum number of zones that a passenger must travel through to use that service
5. Simplified fare structures and ticketing systems should be implemented where possible and the range of integrated multi-operator fare products should be expanded to reduce average passenger boarding times
6. Incremental improvements should be made towards integrated fares, pending implementation of a fully integrated fare and ticketing system (refer Section 2.5.1.3 and Section 2.5.2.2)
7. Stakeholders should be consulted when developing new fare policies or fare changes
8. Period discount fares (refer Section 2.5.1.8) should be based on a number of zones they are valid for and should ideally be valid on all operators within that area.


Greater Wellington will investigate off-peak fares to spread patronage across lower use periods. Greater Wellington will also investigate and implement an equitable fare system for cycle carriage on trains.

#### 2.5.1.2 Annual fare review

*Relevant policies: Policy 3.1*

Greater Wellington will review fares annually in order to:



- 
1. Maintain equity, consistency and simplicity
  2. Maintain an appropriate balance between maximising patronage and revenue
  3. Ensure fares make a reasonable contribution to the upgrading of passenger transport services during the period covered by this plan
  4. Ensure value for money for funders (including ratepayers), providers and users.

### 2.5.1.3 Integrated fares

*Relevant policies: Policy 1.13, Policy 3.1, Policy 3.2, Policy 3.3*

Greater Wellington is seeking to develop integrated fares based on the fare zone system where journeys are charged on the basis of how many fare zones are travelled through, with no additional cost for transfers between passenger transport services or operators as part of a single journey.

A limited number of integrated fare products are currently available with most fares not allowing users to transfer between different operators or modes.

#### *Targets*

1. Integrated fares will be investigated and implemented in consultation with stakeholders by 2010 (0-3 years).

### 2.5.1.4 Fare zone system

*Relevant policies: Policy 3.2*

Greater Wellington sets fares based on a fare zone system that divides the region into geographical zones (currently fourteen) radiating out from Wellington city. The fare zone system provides a broad relationship between the fare charged and distance travelled with the fare charged depending on the number and size of fare zones, which in turn determine the size of the fare increments.

The fare zone system is relatively easy to understand and facilitates straightforward transfers between services as well as the introduction of integrated ticketing systems (refer Section 2.5.2.2).

The fare zone system provides a compromise between simplicity, fairness and cost recovery. For example, Melbourne has just two fare zones which makes the system very simple for new users but potentially comes at a cost of more expensive short local trips and undercharging for longer trips, with a resulting higher public subsidy required.

The following guidelines should be considered when determining fare zone boundaries:

1. Fare zone boundaries should be geographically aligned so that fare zones encompass whole suburbs or localities. This simplifies transactions and does not penalise users for travelling short distances within their local area.
2. Fare zone boundaries should be the same for all passenger transport modes including bus, rail and ferry services.

Greater Wellington's current fare zones (as of 4 September 2006) are shown in Figure 3.

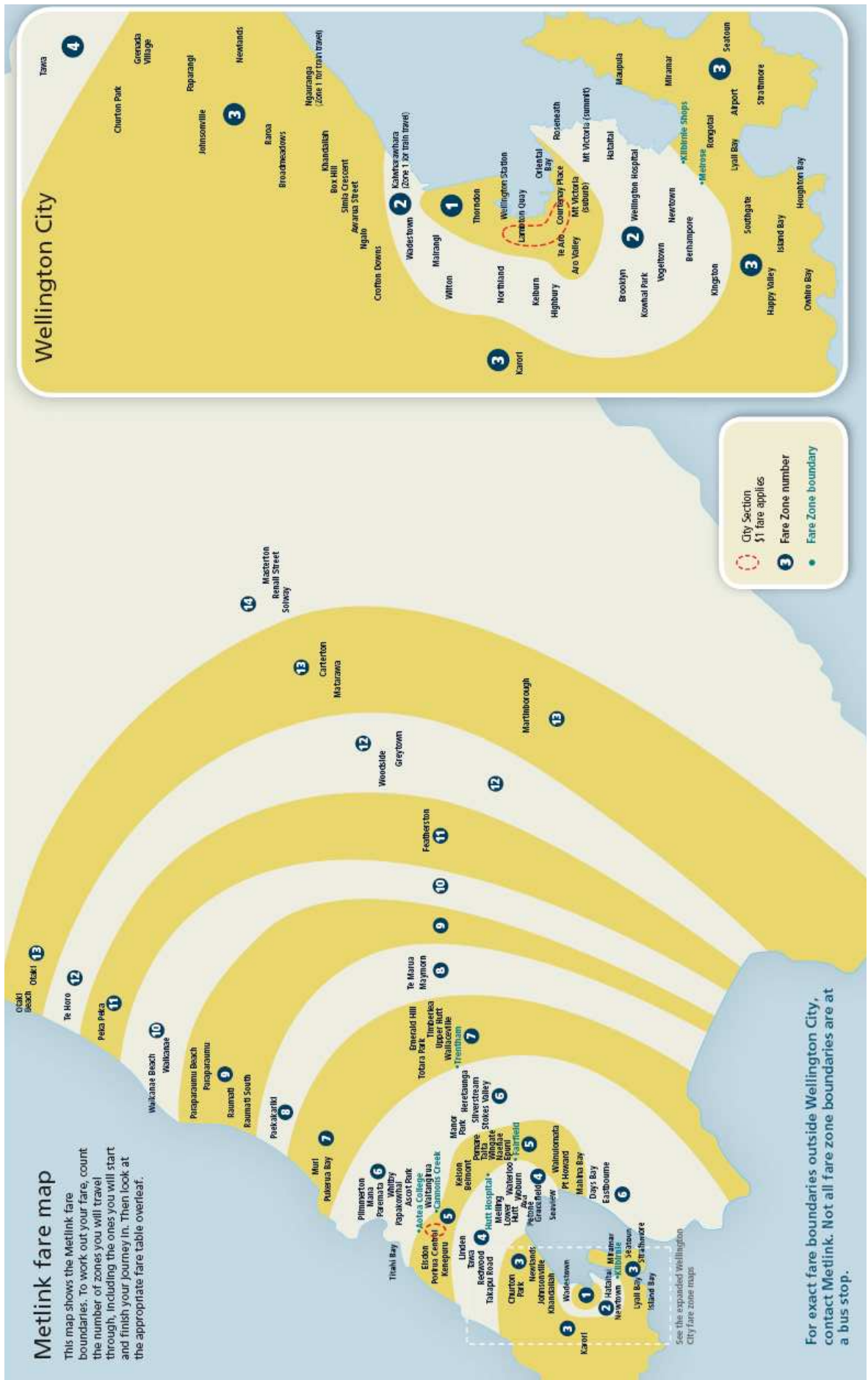


Figure 3 - Metlink fare zone map

### 2.5.1.5 Standard cash fares

*Relevant policies: Policy 3.2*

Greater Wellington's passenger transport fares are currently based on a standard cash fare payable for each trip.

