

# **Greater Wellington Regional Council**

## **Proposed Regional Passenger Transport Plan**

September 2006

FOR FURTHER INFORMATION

September 2006

## **Foreword**

### **Changing times**

Our Council is launching its Regional Passenger Transport Plan in what seem to be changing times. In the past year, we saw a dramatic increase in the numbers of passengers on both trains and buses. Unusually, there was even more growth in peak times than in off-peak. The big question is whether this kind of growth will be sustained?

### **A clear direction**

Our plan which follows has set a clear direction. Our vision is for “a passenger transport network that helps people get around the region easily”, and a key goal is to increase passenger transport’s share of all journeys. This is a testing target. Two other goals reinforce our vision. They seek an “accessible and integrated” network, and the “socially and environmentally sustainable economic development of the region.”

### **New Zealand Transport Strategy**

This strategy is the major Government transport policy document. It calls for a sustainable transport system which is also affordable, integrated, safe and responsive to our needs. The aim of this plan is to be “responsive”. Our Council has the difficult task of determining how it may also be “affordable”.

### **Responsiveness**

We will continue monitoring passenger usage carefully, and we will act only where a clear and established trend indicates that action is needed. Our ten year financial plan for 2006-16 already provides for a very considerable investment in rail rolling stock and in other infrastructure. This had been badly run down when our Council undertook to take it over from its previous owners. Our budget also allowed for a 1.7% compounding growth in the capacity of the rolling stock which would be needed. Nevertheless, we need to be flexible in order to be responsive; and to alter our forward planning when established trends show that new action is required.

### **Affordability**

The passenger transport expenditure allowed for in our Council’s 2006-16 financial plan has already had a significant effect on its rates and on fares and borrowing. Central Government has assisted with a \$65 million grant towards the rolling stock costs, and also provided some other funds which may be available for passenger transport improvements. The costs to us of adding passenger capacity, and of improving the infrastructure, are still high. Additional expenditure to meet any increased demand will require a searching examination of all possible sources of revenue. It may also need a formal amendment to our Council’s financial plans.

### **Public opinion**

A much clearer public understanding, about the importance and place of passenger transport, appears to be emerging. This was evident from the submissions which were made to our Council's recent public consultation on strategic options. We asked the public as to what priority should be given to what spending. The outcome was:

- 6 in favour of the advanced roading option;
- 16 in favour of the planned investment or balanced option;
- 49 in favour of the advanced passenger transport option.

We also received many valuable and considered submissions to our Council's 2006-16 long-term council community plan, calling for a greater role for passenger transport,.

### **Delays in delivery**

There is an unavoidable lag time, at least three years in the case of rolling stock, between planning for improvements to the passenger transport network and when those improvements can actually be delivered. There is an even greater lag time before major improvements to our roading network, such as Transmission Gully, can be constructed.

### **Regional Land Transport Strategy**

This plan is part of the Regional Land Transport Strategy, which sets the priorities for all modes of transport in the region. Those include much needed investment on improved roads, new routes and greater capacity and also better facilities for cyclists and walkers. Passenger transport, nevertheless, has a unique contribution to make, because of:

- its general accessibility to all members of the public;
- its ability to deliver results more quickly than increased roading capacity can reduce congestion and
- higher oil prices making car usage more expensive.

### **Our challenge**

Our Council certainly does face a challenge to deliver the standard of service required. It will need to communicate clearly which passenger transport improvements are needed, and how and when we propose to respond.

Getting our plans right, and ensuring that the region's passenger system delivers the goods, may well be the most important task we face as a Council. This plan spells out our commitment to you – the people of our region.

Cr Glen Evans  
Chair of GWRC Passenger Transport Committee  
6 September 2006

## **Executive summary**

This Regional Passenger Transport Plan (RPTP) for the Greater Wellington region sets out a 10-year framework that supports the passenger transport component of the Regional Land Transport Strategy (RLTS) and the broader national transport objectives of the New Zealand Transport Strategy (NZTS) and Land Transport Management Act 2003.

The term “passenger transport” covers both public (eg, scheduled trains and buses) and private (eg, taxis) fare-paying transport. For the purposes of this document, it relates mainly to passenger transport (PT).

The framework for the RPTP is summarised in the diagram on the next page. The plan is directed by GWRC’s vision for passenger transport – *A passenger transport network that helps people get around the region easily* – its passenger transport Strategic Goals, and three key Policy Areas which support the RLTS and the overriding objectives of the NZTS and LTMA.

Broadly, the plan seeks to retain Greater Wellington region’s passenger transport system and improve it by adopting best practice in terms of rolling stock, infrastructure, accessibility, service levels and marketing and promotion.

How much we, as a community, maintain and enhance Greater Wellington region’s reputation for having New Zealand’s best utilised passenger transport, and how much we maximise patronage, is a function of how much we invest in making passenger transport accessible, frequent, reliable and well-integrated in terms of fares, ticketing and timetabling. It also depends on how much we spend on marketing, promotion and the provision of readily available and up-to-date information.

The extent of passenger transport’s contribution to the relief of road congestion is a function of all these things, as well as how much we invest in the capacity of the system by increasing the train and bus fleet, adding to passenger transport-specific infrastructure and, in the case of rail, projects such as extended double tracking and modern signalling.

## **Policy framework**

The vision is underpinned by a set of Strategic Goals, which provide guidance on moving towards the vision and which set the underlying basis on which the vision is built. Supporting the Strategic Goals are three Policy Areas, which act as the pillars underpinning the vision and the Strategic Goals. Each Policy Area is made up of policies and targets which will guide the region in the actions it will take to ultimately achieve the Vision for passenger transport in the Wellington Region.

## **Strategic goals for passenger transport**

- 1. To increase passenger transport’s share of all journeys (Mode Share Goal)**

The overall passenger transport goal is to grow passenger transport in order to increase passenger transport's share of all journeys – currently 30% of all peak period journeys to work in the Wellington CBD, and 4% of all trips at all times by all modes (car, bus, train, ferry, cycling, walking, etc.).

**2. To develop an accessible and integrated passenger transport network (Accessibility Goal)**

Fully accessible passenger transport will be safer, more comfortable and easier to recognise and use for all people, including those who have mobility impairments or who are travelling with young children, with bicycles or with luggage.

**3. To support the socially and environmentally sustainable economic development of the region (Sustainability Goal)**

Passenger transport is a key component of a highly functional transport system that enhances the natural and built environment and attracts creative businesses and knowledge workers.

### **Policy areas for passenger transport**

Three policy areas support the strategic goals:

- **Servicing Stakeholders:** servicing both customers (passenger transport users) and other stakeholders (ratepayers and the wider community). These are the principal focus of GWRC's transport business.
- **Service delivery:** developing an accessible and integrated passenger transport network which covers the core GWRC passenger transport business processes. The legal requirements of the RPTP (specification of the nature of passenger transport services to be purchased by GWRC) are detailed in this section.
- **Procurement philosophy:** the philosophy to be adopted in procuring bus services to ensure value for money.

A summary of planned activities to help achieve these objectives from 2006/07 through to 2015/16 is set out in Section 8 of this plan.

## **VISION**

A passenger transport network that helps people get around the region easily

## **STRATEGIC GOALS**

### **MODE SHARE**

To maintain passenger transport's share of all journeys.

### **ACCESSIBILITY**

To develop an accessible and integrated passenger transport network.

### **SUSTAINABILITY**

To support the socially and environmentally sustainable economic development of the region.

## **POLICY AREAS**

### **Servicing Stakeholders**

Servicing both customers (passenger transport users) and other stakeholders (ratepayers and the wider community).

### **Service Delivery**

Developing an accessible and integrated passenger transport network which covers the core GWRC passenger transport business processes.

### **Procurement Philosophy**

The philosophy to be adopted in procuring bus services to ensure value for money

## Contents

<b>Foreword</b>	<b>3</b>
<b>Executive summary</b>	<b>5</b>
<b>1. Introduction and background</b>	<b>13</b>
1.1 Passenger transport issues in Greater Wellington	13
1.2 Strategies to address passenger transport issues	14
1.2.1 Stakeholder strategies and partnerships	15
1.3 Current passenger transport operations and assets	15
1.3.1 Summary of assets (including GWRC, territorial authorities and operators)	16
1.4 Passenger transport funding	20
1.5 Transport patterns	20
1.6 Passenger transport performance	22
1.6.1 Current AM peak passenger transport passenger flows	22
<b>2. Purpose of the Regional Passenger Transport Plan</b>	<b>25</b>
2.1 RLTS outcomes	25
2.1.1 Passenger transport	25
2.1.2 Travel demand management	25
2.2 RLTS policies	25
2.2.1 Western Corridor Plan: Otaki to Ngauranga merge	25
2.2.2 Hutt Corridor Plan: Upper Hutt to Ngauranga merge	26
2.2.3 Wairarapa Corridor Plan: Masterton to Upper Hutt	26
2.2.4 Ngauranga to Airport Corridor Plan	26
<b>3. Passenger Transport Vision, Strategic Goals and Policy Areas</b>	<b>27</b>
3.1 Vision	28
3.2 Strategic goals	28
3.2.1 Mode share goal: To increase passenger transport's share of all journeys	28
3.2.2 Accessibility goal: To develop an accessible and integrated passenger transport network	28
3.2.3 Sustainability goal: To support the socially and environmentally sustainable economic development of the region	28
3.3 Policy areas	28
3.4 Regional Passenger Transport Plan is part of the Regional Land Transport Strategy	29
<b>4. Policy area – servicing Stakeholders</b>	<b>31</b>
4.1 Policies focused on Customers	31
4.2 Policies focused on the wider community and ratepayers	32
<b>5. Policy area – service delivery</b>	<b>33</b>
5.1 Policies on route coverage — train, bus and ferry	34
5.2 Policies on bus and train service levels	34

5.3	Policies on capacity	37
5.4	Policies on journey time and reliability	38
5.5	Policies on vehicle quality	39
5.6	Vessel quality – ferry	39
5.7	Policies on rail track and signalling	40
5.8	Policies on infrastructure standards – station, bus stop and wharf	40
5.9	Policies on fares	41
5.10	Policies on integrated ticketing	42
5.11	Policies on customer information and passenger transport promotion	44
5.12	Policies for special events	46
5.13	Policies for procurement monitoring	46
5.14	Policies for asset monitoring	47
5.15	Policies for the review of level of service procurement specifications – train and bus	47
5.16	Policies on vehicle accessibility	49
5.17	Policies on accessibility of passenger transport information	51
5.18	Policies on Total Mobility and other paratransit services	52
5.19	Policies in relations to taxis	52
5.20	Policies on emissions from passenger transport vehicles	53
5.21	Policies on strategic market research	54
5.22	Policies on enabling technology	54
<b>6.</b>	<b>Policy area – procurement philosophy</b>	<b>55</b>
6.1	Introduction	55
6.2	Bus service procurement objectives	55
6.3	Procurement process	55
6.4	Contract design	55
6.5	Other procurement philosophies	56
<b>7.</b>	<b>Sector strategies (service levels Sectors 1 to 6)</b>	<b>57</b>
7.1	Sector 1 - Wellington City south of Ngaio Gorge (Eastern, Southern and Western Suburbs of Wellington City to Wellington CBD)	57
7.1.1	Bus service summary	57
	Places Served	57
7.2	Sector 2 – North Wellington (Wellington City Northern Suburbs (except Tawa) to Wellington CBD)	61
7.2.1	Train service summary (Johnsonville Line)	61
7.2.2	Bus service summary	61
	Places Served	61
7.3	Sector 3 – Western Corridor (south) Tawa and Porirua to Wellington CBD	62
7.3.1	Train service summary (Paraparaumu Line)	62
7.3.2	Bus service summary	63
	Places Served	63
7.4	Sector 4 – Kapiti Coast to Wellington CBD	64
7.4.1	Train service summary (Paraparaumu Line)	64
7.4.2	Bus service summary	65
	Places Served	65



7.5	Porirua to Hutt Valley Sector	66
7.5.1	Bus service summary	66
7.6	Sector 6 – Hutt Valley (Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne) to Wellington CBD	67
7.6.1	Train service summary	67
7.6.2	Bus and ferry service summary	68
	Places Served	68
7.7	Sector 7 – Wairarapa	70
7.7.1	Train service summary	70
7.7.2	Bus service summary	71
<b>8.</b>	<b>Regional Transport Programme</b>	<b>72</b>
8.1	10-Year Passenger Transport Programme	73
<b>Appendix 1 - Legislative References to Regional Passenger Transport Plans 77</b>		
	Transport Services Licensing Act 1989 as amended in 1990 and 1992	77
	Section 47. Interpretation	77
	Land Transport Act 1998	77
<b>Appendix 2: Glossary</b>		<b>79</b>

## 1. Introduction and background

Greater Wellington Regional Council (GWRC) is required to prepare a Regional Passenger Transport Plan (RPTP) under the Land Transport Act 1998 and the Transport Services Licensing Act 1989<sup>1</sup>. The components specified for the RPTP include: services, routes, capacity, frequency, fare structures and special provisions for the transport disadvantaged. The legislation also allows consideration of any other matters GWRC thinks fit.

The overall strategic context for the RPTP is found in the Regional Land Transport Strategy (RLTS). The RPTP, once completed, will form a section of the RLTS. The RLTS is currently under review. It is expected that the RPTP will both inform and receive direction from this review.

This plan covers both GWRC transport's activities and the wider passenger transport operations of the region, including assets and operations not necessarily owned or contracted by GWRC.

The legislation specifies a plan for "passenger transport" which is a term covering both public (eg, scheduled trains and buses) and private (eg, taxis) fare-paying transport. This document mainly relates to passenger transport, otherwise referred to as "PT".

### 1.1 Passenger transport issues in Greater Wellington

The Greater Wellington region has a strong passenger transport culture relative to many other cities in New Zealand and Australia. Widespread coverage of both train and bus networks, the only New Zealand examples of electric urban buses, trains, and cable cars, established contracting processes, experienced staff and operators and robust relationships with city and district councils provide a good foundation on which to build the passenger transport business.

In recent years, however, inadequate funding of infrastructure and rolling stock renewal has led to increasing obsolescence and poor train and electric trolley bus reliability.

However, while there are a large number of entrenched non-passenger transport users with negative perceptions, satisfaction levels among actual users are high compared with other service businesses.

Notwithstanding recent significant improvements in the scale of long-term funding, there is a risk that the passenger transport system will continue to be under-funded if overall transport demand continues to grow at current levels. The cost of upgrading infrastructure to meet current expectations for accessibility has also yet to be recognised by national funding agencies.

