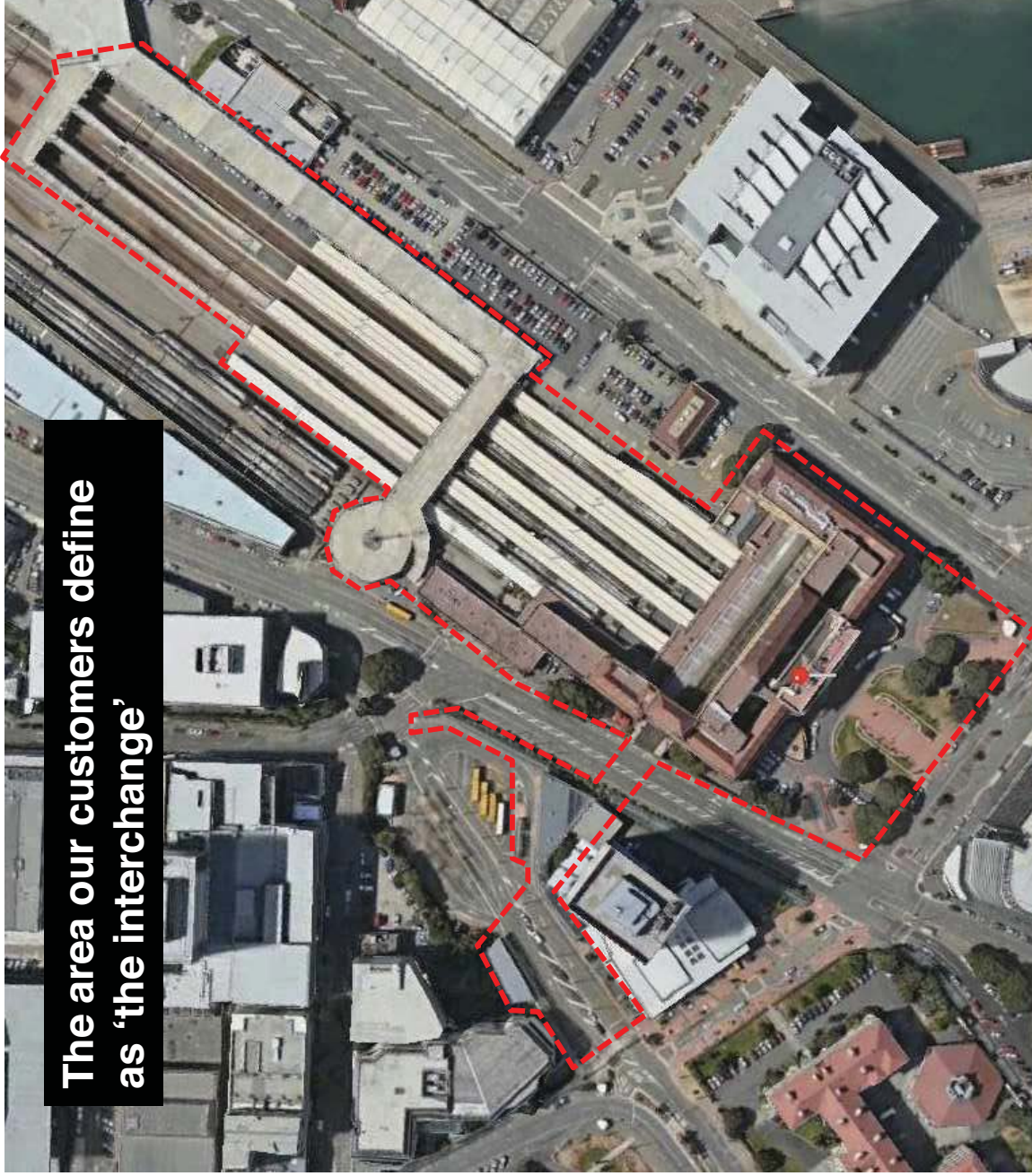


**The area our customers define
as 'the interchange'**



The customers' view of what the interchange is, where it starts and where it ends is defined by where they enter, connect and leave on their journey.





Visitors and irregular travellers on public transport need visitor-centred information to help them get to important destinations – in the city and in the region.

Travellers with disabilities and impairments need consistent, logically designed spaces and assisted service to undertake their journey.