Greater Wellington currently sets maximum standard cash fares for contracted services as set out in Table 6. For simplicity commercial services generally adopt the same maximum fares as contracted services.

**Table 6 Standard cash fares**

Number of zones	Adult cash fare per trip	Concessionary cash fare per trip <sup>7</sup>
City section	\$1.00	\$0.50
1	\$1.50	\$1.00
2	\$2.50	\$1.50
3	\$3.50	\$2.00
4	\$4.00	\$2.00
5	\$4.50	\$2.50
6	\$6.00	\$3.00
7	\$7.00	\$3.50
8	\$8.00	\$4.00
9	\$9.00	\$4.50
10	\$10.00	\$5.00
11	\$11.00	\$5.50
12	\$12.00	\$6.00
13	\$13.00	\$6.50
14	\$14.00	\$7.00

A number of exceptions apply to the above standard cash fares as follows:

1. Premium fares are charged on some purpose specific services that meet a specific demand and where there are alternatives offering standard fares. These are generally commercial services such as the Airport Flyer and commuter services
2. 3 zones is the maximum fare for Go Wellington (previously Stagecoach Wellington) bus journeys entirely within zones 1-3, irrespective of the number of fare boundaries crossed
3. 3 zones is the minimum fare for a number of express services including the Island Bay Express, Karori West Express and Brooklyn Express services
4. 8 zones is the minimum fare for Wairarapa Train Line journeys commencing and terminating between zones 1 and 7 (between Wellington and Upper Hutt).

<sup>7</sup> Refer Section 2.5.1.6 and Section 2.5.1.7 for concessionary fares guidelines and eligibility

Refer pre-purchase and period discount fares in Section 2.5.1.8 and premium and special fares in Section 2.5.1.9 for further exceptions as well as information on other fare products available.

#### 2.5.1.6 Concession fare guidelines

*Relevant policies: Policy 3.4*

Greater Wellington will ensure access to concession fare products is fair and equitable across the region (i.e. if we have a senior fare it is applied across the whole region, not only to parts of the region). Any changes to concessionary fares will be subject to public consultation about who should qualify, as well as community willingness to pay through increased fares and/or rates.

The following guidelines should be considered in setting concessionary fares:

1. Criteria for eligibility for concessionary fares should be standardised across all modes and operators
2. A standard means of identifying those persons eligible for concessionary fares should be implemented across the region
3. Introducing off-peak fares should be considered to complement or possibly replace other forms of concessionary fares.

Greater Wellington will continue the availability of school term passes for train travel but they will now be priced relative to other fares, with effect from 1 January 2008.

Concession fares guidelines and standards are currently under review.

#### *Targets*

1. Concessionary fare guidelines and standards, including eligibility criteria and identification, will be reviewed and updated by 2010 (0-3 years).

#### 2.5.1.7 Concession fare eligibility

*Relevant policies: Policy 3.4*

The following persons are currently eligible for concession fares as at 4 September 2006:

1. Children aged 5 to 15
2. Secondary school students aged 16 to 19 in school uniform or on production of a current school photo identification
3. Wellington City pensioner and beneficiary permit holders on Go Wellington (previously Stagecoach Wellington) services only. Not available before 9.00am or between 4.00pm and 6.00pm on weekdays
4. Blind Permit Holders will receive the concession fare on production of a valid Blind Permit
5. Senior Citizens using a Go Rider smartcard on Valley Flyer (previously Cityline Hutt Valley) services. Not available for travel to and from Wellington (zones 1-3). Not available before 9.00am on weekdays.

Children under 5 years travel free.

#### 2.5.1.8 Pre-purchase and period discount fares

*Relevant policies: Policy 3.1, Policy 3.2, Policy 3.3*



Pre-purchase and period discount fares provide a discount on standard cash and concessionary fares to encourage use of these fare products which improve vehicle loading efficiency by not requiring driver cash transactions. Pre-purchase and period discount fares are primarily designed for regular users such as commuters and are offered through a range of ticketing products.

Pre-purchase fares are available through 10-trip tickets or Smartcard top-ups (depending on the operator) with a fare deducted for each trip.

Period discount fares allow unlimited travel on certain operators within a certain area for a period of time and are available through a number of ticketing products and passes outlined in Section 2.5.2.4 . Period discount fares are useful for users making multiple trips or transfers as part of a single journey.

Pre-purchase and period discount fares are currently set as follows:

1. Pre-purchase fares<sup>8</sup> – set at 20% discount on equivalent cash fares, pre-purchase fares are outlined in Table 7.
2. Daily fares – set by various operators to cap the cost of travel during any one day. Daily fares are provided through a range of ticketing products offered by operators.
3. Monthly fares – set at 24 times the standard cash fare for train fares as outlined in Table 8 and otherwise as set by various operators to cap the cost of travel during any one month. Monthly fares are provided through a range of ticketing products offered by operators.
4. Quarterly fares – 5% discount on three equivalent monthly tickets rounded to the nearest dollar for train fares as outlined in Table 8 and otherwise as set by various operators to cap the cost of travel during any quarter (3-month period).
5. School Term fares<sup>9</sup> – set at equivalent monthly fare for train fares as outlined in Table 8 and otherwise as set by various operators to cap the cost of travel during any one school term.

**Table 7 Pre-purchase fares**

Number of zones	Adult discount fare per trip	Concessionary discount fare per trip
1	\$1.20	\$0.80
2	\$2.00	\$1.20
3	\$2.80	\$1.60
4	\$3.20	\$1.60
5	\$3.60	\$2.00
6	\$4.80	\$2.40
7	\$5.60	\$2.80
8	\$6.40	\$3.20
9	\$7.20	\$3.60
10	\$8.00	\$4.00
11	\$8.80	\$4.40
12	\$9.60	\$4.80

<sup>8</sup> Pre-purchase fares are available through 10-trip tickets or Smartcard top-ups (depending on the operator).

<sup>9</sup> School term fares are valid for one school term and are available for primary and secondary school students.