Passenger transport's competitive position against private cars is likely to be boosted by:

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<sup>1</sup> Refer to Appendix 1.

- The New Zealand Transport Strategy's creation of a more positive policy environment. However, this central government policy position could shift in a business that requires long-term investment horizons.
- Increasing consideration of traffic demand management initiatives, including road pricing. However, the prevailing car culture continues to expand, aided by ongoing reductions in the total cost of car ownership<sup>2</sup>.
- A significant passenger transport component of recent new government funding initiatives will help to improve rail reliability and to kick-start initiatives such as integrated ticketing and real-time passenger information.
- The Ministry of Transport Review of the Transport Services Licensing Act and Procurement Procedures (mainly focused on Auckland issues) is likely to facilitate a new contracting environment.
- Signing of a long-term rail contract and resolution of rail track governance arrangements.
- Legislative provision for asset ownership by GWRC offering more procurement alternatives.
- Market opportunities emerging from:
  - general population growth
  - an ageing population and growing youth/adult education sector (both potentially high passenger transport users)
  - seeding of services with long-term growth potential (eg, Kapiti Coast)
  - off peak/weekend car congestion
  - lower cost information technology enabling GWRC to develop one-to-one customer relationships
  - environmental and economic pressures on cars including congestion, emission concerns and fuel price increases
  - the recommendations of the Human Rights Commission Inquiry into Accessible Public Land Transport, which are likely to strengthen the value business case for improved access standards.

## 1.2 Strategies to address passenger transport issues

A number of strategies are being employed to deal with the issues previously identified.

- GWRC is taking an increasingly integrated, region-wide, marketing-led approach under the new Metlink brand. This focuses on user needs and values and aims to maximise the performance of existing assets and operations.
- A balanced investment mix across infrastructure (track/roads, stations/stops, rolling stock and information systems).

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<sup>2</sup> Clearly this may change if the fuel price increases during 2006 prove to be permanent.

- Increasing use of information technology to enhance customer services, including smartcard integrated ticketing and individually tailored marketing.
- Longer-term strategies include lobbying for legislative change to secure a more favourable procurement environment and advocacy of passenger transport-friendly land use changes with territorial authorities.

### 1.2.1 Stakeholder strategies and partnerships

Major employers with a significant impact on passenger transport use include District Health Boards, the education sector and territorial authorities. Approximately four hundred individual school bus services are provided each day, most of which are funded by GWRC. The Capital and Coast District Health Board, one of the largest employers in the region, has made some initial progress on travel planning for their staff. There are now quality partnership agreements in place between GWRC and the passenger transport operators and the Wellington, Porirua, Hutt and Upper Hutt City Councils and Kapiti Coast District Council. Detailed transport strategy development has been completed by Wellington City Council.

## 1.3 Current passenger transport operations and assets

Greater Wellington's passenger transport network consists of rail-based, long distance main trunk services with bus feeder routes in the northern corridors and, south and west of the CBD, trolleybuses on the busiest routes and diesel buses on secondary routes.

Passenger transport services are managed within the following seven sectors:

Sector		
1	Wellington City south of Ngaio Gorge	Eastern, Southern and Western Suburbs of Wellington City to Wellington CBD Intensive bus services. Cable car.
2	North Wellington	Wellington City northern suburbs except Tawa to Wellington CBD
3	Western Corridor (south)	Tawa and Porirua to Wellington CBD Commuter train service with connecting and local bus services.
4	Western Corridor (north)	Kapiti Coast to Wellington CBD Commuter train service with connecting and local bus services. Limited commuter bus services from Kapiti Coast.
5	East – West	Porirua to Hutt Valley Limited commercial bus services, mainly catering for children attending integrated or private schools in Hutt Valley

6	Hutt Valley	Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne to Wellington CBD  Commuter train service with connecting and local bus services. Direct bus service from Eastern Bays to Wellington and limited commuter bus services from other suburbs. Ferry service from Days Bay.
7	Wairarapa	Commuter train service with limited connecting and local bus services

### 1.3.1 Summary of assets (including GWRC, territorial authorities and operators)

#### (a) Rail

The region's rail commuter services are provided on a network extending out to Palmerston North and Masterton, and terminating in Wellington. Electrified services are provided from Paraparaumu, Johnsonville, and Upper Hutt; diesel locomotive hauled carriages provide the services from Palmerston North and Masterton.

GWRC contract Toll NZ Consolidated Ltd (Toll) under the brand of Tranz Metro Wellington to provide the rail commuter services (excluding the Palmerston North to Wellington services) for the region. ONTRACK is owner and maintainer of track, signalling and platforms.

Rail issues include aging rolling stock, track condition and capacity, obsolescent signalling systems and deteriorating stations with poor access, shelter, signage and lighting. Overdue maintenance on both track and signalling has led to reduced reliability and average speeds. Capacity is constrained by single-track sections north of Trentham and MacKay's Crossing, and between Pukerua Bay and Paekakariki, and Wellington and Johnsonville. Capacity is also constrained by both the number of tracks and the signalling system between Wellington Junction (Kaiwharawhara) and Wellington Railway Station, especially through the station throat.

#### (i) Vehicles

Toll currently own and operate all the rail rolling stock which provide region's rail commuter services. The operating fleet consists of 147 rail carriages including:

- 88 Ganz Mavag electric multiple unit cars from 1982
- 36 English Electric cars from 1955
- 15 locomotive-hauled carriages from the 1940s (to be replaced from December 2006 onwards)

- 8 Capital Connection cars originally built for British Rail in the early 1970s

The English Electric cars have been undergoing a minor refurbishment which is due to be completed in 2006/7. This is to enable these cars to remain in service until brand new rolling stock is available. GWRC intends to let a contract by the end of 2006 for the construction of up to 70 new electric multiple unit cars to replace the English Electric stock and to add system capacity. It is intended that these new trains will be in service in 2010.

18 Replacement Wairarapa cars are under construction and will enter service in 2007. GWRC will own these cars and Toll will operate them on their behalf.

(ii) **Facilities**

**Stations**

GWRC owns 2 train stations: Petone (new building completed in 2004) and Waterloo (built in 1989). Toll owns the remaining station buildings in the network, and ONTRACK owns shelters and Wellington rail station.

**Park and Ride facilities**

There are 31 commuter Park and Ride facilities across the region at 51 rail stations, providing 1,400 parking spaces. The lands on which these facilities occupy are owned by a number of organisations, the key ones being: Territorial Authorities, ONTRACK, and Transit. GWRC currently funds the upgrades, extensions and maintenance of these facilities. It is GWRC intention to pursue opportunities to rationalise and secure ownership (or long term lease) rights in order to continue the development and funding of future projects to increase capacity and improve facility amenities.

**Cycle Lockers and Racks**

GWRC provide 130 cycle lockers at 11 rail stations across the region as this contributes to the integration of cycling with passenger transport. GWRC intends to continue to provide the provision of these facilities and further improve capacity and the service provided.

(b) **Bus**

Buses are the main provider of public transport in Wellington City and the Northern Suburbs (in conjunction with the Johnsonville rail line). Outside Wellington City buses provide local public transport and connections to the rail network. GWRC contracts a number of

transport operators to provide the majority of the bus services that make up the region's bus network. There are currently 69 contracts which tend to have a maximum duration of 5 years.

(i) **Vehicles**

As at 30 June 2006 the regional fleet totalled 470 buses, including 55 electric trolley buses (owned by Stagecoach Wellington) which run on an overhead line network owned by Wellington Cable Car Limited on behalf of the Wellington City Council. 185 of these buses are Super Low Floor (SLF), of which 133 are wheelchair accessible.

(ii) **Facilities**

**Bus stops**

Review of the spacing and location of bus stops will be a significant ongoing project for the quality partnerships between GWRC, territorial authorities and bus operators. In some areas there are too many stops with the location often being the site of least resistance from adjoining landowners and occupiers, rather than the optimal user servicing point. The strategy being pursued is to significantly increase the percentage of sheltered boarding stops to 80%. Development of a bus shelter standard is required. The Adshel shelters provided in some areas are successful in terms of appearance and visibility, but provide inadequate shelter from adverse weather. GWRC is current pursuing a programme to improve and increase the about of public transport information provided at bus stops. With the launch of Metlink in 2005 there is now a standard brand which is being attached to all 2800 bus stops in the region. Currently all bus stop structures are owned and maintained by the territorial authorities but are fully funded by GWRC.

**Bus Interchanges**

Wellington Interchange is the region's only bus designated interchange. The remaining interchanges are multi modal i.e. rail/bus. Wellington Interchange is owned by Wellington City Council and funded by GWRC. Development options include an emphasis on improving the seamlessness of bus to train transfers (with integrated ticketing and service timing) to reduce the need for major expansion of Park and Ride car parking spaces.

**Bus Priority Measures**

Wellington City has a number of bus only lanes (green lanes) and the Mount Victoria bus tunnel. These facilities an

essential means for buses to bypass city connection, and the bus tunnel in particular provides a key connection between the Eastern Suburbs and Wellington City.

(c) Ferries

There are two privately owned ferries operating services between Days Bay and Queens Wharf. This service is provided by East by West Ltd under a five-year contract with GWRC.

(d) Cable Car

The cable car is owned by Wellington Cable Car Limited on behalf of Wellington City Council. Its day-to-day management is contracted to Serco. The service is currently commercial (it receives no GWRC funding support). This is an issue in terms of including the cable car in the region's integrated fare structure.

(e) Infrastructure Standards

GWRC is currently developing infrastructure standards for the assets it owns for those that it funds. The 5 key elements that will drive the standard for the region's transport infrastructure are: *safety, reliability, accessibility, quality, maintainability*.

(i) Rail Stations

GWRC is developing a rail infrastructure development plan for each rail line on the Wellington network, which will define standards and projects of work.

(ii) Bus stops

Design standards for bus stop poles and signage has been developed and is currently being implemented with the roll-out of the Metlink branding at the networks 2800 bus stops. Region wide bus shelter designs and installation standards are being developed in consultation with territorial authorities

(iii) Park and Ride facilities

Park and Ride facilities have grown and improved considerable over the last 5 years and continue to grow throughout the rail network. Standards to enhance capacity and amenities along with new builds are in development. The partnerships between GWRC and the existing property owners of these facilities is key to ensuring improves and standards continue to be put in place.



## 1.4 Passenger transport funding

Operational funding for passenger transport in Greater Wellington comes from three main sources:

1. Fares
2. Regional rates
3. Land Transport New Zealand funding

GWRC's funding policies are set out in its Revenue and Financing Policy, which is contained in the Long Term Council Community Plan. The key funding policy is for funding and promoting passenger transport services and providing the infrastructure for passenger transport services. This policy is set out below.

Revenue and financing policy	
<p>Recommended funding</p> <p>Greater Wellington recommends the following funding allocations for providing public transport:</p> <ul style="list-style-type: none"> <li>• at least 50% user charges – collected and held by the providers</li> <li>• no more than 50% community contribution (national and regional)</li> </ul> <p>This community contribution is funded:</p> <ul style="list-style-type: none"> <li>• 47-60% (depending on the type of service) from Land Transport New Zealand transport grants reflecting the benefits to transport users and social services</li> <li>• The balance by a Council contribution funded via a targeted rate set as follows (with a discount factor to 25% applied to rural capital values) <ul style="list-style-type: none"> <li>– <i>congestion relief</i>, 85%: Of this 20-25% of the inter-district costs are borne by the Wellington CBD and the remainder equally by ratepayers in the district of origin and the district of destination. Within districts, costs are allocated on rateable capital values.</li> <li>– <i>concessionary</i>, 10%: Borne equally by ratepayers in the district of origin and the district of destination. Within districts, costs are allocated on rateable capital values.</li> <li>– <i>social</i>, 5%: From ratepayers across the region with a reduction to 50% for Kapiti and a reduction to 25% for Wairarapa.</li> </ul> </li> </ul>	<p>Note 1: Rail network costs, including infrastructure and rolling stock, are allocated on the total intra-district movements (with the Wairarapa being treated as one district).</p> <p>Note 2: Where bus services feed rail services, the costs are allocated to the origin and destination districts of the rail.</p> <p>Note 3: Bus costs are allocated directly to ratepayers in each district based on the routes that the buses travel. If a service runs through two territorial authorities a cost apportionment is made.</p> <p>Note 4: Call centre, marketing and administration costs are apportioned across ratepayer groups based on the weighted average of total allocated expenditure.</p>

## 1.5 Transport patterns

Passenger transport is relatively well patronised in the Greater Wellington region compared with the New Zealand average. In 2001, 4.3% of total trips made in the region were by passenger transport. This compared with around

74% of all trips made by car and 17% by active modes (walking and cycling). Passenger transport use in 2001 was split between 37.3% using train and 62.7% bus. Train trips are approximately evenly split between the Western and Hutt Corridors. More shorter bus trips were taken compared with a smaller number of longer train journeys, consistent with the region's strategy of train-based trunk services and bus feeders.

The following table shows that, although Wellington spends more per resident on passenger transport, its residents make considerably more use of their system than do their counterparts in Auckland and Christchurch. Subsidy per passenger is approximately half-way between that in the other cities.

### Local Government Passenger Transport Funding Comparison, 2004/05<sup>3</sup>

	Auckland	Wellington	Christchurch
Transport rate	\$55,320,000 (\$73,356,000)*	\$27,088,000	\$10,355,000
Passengers trips	50,697,000	32,378,557	15,216,187
Passenger kilometres	379,429,494	405,077,209	125,654,178
Population	1,337,000	460,300	367,700
Ratepayer subsidy per passenger trip	\$1.09 (\$1.51)*	\$0.84	\$0.68
Ratepayer subsidy per passenger kilometre	\$0.15 (\$0.20)*	\$0.07	\$0.08
Transport rates per capita	\$41.38 (\$57.11)*	\$58.85	\$28.16
Passenger transport trips per capita	38	70	41

\*Auckland funding data inclusive of Infrastructure Auckland Grants

Passenger transport accounts for over 20% of all journey-to-work trips into Wellington City (2001). Of those travelling out of Wellington City for work, only 8% use passenger transport. An increasing proportion of residents in outlying areas of the region are commuting to Wellington City for work and an increasing number of those are using passenger transport.