Wellington Station

The region's public transport hub

Value-adds:
GROW PATRONAGE

The Basics:
ENSURE ACCESS FOR ALL

All public transport travellers need a seamless, intuitive and reliable connection between travel modes on their journey.

RECOMMENDATIONS: FIXING THE BASICS

Design principles:

- Provide an instantly recognisable facility that can be easily identified by all as a Metlink interchange as soon as they arrive or approach it – with consistent brand graphics and signage.
- Provide easy to access information about connecting and supporting Metlink services so travellers can make their connection with the minimum amount of effort – with signage, real-time information and access to assisted service*.
- Provide easy to access information about the Metlink network so travellers can easily plan their current or future journeys – with network maps and access to assisted service*.
- Provide consistent, logically designed and accessible spaces for travellers with disabilities and impairments – with high contrast signage and information, tactile navigation features, access to assisted service** and no obstructions to mobility.
- Provide reasonable shelter for travellers to plan and wait for their journey in safety and comfort – with protection from the weather, seating, lighting and CCTV.

*0800, *www.metlink prompts for personal devices and where feasible, personal assistance* **Audio RTI and links to blind user apps in development.

Improvement type		Detail	Short-term
An integrated bus and rail interchange area			
Signs showing layout and services within the Interchange at entrances, exits and key points within		Around perimeter: At Metlink ticket gate on stadium concourse; Adjacent to Platform 9; Adjacent to waiting area at base of Platforms 3,4,5,6,7 and 8; at front entrance to Railway Station; next to seating by Railway Station toilets; next to railway station timetables; on Customer Service Counter; in Bus atrium; on Stop D; on Stop C; at entry points along subway (placement to be scoped)	Yes – in bus atrium, stops C and D and with railway station timetables
Improved wayfinding signage to bus platforms along route from railway station/through subway		Adopt principles of progressive disclosure – selective supply of information when and where passengers need it (content to be scoped).	Yes
Wayfinding signage to include more major local destinations to assist orientation		Signs at Platform ends (to Stadium), Railway Entrance (to waterfront, City), subway (to Featherston Street, etc), Stop D (Parliament, Lambton Quay).	
More network maps at key points in the interchange		Better placed and sized for access in bus atrium, Stops C & D, subway and Railway Station entrance foyer. Improved network maps – include key	Yes

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	destinations and attraction on route (to be developed as part of new network).	
More signage with 0800 and www assistance details	At stops and bus atrium and Stop D waiting area. Use current poster space in bus atrium. Include information on where to top-up Snapper, etc (Stop D placement to be scoped).	Yes – in bus atrium on Adshel poster. Maybe on Stop D
Provide train and bus assistance	Provide information on trains and buses at the Customer Service Counter.	
Access to Snapper services in the rail area	Snapper services should be available at the current rail ticket counter, or provide an additional snapper kiosk in the railway concourse.	
VMS signs installed around hub perimeter for emergency/incident/disruption management	Around perimeter: At Metlink ticket gate on stadium concourse; On Platforms 3,4,5,6,7 and 8; At front entrance to Railway Station; By Customer Service Counter; In Bus atrium; on Stop D; on Stop C; at main entry points along subway (VMS feasibility to be scoped).	
Bus areas		
Provide better information about on-route destinations	Bus stop signs that show departure points for major on-route destinations (ie. buses here for Wellington Hospital); Improved network maps (to be developed as part of new network).	Yes
More logical alignment of south-bound bus stops to key on route destinations	ie. Align bus platforms to: A - Buses via Courtney Place/Hataitai/Brooklyn/Aro St; B – Buses via Courtney Place/Hospital; C - Buses via Courtney Place/Oriental Bay/Airport Flyer (alignment to be scoped).	
RTI information for all stops in bus atrium waiting area	Placed inside, ideally above doors to Stop A. Consider including train information alongside bus (placement to be scoped).	Yes – bus only
Improved signage for all elevators – visible from subway and bus stops	Larger, more visible sign next to elevator doors; Directional signs on Stops A, D and in bus atrium.	Yes
Improved signage for toilets in bus atrium	Larger, more visible sign next to toilets.	
More open, safer space around toilets and elevator in bus atrium	Relocate Adshel/s to allow more open space around lift and toilet in bus atrium.	
Wayfinding sign to trains and other services in railway station	Sign on elevator shaft wall, above stairs, directing people to trains, taxi's, ATM and customer service counter (i)	Yes

