

Greater Wellington Regional Council

Regional Passenger Transport Operational Plan

June 2007

VERSION 1
FINAL DRAFT

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1 Introduction

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

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

This first Operational Plan mainly reflects the detail removed from the Draft Plan during the revision process following submissions, enabling the Passenger Transport Plan to focus on providing a robust policy framework that is responsive to changes in community needs and operating conditions.

1.1 *Process for updating the Operational Plan*

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

The Operational Plan must be consistent with and give effect to the Vision, Objectives and Policies of the Passenger Transport Plan.

2 Work Areas

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

2.1 *Network Planning*

2.1.1 *Supply and Demand*

2.1.1.1 *Demand projections and targets*

Relevant Policies: Policy 1.7

The Regional Land Transport Strategy and Passenger Transport Plan identify demand targets for passenger transport. Greater Wellington will continue to revise and update demand projections.

Targets

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

2.1.1.2 *Ensuring supply capacity*

Relevant Policies: Policy 1.7

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

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

Targets

4. To be advised.

2.1.2 Services

2.1.2.1 Access and mobility (accessibility)

Relevant Policies: Policy 1.9, Policy 2.5

Greater Wellington will seek to:

- Improve access and mobility around the network
- Implement the recommendations of the Human Rights Commission Inquiry into Accessible Public Land Transport, including development of an accessibility monitoring framework
- Work with representatives of disability communities to establish and manage appropriate processes for improving the accessibility of passenger transport infrastructure and services.

Also refer to accessibility guidelines in Section 2.3.1.1 and Section 2.3.2.1.

Targets

5. To be advised.

2.1.2.2 Route coverage (including stop spacing)

Relevant Policies: Policy 1.2,

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

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

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

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

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

Targets

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

2.1.2.3 Level of Service for routes

Relevant Policies: Policy 1.5, Policy 1.6

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

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

- Provide for high frequencies and extended hours of operation along key high density corridors.
- Increase service frequencies and/or vehicle sizes where services are more than 90% full at peak times and more than 50% full at off-peak times. Increased capacity will be provided through larger vehicle sizes, where possible, rather than increased frequencies where a base frequency of 10 minutes is already provided.
- Maintain existing high levels of regular interval (clock-face) timetables
- Review service levels whenever a service is reviewed.

Level of service standards

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

Level of Service	Target frequencies	Target time spans ¹		
		Weekdays	Saturdays	Sundays
A	10 or 12 minutes	06:00 to 00:30	06:00 to 00:30	07:00 to 24:00
B	15 or 20 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
C	30 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
D	60 minutes	06:30 to 20:00	08:00 to 18:00	No service
E	Train connection service operating less than hourly, 7 days per week.			
Limited	Less than hourly			

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

² 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	Service operating in peak periods only, usually supplementing an A or B level service			
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Peak periods

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

Evenings, Sundays, public holidays

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

Targets

- 8. To be advised.

2.1.2.4 Bus or ferry services in competition with rail

Relevant Policies: Policy 1.7

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

Targets

- 9. To be advised.

2.1.2.5 Service reliability

Relevant Policies: Policy 1.8

Greater Wellington will seek to:

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

Targets

- 10. To be advised.

2.1.2.6 Provision of express services

Key policy: Objective 1.4

Greater Wellington will allow express services, particularly during peak periods, where justified by demand and subject to Section 2.1.2.4. Express services may complement base frequencies to improve journey times compared to equivalent car journeys.

Targets

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

2.1.2.7 Services for special events

Relevant Policies: Policy 1.9

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

Targets

13. To be advised.

2.1.2.8 School bus services

Key Policy: Policy 1.7

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

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

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

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

Targets

14. To be advised.

2.1.2.9 Provision of night bus services

Relevant Policies: Policy 1.6

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

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

Targets

15. To be advised.

2.1.2.10 Use of Taxis and other non bus/rail/ferry providers

Relevant Policies: Policy 1.7, Policy 1.9

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

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

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

Targets

16. To be advised.

2.1.2.11 Total Mobility / Transport Disadvantaged

Relevant Policies: Policy 1.9, Policy 1.20

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

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

- any upgrading that might be required as a result of a national review of the scheme
- agreed customer service standards which taxi companies will be required to achieve in order to be part of the scheme
- photo identification for users
- electronic fare payment systems
- the need for further wheelchair accessible vehicles
- ways of improving the administration of the scheme in the region

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

Greater Wellington will liaise with organisations representing the transport disadvantaged to ensure services meet their needs and investigate additional services for the transport disadvantaged

Targets

17. To be advised.

2.1.2.12 Services reviews

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

Each scheduled passenger transport service will be reviewed at least once every five years to ensure it continues to meet the needs of current and future passengers. Any new service or major service alteration will be trialled for a period of at least two years.