Cars are the main mode of travel to places of education accounting for around 44% of all trips. Walking makes up the next largest segment (26%). School buses (13%) and public buses (6%) are the most popular passenger transport modes, with trains accounting for only 4% of trips. Cycling accounts for only 2.5 %.

Compared with similar-sized international cities, Greater Wellington residents' use of passenger transport is average, with relatively more trips by passenger

<sup>3</sup> Source: Population data from Statistics New Zealand Subnational Population Estimates.  
Public funding includes contract and concessionary fare payments only.  
Auckland Regional Council, Greater Wellington Regional Council, Environment Canterbury

transport than in US and Australian cities and significantly fewer than in European cities. Canadian cities, which are the most similar in character to New Zealand and Australian cities, suggest that greater use of passenger transport is possible without the infrastructure and urban form typical of European cities. High passenger transport usage in European, particularly Swiss, cities can be attributed to simple legible networks, high service frequencies, high service reliability, interconnection of routes, co-ordination of timetables, seamless inter-operator and inter-modal integrated ticketing, traffic priority for passenger transport vehicles, marketing of passenger transport and supportive land use and parking policies.

## 1.6 Passenger transport performance

Passenger transport's mode share of all trips in Greater Wellington, including the "active modes" of walking and cycling, is approximately 4%. Share of peak CBD commuting is around 30% and general peak commuting around 15%. In the five years from January 2000 to December 2004 total bus, train and ferry usage in the region has grown 12%. Growth has been greatest in the off peak period (19%), compared with peak times (7%), reflecting both population increase and the general trend towards greater travel outside peak periods.

Surveys of user perceptions in 2004 showed 69% of respondents said they felt 'safe' on passenger transport (c.f. 68% in 2003), and 7% 'unsafe' (c.f. 9% in 2003)<sup>4</sup>. This compares favourably with the equivalent Auckland survey. About 60% of people think Wellington's passenger transport services are reliable.

Access and mobility performance has improved in the last ten years. The Wellington bus fleet now comprises 465 vehicles, which includes 185 (40%) super-low-floor (SLF) vehicles. Of these 133 (29% of total, 72% of SLF buses) are wheelchair-accessible.

Where trains are concerned, full disabled access from street to train will only be achieved at high cost. However, the timing is advantageous in that it will coincide with major investment in the system's rolling stock. The Human Rights Commission Inquiry into Accessible Public Land Transport, released in 2005, recommended that national accessibility standards should be co-ordinated by a central government agency.

As at 1 July 2005, there were 7,500 registered members of the Total Mobility scheme in the region. This number has grown 75% in six years. Total Mobility provides a 50% taxi fare subsidy for people who have a disability which prevents them from using buses and trains.

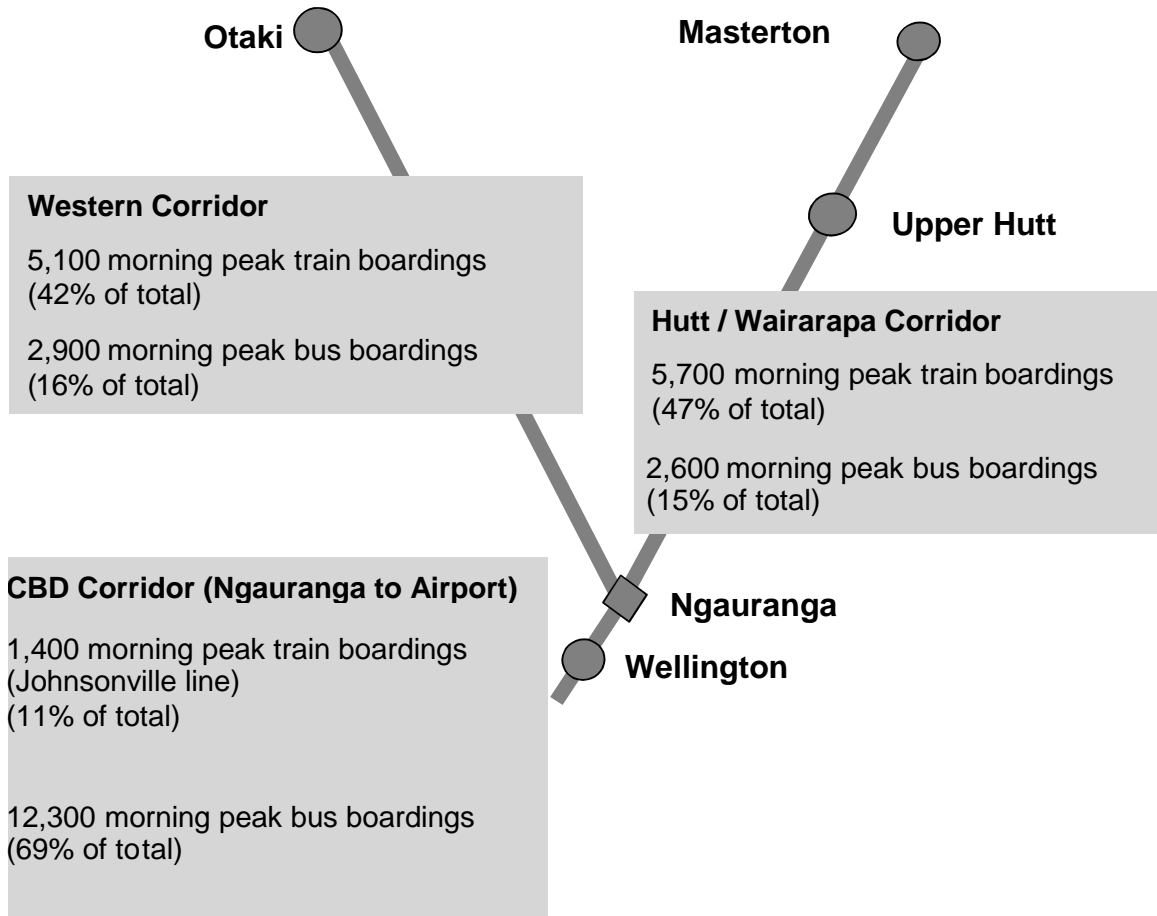
### 1.6.1 Current AM peak passenger transport passenger flows

The following diagram shows that passenger transport boardings for the combined AM peak and daytime inter-peak are for buses significantly in the CBD/Southern Corridor (72% of regional total). Train boardings are evenly split between the Western and Eastern Corridors.

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<sup>4</sup> Surveys undertaken by TNS for GWRC.

## Current passenger transport passenger flows (am peak)



CBD Corridor = all of Wellington City from Johnsonville South  
 Western Corridor = Kapiti Coast, Porirua and Tawa  
 Hutt/Wairarapa Corridor = Wairarapa, Upper Hutt and Hutt City

## **2. Purpose of the Regional Passenger Transport Plan**

The purpose of the Wellington Regional Passenger Transport Plan is to set out Greater Wellington Regional Council's (GWRCs) intentions for the region's passenger transport network over the period 2007–2011. Under the terms of the Transport Services Licensing Act 1989 and the Land Transport Act 1998, a regional passenger transport plan forms a part of the Regional Land Transport Strategy (RLTS). The RLTS, as the primary transport document for each region, contains the strategic context for this plan.

### **2.1 RLTS outcomes**

Section 5.3 of the Draft RLTS envisages the following outcomes for passenger transport:

#### **2.1.1 Passenger transport**

- Increased peak period mode share
- Enhanced off peak mode share and community connectedness
- Improved accessibility for all, including disabled people
- Improved customer satisfaction
- Improved journey times relative to travel by private car.

#### **2.1.2 Travel demand management**

- Increased journey to work mode share by passenger transport and active modes
- Improved integration between transport modes.

### **2.2 RLTS policies**

Section 9 of the draft RLTS containing the following passenger transport policies within the various corridor plans.

#### **2.2.1 Western Corridor Plan: Otaki to Ngauranga merge**

- Maintain rail as the key passenger transport commuting service
- Increase rail capacity in line with demand
- Enhance accessibility to rail services
- Extend rail services to the north in line with demand
- Improve efficiency of the existing service

- Improve reliability of the existing service
- Complement rail services with local bus networks
- Provide priority to buses in congested areas
- Integrate rail and bus services.

#### 2.2.2 Hutt Corridor Plan: Upper Hutt to Ngauranga merge

- Allow additional direct bus services from the Hutt Valley to Wellington CBD where these services are commercial and can be shown achieve a mode shift from private vehicles rather than from train services.

#### 2.2.3 Wairarapa Corridor Plan: Masterton to Upper Hutt

- Continuously improve the quality and accessibility of passenger rail services on the Upper Hutt-Masterton route to meet the needs of commuters, tourists and those engaging in recreation.
- Provide connecting bus services as required.

#### 2.2.4 Ngauranga to Airport Corridor Plan

- This corridor is currently under review.

### 3. Passenger Transport Vision, Strategic Goals and Policy Areas

#### VISION

A passenger transport network that helps people get around the region easily

#### STRATEGIC GOALS

##### MODE SHARE

To increase passenger transport's share of all journeys.

##### ACCESSIBILITY

To develop an accessible and integrated passenger transport network.

##### SUSTAINABILITY

To support the socially and environmentally sustainable economic development of the region.

#### POLICY AREAS

##### Servicing Stakeholders

Servicing both customers (passenger transport users) and other stakeholders (ratepayers and the wider community).

##### Service Delivery

Developing an accessible and integrated passenger transport network which covers the core GWRC passenger transport business processes.

##### Procurement Philosophy

The philosophy to be adopted in procuring bus services to ensure value for money

### **3.1 Vision**

A connected community where access is quick and easy is a key requirement for sustainable economic growth and the future prosperity of the Wellington region. The vision for passenger transport in this plan is an aspirational view of the contribution that passenger transport can make and gives the region something to aim for in the development of its passenger transport network.

The word “easily” as used in the vision encompasses universal accessibility to services and information, including vehicles and infrastructure. The vision embraces the five objectives of the New Zealand Transport Strategy.

### **3.2 Strategic goals**

Underpinning the vision are the strategic goals for passenger transport, which break the vision down into the three base requirements that GWRC has set for achieving the vision; in essence, the strategic goals create the foundation required to attain our vision of a passenger transport system that helps people get around the region easily. The strategic goals are:

#### **3.2.1 Mode share goal: To increase passenger transport’s share of all journeys**

The overall passenger transport goal is to grow passenger transport in order to increase passenger transport’s share of all journeys – currently 30% of all peak period journeys to work in the Wellington CBD, and 4% of all trips at all times by all modes (car, bus, train, ferry, cycling, walking, etc).

#### **3.2.2 Accessibility goal: To develop an accessible and integrated passenger transport network**

Fully accessible passenger transport will be safer, more comfortable and easier to recognise and use for all people, including those who have disabilities or who are travelling with young children, with bicycles or with luggage.

#### **3.2.3 Sustainability goal: To support the socially and environmentally sustainable economic development of the region**

Passenger transport is a key component of a highly functional transport system that enhances the natural and built environment and attracts creative businesses and knowledge workers.

These requirements form the base of what is an acceptable passenger transport system – all developments will contribute towards these goals in some way, and will not detract from them.

### **3.3 Policy areas**

The vision and strategic goals are supported by three key policy areas. Each policy area is described by a simple sentence. The three policy areas are:

- Servicing Stakeholders



- Service delivery
- Procurement philosophy

These policy areas outline the scope within which passenger transport services will be delivered. Each one is made up of a series of policies that will be implemented in order to attain the vision, and targets which will guide the actions of the GWRC and service providers in regard to passenger transport.

### **3.4 Regional Passenger Transport Plan is part of the Regional Land Transport Strategy**

This plan is an integral part of the Wellington Regional Land Transport Strategy and as such will be taken into account in the development and consideration of transport options for each of the region's transport corridors, and for the region as a whole.

## 4. Policy area – servicing Stakeholders

### Summary

Two sets of stakeholders exist for the regional passenger transport business – *customers* or users, and the *wider community and ratepayers*. It is essential that both sets of stakeholders are considered when planning and delivering passenger transport outcomes. Whilst many ratepayers may not use passenger transport, they gain from the congestion relief benefits it provides, as well as the improved access and social cohesion benefits which benefit the Wellington regional community as a whole.

### 4.1 Policies focused on Customers

#### Policy 4.1.1

**Increase peak time capacity to grow passenger transport share of all peak journeys to work in the Wellington CBD beyond the current 30% mode share.**

#### Policy 4.1.2

**Improve and promote off-peak passenger transport to increase off-peak patronage by 50% within ten years.**

#### Explanation

Increasing the mode share for commuters, students, off peak users and the elderly and disabled in the face of overall transport growth is a key customer objective. It involves measuring actual behaviour in terms of passenger transport use.

#### Policy 4.1.3

**Continuously improve the proportion of customers who rate passenger transport favourably against five key customer values:**

- **Reliability - includes reliability of services, fleets and information**
- **Convenience - including coverage, integration, frequency and travel time**
- **Friendliness – means providing a safe, positive experience**
- **Simplicity – means providing services and information which is easy to understand and use**
- **Quality - means providing comfortable, clean services that meet expectations.**

#### Explanation

Through on-going research GWRC will measure its performance against each of these values and continuously seek to improve performance and customer perceptions.

#### **Policy 4.1.4**

**Reduce the proportion of elderly and disabled people for whom lack of accessible passenger transport is a barrier to community participation.**

#### **Policy 4.1.5**

**Maintain current levels of regional interconnectedness, defined as the ability to get to the nearest regional centre by passenger transport and to the Wellington CBD with no more than one change of vehicle.**

#### **Explanation**

Whilst the passenger transport system performs as a mass transit system at peak hours, covering 30 percent of journeys to work in the Wellington CBD, it also functions as an essential service for those people in the Wellington Region for whom private car travel is not an option, for reasons of access, age, ability or due to a disability or injury. A well functioning passenger transport system which is accessible to as many residents and visitors as possible, and within the affordability constraint, increases participation in employment and the community.

### **4.2 Policies focused on the wider community and ratepayers**

#### **Policy 4.2.1**

**Increase the proportion of business and community stakeholders who believe that their investment in passenger transport represents good value for money in terms of social, environmental and economic efficiency benefits.**

#### **Policy 4.2.2**

**Increase the proportion of road users rating the road congestion benefits of passenger transport favourably.**

#### **Explanation**

Passenger transport stakeholders extend well beyond direct users. Motorists benefit from passenger transport use because of much lower levels of congestion than would exist if passenger transport were not available. The wider community has an interest in passenger transport's contribution to socially and environmentally sustainable economic development of the region.