13	\$10.40	\$5.20
14	\$11.20	\$5.60

**Table 8 Train monthly and quarterly (including school term) period discount fares**

Number of zones	Adult		Concessionary <sup>10</sup>	
	Monthly fare	Quarterly fare	Monthly fare	School term fare
1	\$36.00	\$103.00	\$24.00	\$60.00
2	\$60.00	\$171.00	\$36.00	\$90.00
3	\$84.00	\$239.00	\$48.00	\$120.00
4	\$96.00	\$274.00	\$48.00	\$120.00
5	\$108.00	\$308.00	\$60.00	\$120.00
6	\$144.00	\$410.00	\$72.00	\$130.00
7	\$168.00	\$479.00	\$84.00	\$140.00
8	\$192.00	\$547.00	\$96.00	\$150.00
9	\$216.00	\$616.00	\$108.00	\$160.00
10	\$240.00	\$684.00	\$120.00	\$170.00
11	\$264.00	\$752.00	\$132.00	\$180.00
12	\$288.00	\$821.00	\$144.00	\$190.00
13	\$312.00	\$889.00	\$156.00	\$200.00
14	\$336.00	\$958.00	\$168.00	\$210.00

#### 2.5.1.9 Premium and special fares

*Relevant policies: Policy 3.1, Policy 3.2*

Premium and special fares apply to some services because they meet a specific demand that warrants a different fare regime. Premium and special fares are often provided on commercial services that are not subsidised by Greater Wellington.

Greater Wellington will seek to rationalise these premium and special fares over time as it moves towards integrated fares. However, there will likely always be a need for some services that charge premium or special fares.

The following tables outline the existing premium and special fares that apply to services across the region. Also refer to the ticketing products and passes outlined in Section 2.5.2.4.

Please note fares may change and special promotions may be available from time to time that differ from the fares below.

<sup>10</sup> Eligibility for concessionary fares is set out in Section 2.5.1.7.

**Table 9 Train only off-peak fares<sup>11</sup>**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
1	\$1.50	na	na	na
2	\$2.00	na	na	na
3 (Johnsonville Rail Line only)	\$2.00	na	na	na
3	\$2.50	na	na	na
4	\$3.00	na	na	na
5	\$3.50	na	na	na
6	\$4.50	na	na	na
7	\$5.00	na	na	na
8	\$6.00	na	na	na
9	\$6.50	na	na	na
10	na	na	na	na
11	na	na	na	na
12	na	na	na	na
13	na	na	na	na
14	na	na	na	na

**Table 10 Johnsonville Train Line monthly and quarterly (including school term) fares**

	Adult		Concession <sup>12</sup>	
	Monthly fare	Quarterly fare	Monthly fare	School term fare
Standard Rate	\$75.00	\$214.00	\$48.00	\$90.00
Peace Train (valid all services except those arriving at Wellington Station between 8:00am and 8:30am Monday to Friday)	\$55.00	\$156.00	na	na

<sup>11</sup> Off-peak train fares are available for some train services operating between 9:00am and 3:00pm Monday to Friday (as shown in train timetables).

<sup>12</sup> Eligibility for concessionary fares is set out in Section 2.5.1.7.

**Table 11 Airport Flyer (Route 91) fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
City section	Na	na	na	na
1	\$3.50	\$2.80	\$2.00	\$1.60
2	\$4.50	\$3.60	\$2.50	\$2.00
3	\$5.50	\$4.40	\$3.00	\$2.40
4	\$6.50	\$5.20	\$3.50	\$2.80
5	\$7.50	\$6.00	\$4.00	\$3.20
6	\$8.50	\$6.80	\$4.50	\$3.60
7	\$9.50	\$7.60	\$5.00	\$4.00
8	\$10.00 (STARPass)	\$8.40	\$5.50	\$4.40
9	\$10.00 (STARPass)	\$9.20	\$6.00	\$4.80

**Table 12 Harbour ferry fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare (Student or senior / Child / Family)	Discount fare for multi-trip tickets (Student or senior / Child / Family <sup>13</sup> )
1-6	\$8.50	\$7.00	\$7.00 / \$4.50 / \$47.50	\$4.60 / \$2.90 / na
Motiu Somes Island return trip	\$18.50	na	\$15.50 / \$10.00 / \$55.50	na

**Table 13 Kapiti Commuter (Route 77K) fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
1-9	\$9.00 (\$16.00 return)	\$7.00	na	na
10	\$10.00 (\$18.00 return)	\$8.00	na	na

<sup>13</sup> Family is two adults and two children



**Table 14 Wainiuomata Commuter (Route 80) fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare
1	\$1.50	\$1.20	\$1.00	\$0.80
2	\$2.50	\$2.00	\$1.50	\$1.20
3-5	\$6.00	\$6.00	\$6.00	\$6.00

**Table 15 Stokes Valley Commuter (Route 90) fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare
1-6	\$6.00	\$6.00	\$6.00	\$6.00

**Table 16 Runciman Commuter bus (Routes 92, 93, 98 and 99) fares**

Number of zones	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare
1-8	\$7.00	\$5.60	\$5.00	\$4.00

**Table 17 After Midnight Services**

Area	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
Travel within Wellington (zones 1-3), Porirua (zones 4-6) or Hutt City Council Valley (zones 4-7)	\$4.00	na	na	na
Travel between Wellington (zones 1-3) and Porirua (zones 4-6) or Wellington (zones 1-3) and Hutt Valley (zones 4-7)	\$8.00			

**Table 18 Stadium Connection fares**

	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
Hutt Valley Train Line and Paraparaumu Train Line	\$7.00	na	\$4.00	na
Johnsonville Train Line	\$3.00	na	\$2.00	na

**Table 19 Carriage of bicycles on trains fares**

	Adult		Concessionary	
	Cash fare	Discount fare for multi-trip tickets	Cash fare	Discount fare for multi-trip tickets
1	\$1.50	na	na	na
2	\$2.50	na	na	na
3	\$3.50	na	na	na
4-14	\$4.00	na	na	na

**Table 20 Cable car fares**

Number of zones	Adult			Concessionary		
	Cash fare	Return fare	Discount fare for multi-trip tickets	Cash fare (Child or student / Senior)	Return fare (Child or student / Senior / Family <sup>14</sup> )	Discount fare (Child or student / Senior)
1	\$2.50	\$4.50	\$1.50	\$1.00 / \$1.50	\$2.00 / \$2.80 / \$12.00	\$0.75 / \$1.10

<sup>14</sup> Family is two adults and two children.

## 2.5.2 Ticketing guidelines

### 2.5.2.1 General ticketing guidelines

*Relevant policies: Policy 3.3, Policy 3.5*

Greater Wellington will ensure a range of ticket products are available that best meet the needs of users taking into account the requirements of operators.