Greater Wellington will seek to:

- Continuously monitor, review and improve bus, rail and ferry services ensuring each service is reviewed at least once every five years
- Undertake an annual survey of passengers and the wider community to determine satisfaction levels. Include in the survey questions based on the objectives of the New Zealand Transport Strategy.
- Regularly monitor stakeholder and customer satisfaction and undertake strategic market research into future demand, with increasing emphasis on the transport disadvantaged.
- Review trolley bus routes to ensure these are provide in areas of greatest demand.

Targets

18. To be advised.

2.2 Modal Plans

2.2.1 Regional Rail Plan

2.2.1.1 Development of a Regional Rail Plan

Relevant Policies: Policy 1.4, Policy 1.7, Policy 1.8, RLTS Policy 8.7c

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

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

Purpose and Scope

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

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

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

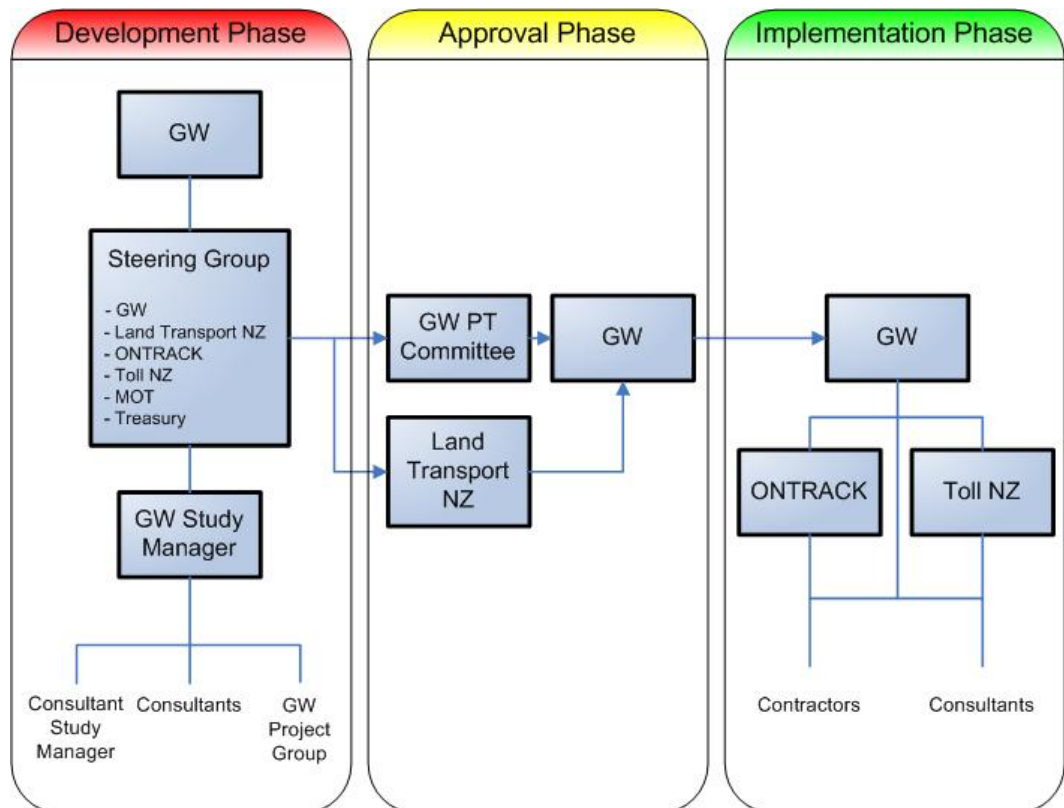
The RRP will be constructed from three distinct but interrelated documents, to be agreed with Land Transport NZ, these being:

- 1) **Business Case** – which will encompass the review and evaluation of a number of proposed Service Level Specification (SLS) Scenarios:
 - a) **Base Case** – Do minimum (patronage to the committed capacity limit)
 - b) **15 Minute Peak Service Frequency**
 - c) **10 Minute Peak Service Frequency**
 - d) **Future expansion of rail network and services**
- 2) **Funding Plan** – that will determine the requirements for CAPEX and OPEX funding, additional future requirements, implications for funding bodies and risk

management arrangements. The plan will support a medium term to long term funding package.