Passenger transport makes both direct and indirect contributions to environmental performance by using low emission passenger transport vehicles and by reducing overall transport emissions through a reduction of private car trips.

From an economic development perspective, passenger transport is part of greater Wellington's competitive advantage for attracting and retaining business. Passenger transport is an important component of the sense of place that drives business retention in an economy which is expected to become increasingly dependent upon the creative industries.

## **5. Policy area – service delivery**

### **Summary**

GWRC Transport's core business process involves a cycle of designing, procuring and evaluating the purchase of passenger transport services. To this will soon be added the ownership of significant passenger transport operational assets, which is now permitted under the Local Government Act 2002.

### **Subject to Funding**

As is always the case, all programmes and undertakings in this plan are subject to funding. This section recognises the affordability constraint.

This document sets out the objectives, desired outcomes, policies, principles, and processes GWRC will apply in managing public passenger transport in the region during the plan's lifetime. As such it describes an intended direction. Once this document is adopted this direction remains in place until this document is reviewed.

The programme and other specific sections describe an intended pace, and these are aligned with undertakings already made in the Long Term Council-Community Plan (LTCCP), and already consulted upon through Local Government Act 2002 processes. The timetables outlined in this document are accurate at the time of writing, however, are subject to change and review. Changes can be required when funding rules change (eg Financial Assistance Rates applied by Land Transport New Zealand), when contracts are renegotiated, if there is an unexpected event elsewhere requiring priority action (a significant flood or major infrastructural breakdown for whatever reason for example), or some other unpredicted or unusual circumstance. Review is required in normal local government process, through Council's Annual and Long-term Plans, taking into account ratepayer response and Councillors' views on that response. The actual allocation of specific funding and resources to specific projects is only formalised through Local Government Act 2002 processes. The appearance of any particular project at any particular year in the programme in this document is an indication of Council's intention, not a guarantee that it will happen.

The reader should note that change and review can lead to either acceleration or delay in pace, but delay is more usual.

Transport is an area where there are long lead times, unpredictable processes, evolving technologies, and numerous independent agencies. While GWRC may plan and allocate resources for particular results, it is not the only stakeholder involved in achieving those results.

It is important to know where we want to go and approximately when we want to get there. However, Council must continually balance the desirability of transport results with their practicality and their cost to the community.

## **5.1 Policies on route coverage — train, bus and ferry**

### **Policy 5.1.1**

**Maintain current coverage of routes within reasonable walking distance of most of the region’s residents and continue to provide useful connections for all trips.**

### **Policy 5.1.2**

**Maintain existing dedicated passenger transport corridors and facilities (rail, cable car, bus lanes, trolley bus lines, interchanges and Park and Ride facilities) and continue to add bus lanes.**

### **Explanation**

Currently 90% of the resident population of Greater Wellington are within 500 metres of a bus stop or train station. We will aim to maintain at least this level of service coverage over the period of this plan. There will however continue to be areas of the region which due to low population density, steep hills or unsuitable local street design for which regular scheduled services may not be practicable or affordable.

A distance of 500 metres from a bus route is equivalent to about five minutes normal walking time.

### **Policy 5.1.3**

**GWRC will consider requests for service extensions into new residential areas where development is consistent with the Wellington Regional Strategy or land-use development plans, and where such services can be provided efficiently and forecast loadings are likely to be achieved within five years. Any new service or major service alteration will normally be subject to a trial period of not less than two years.**

### **Policy 5.1.4**

**Special services will be provided for school children where volumes are sufficient for this to be a lower cost option than carriage on scheduled services, or where distance, safety or the comfort of adult passengers makes it desirable, or where no suitable public services are available. GWRC-funded school bus services will only be provided within (and not between) the urban areas of Wellington, Hutt Valley, Porirua Basin and Waikanae-Paraparaumu-Raumati.**

### **Explanation**

School students have traditionally made extensive use of the region’s train services and both public and special buses. The government makes no specific contribution to the cost of urban school bus travel. GWRC expects that the Ministry of Education will continue to fully fund rural school bus services.

## **5.2 Policies on bus and train service levels**

### **Policy 5.2.1**

**Maintain and expand services with A and B levels of service (high frequencies and extended hours of operation) in key high density corridors.**

**Policy 5.2.2**

**Maintain existing high levels of regular interval (clockface) timetables (services operating at the same minutes past each hour for easy memorisation).**

**Policy 5.2.3**

**Maintain and improve integrated train and bus timetables.**

**Explanation**

Timetable standards detail times during which passenger transport operates on each day of the week, and frequencies. The broadest possible operating timespan is important to enable people to rely on passenger transport for more than just their peak commuting needs (for instance, the ability to use passenger transport for work journeys when working hours are not strictly “nine to five”, and also weekend services). Reliable, convenient, friendly, simple, quality services may enable young people to postpone the decision to buy their first car.

Delivery of a set of measurable timetable standards, covering both frequency and the timespan (operating hours) is targeted, as set out in the table below:

**Policy 5.2.4**

As funding permits, GWRC will work with operators to fully implement the targeted levels of service shown for each route in the Bus and Train Service Summaries in Section 7 (Sector strategies), subject to appropriate levels of community consultation before implementing route or timetable changes.

The target standards for each Level of Service are set out below:

**Target Bus Service Frequencies and Timespans**

Level of Service (LOS)	Target Frequencies	Target Timespans		
	Base frequency	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.			

Level of Service (LOS)	Target Frequencies	Target Timespans		
	Base frequency	Weekdays	Saturdays	Sundays
Limited	Less than hourly			
Peak	Service operating in peak periods only, usually supplementing an A or B level service			

### **Base frequency – interpeak Monday to Friday and daytime Saturdays**

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.

### **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.

### **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 (ie, 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.

### **Target Timespans**

Where the context requires, the timespans in the table above refer to morning arrival times and evening departure times in the Wellington central business district.

## **Policy 5.2.5**

**Consider increasing the levels of service for evening and nighttime buses where this is justified by demand and affordable.**

### **Explanation**

Evening service levels on a number of key Wellington City bus routes were reduced in the 1980s. Since then, patterns of work and entertainment have changed considerably; therefore it may be appropriate to increase levels of service. On train routes, concerns about personal safety and security are a deterrent to greater use of evening services. The level of service on weekday evenings affects patronage of morning peak services. The success of After Midnight services on Friday and Saturday suggests that later evening services during the week may be justified.

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<sup>5</sup> will continue and, subject to funding, extensions to the hours and days of operation will be considered during the life of this plan.

Weekend services have been improved on many routes in recent years to reflect changed patterns of work and entertainment. Further improvements are likely to be justified; many routes still have no weekend services.

<sup>5</sup> After Midnight services were first introduced in 1999. A trial service to the Kapiti Coast was not successful.

## **5.3 Policies on capacity**

### **Policy 5.3.1**

**Increasing service capacity at peak to accommodate sustained high demand will be prioritised such that less frequent services are addressed as a priority over more frequent services, such that passenger waiting time overall is minimised.**

#### **Explanation**

In practice, where passenger numbers regularly exceed capacity, GWRC will give greater priority to increasing peak service frequency in cases where the existing service is relatively infrequent (15 minutes or greater). Where peak services already have a high frequency, it will not always be realistic to accommodate all passengers on the first service which passes their stop.

### **Policy 5.3.2**

**In cases where increased capacity is required at peak times, the capacity will be increased wherever possible through the use of larger vehicles rather than by adding to the number of vehicles used.**

### **Policy 5.3.3**

**The following measures will be applied to the average loading of all trips at the maximum loading point in the dominant direction of travel, during the period concerned.**

#### **Public & School Buses**

**Depending on demand and funds available, GWRC will take steps to increase frequency or capacity to improve the comfort, safety and attractiveness of services in cases where, at the maximum loading point on a consistent basis, the following conditions are demonstrated:**

- **Services at all times where patronage demand regularly exceeds the maximum permitted capacity on the available vehicles.**
- **Services in the inter-peak, evenings and weekends where patronage demand exceeds 50% of seating capacity on any service at any other time.**

#### **Explanation**

“Capacity” refers to the ability of the scheduled service frequency to service peak demand.

The measures listed above will be applied to the average loading of all trips at the maximum loading point in the dominant direction of travel, during the period concerned.

### **Policy 5.3.4**

**Where a passenger service is withdrawn, leaving no service in the middle of the day on weekdays, GWRC may provide limited taxi fare subsidies to**



**elderly people (and other categories of user where appropriate in cases of significant hardship) who have regularly used the service.**

### **Explanation**

These schemes, known as “*Taxi Fair*”, are similar to, but more restrictive than, Total Mobility and are only used where there is a clear financial advantage to GWRC, relative to maintaining the service. This policy has been in place since 1997 and has cost GWRC an average of just under \$3,000 per year.

## **5.4 Policies on journey time and reliability**

### **Policy 5.4.1**

**Improve journey times relative to travel by car by:**

- **Maintaining and, where possible, improve passenger transport journey times relative to travel by car.**
- **Increasing the scope and provision of bus priority measures, especially in and approaching the Wellington CBD.**
- **Implementing simplified fare structures and improved ticketing systems in order to reduce average passenger boarding times.**
- **Providing for express services during the peak time periods.**
- **Implementing fare structures and improved ticketing systems that reduce average passenger boarding times.**
- **Reviewing the spacing, location and accessibility of all rail stations and bus stops so as to achieve overall improvements in system accessibility, capacity and journey times.**

### **Policy 5.4.2**

**Significantly improve reliability by ensuring that:**

- **99% of bus services depart their originating terminus either at or no less than 10 minutes later than the advertised time.**
- **No bus services leave any terminus or timing point earlier than the advertised time.**
- **At least 90% of rail services depart from their originating station within three minutes of the advertised departure time as measured on a calendar month basis.**
- **At least 90% of rail services arrive at Wellington station within three minutes of the timetabled time.**
- **No scheduled rail service runs early.**

- **GWRC continue to work with local and national roading authorities on traffic management to improve service reliability.**
- **GWRC will, where funding permits, invest in rail infrastructure such as double-tracking, passing loops and signalling to improve reliability and network capacity.**
- **GWRC will require provision of a modern reliable transport fleet.**

#### **Explanation**

The journey time on passenger transport relative to travel by car is an important decision-making factor for potential users. This set of policies will target the maintenance of existing travel times and, where possible, improve passenger transport journey times relative to travel by car.

### **5.5 Policies on vehicle quality**

#### **Policy 5.5.1**

**To improve the standard of passenger transport vehicles so as to maintain and improve the position of passenger transport relative to the private motor vehicle. GWRC will:**

- **Maintain and review its Vehicle Quality Standards (VQS) for urban passenger transport services.**
- **Review standards relating to accessibility.**
- **If necessary, amend the VQS to impose standards relating to environmental factors and advertising on vehicles.**
- **Complete a minor review of the VQS at least every three years and will carry out a zero-based review by 2015.**
- **If necessary, “contract over” commercial services which do not meet equivalent vehicle quality standards for contracted services.**
- **GWRC reviewed its VQS for urban bus services in 2004. Amongst other things, they require contracted passenger transport operators’ fleets to have no vehicle being in service more than 20 years (except for vehicles used exclusively for school bus services, in which case the maximum age is 25 years). Age is used as an indicator of the quality of the image projected by the service, but in addition, emphasis is placed on accessibility, safety and presentation.**

### **5.6 Vessel quality – ferry**

- **GWRC have developed a set of standards for vessels used on harbour ferry services. These are available on request.**

#### **Explanation**

GWRC contracted operators must comply with Land Transport New Zealand and Maritime New Zealand passenger transport safety standards.

## **5.7 Policies on rail track and signalling**

### **Policy 5.7.1**

**Review the spacing, location and accessibility of all stations to achieve overall improvements in system accessibility, capacity and journey times.**

### **Policy 5.7.2**

**Maintain safety standards and improve the capacity and reliability of the rail system overall, but particularly at the Kaiwharawhara ‘throat’.**

### **Explanation**

Upgrading the rail system infrastructure is essential to improve capacity, journey speed and reliability on the rail network. This is a key strategy for improving rail’s ability to relieve road congestion by providing an attractive alternative to private car travel, especially in the critical Western Corridor between Wellington CBD and the Kapiti Coast.

A major upgrade of track and signalling equipment may be required in order to improve capacity through the Kaiwharawhara ‘throat’ – the section of track from the junction of the Paraparaumu and Hutt Valley lines to Wellington station.

## **5.8 Policies on infrastructure standards – station, bus stop and wharf**

### **Policy 5.8.1**

**Significantly improve infrastructure quality to achieve level access, flat hard-standing areas, seating, shelter, good lighting and fully accessible information at 50% of stops and stations.**

### **Explanation**

#### *Station standards*

GWRC is developing a rail infrastructure development plan for each rail line which will define standards and projects. Further issues to be addressed in the plan include the number, spacing and location of stations.

### **Policy 5.8.2**

**GWRC will work with Wellington and Hutt City Councils to develop appropriate standards for accessibility, shelter and information for wharves used by harbour ferry services, but accessibility will not be a top priority given that fully accessible buses are used on the parallel bus service.**

### **Policy 5.8.3**

**By 2010, targets for Greater Wellington’s 2,800 bus stops are:**

- **Shelter at all train stations and 35% of bus stops (approximately 115 extra shelters, assuming the number of stops do not increase markedly).**
- **Timetable information at all train stations and 80% of bus stops (approximately 750 extra timetable displays assuming the number of stops do not increase markedly).**

### **Explanation**

The targeted standard for bus routes is three stops per kilometre in built-up areas. The review of the spacing and location of bus stops will be a significant ongoing project for the quality partnerships between GWRC, territorial authorities and bus operators. In some areas there are too many stops with the location often being the site of least resistance from adjoining landowners and occupiers, rather than the optimal user servicing point. The strategy being pursued is to significantly increase the percentage of sheltered boarding stops to 80%. Development of a bus shelter standard is a required project. The Adshel shelters provided in some territorial authority areas are successful in terms of appearance and visibility, but provide inadequate shelter from adverse weather.