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Wayfinding sign to Stops C and V from bus atrium	Place above atrium exit to Stops C and V	
Additional/realigned RTI sign for Bus stop A	Reverse placement or additional sign added to reverse side.	Yes
A large 'A' sign to better denote Stop A	Placed on bus atrium/Stop A window.	Yes
Reinstate canopy over Bus stop A	Removed as part of Rutherford House works. Still requires reinstatement.	Yes
Improved visibility of Stop C & V signs and RTI signs from Stop A area	Remove trees; Move Stop C, the stop sign and RTI to existing waiting area/seat by convenience store (approx. 5m); Add additional Stop C sign or Totems on north side of trees by Stops C and V (solution to be scoped).	Yes
Provide improved shelter at waiting space for Stop C	Consider additional seating under Rutherford House canopy adjacent to Stop C.	
Tripping hazard at base of tree next to Stop C	Smooth ground around tree; Remove tree.	Yes
Make Stop A more visible from approach from Stop C	Directional or Stop A sign visible from Stop C – maybe hanging sign by Stop C subway entrance (placement to be scoped).	Yes
Improve cleanliness of bus atrium area	Clean hard to reach areas with pigeon mess and thick dust. Increase cleaning frequency from once every 4 months.	Yes
Improve perceptions of safety	Work with security to discourage non-PT related loitering.	Yes
Railway areas		
Rail departure and arrival screens to include on-route destination information	le. Stopping Waterloo...etc. (feasibility to be scoped)	
International 'I' symbol to more clearly identify Customer Service Counter	Visible from all points of the railway station concourse.	Yes
Digital train departure signs at both ends of platform	Visible to people entering station via stadium concourse, so they can get the right platform without a long walk (will be reviewed as part of an overall review and tender for WRS RTI signage)	
Accessibility for the disabled and impaired		
Improve placement and consistency of tactile features	Improved strip marking between trains and buses (specification to be scoped); Add trip marking by elevator doors, bus atrium doors, escalator and at the top of the bus atrium stairs. Consider making tactile features yellow for greater visibility.	Yes

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Improve contrast and visibility of navigation features	Larger, higher contrast wayfinding signage (particularly in subway); Contrast strips required on Stop D stairs to subway.	Yes – Stop D stair strips
Improve access to elevator	Provide raised buttons with braille; audio announcement for when it stops 'you are on Level 1'.	
Add braille signs to denote bus stops	Stops A, B, C, D and V (Placement to be scoped)	
Introduce audio signage capability	RTI fob activated (in development).	Yes
Improved visibility of ticket counters	Clearer signage; Differentiate local and long distance counters; A more logical layout for queueing poles.	
Improved service at ticket counter	Staff training on what to look for and how to help customers with disabilities and impairments.	
Improve wheelchair access signage	At station main entrance/exit where there is no current access (in development).	Yes?

<p>RECOMMENDATIONS: ADDING VALUE</p> <p>Design principles:</p> <ul style="list-style-type: none"> • Provide a central hub for regional public transport – position the interchange as the primary transport hub for the region, placed in the heart of Wellington City and the region. • Provide a gateway experience for public transport use – providing user-friendly service and information that positions public transport as a viable, easy to adopt option for travelling within the region. • Provide a visitor experience – that positions public transport as a useful and enjoyable way to plan for and travel to important destinations and attractions. 	
<p>Improvement opportunity</p>	
<p>A integrated Metlink regional transport hub</p>	
<p>Detail</p>	<p>Formalise the wider interchange area, encompassing the railway station and bus interchange, as an integrated regional transport hub.</p> <p>Give the area a name that A) Reflects its multi-modal transport mix; B) Creates a sense of place as an important facility in Wellington City and region – eg. “Wellington Station” (as referred to on existing Metlink bus signage), “The Hub”, “Gateway”. Consider the positioning and naming of well-known international transport interchanges such as “Grand Central”, “Victoria Station” and “Britomart”.</p> <p>Apply a consistent Metlink brand look and feel signage throughout interchange area on all wayfinding signage and services, including within the railway station (ticket counters, Customer Service Counter, Platform signs, timetable area) to create a great sense of cohesion.</p> <p>Consistently name and identify the hub through all Metlink signage and customer information and on signage and visitor information provided by other agencies, such as WCC.</p> <p>Provide clear signage around the perimeter of the hub to define the area.</p> <p>Include non-Metlink services on wayfinding signs with equal emphasis (Nationwide bus and train services, Interislander buses, taxis, Bluebridge Ferry) as part of integrated transport offered to customers.</p> <p>Ensure all Metlink services and information provide a consistent and integrated experience, including ticket counters, customer service assistance, timetable information and RTI information in waiting areas.</p>