- 3) **Implementation Plan** – which will consider and propose the overall approach to the implementation of the rail upgrade including work packages, consents, stakeholders, capability and capacity of the NZ market and procurement arrangements.

Proposed Regional Rail Plan Governance Structure



Indicative Programme

Deliverables	Milestone
Terms of Reference for the production of the RRP	July 07
First meeting of Steering Group	July 07
Monthly Progress Reports	End of Each Month
Project Working Papers (for each of the Service Level Specifications including model outputs, Economic Evaluation, Gap Analysis)	Dec 07

Draft Business Case (for review, comment and approval);	Mar 08
Draft Funding Plan (for review, comment and approval);	Mar 08
Draft Implementation Plan (for review, comment and approval);	Apr 08
Risk Register (for the Wellington passenger transport rail network Development Programme);	Mar 08
Peer Review Reports	Periodic
Final Version RRP (for Approval / Endorsement);	June 08

2.2.2 Regional Bus and Ferry Plan (and Procurement Strategy)

2.2.2.1 General

Relevant Policies: Policy 4.6

A Regional Bus and Ferry Plan will identify the needs and proposed actions for development of the bus and ferry network over the next 30 years. A timetable for the development of a Bus and Ferry Plan is yet to be determined.

Bus Procurement Strategy and Plan

Greater Wellington will develop a Bus Procurement Strategy and Plan (BPSP) to assist and guide the bus contracting process. The BPSP will identify how decisions on procurement of bus services are to be made and will form part of the Regional Bus and Ferry Plan.

In developing the BPSP Greater Wellington will evaluate options ranging from competitive tender to negotiation with existing service providers. The BPSP will also support monitoring of service procurement objectives.

2.2.3 Taxis

2.2.3.1 General

Relevant Policies: Policy 4.7

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

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

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

2.3 Infrastructure and vehicle standards

2.3.1 Infrastructure

2.3.1.1 Infrastructure accessibility

Relevant Policies: Policy 2.5

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

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

Targets

19. To be advised.

2.3.1.2 Passenger Transport Asset Management Plan

Relevant Policies: Policy 2.2, Policy 2.3

Greater Wellington will develop an Asset Management Plan for the management of Greater Wellington's passenger transport assets

The AMP will seek to:

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

Targets

20. To be advised.

2.3.1.3 Transport interchanges

Relevant Policies: Policy 1.3

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

Targets

21. To be advised.

2.3.1.4 Park'n'ride

Relevant Policies: Policy 1.24

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

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

Targets

22. To be advised.

2.3.1.5 Bus priority measures

Relevant Policies: Policy 1.21

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

Targets

23. To be advised.

2.3.1.6 Bus, rail and ferry shelters

Relevant Policies: Policy 2.3, Policy 2.2

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

1. the number of people boarding;

2. the need for people to interchange between services; and
3. benefits and costs

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

Targets

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

2.3.2 Vehicle Standards

2.3.2.1 Vehicle accessibility

Relevant Policies: Policy 2.5

Greater Wellington will seek to improve vehicle accessibility by:

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

Targets

28. To be advised.

2.3.2.2 Vehicle Quality Standards (buses)

Relevant Policies: Policy 2.4, Policy 2.6

Greater Wellington will advocate for national Vehicle Quality Standards and review Vehicle Quality Standards every three years with a major review by 2016.