The following guidelines will be considered when making decisions on ticketing, also refer fare guidelines in Section 2.5.1:

1. Standard cash tickets (valid for a single trip) should be available for purchase on all passenger transport services
2. Transfer tickets should be introduced, in consultation with operators, for all journeys requiring transfers between services and/or operators. Transfer tickets are currently available on the following services:
  - a. Mana and Newlands Coach Services for transfers to other Mana and Newlands Coach Services
  - b. Valley Flyer (previously Cityline Hutt Valley) services for transfers to other Valley Flyer services within the Hutt Valley only (except routes 80, 90 and 91 The Flyer)
3. Pre-purchase ticket products (e.g. 10-trip tickets and Smartcards) should be available to discourage use of cash (refer Section 2.5.1.8). Smartcards are available for use on Mana Coach Services, Newlands Coach Services, Valley Flyer, Runciman Motors, Madge Coachlines and Classic Coaches. 10-trip tickets are available for Go Wellington (previously Stagecoach Wellington), Tranz Metro and some other operators
4. Period passes based on period discount fares should be available to discourage use of cash and should be priced according to the fare zone system for a specific number of zones they are valid for (refer Section 2.5.1.8).

### 2.5.2.2 Integrated ticketing


*Relevant policies: Policy 1.13, Policy 3.3, Policy 3.5*

Greater Wellington is investigating and plans to implement a regional Metlink branded integrated ticketing system. The system will allow passengers to pay for any trip with one payment card.

Integrated ticketing, especially in combination with an integrated fare system, will make the use of public transport easier and more convenient. Passengers will be able to use public transport without knowledge of the fare system, because the integrated ticketing system calculates the correct fare automatically. This will contribute towards increased patronage.

A business case is currently being developed. In developing an integrated ticketing system Greater Wellington will apply the following guidelines and standards:

1. The system will be under Greater Wellington or other public agency control and it will be obtained through an open market tender or another manner approved by Land Transport NZ.
2. The system will be run independently of any operator so that all operators have confidence in the integrity of the system, and the patronage and revenue information in the system is secure from any other competing commercial interest.

- 
3. The system will have an open interface to allow for the integration of all operator ticketing systems. Funding responsibilities for the development cost of interfaces with legacy or other operator systems still need to be determined. Greater Wellington does not expect to carry the full burden of such costs, especially for any new operator systems introduced.
  4. Entry to the system will be open and equitable to all operators, with minimised cost barriers to encourage new operator entry and open competition for services within the Wellington region passenger transport marketplace.
  5. An Operator Ticketing Working Group will be established to work with Greater Wellington on the project. All operators contracted to provide passenger transport services in the Wellington region will be entitled to be a member of the group. The main aim of the group will be to help Greater Wellington define requirements for the system.
  6. All operators will be required to support the principles of the system as agreed in the Operator Ticketing Working Group. All Greater Wellington contracted services will be required to accept the payment card.
  7. The system will support an integrated fare system between services and operators (refer Fare Guidelines section) and a reduced number of standardised and integrated multi-operator tickets across the region. It must also enable ready implementation of new fare arrangements. These might include off-peak, capped fares, continuous, through journey and differential fare policies as Greater Wellington might decide from time to time.
  8. The system must be operated in a manner that protects the privacy of customer information.
  9. All ticketing pre-payments must be secured in a manner that protects the financial interest of passenger pre-payments from undue commercial risk.

The above guidelines and standards will be replaced once a full business case has been completed for integrated ticketing in the Wellington region.

#### *Targets*

1. Business case and programme for implementation of integrated ticket system agreed by 2010 (0-3 years).
2. A region-wide integrated ticketing system implemented by 2016 (4-10 years).

### 2.5.2.3 Electronic ticketing

*Relevant policies: Policy 1.13, Policy 3.3, Policy 3.5*

Greater Wellington is investigating electronic ticketing on trains.

#### *Targets*

1. Electronic ticketing will be investigated in consultation with stakeholders by 2010 (0-3 years)
2. Electronic ticketing will be implemented by 2016 (4-10 years)

## 2.5.2.4 Daily, monthly and quarterly period passes

*Relevant policies: Policy 3.1, Policy 3.2, Policy 3.5*

The follow tables provide a summary of the daily, monthly and quarterly period passes available in the region. Period passes are based on period discount fares (refer Section 2.5.1.8) and allow unlimited travel on certain operators within a certain area for a period of time.

**Table 21 Daily period passes**

Product	Cost	Zones in which travel is valid	Operators that product valid on
Discovery pass	\$11.00	1-6 (Coastal) 1-8 (Hutt Valley)	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer, Mana Coach Services (excl Kapiti), Newlands Coach Services <b>Rail operators:</b> None
STARPass	\$10.00	1-8 (Hutt Valley)	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer <b>Rail operators:</b> None
Metlink Explorer*	\$15.00 (including free travel for one accompanied child)	1-9	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer, Mana Coach Services, Newlands Coach Services <b>Rail operators:</b> Hutt Valley & Melling Train Lines, Paraparaumu Train Line, Johnsonville Train Line
3 Day Weekend Rover (valid Friday to Sunday inclusive)	\$15.00	1-9	<b>Bus operators:</b> None <b>Rail operators:</b> Hutt Valley & Melling Train Lines, Paraparaumu Train Line, Johnsonville Train Line
Day Rover**	\$10.00	1-9	<b>Bus operators:</b> None <b>Rail operators:</b> Hutt Valley & Melling Train Lines, Paraparaumu Train Line, Johnsonville Train Line
Wellington Daytripper*	\$5.00	1-3	<b>Bus operators:</b> Go Wellington
Hutt Valley Daytripper*	\$5.00	4-8	<b>Bus operators:</b> Valley Flyer <b>Rail operators:</b> None
Wairarapa Day Excursion* (child)	\$15.00 (\$8.00)	1-14	<b>Bus operators:</b> None <b>Rail operators:</b> Wairarapa Train Line only
Senior Citizens All Day Pass*	\$5.00	1-8	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer <b>Rail operators:</b> None

\* Only available after 9.00am on weekdays and all day on weekends and public holidays.

\*\* Only available from commencement of off-peak services (as shown in train timetables) on weekdays and all day on weekend and public holidays.