<p>A public transport gateway for visitors to Wellington City and the Region</p>	<p>Feature local attractions into wayfinding signage to direct visitors to key destinations and to reinforce the national and regional importance of the area – ie. adjacency to NZ’s government centre (Parliament, etc) and adjacency to Wellington’s CBD and waterfront.</p> <p>Feature local events promotions throughout the interchange on posters and banners. Use existing (rail concourse banners) and new sites (bus atrium). Incorporate linkages to public transport (ie. See the Red Pandas at the Zoo – catch the No. 10 bus).</p> <p>Show on-route visitor destinations on bus stop signs to guide visitors to the right stop and bus (ie., Buses for Te Papa leave from here)</p> <p>Provide PT related visitor information about attractions at the Customer Service Counter.</p> <p>Provide visitor information through a self-serve/touch screen kiosk.</p> <p>Consider the use of VMS signs (when not being used for emergencies or disruptions) to digitally promote regional events and their links with public transport.</p> <p>Include local motifs into the environmental design to reinforce a sense of place and importance – ie. Parliament themed tiles.</p> <p>Bus stop and rail platform signs that show departure points for major local attractions (ie. buses here for Puke Ariki National War Memorial).</p> <p>Consider sponsorship from visitor attractions to fund visitor information and promotion of attractions.</p>
<p>Metlink concierge assisted service</p>	<p>Have a single person customer service kiosk in the bus atrium to provide a roaming Metlink concierge service to bus users or people entering the hub through the bus area. Consider a dual concierge/security role for guards currently placed in subway, as well as current staffing in the rail Customer Service Counter.</p> <p>Provide hands-on advice and assistance to encourage self-service through the Metlink website and app.</p> <p>Provide onsite support for users with disabilities – guiding visually impaired user to their bus, providing wheelchair/mobility scooter support (as per an airport).</p>
<p>Provide comfort for a regional journey</p>	<p>Extra seating in the bus atrium (ideally facing RTI signs) for additional comfort.</p> <p>Consider places to securely place luggage – while they wait or to store for the day as while they are out and about.</p> <p>Provide wifi to encourage self-served information. Also an opportunity encourage My Metlink app sign-up the the wifi sign-up process.</p>

A visitor-centred interchange



metlink		STOP A
All buses via Courtenay Place Disembark at Courtenay Place for Te Papa		
1	Island Bay	→
2	Miramar	→
4	Happy Valley	→
5	Hataitai	→
6	Lytell Bay	→
22	Southgate	→
23	Houghton Bay	→

metlink		WELLINGTON STATION
metlink	BUS STOP A	TRAINS
metlink	BUS STOP B	BUS STOP C
metlink	BUS STOP C	FERRIES