Greater Wellington will use Vehicle Quality Standards to set minimum standards in contracts for urban bus services, including:

- accessibility standards
- noise standards (investigate)
- emissions standards (investigate)
- use of alternative fuels (investigate)

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

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

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

Targets

29. To be advised.

2.3.2.3 Ferry vessel standards

Relevant Policies: Policy 2.4

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

Targets

30. To be advised.

2.4 Fares and ticketing

2.4.1 Fares Guidelines

2.4.1.1 General (fare zone system)

Relevant Policies: Policy 3.2

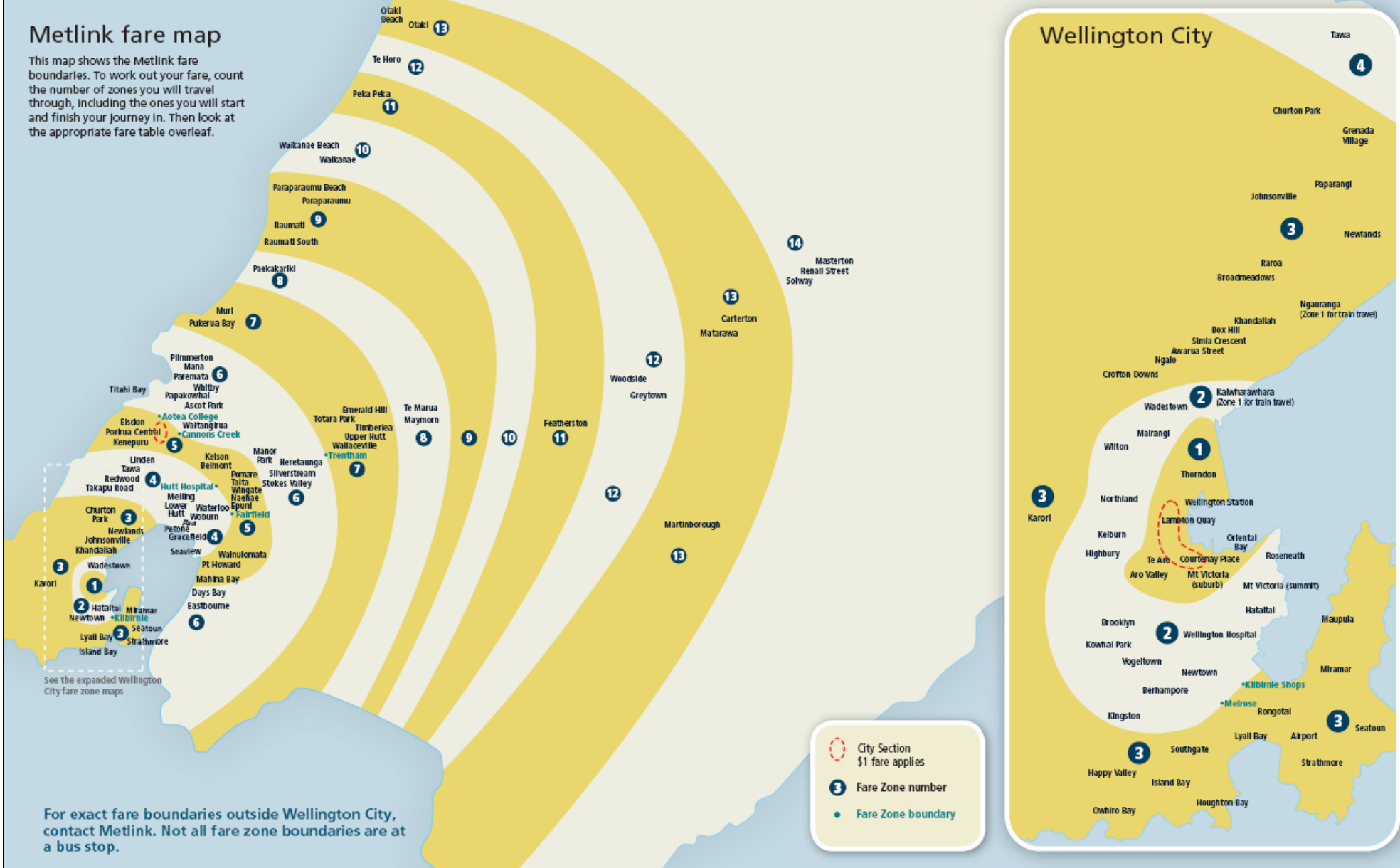
Greater Wellington sets fares based on a fare zone system that divides the region into a services of zones (currently fourteen) radiating out from Wellington city. The system is relatively easy to understand with fares based on the number of zones a user travels through.