**Table 22 Daily group period passes (for up to four people travelling together)**

Product	Cost	Zones in which travel is valid	Operators that product valid on
Wellington Group Daytripper	\$12.00	1-3	<b>Bus operators:</b> Go Wellington <b>Rail operators:</b> None
Hutt Valley Group Daytripper	\$12.00	4-8	<b>Bus operators:</b> Valley Flyer <b>Rail operators:</b> None
Group Rover **	\$10.00	1-9	<b>Bus operators:</b> None <b>Rail operators:</b> Hutt Valley & Melling Train Lines, Paraparaumu Train Line, Johnsonville Train Line
Wairarapa Group Excursion*	\$30.00	1-14	<b>Bus operators:</b> None <b>Rail operators:</b> Wairarapa Train Line only

\* Only available after 9.00am on weekdays and all day on weekends and public holidays.

\*\* Only available from commencement of off-peak services (as shown in train timetables) on weekdays and all day on weekend and public holidays.

**Table 23 Monthly period passes**

Product	Cost	Zones in which travel is valid	Operators that product valid on
Platinum Pass	\$165.00	1-6 (Coastal) 1-8 (Hutt Valley)	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer, Mana Coach Services (excl Kapiti), Newlands Coach Services <b>Rail operators:</b> None
Train Monthly	Refer Table 8 Train monthly and quarterly (including school term) period discount fares		<b>Bus operators:</b> None <b>Rail operators:</b> Hutt Valley & Melling Train Lines, Paraparaumu Train Line, Johnsonville Train Line
Gold Pass	\$95.00	1-3	<b>Bus operators:</b> Go Wellington, Valley Flyer, The Flyer <b>Rail operators:</b> None
Go Rider Monthly	\$95.00 (plus one-off card issue fee of \$7.50)	4-8 (Hutt Valley)	<b>Bus operators:</b> Valley Flyer, The Flyer <b>Rail operators:</b> None
Bus King (primary and secondary school children only)	\$77.00	1-3	<b>Bus operators:</b> Go Wellington <b>Rail operators:</b> None
Metlink HuttPlus	\$50.00 plus Trans Metro monthly ticket	4-8 (Hutt Valley)	<b>Bus operators:</b> Valley Flyer (Routes 110-170) <b>Rail operators:</b> Hutt Valley & Melling Train Lines
Harbour Ferry Monthly (concession)	\$222.00 (\$152.00)	1-6	<b>Ferry operators:</b> East by West

## 2.6 Marketing and information

### 2.6.1 Customer satisfaction

#### 2.6.1.1 General

*Relevant policies: Objective 1.1*

Greater Wellington will seek to:

1. Continuously improve customer satisfaction levels
2. Increase the proportion of business and community stakeholders who believe that their investment in passenger transport represents good values for money in terms of social, environmental and economic efficiency benefits
3. Increase the proportion of road users rating the roading congestion benefits of passenger transport favourably.

Greater Wellington will regularly measure customer satisfaction against an agreed set of values (reliability, convenience, friendliness, simplicity and quality) or characteristics and continuously seek to improve performance and customer perceptions.

#### 2.6.1.2 Complaint services

*Relevant policies: Policy 3.7, Policy 3.6*

Greater Wellington will seek to:

1. Improve customer satisfaction with the way that complaints are handled
4. Improve systems for dealing with public transport complaints to enable more effective recording, tracking, reporting and analysis of complaints to deliver a higher level of customer service.

*Targets*

1. Establish a system for dealing with public transport complaints that is easy to use for staff and operators and enables effective recording, tracking, reporting and analysis of complaints by 2010 (0-3 years).

### 2.6.2 Promoting passenger transport


#### 2.6.2.1 General

*Relevant policies: Policy 3.6, Policy 3.7*

Promoting passenger transport to those people who are most likely to be encouraged to use passenger transport helps increase patronage by letting people know what is available. Further information on the passenger transport market is available in Section 2.1.1.1.

Greater Wellington aims to promote passenger transport by:

1. Making public transport information simple and easy to find
2. The application of the Metlink brand
3. Promoting the benefits and encouraging the use of public transport

- 
4. Keeping the community informed of ongoing service developments and planning.

In promoting passenger transport Greater Wellington will:

1. Take a lead role promoting the benefits, and encouraging the use, of public transport and keeping the community informed of ongoing service developments and planning
2. Work with representatives of transport disadvantaged communities to improve the accessibility of information for these groups
3. Use the Metlink brand as the primary means of promoting passenger transport.

#### 2.6.2.2 Umbrella Metlink brand

*Relevant policies: Policy 3.6*

Metlink is the brand name for Greater Wellington's public transport network. This brand was launched in October 2005 with the support and cooperation of the parties in the region that have some responsibility for public transport. This includes the region's bus, train and harbour ferry operators and the city and district councils.

Metlink was introduced to simplify public transport by bringing all of the region's bus and train and harbour ferry services under one name. The region's operators have kept their individual names but together form the integrated Metlink public transport network.

Greater Wellington will apply the Metlink brand to all parts of the passenger transport network, including fleets, ferries, infrastructure, and customer information, to make public transport easy to recognise and use and grow patronage.

#### 2.6.2.3 Metlink brand values

*Relevant policies: Policy 3.6*

Five brand values were identified through market research and agreed to by operators prior to the launch of the Metlink brand. These are now also recognised in the Passenger Transport Plan as "essential qualities or characteristics" of the ideal passenger transport system for the region<sup>15</sup>:

- |                     |   |
|---------------------|---|
| <b>Convenience</b>  | Coverage, degree of integration, frequency and travel time of passenger transport services maximises convenience for passengers |
| <b>Reliability</b>  | Services, vehicles and information are reliable and deliver on passenger expectations   |
| <b>Simplicity</b>   | Passenger transport services are easy to use and understand   |
| <b>Quality</b>      | Passenger transport services are comfortable and clean as per user expectations   |
| <b>Friendliness</b> | Passenger transport is safe and provides a positive experience for passengers.  |

Greater Wellington and public transport operators are responsible for delivering on these values.

#### 2.6.2.4 Promoting the Metlink brand


*Relevant policies: Policy 3.6*

Greater Wellington will continue to promote the Metlink network and brand to customers and potential customers, this includes:

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<sup>15</sup> Refer Vision, outcomes and targets section of Passenger Transport Plan



- 
1. The development and execution of Metlink generated promotional campaigns to encourage the use of passenger transport
  2. Working with the bus, train and harbour ferry operators on their campaigns to ensure they are co-branded and the relationship between their brands and the Metlink brand is clear
  3. Development and management of the Metlink brand and the use of the brand across all parts of the public transport network.

Greater Wellington will maintain and promote the Metlink brand to ensure:

1. Metlink is a dominant and strong Greater Wellington regional brand that has high, positive public recognition
2. Metlink branding is highly visible on all parts of the PT network, including fleets, infrastructure, information and promotional material, to enable easy recognition and use by the public
3. Operators are supportive of the Metlink brand and work together to deliver promotional campaigns.