Better access to RTI in waiting areas

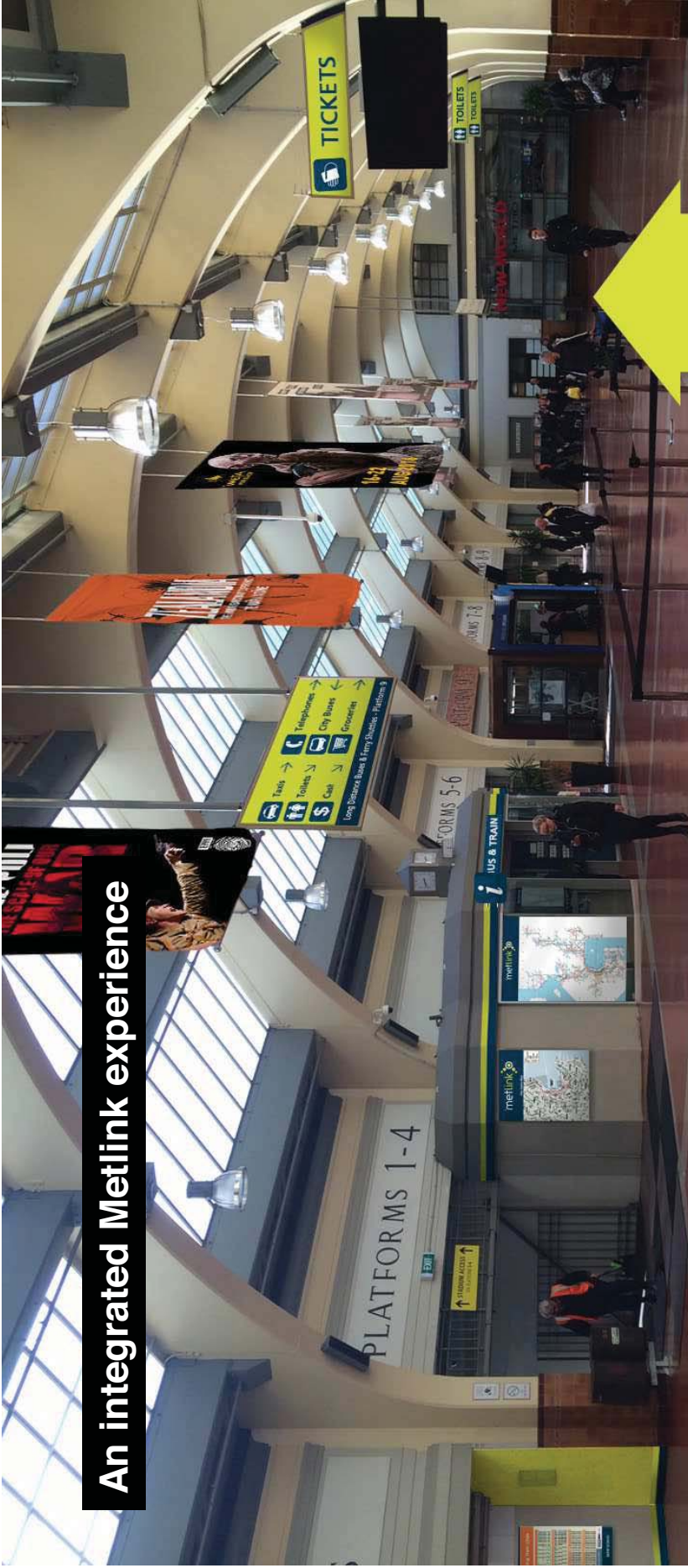
Concierge assistance

Assisted migration to digital information

Improved information about on-route destinations



An integrated Metlink experience

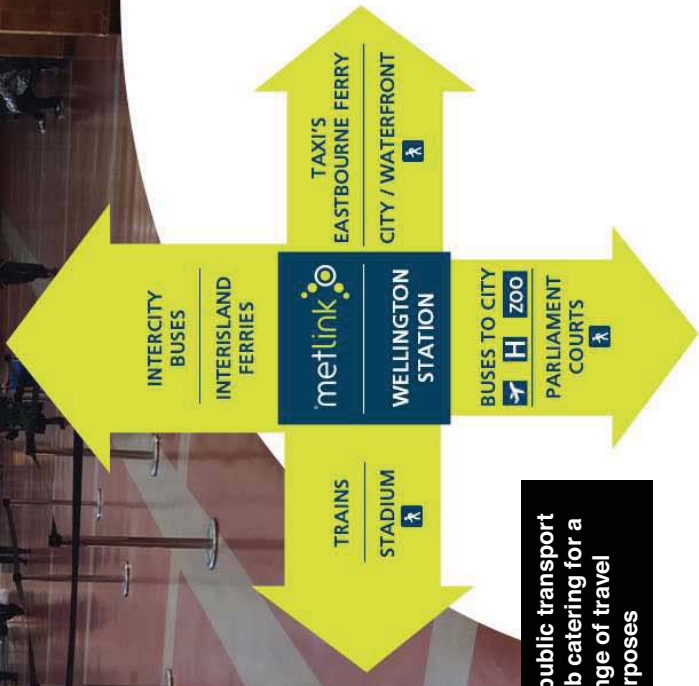


A consistent Metlink experience

ZEALANDA
THE KARORI SANCTUARY EXPERIENCE
TE MĀRA A TĀNE

3 Karori bus departs every 30 minutes from Lambton Quay

metlink
0800 801 700 www.metlink.org.nz @metlinknz



A public transport hub catering for a range of travel purposes