The fare zone system provides a broad relationship between the fare charged and distance travelled. The fare charged depending on the number and size of fare zones (which determines the size of the fare increments). Fare zones are inevitably a compromise between simplicity, fairness and cost recovery. For example Melbourne has a very simple fare system with just 2 fare zones coving the whole city. This makes the system very simple for new users but potentially comes at a cost of making the system expensive for short local trips and/or undercharging for longer trips with a resulting higher public subsidy required. The fare zone system also facilitates straightforward transfers between services and introduction of integrated ticketing systems.

Wellington's current fare zones are shown on the following page.

Metlink fare map

This map shows the Metlink fare boundaries. To work out your fare, count the number of zones you will travel through, including the ones you will start and finish your journey in. Then look at the appropriate fare table overleaf.



2.4.1.2 Concessionary Fares

Relevant Policies: Policy 3.4

Greater Wellington will seek to standardise concession fares, with standardised discounts, including an appropriate method to identify those persons eligible for concessionary fares.

Greater Wellington will ensure access to concessionary fare products is fair and equitable across the region (i.e. if we have a senior fare it is applied across the whole region, not just parts of the region). What concessionary fares should be offered, if any, will be subject to public consultation on who would be included and community willingness to pay through increased fares and/or rates.

Greater Wellington will continue the availability of school term passes for train travel. Increase the price of these so that they are priced relative to other fares, with effect from the beginning of the 2008 school year.

Concessionary fares guidelines and standards are currently under review.

Targets

31. To be advised.

2.4.1.3 Integrated fares

Relevant Policies: Policy 3.2, Policy 3.3, Policy 3.1

An important principle in determining fare zone boundaries is to ensure zones encompass whole suburbs or localities rather than having boundaries in the centre of a suburb. The main rationale for this is to reduce the causes of confusion between bus drivers and their passengers. This allows users to specify the suburb they are travelling to rather than the specific stop thus simplifying the transaction.

Greater Wellington will seek to:

- Implement simplified fare structures and improved ticketing systems in order to reduce average passenger boarding times.
- Consult with stakeholders when developing integrated fares policy are fare changes.
- Review fares annually to:
 - maintain equity, consistency and simplicity ,

- maintain an appropriate balance between maximising patronage and revenue,
 - make a reasonable contribution to the upgrading of passenger transport services during the period covered by this plan, and (P7.1.9)
 - ensure value for money for funders (including ratepayers), providers and users
- Expand the range of integrated multi-operator fare products pending implementation of a full integrated fares system and integrated ticketing system.
 - Ensure cash fares are in multiples of 50 cents for each of cash handling, and non-cash fares to be at a consistent relationship with the equivalent cash fare.
 - Ensuring no penalty for transfers between vehicles as part of a single journey.
 - Ensure fares are set to be at least equivalent to the cost of using a private car for similar journeys.

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

Targets

- 32. To be advised.

2.4.2 Ticketing guidelines

2.4.2.1 Integrated ticketing

Relevant Policies: Policy 3.5, Policy 3.3

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

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

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

1. The system will be under Greater Wellington or other public agency control and it will be obtained through an open market tender or another manner approved by Land Transport NZ.
2. The system will be operated independently of any operator so that all operators have confidence in the integrity of the system, and the patronage and revenue information in the system is secure from any other competing commercial interest.
3. The system will have an open interface to allow for the integration of all operator ticketing systems. Funding responsibilities for the development cost of interfaces with legacy or other operator systems still need to be determined. Greater Wellington does not expect to bear the full burden of such costs, especially for any new operator systems introduced.
4. Entry to the system will be open and equitable to all operators, with minimised cost barriers to encourage new operator entry and open competition for services within the Wellington region passenger transport marketplace.
5. An Operator Ticketing Working Group will be established to work with Greater Wellington on the project. All operators contracted to provide passenger transport services in the Wellington region will be entitled to be a member of the group. The main aim of the group will be to help Greater Wellington to define requirements for the system.
6. All operators will be required to support the principles of the system as agreed upon in the Operator Ticketing Working Group. All Greater Wellington contracted services will be required to accept the payment card.
7. The system will support an integrated fare system between services and operators (refer Fare Guidelines section) and a reduced number of standardised and integrated multi-operator tickets across the region. It must also enable ready implementation of new 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.
8. The system must be operated in a manner that protects customer information privacy.
9. All ticketing pre-payments must be secured in a manner that protects the financial interest of passenger pre-payments from undue commercial risk.