#### *Targets*

1. Metlink branding is highly visible on all parts of the PT network, including fleets, infrastructure, information and promotional material by 2010 (0-3 years)
2. All operators continue to support the Metlink brand and work together to deliver promotional campaigns
3. At least 30% of people know Metlink is the name of Greater Wellington's public transport network when unprompted (up from 20% in 2007) by 2010 (0-3 years)
4. All operators' promotional campaigns include the Metlink brand according to the Metlink brand guidelines.

### **2.6.3 Information services**

#### **2.6.3.1 General**

*Relevant policies: Policy 3.7, Policy 3.6*


Greater Wellington will continue to provide information about the passenger transport network and services to the public, this includes:

1. Providing information about current services, such as fares, multi-modal ticketing products, routes, times and maps and any planned changes to services, such as public consultations, service developments and special events
2. Working with the public transport operators to advise the public of any unplanned service disruptions.

Greater Wellington will seek to increase the amount of information provided at bus stops and train stations. Greater Wellington will also continue to publish Metlink News, a newsletter aimed at public transport users.

Greater Wellington will seek to:

1. Provide information that is timely, reliable, and easy to understand, obtain and use

- 
2. Improve legibility, accessibility and availability of passenger transport information
  3. Ensure information about delays is provided in a timely and efficient manner, particularly information about train delays.

#### *Targets*

1. At least 65% of people find Metlink information easy to obtain (up from 58% in 2007) by 2010 (0-3 years)
2. Mean satisfaction that information is simple and easy to use is at least 3.9 out of 5 (up from 3.8 in 2007) by 2010 (0-3 years)
3. Mean satisfaction with information about delays is at least 3.2 out of 5 (up from 2.9 in 2007) by 2010 (0-3 years)
4. Mean satisfaction with information about train disruptions is at least 3.2 out of 5 (up from 2.9 in 2007) by 2010 (0-3 years)
5. All information provided by Greater Wellington is easy to understand and delivered in a friendly, timely, professional and consistent manner.

#### 2.6.3.2 Metlink service centre

*Relevant policies: Policy 3.7, Policy 3.6*

Greater Wellington will continue to maintain and develop the Metlink service centre in line with caller demand and seek to ensure:

1. The service centre operates on a 'best practice' basis as determined through benchmarking against industry standards
2. Staffing is effectively matched to call volumes so that the lost call rate is always below 5% of calls
3. Information provided by the service centre is delivered in a friendly, timely, professional and consistent manner
4. That the service centre provides a high level of customer service
5. That a proactive, open, trusting and responsive partnership relationship is maintained with all operators to deliver an improved service to customers
6. That all operators continue to be supportive of the Metlink service centre and we work together to deliver information about passenger transport services.

#### *Targets*

1. At least 90% of people are satisfied they have received correct information from the Metlink service centre (currently 81%) by 2010 (0-3 years)
2. The lost call rate is no more than 5% of all calls received by the Metlink service centre on a monthly basis
3. All information provided by Metlink service centre staff is easy to understand and delivered in a friendly, timely, professional and consistent manner
4. Proactive, open, trusting and responsive partnership relationships are maintained with all operators.

### 2.6.3.3 Metlink website

*Relevant policies: Policy 3.7, Policy 3.6*

Greater Wellington will continue to develop the Metlink website as a means for passengers to obtain information.

During 2006-07 387,885 website visits were recorded compared to 496, 418 calls taken by the Metlink service centre.

#### *Targets*

1. At least 70% of users think the Metlink website is either excellent or good (up from 60% in 2007) and easy to use (up from 58% in 2007) by 2010 (0-3 years)
2. The number of website visits exceeds the number of calls to the Metlink service centre by 2010 (0-3 years).

### 2.6.3.4 Metlink timetables

*Relevant policies: Policy 1.12, Policy 3.7*

Greater Wellington will seek to ensure timetable information is readily available and maintain an outlet distribution system around the region for timetables.

#### *Targets*

1. 100% of train stations have timetable information by 2010 (0-3 years)
2. 80% of bus stops have timetable information by 2010 (0-3 years)

### 2.6.3.5 Metlink txtBUS/txtTRAIN

*Relevant policies: Policy 3.7*

Greater Wellington will continue to develop the txtBUS/txtTRAIN system as a means for passengers to obtain information. Greater Wellington is also investigating the implementation of a widely accessible real-time passenger information service that could include upgrading the txtBUS/txtTRAIN system to provide real time information (refer Section 2.6.3.6).

#### *Targets*

1. At least 3,000 txtBUS/txtTRAIN messages are received per month (up from 2,000 per month in 2007) by 2010 (0-3 years)

### 2.6.3.6 Real time information

*Relevant policies: Policy 1.8, Policy 1.13, Policy 3.7*

Greater Wellington is investigating the implementation of a widely accessible real-time passenger information service.

Section under development.

## 2.7 Miscellaneous

### 2.7.1 Walking and cycling integration

#### 2.7.1.1 General

*Relevant policies: Policy 1.12*

Greater Wellington will seek to:

- Improve integration between passenger transport and cycling commute modes.
- Increase the number of cycle lockers at rail stations and bus interchanges.
- Investigate and ensure adequate safe and secure storage for bicycles on trains.
- Investigate the introduction of free carriage for cycles on trains.
- Investigate the introduction of cycle racks onto buses to allow free cycle carriage.
- Ensure that the Passenger Transport Plan reflects the active transport objectives of the RLTS, including Greater Wellington's Walking and Cycling Strategies.

*Targets*

1. To be advised.

### 2.7.2 Urban design

#### 2.7.2.1 General

*Relevant policies: Policy 2.1*

[Section to be developed]

*Targets*

1. To be advised.

### 2.7.3 Operator information

#### 2.7.3.1 General

*Relevant policies: Policy 3.9*

Greater Wellington will use both detailed and aggregated patronage and fare box information gathered through the integrated ticketing system for passenger transport planning and policy considerations. All future bus service operating contracts should include provisions for Greater Wellington to obtain all information required for the analysis in Section 2.1.4.1.


*Targets*

1. To be advised.

### 2.7.4 Relationships (with local/central government and operators)

#### 2.7.4.1 General

*Relevant policies: Policy 4.8*



Greater Wellington will seek to maintain close and structured relationships with local authorities, operators and government agencies to ensure the best possible passenger transport outcomes for the region.