#### **Policy 5.8.4**

**GWRC will work with territorial authorities to develop a process for establishing new or relocated bus stops where routes or service requirements change.**

## **5.9 Policies on fares**

### **Policy 5.9.1**

**Review fares regularly to maintain equity and consistency, simplicity (ease of understanding and calculation), integration for journeys involving transfers between vehicles (ie, no penalty for transfer) and an appropriate balance between maximising patronage and revenue and ensuring value for money for customers, ratepayers and taxpayers.**

### **Policy 5.9.2**

**Cash fares will generally be rounded to the next multiple of 50 cents for ease of cash handling, and non cash fares will be maintained in a consistent relationship with the equivalent cash fare.**

### **Policy 5.9.3**

**Implement universal concession fares for young people and seniors subject to affordability.**

### **Policy 5.9.4**

**GWRC will introduce a standardised Metlink-branded photo ID card for young people, and possibly also for seniors to be used by those persons obtaining concessionary fares.**

### **Policy 5.9.5**

**Integrated fares policy and fares changes will be developed and consulted with stakeholders to balance the current respective contribution ratios of ratepayers, Government, and fare-box recovery funding in funding delivery of regional PT services.**

**Policy 5.9.6**

**Greater Wellington will use Metlink as the umbrella brand for all multi-modal fare offers in the region, to improve communication and patronage.**

**Policy 5.9.7**

**Term passes for train travel will continue to be available, but that they will be priced relative to other fares from the beginning of the 2008 school year.**

**Policy 5.9.8**

**Fares on all urban passenger services in the Greater Wellington region will be maintained at a level that compares favourably with the perceived cost of using a private car for the same journey.**

**Policy 5.9.9**

**Fare levels will be progressively adjusted to ensure fares (absolute and per kilometre) are equitable within the region, and make a reasonable contribution to the upgrading of passenger transport services during the period covered by this plan.**

**Explanation**

Fare levels will be reviewed from time to time to take into account changes in the cost of car travel and in the transport consumer price index as well as the ability of GWRC and other funding authorities to pay for passenger transport.

GWRC's vision for fares and ticketing is for one simple and consistent set of Metlink fares and fare products, with terms and conditions available to all travellers, irrespective of where they live or which operators' services they use.

GWRC is working with operators to standardise concession fares.

**Policy 5.9.9**

**GWRC will work with operators to expand the range of integrated multi-operator fare products pending the implementation of fully automated integrated ticketing.**

**Explanation**

Integrated multi-operator fare products will be designed particularly to encourage and facilitate off-peak travel. Integrated fare products for peak travel will have to wait until there is sufficient additional peak capacity to accommodate any generated demand.

**5.10 Policies on integrated ticketing**

**Policy 5.10.1**

**GWRC supports the implementation of an integrated ticketing system which enables all train, bus and ferry journeys to be paid for with a single smart card.**

**Policy 5.10.2**

**Any integrated ticketing system must satisfy the following conditions:**

- **The system must be operated independently of any operator so that all operators have confidence in the integrity of the system, and such that the patronage and revenue information in the system is secure from any other commercial interest.**
- **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.**
- **The system will have an open interface to allow for the integration of all operator ticketing systems.**
- **The system must be operated in a manner that protects customer information privacy.**
- **All ticketing pre-payments must be secured in a manner that protects the financial interest of passenger pre-payments from undue commercial risk.**
- **The system must enable ready implementation of new fares arrangements. These might include off-peak, capped fares, continuous, through journey and differential fares policies as Greater Wellington might decide from time to time.**

**Policy 5.10.3**

**Ideally any integrated ticketing system will satisfy the following conditions:**

- **The system will be offered as a Metlink branded service and will include introduction of a Metlink branded integrated ticketing payment card.**
- **The ticketing card will be a modern generation contactless smartcard capable of handling a pre-loaded cash “e-purse” as well as pre-purchased “products” (e.g. monthly passes).**
- **The ticketing card will be easy to use and load with extra funds (including automated, online, vending machine, and agency options) and will offer personalisation options and other advanced features. A last ride credit facility will be available.**
- **The system will require users to “tag-on” and “tag-off” all passenger transport services using their Metlink smartcard to enable integrated**

**fares, capture specific patronage information, and minimise fare evasion by deducting the full route fare when boarding a service and crediting any unused fare portion on exiting.**

**Policy 5.10.4**

**All GWRC contracted passenger transport operators will be required to accept any Metlink branded payment card.**

**Policy 5.10.5**

**GWRC will establish an operator ticketing and fares reference group. All operators contracted to provide passenger transport services in the Wellington region will be entitled to be a member of the group.**

**Policy 5.10.6**

**GWRC will use both detailed and aggregated patronage and fare-box information gathered through the integrated ticketing system for passenger transport planning and policy considerations.**

**Explanation**

The customer values of reliability, convenience, friendliness, simplicity and quality will ultimately result in a system of fares and ticketing which is easy to understand and to use, zone-based and integrated, with no penalty for transfers and with incentives for regular use (for example, by capping daily, weekly and monthly fares)<sup>6</sup>.

“Tag-on, tag-off” involves the passenger “tagging on” at the beginning and “tagging off” at the end of each leg of their journey, so that their smartcard, rather than the driver or train guard, calculates the correct fare.

The overall objective of the project will be to maintain or increase patronage and revenue of the passenger transport system in the long term<sup>7</sup>, while making fares easier to understand and use for people whose travel needs regularly require the use of more than one mode (bus or train), operator or journey leg.

**5.11 Policies on customer information and passenger transport promotion**

**Policy 5.11.1**

- **Continuously improve the legibility, accessibility and availability of passenger transport information through the development of the Metlink brand.**
- **Develop the Metlink brand to assist customer understanding of Greater Wellington’s passenger transport network and promote passenger transport.**

**Explanation**

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<sup>6</sup> As is now common in the telecommunications sector, for example.

<sup>7</sup> Short term reductions in revenue may be unavoidable under some fare policy scenarios.

Metlink is the brand name for Greater Wellington's passenger transport network that was launched in October 2005.

Metlink was developed by GWRC and the region's passenger transport operators and city and district councils to bring together the region's bus, train and harbour ferry services under one name. This was to help integrate the network and make it easier to recognise and use.

The Metlink brand provides information, co-ordinates and promotes Greater Wellington's passenger transport network.

This includes providing the following services:

- the Metlink service centre (formerly Ridewell)
- the Metlink website – [www.metlink.org.nz](http://www.metlink.org.nz)
- production of timetable information – printed timetable leaflets, as well as timetable information at bus stops/station timetables.
- production of passenger transport information, such as maps, guides and leaflets, plus new methods of providing information, including providing bus timetable information via text messages (SMS); a service called txtBUS. In 2007 this service is likely to be extended to train services.
- production of Metlink signage – signage at bus stops, stations, Park & Ride car parks and on buses, trains, and the harbour ferry.
- production of promotional material and specific promotional campaigns, including advertising, leaflets, posters and newsletter.

GWRC will develop and implement a comprehensive Metlink marketing and information strategy. This will aim to: improve information delivery; increase marketing and promotional activities, with a particular emphasis on promoting enhancements to the Metlink network; and improve Metlink's performance against the five key customer values of reliability, convenience, friendliness, simplicity and quality.

By responding to on-going feedback GWRC will seek to improve performance and customer perceptions.

### **Policy 5.11.3**

**Introduce widely accessible real-time passenger information service by 2011.**

#### **Explanation**

GWRC will develop and implement a comprehensive real-time passenger information strategy aimed at increasing the overall reliability of the passenger transport system. This will, as one of its outputs, provide real-time information displays at key points in the network. Real-time information at all departure points will be available through the text-messaging service (SMS). Although



this project is yet to be scoped and costed in detail, it is likely that the implementation will take place in the following order:

#### Information projects

Stage	Component	Indicative Timeline
1	Comprehensive database of all passenger transport stops and trips.	Completed
2	Database accessible through call centre and website (timetables and journey planning function) and text messaging (next three services from each stop).	Completed
3	Equip passenger transport vehicles with GPS equipment and automated "Next stop" visual displays and announcements.	Piloted on new Wairarapa trains from 2007. All buses and trains equipped by end of 2009
4	Real-time information displays available at CBD stops, principal stations and some other key points in the network.	End of 2010
5	Establish real-time information exchange from onboard GPS to central operations centre(s). Limited real-time information available to Metlink call centre.	
6	Real-time information for all stops/stations by cellphone.	

## 5.12 Policies for special events

### Policy 5.12.1

**Grow the use of passenger transport for special events, building on the success of rail travel to Westpac Stadium.**

#### Explanation

To 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. It is anticipated that this assistance will be in the form of operation of later scheduled bus services on core bus routes and the possible introduction of a stadium event ticket that includes unlimited use of the passenger transport system on that day.

GWRC will continue to encourage commercial operation of event based services.

## 5.13 Policies for procurement monitoring

### Policy 5.13.1

**To ensure that measurable aspects of GWRC's service procurement objectives are monitored. These are as listed below and are intended to be consistent with identified key customer values.**

- **Reliability**
- **Safety**
- **Quality**

- **Interconnectivity**

#### **Explanation**

Effective monitoring of contracted operator performance is an important business process for GWRC, the purpose of which is to ensure that operators are performing their obligations and that opportunities for improvement are identified.

### **5.14 Policies for asset monitoring**

#### **Policy 5.14.1**

**To ensure that the following aspects of GWRC's transport infrastructure assets are monitored for the users of the transport network and ratepayers contributions:**

- **Safety**
- **Reliability**
- **Accessibility**
- **Quality**
- **Maintainability**

#### **Explanation**

Effective monitoring of GWRC transport infrastructure assets will be incorporated into the Asset Management Information System (AMIS). This system is currently in the development stage and will allow for procurement procedures to be followed, and for those procedures to be adapted for future needs.

### **5.15 Policies for the review of level of service procurement specifications – train and bus**

#### **Policy 5.15.1**

**GWRC will review the level of service on train and bus services at least every five years.**

#### **Explanation**

These reviews will be carried out by GWRC in conjunction with operators and in consultation with users, residents and territorial authorities. Refer to the sector programme for the anticipated timing of each review.

**Indicative Timetable for major reviews during the life of this plan:**

<b>Review period</b>	<b>Area for review of procurement specifications</b>
<b>Trains</b>	
Beginning in 2006/07	GWRC will carry out zero based reviews of infrastructure and service levels on the Wairarapa, Johnsonville, Kapiti Coast and Hutt lines (in that order). This process will result in a comprehensive 20-year Rail Business Plan which will determine the refurbishment of existing rolling stock, purchase of new rolling stock, upgrading of track, signalling and stations and accessibility levels.
2007/08	<b>Wairarapa</b> Possible service improvements in to coincide with introduction of new trains.
Beginning in 2006/07	<b>Kapiti Coast</b> Major review of infrastructure upgrade options to enable a fast and reliable 15-minute peak train frequency between Waikanae and Wellington.
<b>Buses</b>	
2006/07	<b>Porirua</b> A major review of Porirua City bus services has been implemented in stages. The last stage will consist of reviewing Titahi Bay services in conjunction with creation of a Porirua Central bus route spine between Porirua Railway Station and Whitireia Polytechnic for all Porirua City bus routes.
2006/07	<b>Wairarapa</b> GWRC councillors commissioned a review of Wairarapa passenger transport needs which was commenced in early 2005. This project will be completed in 2006/07.  Consultation on expansion of Masterton town bus service and minor improvements to inter-town bus services including service extension to Masterton Hospital and better integration with train services especially for Martinborough and Greytown.
2006/07	<b>Wellington City</b> North Wellington passenger transport study including short-term review of Khandallah, Churton Park and Johnsonville West bus routes to take into account operational constraints and new roading and subdivisions.
Beginning in 2007/08	<b>Wellington City</b> Major review of through-route options to maximise access to Victoria University Kelburn, Massey University Wellington and Wellington Hospital. Implement full A, B or C Level of Service on Wellington routes as appropriate.
Beginning in 2008/09 (implementation 20/10/11)	<b>Kapiti Coast</b> Test bus network options against possible train service improvements (Waikanae, Lindale, Raumati station proposals in particular) and Waikanae River bridge options.  Implement full Level of Service B (extend evening services in particular).
Beginning in 2010/11 (implementation 2012/13)	<b>Hutt Valley</b> A minor review may be required by 2008, given that the Hutt Valley improvements will have been in place for five years.

## **5.16 Policies on vehicle accessibility**

### **Policy 5.16.1**

**Significantly improve perceptions of safety and security among existing and potential customers.**

### **Policy 5.16.2**

**Introduce level access trains 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, with the following targets:**

- **All offpeak trains to have maximum possible level access for wheelchairs, pushchairs and cycles by 2010, and all trains by 2025**
- **40% of peak trains have level access by 2015**
- **Top five busiest train stations, as well as Masterton, Carterton and Featherston to have level access by 2010**
- **Top 15 busiest train stations to have level access by 2020**
- **80% of all train stations to have level access by 2025**

### **Explanation**

All objectives and targets in this section in relation to the rail system are subject to change during 2006 to take into account:

- Final GWRC rail business plan and associated work programmes for rolling stock and fixed infrastructure.
- Specification of new EMU trains in consultation with all stakeholders and representatives of disabled communities in particular.
- Negotiations with On Track (New Zealand Railways Corporation) and Toll Rail concerning the upgrading of the system's station platforms and buildings.
- Any decisions taken by central Government agencies in response to the Human Rights Commission's report *The Accessible Journey – Report of the Inquiry into Accessible Public Land Transport*.

“Level access” means step free access between a station platform and part or all of the interior of a train, such that passengers in a wheelchair or with other mobility impairments, or with prams and buggies can board a train unassisted. In relation to a station, level access means a platform which is built to the standard height above the top of the rail. In relation to a train, level access is unlikely to be possible throughout the train itself; the aim will be to maximise the proportion of passenger space at the level of the standard platform height.

### **Policy 5.16.3**

**Complete 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, with the following targets:**

- **Super Low Floor (SLF) buses required on all new contracts.**
- **All new buses required to be pram-friendly and wheelchair accessible through the front door, with sufficient space (otherwise available to standing passengers) for two wheelchairs or three prams.**
- **All community services and peak services at the base frequency for each route to use SLF buses by 2010.**
- **All commuter services to use SLF buses by 2012.**
- **SLF buses on all offpeak services by 2010 and on all services by 2015.**
- **All school bus services to use SLF buses by 2020.**
- **Fully accessible information in accordance with adopted accessible information strategy at 80% of boarding stops by 2015.**
- **Formed pad at 75% of stops by 2015.**

#### **Explanation**

GWRC will specify wheelchair-accessible Super Low Floor buses on at least the base frequency of all contracts put out to tender from now on, unless there is a sound operational reason not to do so.

The year by which each individual route is expected to be fully accessible at its base frequency are shown in the table in section 6.3.2 (a). In practice many routes may be fully accessible well in advance of these dates.