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

Targets

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

2.5 Marketing and Information

2.5.1 Metlink branding

2.5.1.1 General

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will seek to:

- Take a lead role promoting the benefits, and encouraging the use, of public transport and keeping the community informed of ongoing service developments and planning.
- Continuously improve the legibility, accessibility and availability of passenger transport information through the development of the Metlink brand.
- Continue to develop the Metlink brand and apply it to all parts of the passenger transport network, including fleets/ferries, infrastructure and customer information.
- Ensure all multi-modal fare offers in the regional will be Metlink branded to improve communication and patronage.
- Work with representatives of elderly and disabled communities to improve the accessibility of information for the elderly and disabled.

Targets

- To be advised.

2.5.1.2 Infrastructure

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will seek to improve and increase the amount of information provided at bus stops and train stations.

Targets

- 35. To be advised.

2.5.1.3 Vehicles

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will seek to ensure vehicle destination signs are easily recognised, and on-board “next stop” information is available.

Targets

36. To be advised.

2.5.1.4 Information services

Relevant Policies: Policy 3.7, Policy 3.6

[Section to be developed]

Targets

37. To be advised.

2.5.1.5 Marketing and communications

Relevant Policies: Policy 3.7, Policy 3.6

[Section to be developed]

Targets

38. To be advised.

2.5.2 Provision of Information

2.5.2.1 General

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will seek to improve and increase the amount of information provided at bus stops and train stations.

Targets

39. To be advised.

2.5.2.2 Timetables

Relevant Policies: Policy 1.12, Policy 3.7

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

Targets

- 40. Timetable information at all train stations by 2010 (3-years). (P6.4.2)
- 41. Timetable information at 80% of bus stops by 2010 (3-years). (P6.4.2)

2.5.2.3 Real time information

Relevant Policies: Policy 1.8, Policy 3.7

Greater Wellington will investigate and implement a widely accessible real-time passenger information service and will upgrade “txtBUS” and “txtTRN” to provide real time information.

Targets

- 42. To be advised.

2.5.2.4 TxtBUS/TxtTRN

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will continue to develop the Metlink website, “txtBUS” and “txtTRN” as a means for passengers to obtain information.

Targets

- 43. To be advised.

2.5.2.5 Website

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will develop and maintain the Metlink website and the online journey planner to assist planning of passenger journeys.

Targets

- 44. To be advised.

2.5.2.6 Service centre

Relevant Policies: Policy 3.7, Policy 3.6

Greater Wellington will maintain the Metlink call centre in line with caller demand.

Targets

- 45. To be advised.

2.5.3 Customer satisfaction

2.5.3.1 General

Greater Wellington will seek to:

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

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

Targets

46. To be advised.

2.5.3.2 Safety

Relevant Policies: Policy 3.8

Greater Wellington will seek to significantly improve perceptions of safety and security among existing and potential customers.

Targets

47. To be advised.

2.6 *Miscellaneous*

2.6.1 Walking and cycling integration

2.6.1.1 General

Relevant Policies: Policy 1.12

Greater Wellington will seek to:

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

Targets

48. To be advised.

2.6.2 Operator information

2.6.2.1 General

Relevant Policies: Policy 3.9

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

Targets

49. To be advised.

2.6.3 Relationships (with local/central government and operators)

2.6.3.1 General

Relevant Policies: Policy 4.8

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

The Quality Partnership Agreement is a good example of such relationships. Greater Wellington will maintain QPA with Wellington, Porirua/Kapiti and Upper Hutt/Lower Hutt and will look to introduce one in the Wairarapa.

Targets

50. To be advised.

2.6.4 Funding

2.6.4.1 General

Relevant Policies: Policy 4.4, Policy 4.5

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

Targets

51. To be advised.

2.6.5 Prioritisation

2.6.5.1 General

Relevant Policies: Policy 4.2

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

Targets

52. To be advised.

2.6.6 Monitoring

2.6.6.1 General

Relevant Policies: Policy 1.7, Policy 2.6, Policy 4.5

Greater Wellington will seek to:

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

Targets

53. To be advised.

3 **Work Areas mapping to Passenger Transport Policies**

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

Passenger Transport Plan Policy	Work Area (section number)
[Table to be populated when Passenger Transport Plan finalised]	

4 Passenger Transport Programme

The Passenger transport programme is being developed as part of the wider funding and prioritisation methodology currently under development.