The Quality Partnership Agreement (QPA) is a good example of relationships with city and district councils and operators. Greater Wellington will maintain a QPA with Wellington, Porirua/Kapiti and Upper Hutt/Lower Hutt and will look to introduce one in Wairarapa.

Greater Wellington will also maintain relationships with government agencies.

#### *Targets*

1. To be advised.

### **2.7.5 Funding**

#### **2.7.5.1 General**

*Relevant policies: Policy 4.1, Policy 4.3, Policy 4.4, Policy 4.5*

Greater Wellington will advocate for additional national and supplementary funding to enable new services to be provided, as appropriate.

#### *Targets*

1. To be advised.

### **2.7.6 Prioritisation**

#### **2.7.6.1 General**

*Relevant policies: Policy 4.1, Policy 4.2*

Greater Wellington will develop a prioritisation process in line with Policy 4.1 and Policy 4.2 of the Passenger Transport Plan.

#### *Targets*

1. To be advised.


### **2.7.7 Monitoring**

#### **2.7.7.1 General**

*Relevant policies: Policy 1.7, Policy 2.6, Policy 4.5*

Greater Wellington will seek to:

- Undertake strategic market research into future demand, with increasing emphasis on the needs of the transport disadvantaged.
- Monitor initiatives in other regions on the use of alternative fuels, and investigate the potential for alternative fuels in this region.
- Ensure that measurable aspects of Greater Wellington's service procurement objectives are monitored.



*Targets*

1. To be advised.

### 3 Relationship between work areas and Passenger Transport Plan policies

The following table identifies the work areas associated with each Passenger Transport Plan policy.

Passenger Transport Plan policy	Operational Plan work area
Policy 1.2: Develop the passenger transport network to maximise the number of residents located within a reasonable walk of a bus stop, train station or ferry terminal with a high level of service.	2.1.2.1 Service reviews 2.1.2.2 Improvement/exit strategies 2.1.3.2 Route coverage 2.1.4.1 Network efficiency – Guidelines for analysis 2.1.4.2 Network efficiency – User charge guidelines
Policy 1.3: Ensure the passenger transport network supports integrated land use development, including the growth and land use aspirations of the Wellington Regional Strategy and Regional Policy Statement , Wellington City’s “growth spine”, strong regional centres and passenger transport oriented development.	2.1.2.1 Service reviews 2.3.3.2 Transport interchanges
Policy 1.4: Maintain a hierarchy of services where rail is the key mode for long to medium distance and high volume passenger transport services, complemented by other passenger transport services.	2.2.1.1 Medium Term Rail Improvement Plan 2.2.1.2 Development of a Regional Rail Plan
Policy 1.5: Provide passenger transport services that meet the needs of current and future passengers by: a) specifying services in the Operational Plan that are required to meet these needs; b) defining level of service targets for all passenger transport services, with areas of greater demand having higher levels of service (greater frequency and longer hours of operation) than areas of lesser demand; and c) reviewing each scheduled passenger transport service at least once every five years.	2.1.1.1 Passenger transport market 2.1.2.1 Service reviews 2.1.3.3 Level of service for routes
Policy 1.6: Provide night bus services where this is affordable and justified by demand, providing a safe and cost effective choice for travel home.	2.1.3.3 Level of service for routes 2.1.3.4 Purpose specific services
Policy 1.7: Provide sufficient passenger transport capacity to meet current and future demand by adding new services and increasing the capacity of existing services in line with demand.	2.1.1.2 Demand projections and targets 2.1.1.3 Ensuring supply capacity 2.1.3.4 Purpose specific services 2.1.4.4 Network efficiency – Bus or ferry services in competition with rail 2.1.4.5 Network efficiency – Use of taxis and other non bus/rail/ferry providers 2.2.1.1 Medium Term Rail Improvement Plan 2.2.1.2 Development of a Regional Rail Plan 2.7.7.1 Monitoring

Policy 1.8: Ensure services are reliable and operate as scheduled and in line with user expectations, including the provision of reliable information about when services are not running as scheduled (refer Policy 3.7 regarding provision of information).	2.1.4.3 Network efficiency – Service reliability 2.2.1.1 Medium Term Rail Improvement Plan 2.2.1.2 Development of a Regional Rail Plan 2.6.3.6 Real time information
Policy 1.9: Continuously improve access to and mobility around the passenger transport network, especially for the transport disadvantaged.	2.1.3.1 Access and mobility (accessibility) 2.1.3.4 Purpose specific services 2.1.3.5 Total Mobility 2.1.3.6 Transport disadvantaged 2.1.4.5 Network efficiency – Use of taxis and other non bus/rail/ferry providers
Policy 1.10: Support separate services for people who are mobility impaired and may have difficulty with using, or are unable to use, scheduled services.	2.1.3.5 Total Mobility 2.1.3.6 Transport disadvantaged
Policy 1.11: Support bus priority measures to improve journey times and service reliability, especially in and approaching the Wellington CBD.	2.3.6.1 Bus priority measures
Policy 1.12: Encourage integration between passenger transport services and with other transport modes, especially walking and cycling but also private car (through park'n'ride and passenger drop-off facilities).	2.3.3.2 Transport interchanges 2.6.3.4 Metlink timetables 2.7.1.1 Walking and cycling integration
Policy 1.13: Ensure that transfers between passenger transport services are fast, efficient and reliable (Refer Policy 3.3 regarding transfer costs).	2.5.2.2 Integrated ticketing 2.5.2.3 Electronic ticketing 2.6.3.6 Real time information 2.5.1.3 Integrated fares 2.3.3.2 Transport interchanges
Policy 1.14: Ensure ongoing development of new and existing park'n'ride and passenger drop-off facilities adjacent to rail stations and passenger transport interchanges, prioritising developments by demand, benefits and costs and catchment size.	2.3.4.1 Commuter parking
Policy 2.1: Ensure new passenger transport infrastructure is consistent with the urban design principles as set out in the Regional Policy Statement, and takes into account the New Zealand Urban Design Protocol and the National Guidelines for Crime Prevention through Environmental Design in New Zealand.	2.3.2.1 CPTED 2.7.2.1 Urban design
Policy 2.2: Manage rail, bus and ferry infrastructure through Asset Management Plans and in accordance with Greater Wellington's Long Term Council Community Plan, to ensure assets are continuously improved.	2.3.1.1 Passenger Transport Asset Management Plan 2.3.5.2 Placement and design of shelters
Policy 2.3: Continuously increase the number of bus stops, railway stations and ferry terminals with adequate shelter, prioritising improvements by the number of people boarding vehicles at each stop, whether each stop is an interchange and taking benefits and costs into account.	2.3.1.1 Passenger Transport Asset Management Plan 2.3.5.2 Placement and design of shelters