GWRC will amend its Vehicle Quality Standards to ensure that any national standards for accessibility are implemented within the agreed timeframes.

A basic bus accessibility standard would include provision, where possible, of concrete pads to around half of the region's 2,800 bus stops (such pads are already in place at approximately 25% of stops, and are unlikely to be feasible at another 25%).

#### **Policy 5.16.4**

**GWRC will require passenger transport operators to provide for disabled people on ordinary services in line with any agreed national standards which may be developed (with GWRC's input) as a result of the Human Rights Commission's Inquiry into Accessible Public Land Transport.**

#### **Explanation**

GWRC believes that the infrastructure component of a fully accessible passenger transport network may cost in the order of \$100 million, therefore, it is necessarily a long-term project, which will take up to 20 years to implement.

Elements of the accessible PT project include:

- vehicles – buses, trains and ferries
- bus stops
- train stations, including access from the street to the platform as well as platform to train
- shelter
- lighting
- information
- safety and security.

#### **Policy 5.16.5**

**GWRC will work with representatives of disability communities to establish and manage appropriate processes for improving the accessibility of passenger transport infrastructure and services.**

**As much as possible GWRC will work through structures already established by territorial authorities, district health boards and central government agencies. In particular, GWRC will seek input into the development and implementation of customer service standards and the design of:**

- routes and timetables
- trains and buses
- stops, stations and other infrastructure
- information.

#### **Policy 5.16.6**

**GWRC will not prioritise the development of improved harbour ferry accessibility in the next 10 years.**

#### **Explanation**

Ferry accessibility is not a funded priority in the next ten years because of high cost relative to benefits and the existence of alternative bus services.

### **5.17 Policies on accessibility of passenger transport information**

#### **Policy 5.17.1**

**GWRC will continue to improve information accessibility for all people, particularly the visually or hearing impaired, such that:**

- the percentage of customers rating information accessibility favourably increases.
- 80% of customers agree that passenger transport information is legible and accessible.

- **By 2010, GWRC has developed an Accessible Information Strategy with appropriate standards agreed by representatives of disability and elderly communities.**

## **5.18 Policies on Total Mobility and other paratransit services**

### **Policy 5.18.1**

**GWRC will maintain its contribution to the funding of the Total Mobility Scheme in real terms.**

#### **Explanation**

The Total Mobility Scheme (TM) provides a 50% subsidy of taxi fares to those people who are unable to use conventional passenger transport due to a disability.

### **Policy 5.18.2**

**GWRC will investigate alternative transport solutions for people who meet the Total Mobility eligibility criteria, especially in areas where taxi companies are unwilling or unable to provide service.**

#### **Explanation**

In many cases, half-price taxi travel may not provide the most cost-effective transport solution for either the user or the funder. In some small towns and in most rural areas, taxi services are not available. GWRC will investigate alternative transport services for disabled people who satisfy the above criteria, where such services have the potential to provide better value for money.

It is expected that targeted accessibility enhancements identified earlier in this plan will reduce demand for Total Mobility services as the network becomes accessible to a wider group of users.

### **Policy 5.18.3**

**GWRC will work with Total Mobility users, disability agencies and taxi organisations to implement:**

- **Any upgrading that might result from new national standards**
- **Agreed customer service standards which taxi companies will be required to achieve in order to provide Total Mobility services**
- **Photo identification for users**
- **Electronic fare payment systems**
- **An expanded fleet of wheelchair-accessible Total Mobility vehicles.**

## **5.19 Policies in relations to taxis**

### **Policy 5.19.1**

**GWRC will not exempt approved taxi organisations from the requirement to provide a 24-hour, seven-day-a-week taxi service in urban areas, such as Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley or Masterton.**

**Policy 5.19.2**

**GWRC will consider exemptions for approved taxi organisations from the requirement to provide a 24-hour, seven-day-a-week taxi service in rural areas, including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough.**

**Explanation**

GWRC has only a limited role in relation to taxis.

Taxis provide an important passenger transport service. With the important exception of the Total Mobility scheme for people with disabilities (see section 6.18), taxi travel is not publicly funded or subsidised.

Taxi numbers are not regulated other than through the requirements of the Transport Services Licensing Act 1989, which sets driver licensing requirements, requires drivers to belong to an approved taxi organisation, and allows regional councils to exempt such organisations exemption from the requirement to provide a 24 hour, seven day a week taxi service if, in their opinion, the public does not demand such a service. GWRC believes that the public expects 24/7 taxi service in main urban areas. No exemptions will therefore be granted in Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley and Masterton. In rural areas (including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough) GWRC will consider exemptions from the continuous service requirement.

**Policy 5.19.3**

**GWRC does not believe that there is any case for taxi drivers and their customers to use or benefit from passenger transport priority schemes such as bus lanes because taxis essentially provide their customers with the same level of mobility as the private car.**

**5.20 Policies on emissions from passenger transport vehicles**

**Policy 5.20.1**

**Increase the proportion of passenger transport services operated by low emission vehicles.**

- **To increase the percentage of services operated by low emission vehicles.**
- **To continue supporting use of low emission vehicles such as trolley buses and electric trains.**
- **To investigate the potential for alternative fuels.**
- **To investigate noise reduction initiatives on new vehicles.**



### **Explanation**

GWRC has the ability to include these improved specifications in operator contracts but the current LTCCP does not provide specific funding. It should be noted that significant emission improvements are most effectively addressed by tightening national vehicle standards.

## **5.21 Policies on strategic market research**

### **Policy 5.21.1**

**GWRC will seek to undertake strategic market research into future market demand, with increasing emphasis on needs of the elderly and disabled**

### **Explanation**

Passenger transport infrastructure investment often requires single large projects with life spans of many decades. Ensuring that investment will meet future market demands requires a particular business focus on the long-term nature of customer demands. Elderly people are not currently large users of passenger transport but, as the population ages, as passenger transport becomes more accessible, as increasing numbers are no longer able to drive, and as more people work (often part-time) later in their lives, they represent an area of considerable potential for patronage growth, particularly off-peak.

## **5.22 Policies on enabling technology**

### **Policy 5.22.1**

**GWRC will improve the use of assets and the meeting of passenger transport customers' needs by implementing technological improvements as they develop and as needs and funding permit.**

### **Explanation**

Enabling technology should become a core GWRC function. Objectives of meeting the needs of customers and maximising use of assets will increasingly be supported by technology that enables real time information on the actual operation of the network (when the next bus is likely to arrive) and information that is tailored to the specific needs of an individual customer. The passenger transport business needs to continue to build its understanding of the potential of technology and the ability to integrate this into operations.

## **6. Policy area – procurement philosophy**

### **6.1 Introduction**

A Bus Procurement Strategy and Plan (BPSP) will be developed based on the policies in this section of the RPTP in advance of the next major round of bus contracting (which is expected to occur in 2008).

### **6.2 Bus service procurement objectives**

To enable the achievement of this RPTP and the NZTS vision through facilitating service integration and the implementation of network-wide initiatives such as integrated fares and ticketing.

To achieve value for money for GWRC (and Land Transport NZ), and a sustainable outcome for the parties involved, having regard to the policy objectives set out in this RPTP and the requirements of the LTMA (including the risk of not achieving those objectives);

To 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
- Mitigates risks of an interruption in service continuity.

### **6.3 Procurement process**

In developing its BPSP, GWRC will evaluate options ranging from competitive tender – either open or limited – to negotiation with existing service providers (in conjunction with financial transparency). The procurement options will be evaluated against the procurement objectives set out in section 5.2 and will take into account factors such as the level of market interest and availability and cost of assets for potential bidders.

### **6.4 Contract design**

Contract design will be guided by the procurement objectives. Other key contract design parameters are as follows:

- 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).
- The results of GWRC'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 GWRC 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.
- 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.

## **6.5 Other procurement philosophies**

Procurement philosophies for rail services, infrastructure and other passenger transport activities may be developed during the course of this plan.

## 7. Sector strategies (service levels Sectors 1 to 6)

### Target Bus Service Frequencies and Timespans

	Target Frequency
<b>Level of Service (LOS)</b>	<b>Base frequency</b>
A	10 or 12 minutes
B	15 or 20 minutes
C	30 minutes
D	60 minutes
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

#### Base frequency – interpeak Monday to Friday and daytime Saturdays

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.

#### 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.

#### 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 (ie, 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.

In the following tables for each sector, the stated Level of Service reflects the current Monday to Friday interpeak service. Some improvements to evening and weekend service levels may be necessary to fully satisfy the targeted Level of Service.

Refer to policies in section 5.2.

### 7.1 Sector 1 - Wellington City south of Ngaio Gorge (Eastern, Southern and Western Suburbs of Wellington City to Wellington CBD)

#### 7.1.1 Bus service summary

Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
1	Island Bay, Berhampore, Newtown,	A	2009	

Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
	CBD			
2	Miramar, Kilbirnie, Hataitai, CBD	B	2007	GWRC will investigate the case for upgrading to Level of Service A.
3	Karori Park, Karori, Glenmore Street, CBD, Newtown, Kilbirnie, Lyall Bay	A	2010	
3 South	Karori South (Hazelwood)	D	2008	GWRC will consider full-time service as alternating extensions of Campus Connection (see 18) or Wrights Hill route (see 21)
3 West	Karori West (Montgomery)	D	2008	
4	Happy Valley, Island Bay, Berhampore, CBD	Peak	2008	GWRC will consider route and timetable options for routes 4 and 32 (also see 29).
5	Hataitai, CBD	Peak	2009	
6	Lyall Bay, Hataitai, CBD	Peak	2010	
7	Kingston, Brooklyn, CBD	B	2008	
8	Kowhai Park, Brooklyn, CBD	D	2008	
9	Aro Street, CBD	C	2008	
10	Newtown Park, Massey University, CBD	C	2008	
11	Seatoun, Strathmore Broadway, Kilbirnie, Newtown, Massey University, CBD	B	2008	
13	Mairangi, Northland, Glenmore Street, CBD	Peak	2008	
14	Wilton, Wadestown, Thorndon, CBD	B	2007	GWRC will investigate the case for upgrading to Level of Service B.  Currently through-routed to Kilbirnie via Roseneath. GWRC will investigate through routing to Strathmore to improve one-bus access to Wellington Hospital.
14	CBD, Oriental Bay, Roseneath, Hataitai, Kilbirnie	B	2007	Currently through-routed to Wilton via Wadestown. GWRC will investigate through routing to Mairangi to improve one-bus access to Victoria University Kelburn Campus.

Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
17	Karori Park, Karori, Kelburn, Victoria University Kelburn Campus, Victoria University Pipitea Campus	Peak	2008	
18	Karori Park, Karori, Kelburn, Victoria University Kelburn and Te Aro Campuses, Massey University, Newtown, Kilbirnie, Miramar	C	2007	
20	Highbury, Kelburn, Victoria University Kelburn Campus, CBD	C	2007	GWRC will investigate optimum through-route options.
20	CBD, Mount Victoria	C	2007	
21	Wrights Hill, Glenmore Street, CBD	C	Already designated wheelchair accessible	GWRC will investigate optimum through-route options (eg, Mt Victoria)
21	CBD, Massey University, Vogeltown	C	Already designated wheelchair accessible	GWRC will investigate optimum through-route options (eg, Broadmeadows)
22	CBD, Newtown, Southgate	B	2007	GWRC will investigate optimum through-route options (eg, Wrights Hill)
23	CBD, Newtown, Newtown Park, Melrose, Houghton Bay	B	2007	GWRC will investigate optimum through-route options (eg, Khandallah)
22, 23	Mairangi, Northland, Kelburn, Victoria University Kelburn Campus, CBD	B	2007	GWRC will investigate optimum through-route options (eg, Kilbirnie via Roseneath)
24	Miramar Heights, Kilbirnie, Evans Bay, Oriental Bay, CBD	D	2007	
25	Strathmore, Kilbirnie, Hataitai, CBD	Peak	2012	
28	Beacon Hill Shuttle	Peak	2012	
29	Island Bay, Happy	Limited	2012	GWRC will investigate route options which

<b>Route No</b>	<b>Places Served</b>	<b>Level of Service</b>	<b>Fully accessible buses at base frequency by end of:</b>	<b>Notes and Issues to be addressed in Service Reviews</b>
	Valley, Brooklyn, Kingston, Berhampore, Newtown (Wellington Hospital)			provide better offpeak service to Happy Valley, and better cross-town link between Brooklyn, Newtown and possibly Kilbirnie, possibly at full Level of Service D.
30	Scorching Bay, Breaker Bay, Seatoun Express	Peak	2012	
31	Miramar North, Miramar Express	Peak	2012	
32	Island Bay Express	Peak	2012	See 4.
43, 44	Strathmore, Miramar Shops, Kilbirnie, Newtown, CBD	B	Already designated wheelchair accessible	GWRC will investigate case for upgrading to Level of Service B. GWRC will investigate through-routing to Wilton to simplify route network and for more appropriate match of service levels.

## 7.2 Sector 2 – North Wellington (Wellington City Northern Suburbs (except Tawa) to Wellington CBD)

### 7.2.1 Train service summary (Johnsonville Line)

Service	Weekday Peak	Weekday Interpeak	Weekday Evenings	Saturdays	Sundays and Public Holidays
Service frequencies by time of day (minutes)	15	15	15/30	15/30	15/30
First arrival at Wellington (approx)	06:00	-	-	06:00	07:00
Last departure from Wellington (approx)	-	-	23:00	01:00 Sun AM	23:00
<b>Notes:</b> All trains on the Johnsonville Line stop at all stations. 15/30 means 15 minutes until approximately 20:00, then 30 minutes.					

### 7.2.2 Bus service summary

Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
43, 44	Khandallah, CBD	C	Already designated wheelchair accessible	GWRC will investigate route and timetable options for replacing 43/44 loop route with single "out and back" route via Ngaio Gorge with a terminus in the Cashmere area, with Onslow Road served by an upgraded 46 route.
45	Khandallah, Ngaio, CBD	Peak	2009	
46	Broadmeadows, Khandallah, CBD	Peak	2009	GWRC will investigate upgrade to Level of Service D in association with changes to 43/44 service.
50	Broadmeadows, Johnsonville Hub (Shopper)	Limited	2009	GWRC will investigate options in conjunction with review of route 46 and possible completion of John Sims Drive.
53	Johnsonville West, Johnsonville Hub	D	2009	GWRC will investigate options in conjunction with possible completion of John Sims Drive and extension of McLintock Street to Cortina Avenue.



Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
54	Churton Park, Johnsonville Hub, CBD	B	2009	GWRC will investigate route and timetable options which enable extended route coverage as Churton Park expands, possibly requiring a second route or extension of extra route 59 services to CBD in peak periods.
55	Johnsonville Hub, Grenada Village, Paparangi, Newlands (to/from CBD in peak periods, transfer to 56 at other times).	C	2009	GWRC will investigate extension of route 55 offpeak services to CBD to create Level of Service B on Newlands Road.
56	Johnsonville Hub, Woodridge, Baylands, Newlands, CBD	C	2009	
57	Woodridge, Newlands, CBD	Peak	2012	
59	Johnsonville Hub, Tawa, Porirua Station	C	2009	GWRC will investigate extension to Whitireia Polytechnic as part of Porirua City Centre route revision. See also 54.

### 7.3 Sector 3 – Western Corridor (south)

#### Tawa and Porirua to Wellington CBD

##### 7.3.1 Train service summary (Paraparaumu Line)

Service	Weekday Peak	Weekday Interpeak	Weekday Evenings	Saturdays	Sundays and Public Holidays
Service frequencies by time of day (minutes)	15	30	30/60	30/60	30/60
First arrival at Wellington (approx)	06:00	-	-	06:00	07:00
Last departure from Wellington (approx)	-	-	23:00	01:00 Sun AM (not PH)	23:00
<b>Notes:</b> In peak periods and at certain other times, trains may operate to various stopping patterns and combinations of express and all stops services.					

15/30 means 15 minutes until approximately 20:00, then 30 minutes.  
30/60 means 30 minutes until approximately 20:00, then 60 minutes.

### 7.3.2 Bus service summary

Route No	Places Served	Timetabled connection with trains at:	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
59	Johnsonville Hub, Tawa, Porirua Station	Porirua (for travel to and from Paraparaumu)	C	2009	GWRC will investigate extension to Whitireia Polytechnic as part of Porirua City Centre route revision. See also 54.
60	City Link (Porirua Station, City Centre, Mega Centre, Whitireia Polytechnic)	Porirua	Limited	N/A	Commercial service likely to be discontinued if routes 59 – 67 are extended to Whitireia Polytechnic (decision of Mana Coach Services)
60	“Western Flyer”: Porirua, Johnsonville, CBD, Wellington Hospital and Airport	-	C		Possible commercial trial of express bus service.
61	Ascot Park, Waitangirua, Cannons Creek, Porirua Station	Porirua	B	2007	GWRC will investigation extension of all Eastern Porirua routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
62	Ranui Heights, Porirua Station	Porirua	D	2008	
63	Sievers Grove, Cannons Creek, Porirua Station	Porirua	D	2008	
64	Castor Crescent, Cannons Creek, Porirua Station	Porirua	D	2008	
65	Whitby, Whitford Brown Ave, Porirua Station	Porirua	Peak	2007	GWRC will investigation extension of Whitby routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
66	Whitby, Paremata Station	Paremata	Peak	2009	

Route No	Places Served	Timetabled connection with trains at:	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
67	Whitby, Papakowhai, Porirua Station	Porirua	C	2007	GWRC will investigate extension of Whitby routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
68	Titahi Bay (Richard St), Elsdon, Porirua Station	Porirua	C	2008	Review of routes and timetables in conjunction with Porirua CBD changes, early in 2006/07.
69	Titahi Bay (Pikarere St), Porirua Station	Porirua	C	2008	
300	Whenua Tapu Cemetery, Ascot Park, Cannons Creek, Porirua Central, Titahi Bay	-	Limited	2008	Service operates only on the last Sunday of each month.
301	Karehana Bay, Plimmerton, Camborne, Mana, Porirua Central (Shopper)	-	Limited	2008	Service operates two days per week only.

**Notes:**

“Commercial service” means the operator provides the service without funding from GWRC, and GWRC does not intend to provide funding for this service.

“Peak” means a service which operates in Monday to Friday peak periods only, generally supplementing an A, B or C service which also operates offpeak.

## 7.4 Sector 4 – Kapiti Coast to Wellington CBD

### 7.4.1 Train service summary (Paraparaumu Line)

GWRC intends to implement the following timetable standards as soon as funding and infrastructure allow:

**Service frequencies by time of day (minutes)**

Service	Weekday Peak	Weekday Interpeak	Weekday Evenings	Saturdays	Sundays and Public Holidays
Kapiti Coast Line	15	30	30/60	30/60	30/60
<p><b>Notes:</b> In peak periods and at certain other times, trains may operate to various stopping patterns and combinations of express and all stops services. 15/30 means 15 minutes until approximately 20:00, then 30 minutes. 30/60 means 30 minutes until approximately 20:00, then 60 minutes.</p>					
First arrival at Wellington (approx)	06:00	-	-	06:00	07:00
Last departure from Wellington (approx)	-	-	23:00	01:00 Sun AM (not PH)	23:00

**Proposed first arrivals at Wellington (approximate)**

Service	Weekday	Saturdays	Sundays and Public Holidays
Paraparaumu Line	06:00	06:00	07:00

**Proposed last departures from Wellington (approximate)**

Service	Weekday	Saturdays	Sundays and Public Holidays
Paraparaumu Line	23:00 (01:00 Sat AM)	01:00 Sun AM (not PH)	23:00

**7.4.2 Bus service summary**

Route No	Places Served	Timetabled connection with trains, for travel to and from Wellington, at:	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
70	Otaki Beach, Otaki, Waikanae, Paraparaumu Station	Paraparaumu	E	2007	
71	Paraparaumu Beach, Mazengarb Road,	Paraparaumu	C	Already designated	GWRC to investigate route and service options in

Route No	Places Served	Timetabled connection with trains, for travel to and from Wellington, at:	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
	Paraparaumu Station			"easy access super low floor bus"	anticipation of proposed Lindale and Raumati stations and new Waikanae River crossing.
72	Paraparaumu Beach, Golf Road, Guildford Drive, Paraparaumu Station	Paraparaumu	C		
73	Paraparaumu Beach, Raumati Road, Paraparaumu Station	Paraparaumu	D		
74	Raumati Beach, Raumati South, Paraparaumu Station	Paraparaumu	C		
77	Waikanae Beach, Waikanae, Paraparaumu Station	Paraparaumu	C	Already designated "easy access super low floor bus"	GWRC to investigate route and service options in anticipation of proposed Lindale station and new Waikanae River crossing.
77K	Waikanae Beach, Waikanae, Paraparaumu, CBD	N/A	Peak	2015	Commercial service.
78	Otaihanga – Paraparaumu Shopper	N/A	Limited		
79	Paekakariki – Paraparaumu Shopper	N/A	Limited		

**Notes:**

"Commercial service" means the operator provides the service without funding from GWRC, and GWRC does not intend to provide funding for this service.

"Peak" means a service which operates in Monday to Friday peak periods only, generally supplementing an A, B or C service which also operates offpeak.

## 7.5 Porirua to Hutt Valley Sector

### 7.5.1 Bus service summary

Limited commercial bus services, mainly catering for children attending integrated or private schools in Hutt Valley. No improvements are planned.

## 7.6 Sector 6 – Hutt Valley (Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne) to Wellington CBD

Commuter train service with connecting and local bus services. Direct bus service from Eastern Bays to Wellington and limited commuter bus services from other suburbs. Ferry service from Days Bay.

### 7.6.1 Train service summary

GWRC intends to implement the following timetable standards as soon as funding and infrastructure allow:

#### Service frequencies by time of day (minutes)

Service	Weekday Peak	Weekday Interpeak	Weekday Evenings	Saturdays	Sundays and Public Holidays
Upper Hutt and Melling Lines	15	30	30/60	30/60	30/60
<b>Notes:</b>					
1. In peak periods and at certain other times, trains may operate to various stopping patterns and combinations of express and all stops services.					
2. 15/30 means 15 minutes until approximately 20:00, then 30 minutes.					
3. 30/60 means 30 minutes until approximately 20:00, then 60 minutes.					
First arrival at Wellington (approx)	06:00	-	-	06:00	07:00
Last departure from Wellington (approx)	-	-	23:00	01:00 Sun AM (not PH)	23:00

#### Proposed first arrivals at Wellington (approximate)

Service	Weekday	Saturdays	Sundays and Public Holidays
Upper Hutt Line	05:15	05:45	06:45
Melling Line	06:30	07:30	07:30

#### Proposed last departures from Wellington (approximate)

Service	Weekday	Saturdays	Sundays and Public Holidays
Paraparaumu Line	23:00 (01:00 Sat AM)	01:00 Sun AM (not PH)	23:00
Upper Hutt Line	23:00	1:00 AM	23:00
Melling Line	23:00	23:00	23:00

## 7.6.2 Bus and ferry service summary

Route No.	Places Served	Level of Service	Will use fully accessible vehicles by end of	Notes and Issues to be addressed in Service Reviews
Ferry	Days Bay, Matiu Somes Island (some trips only), CBD	D+	Not currently planned for.	D+ means that hourly Sunday service will also operate.
80	Wainuiomata, Gracefield, Seaview, Petone, CBD	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service.
81	Eastbourne, Petone, CBD	C	Already equipped with wheelchair accessible vehicles.	Combined service for purposes of frequency and timespan.
83	Eastbourne, Lower Hutt, Petone, CBD	C		
84	Gracefield, Petone, CBD	Peak		
85	Eastbourne, CBD Express	Peak		
90	Stokes Valley, CBD	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service.
91	Upper Hutt, Lower Hutt, Petone, CBD, Hataitai, Kilbirnie, Rongotai, Airport	C	Already equipped with wheelchair accessible vehicles.	Commercial service.
92	Te Marua, Totara Park, CBD	Peak	2015	Commercial service.
93	Timberlea, Upper Hutt Station, CBD	Peak	2015	Commercial service.
110	Emerald Hill,	B (south of	2007	

	Upper Hutt, Lower Hutt, Petone	Upper Hutt) C (north of Upper Hutt)		
111	Totara Park, Upper Hutt Station	D	2012	
112	Te Marua (Plateau), Timberlea, Upper Hutt Station	D	2012	
114	Trentham, Poets Block, Upper Hutt Station	D	2012	
115	Pinehaven, Silverstream Station, Trentham, Wallaceville, Upper Hutt Station	D	2012	
120	Stokes Valley, Taita Station, Lower Hutt, Petone	B	2007	
121	Stokes Valley, Naenae, Lower Hutt, Waterloo Station, Waiwhetu, Gracefield	D	2012	
130	Naenae, Waterloo Station, Lower Hutt, Moera, Petone	B	2007	
145	Belmont Hill Road, Park Road, Melling Station, Lower Hutt	Peak	2012	
150	Kelson, Epuni, Waterloo Station, Lower Hutt, Normandale, Maungaraki,	C	2007	



	Petone Station			
159	Wai-iti Crescent Shopper			Service to be discontinued at conclusion of current contract.
160	Wainuiomata Shopping Centre, Wise Street, Wellington Road, Parkway, Waterloo Station, Lower Hutt	C	2007	Further community consultation needed to fine-tune Wainuiomata North routes and service coverage, possibly with a single combined route.
165	Wainuiomata Village, Wainuiomata Shopping Centre, Wise Street, Wellington Road, Parkway, Waterloo Station, Lower Hutt	C	2007	
170	Wainuiomata South, Waterloo Station, Lower Hutt	C	2007	

## 7.7 Sector 7 – Wairarapa

Commuter train service with limited connecting and local bus services

### 7.7.1 Train service summary

GWRC intends to implement the following timetable standards as soon as funding and infrastructure allow:

#### Wairarapa Line train service summary

Service	Weekday Peak	Weekday Interpeak	Weekday Evenings	Saturdays	Sundays and Public Holidays
Service frequency by time of day (minutes)	30	120	120	120	120
First arrival at Wellington (approx)	07:00	-	-	08:00	08:00
Last departure from Wellington (approx)	-	-	22:30	22:30	20:30

### 7.7.2 Bus service summary

Route No	Places Served	Scheduled train connections at:	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
200	Masterton, Carterton, Greytown, Featherston	-	Limited	2012	GWRC to investigate extending all trips to Masterton Hospital.
201	Masterton West	-	Limited	2010	GWRC to investigate Level of Service D which would mean daily service instead of two days per week currently.
202	Masterton South and East	-			
203	Masterton Hospital and Landsdowne	-			
204	Greytown, Woodside Station	Woodside	Peak	2012	
205	Martinborough, Featherston Station	Featherston	E	2012	

## 8. Regional Transport Programme<sup>8</sup>

The Regional Transport Programme sets out the region’s expectations for new capital expenditure on passenger transport over the next 10 years. It has been developed by the Regional Land Transport Committee over a number of years by many processes and in parallel with a strategic roading programme.

Many of the activities in the Passenger Transport Programme are designed to provide an alternative to car travel during peak periods, as well as off peak accessibility improvements for people who can’t or choose not to use a car. It also addresses long-standing under investment issues to improve reliability. In addition, the RLTS’s proposed travel planning activity is aimed at proactively promoting uptake of public transport and active modes, and exploring opportunities to time trips outside the peak period and to reduce unnecessary trips.

The Regional Transport Programme is based on the best information available at the time of writing. By necessity, it is founded on a number of assumptions. These are set out in the Funding Plan (see chapter 11). As activities and projects are developed the scope, cost and timing of programme elements will change to reflect newer information.