Policy 2.4: Continuously improve the standard of vehicles by setting Vehicle Quality Standards for buses and other standards for trains and ferries.	2.4.1.2 Vehicle Quality Standards 2.4.1.3 Ferry vessel standards
Policy 2.5: Continuously improve the accessibility of trains and buses and at least maintain the accessibility of ferries.	2.1.3.1 Access and mobility (accessibility) 2.3.3.1 Infrastructure accessibility 2.4.1.1 Vehicle accessibility
Policy 2.6: Support the use of environmentally friendly vehicles including trolley buses, electric trains, vehicles using alternative fuels and other low emission vehicles.	2.4.1.2 Vehicle Quality Standards 2.7.7.1 Monitoring
Policy 2.7: Support the ongoing operation of trolley buses in Wellington City.	2.1.2.1 Service reviews
Policy 3.1: Ensure fares on all passenger transport services are competitive with the cost of using a private vehicle for the same journey to encourage greater use of passenger transport (refer Policy 4.3 regarding funding contribution from fares).	2.5.1.1 General fare guidelines 2.5.1.2 Annual fare review 2.5.1.3 Integrated fares 2.5.1.8 Pre-purchase and period discount fares 2.5.1.9 Premium and special fares 2.5.2.4 Daily, monthly and quarterly period passes
Policy 3.2: Set fares in accordance with the fare zone system and operational guidelines, with stakeholders consulted prior to any changes.	2.5.1.1 General fare guidelines 2.5.1.3 Integrated fares 2.5.1.4 Fare zone system 2.5.1.5 Standard cash fares 2.5.1.8 Pre-purchase and period discount fares 2.5.1.9 Premium and special fares 2.5.2.4 Daily, monthly and quarterly period passes
Policy 3.3: Develop integrated fares based on the fare zone system where journeys are charged on the basis of how many fare zones are travelled with no additional cost for transfers between passenger transport services or operators (refer Policy 1.13 regarding quality of transfers).	2.5.1.1 General fare guidelines 2.5.1.3 Integrated fares 2.5.1.8 Pre-purchase and period discount fares 2.5.2.1 General ticketing guidelines 2.5.2.2 Integrated ticketing 2.5.2.3 Electronic ticketing
Policy 3.4: Ensure standardised concessionary fares are available to enhance equity, including for the transport disadvantaged.	2.5.1.1 General fare guidelines 2.5.1.6 Concession fare guidelines 2.5.1.7 Concession fare eligibility
Policy 3.5: Ensure implementation of an integrated ticketing system based on the fare zone system that is effective and managed efficiently for the benefit of users as determined by Greater Wellington.	2.5.2.1 General ticketing guidelines 2.5.2.2 Integrated ticketing 2.5.2.3 Electronic ticketing 2.5.2.4 Daily, monthly and quarterly period passes

Policy 3.6: Ensure consistent application of Metlink as an “umbrella” brand across the passenger transport network, including infrastructure, vehicles and information services, to promote the benefits of and encourage use of passenger transport services.	<p>2.6.1.2 Complaint services</p> <p>2.6.2.1 Promoting passenger transport</p> <p>2.6.2.2 Umbrella Metlink brand</p> <p>2.6.2.3 Metlink brand values</p> <p>2.6.2.3 Promoting the Metlink brand</p> <p>2.6.3.1 Information services - General</p> <p>2.6.3.2 Metlink service centre</p> <p>2.6.3.3 Metlink website</p>
Policy 3.7: Provide reliable, relevant and timely information that is readily available and easily accessible to everyone, including information on when services are due to arrive or depart and any disruptions that may affect services.	<p>2.6.1.2 Complaint services</p> <p>2.6.2.1 promoting passenger transport</p> <p>2.6.3.1 Information services - General</p> <p>2.6.3.2 Metlink service centre</p> <p>2.6.3.3 Metlink website</p> <p>2.6.3.4 Metlink timetables</p> <p>2.6.3.5 Metlink txtBus/txtTRAIN</p> <p>2.6.3.6 Real time information</p>
Policy 3.8: Advocate for improved personal safety for users of passenger transport and increased passenger transport road safety.	2.3.2.1 CPTED
Policy 3.9: Require all operators to provide data to Greater Wellington, including any data collected through integrated ticketing or real time information systems, for passenger transport planning and monitoring.	2.7.3.1 Operator information
Policy 4.1: Ensure funding decisions for passenger transport services and infrastructure are consistent with Greater Wellington’s current Long Term Council Community Plan and Annual Plan (including the Revenue and Financing Policy) and the programme prioritisation and funding policies of the Regional Land Transport Strategy.	<p>2.7.5.1 Funding</p> <p>2.7.6.1 Prioritisation</p>
Policy 4.2: Develop an agreed prioritisation process and methodology for passenger transport services and projects that is consistent with and can provide input to the Regional Transport Programme prioritisation process, ensuring that prioritisation decisions take into account the drivers and planning periods required for implementation of passenger transport projects and service improvements.	2.7.6.1 Prioritisation
Policy 4.3: Ensure passenger transport users make a sustainable contribution towards funding the operational and capital costs of current and future passenger transport services (refer Policy 3.1 regarding fare levels compared to private car use).	<p>2.1.2.2 Improvement/exit strategies</p> <p>2.1.4.1 Network efficiency – guidelines for analysis</p> <p>2.1.4.2 Network efficiency – User charge guidelines</p> <p>2.7.5.1 Funding</p>
Policy 4.4: Advocate for a higher Financial Assistance Ratio for passenger transport service and network improvements.	2.7.5.1 Funding



Policy 4.5: Advocate for alternative funding sources.	2.7.5.1 Funding 2.7.7.1 Monitoring
Policy 4.6: Award contracts with operators in accordance with a Bus Procurement Strategy and Plan.	2.2.2.1 Regional Bus and Ferry Plan 2.2.2.2 Bus Procurement Philosophy 2.2.2.3 Bus Procurement Strategy and Plan
Policy 4.7: Manage passenger transport registrations in accordance with legislative requirements and Land Transport NZ rules.	2.2.3.1 Taxis
Policy 4.8: Ensure processes are in place to maintain close and structured relationships with local authorities, operators and government agencies.	2.7.4.1 Relationships (with local/central government and operators)
RLTS 8.7c Regional Rail Plan	2.2.1.1 Medium Term Rail Improvement Plan 2.2.1.2 Development of a Regional Rail Plan