	Years 1-10	Years 11-20	To be confirmed
<b>Passenger Transport</b>	1330	1291	322 <sup>9</sup>
<b>Roading</b>	1735	1018	252 <sup>10</sup>
<b>Total</b>	3065	2309	574

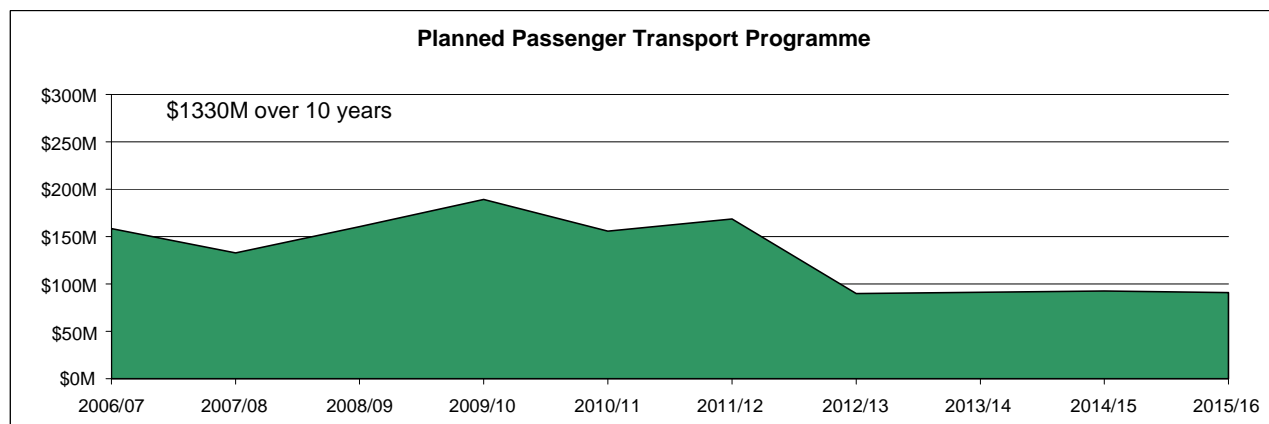
Table 11:Regional Transport Programme Summary (\$M)

<sup>8</sup> The information in this section is derived from the Draft Regional Land Transport Strategy 2006

<sup>9</sup> Western Corridor rail (projects 26,27,28).

<sup>10</sup> Funding gap between forecast expenditure in years 11-20 and likely available funding.

## 8.1 10-Year Passenger Transport Programme



<b>Planned Expenditure</b>											
	Total Cost	1	2	3	4	5	6	7	8	9	10
<b>Passenger Transport Activities</b>	\$M	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
1 Rail Operating Contract	137.9	17.7	18.0	18.2	14.8	14.7	11.4	11.3	11.3	11.3	9.1
2 Wairarapa Rolling Stock	26.5	26.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3 Rail Rolling Stock	356.9	57.3	44.8	64.9	91.4	30.6	30.6	9.3	9.3	9.3	9.3
4 Western Corridor Rolling Stock	40.0	0.0	0.0	0.0	0.0	24.0	16.0	0.0	0.0	0.0	0.0
5 Mackay's to Raumati Double Track	62.0	0.5	0.5	0.5	1.5	17.0	42.0	0.0	0.0	0.0	0.0
6 Kapiti Rail Stations	15.0	0.2	0.5	5.3	9.0	0.0	0.0	0.0	0.0	0.0	0.0
7 Rail Station Maintenance and Upgrades	28.6	5.9	4.0	4.0	2.8	1.8	2.0	2.0	2.0	2.0	2.0
8 Park & Ride Carparks	10.1	0.8	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
9 Bus & Ferry Operating Contracts	243.5	24.3	24.3	24.3	24.3	24.3	24.4	24.4	24.4	24.4	24.4
10 Trolley Bus Contracts	69.8	6.5	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.1
11 Bus Stop & Shelter Maintenance	9.6	1.1	1.6	1.0	1.1	0.8	0.8	0.8	0.8	0.8	0.8
12 Transport Information Systems	2.3	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
13 Bus Priority Measures	21.3	1.0	1.6	1.6	1.6	2.1	2.1	2.1	2.6	3.1	3.1
14 Real Time Information	21.8	0.0	0.3	3.2	6.8	3.3	1.6	1.6	1.7	1.7	1.7
15 Integrated Ticketing	13.3	0.6	4.0	3.6	0.9	0.8	0.7	0.6	0.6	0.6	0.6
16 Service Improvements	44.5	1.9	2.5	3.1	3.7	4.2	4.8	5.3	5.8	6.3	6.8
17 Total Mobility	42.6	3.3	3.5	3.7	3.9	4.2	4.4	4.6	4.8	5.0	5.2
18 Rail Administration	21.3	2.0	1.8	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2
19 Bus & Ferry Administration	33.0	3.9	3.4	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2
20 Transport Planning	27.8	3.0	2.3	2.4	2.3	2.9	3.0	2.9	3.1	3.0	2.9
21 Cycle Promotion	0.5	0.07	0.04	0.05	0.07	0.04	0.05	0.07	0.04	0.05	0.07
22 Travel Plan Programme	9.6	0.6	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
23 Road Safety Promotion	0.8	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08
24 Wairarapa Loq Freight	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25 Additional Cost of Access HRC Review	90.0	0.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
26 Porirua Interchange	10.0										To be confirmed
27 Electrification to Waikanae	40.0										To be confirmed
28 Pukerua Bay - Paekakariki Double Track	272.0										To be confirmed
29 Hutt Corridor Rail Improvements	173.0										Beyond 10 years
<b>Total Identified Costs</b>	<b>1825</b>	<b>158</b>	<b>133</b>	<b>161</b>	<b>189</b>	<b>156</b>	<b>169</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>91</b>
Less Costs Beyond 10 Years	495										
<b>Total 10 Year Costs</b>	<b>1330</b>										

### Passenger Transport Programme - activity descriptions

Corridor	Ref.	Activity	Total 10 Year Cost	Description
Regional	1	Rail operating contract	\$137.9M	The net cost (after fare revenues are deducted) of the TranzMetro contract which supplies all contracted passenger rail services for the region.
Wairarapa	2	Wairarapa rolling stock	\$26.5M	Purchase of 18 new passenger rail carriages for the Wairarapa Line to replace existing rolling stock which has reached the end of its useful service life.
Regional	3	Rail rolling stock	\$384.9M	<p>Purchase of 58 new electric multiple units (EMUs) and refurbishment of 88 existing Ganz Mavag units. This will increase rail capacity in line with a forecast demand growth of 1.7% pa.</p> <p>Maintenance of rolling stock necessary to ensure the reliable operation of the urban passenger rail system.</p> <p>Signal and power system upgrades to accommodate new EMUs.</p> <p>Improvements to the Johnsonville line (subject to the outcome of the current Northern Suburbs Passenger Transport Study).</p>
Western	4	Western Corridor rolling stock	\$40M	Purchase of 12 new electric multiple units to increase rail capacity on the Western Corridor.
Western	5	MacKay's to Lindale double track	\$62M	Provision of double tracking between MacKay's and Raumati to enable reduction of the timetable frequency from 20 minutes to 15 minutes in the peak periods.
Western	6	Kapiti rail stations	\$15M	Provision of new rail stations at Raumati and Lindale including pedestrian access, security, bus interchange and park and ride facilities.
Regional	7	Rail station maintenance and upgrades	\$30.7M	Allowance to undertake cyclic replacement, refurbishment and minor upgrading of rail stations including security improvements.
Regional	8	Park and Ride carparks	\$10.1M	Includes park and ride leases, maintenance and extensions.
Regional	9	Bus and ferry operations contracts	\$243.5M	Contracted baseline bus and ferry services, including school bus services and Days Bay ferry.
CBD	10	Trolley bus contracts	\$69.8M	Operation of contracted trolley bus services and maintenance of the overhead wires.
Regional	11	Bus stop and shelter maintenance	\$9.6M	Provision for the ongoing maintenance of bus stops and shelters. Provision of new Metlink signage and its maintenance. New shelters.
Regional	12	Transport information systems	\$2.3M	Ongoing maintenance of Metlink website, call centre information system and text messaging services.
Regional	13	Bus priority measures	\$18.3M	Provision of bus lanes and priority measures particularly in Wellington CBD.
Regional	14	Real Time information	\$22.4M	Establishment and maintenance of bus and rail real time information systems.
Regional	15	Integrated ticketing	\$13.7M	Establishment and maintenance of the bus and rail integrated ticketing system.

Corridor	Ref.	Activity	Total 10 Year Cost	Description
Regional	16	Service improvements	\$45.3M	Allowance for the provision of additional bus services to meet patronage growth.  Potential enhancements to rail services resulting from the Wairarapa service review.
Regional	17	Total Mobility	\$42.6M	Provision of a half priced taxi scheme, available to people with a permanent disability who, because of that disability, cannot access normal PT services - users currently number around 8000. Includes additional funding to provide for improved information and management system and for increasing use of this scheme by eligible persons.  Maintenance of the 29 strong hoist fleet as part of the total mobility scheme.
Regional	18	Rail administration	\$21.3M	Timetables, call centre, website, signage, administrative support, customer satisfaction monitoring for passenger rail services.
Regional	19	Bus and ferry administration	\$33.0M	Timetables, call centre, website, signage, administrative support, customer satisfaction monitoring for contracted bus services.
Regional	20	Transport planning	\$27.9M	Development, monitoring, review and reporting of the Regional Land Transport Strategy and RLTS Plans.
Regional	25	Additional cost of access HRC Review	\$90M	Allowance for access improvements to PT infrastructure, to be separately funded by a Crown agent.
Western	26	Porirua interchange	To be confirmed	Allowance for a comprehensive upgrading rail station facilities at Porirua, including pedestrian access, bus interchange, security and park and ride facilities.
Western	27	Electrification to Waikanae	To be confirmed	Allowance for extension of urban passenger rail services from Lindale to Waikanae.
Western	28	Pukerua Bay - Paekakariki double track	To be confirmed	Allowance for double rail track between Pukerua Bay and Paekakariki to assist freight movements during commuter peaks thereby increasing service reliability for both freight and passenger services.
Hutt	29	Hutt Corridor rail improvements	To be confirmed	Allowance for increasing Upper Hutt - Wellington rail frequency at peak from 20 minutes to 10 minutes and interpeak frequency from 30 minutes to 15 minutes.  Increasing Upper Hutt to Wellington rail operating speed.  Design and implementation of electrification and services northward beyond Upper Hutt, including new stations at Timberlea and Cruickshank Road.

## Appendix 1 - Legislative References to Regional Passenger Transport Plans

Transport Services Licensing Act 1989 as amended in 1990 and 1992

Section 47. Interpretation

2. *“Regional passenger transport plan” means a plan (identified as a regional passenger transport plan) –*

- (a) Prepared by a regional council or a territorial authority that has the functions, powers, and duties of a regional council under this Act; and*
- (b) Prepared in consultation with the public and constituent authorities (if any) in the region concerned; and*
- (c) Made available to the public; and*
- (d) Specifying the passenger services the regional council or territorial authority proposes to be provided in its region or district, both generally and in respect of the transport disadvantaged.*

...

2. *In addition to the matters described in paragraph (d) of the definition (in subsection (1) of this section) of the term ‘regional passenger transport plan’, such a plan -*

- (a) May specify the conditions of the services the regional council or territorial authority concerned proposes to be provided in its region; and*
- (b) Without limiting the generality of paragraph (a) of this subsection, may specify all or any of the following matters:
  - i. Routes, capacity, frequency of service, and fare structure:*
  - ii. Any special provisions for users of a specified class or description of the services or any of them; and**
- (c) May specify any other matters the regional council or territorial authority thinks fit.*

Land Transport Act 1998

Section 175. Regional Land Transport Strategies-

(2) *Every regional land transport strategy ... must-*

...

- (d) Include any regional passenger transport plan (within the meaning of section 47 of the Transport Services Licensing Act 1989) that has been prepared by the regional council that has prepared the strategy.*

## Appendix 2: Glossary

Accessible	See Section 5.3.
CBD	Wellington Central Business District
Community services	All services other than commuter services. See also off-peak and interpeak.
Commuter Services	Services timed to arrive in Wellington CBD between 07:00 and 09:00 and to depart between 16:00 and 18:00 Monday to Friday. Depending on the context, may also include afternoon school to home journeys.
EMU	Electric multiple unit. An electrically-powered passenger train which does not require a separate locomotive.
FTEs	Full time employees
Greater Wellington	Greater Wellington region comprising Kapiti Coast, Porirua, Hutt Valley, Wairarapa and Wellington.
GWRC	Greater Wellington Regional Council – specifically the GWRC Transport Division which is responsible for regional passenger transport planning and the procurement, administration and promotion of public transport services.
Inter-peak	All services between the commuter peak periods, Monday to Friday.
Level Access	Step free access between a station platform and part or all of the interior of a train, such that passengers in a wheelchair or with other mobility impairments, or with prams and buggies can board a train unassisted. In relation to a station, level access means a platform which is built to the standard height above the top of the rail. <sup>11</sup> In relation to a train, level access is unlikely to be possible throughout the train itself; the aim will be to maximise the proportion of passenger space at the level of the standard platform height.
Level of Service	The frequency, capacity, hours of operation of any particular service. May also refer to features such as the type of vehicle used (especially in relation to accessibility). See Sections 5.2 and 5.3
LTCCP	Long-term Council Community Plan
LTMA	Land Transport Management Act 2003
Mode Share	The proportion of trips in a particular corridor and/or time period which are carried by different modes, such as private car, public

<sup>11</sup> As agreed between GWRC, Toll Rail, On Track and other relevant central Government agencies.



	transport, walking and cycling.
NZTS	New Zealand Transport Strategy
Off-peak	All services other than commuter services, including inter-peak. See also Community Services.
Operators	Public transport operating companies, including Tranz Metro, Stagecoach Wellington, Cityline Hutt Valley, Mana Coach Services and Newlands Coach Services.
Paratransit	Fare paying passenger transport services which are not conventional bus, train or ferry services. Paratransit services often target particular sectors of the population. Total Mobility is an example of paratransit.
Passenger transport	Fare paying private and passenger transport
Peak	Monday to Fridays, generally between 7:00am and 9:00am towards the CBD and between 4:30pm and 6:30pm away from the CBD.
PT	Passenger transport
Public transport	Schedule fare-paying bus, train and ferry services operating on routes which both start and finish within the Greater Wellington region.
“Quality for Life”	GWRC’s vision
Quality partnerships	Informal agreements between GWRC, passenger transport operators and territorial authorities which set targets for passenger transport development in various parts of the region
RLTS	Regional Land Transport Strategy
RPS	Regional Policy Statement
RPTP	Regional Passenger Transport Plan
Subject to Funding	Refer to Section 2.8
Super low floor bus	Means a bus which is able to “kneel” to within 200mm vertical distance of the road surface, has a front-door ramp for the use of passengers travelling with wheelchairs, luggage or children in prams or buggies, which is step-free between the front and back doors and over at least 60% of the length of the bus, and includes general purpose clear space for the use of standing passengers and, when required, for at least two buggies or wheelchairs to be parked out of the way of passengers moving on or off the bus.
Territorial	City and district councils, namely Wellington, Porirua, Hutt and Upper Hutt City Councils and Kapiti Coast, South Wairarapa,

Authorities	Carterton and Masterton District Councils
WRS	Wellington Regional Strategy