

Variation to fare policies in the Regional Public Transport Plan 2014 (variation 3)

This variation sets out the amendments to fare policies in the Regional Public Transport Plan (PT Plan). Additions to PT Plan are underlined and deletions are explained or ~~stuck out~~.

Pages 56-59 (s4.5) Fare structure review and integrated ticketing

Replace all of section 4.5 from the top of page 56 through to the end of page 59 with:

“4.5 Implementation of integrated fares and ticketing

Improving the fares and ticketing system is a significant element in the modernisation of Wellington’s public transport network. In the period covered by the PT Plan, GWRC will deliver an integrated fares and ticketing system across all modes with the goal of attracting and retaining customers. The objective for fares and ticketing, along with supporting policies and actions, is set out in section 5.3 of the PT Plan.

The future fare structure for the Wellington region is based on the 2013 and 2017 fare structure reviews. The 2017 review confirmed the direction for fares and ticketing identified in 2013 while noting the following changes to the environment and progress made since the PT Plan was adopted in 2014:

- Extension of Snapper as an interim ticketing solution for all bus services from July 2018 and the expectation that an integrated fares and ticketing system will be available across all bus, train and ferry services from 2020 as part of a national ticketing approach.
- Changing customer expectations and options for ticketing and technology and a better understanding of fares and ticketing needs as a result of changes to the Wellington city bus network and new bus contracts.
- A perception that the current system and fares provide poor value for money and strong feedback from the tertiary education sector that public transport needs to be more affordable for student travel in order to attract students to the Wellington region.
- Progress made as part of a transition plan to simplify the fare system by reducing the number of fare products available and standardising fares rules.

The above changes to the environment led to the following fare policy changes which have been incorporated through a variation to the PT Plan:

- **Concession fares policy** – to provide concession fares to improve access to affordable public transport for those most dependent on public transport. The concessions are targeted for full-time tertiary students and customers with special accessibility needs (blind and disabled).
- **Policy to reward target behaviours** – to encourage target behaviours of more frequent use of public transport, more off-peak travel and greater use of electronic ticketing. The actions under this policy include fare capping in the future to encourage greater use of public transport, off-peak fares to encourage travel when there is spare capacity and ensuring that cash fares are priced at a premium over other fares to encourage greater user of electronic ticketing, while taking into account the needs of the people on low incomes.

GWRC is continuing to work towards an integrated fares and ticketing system that will be available across all bus, train and ferry services from 2020. This means that in the future people will be able to use one smart card or payment method for all their public transport travel, regardless of the services

or modes they need to use for their journeys. In addition, integrated fares will mean a simpler set of fare products with no additional costs (or transfer penalties) for journeys requiring more than one service or mode.”

Page 67 (s5.3) Fares and ticketing system

Revise the wording at the top of page 67 as follows:

“5.3 Fares and ticketing system

A fares and ticketing system that attracts and retains customers

In the future people will be able to use one smart card or payment method for all their public transport travel, regardless of the services or modes. In addition, integrated fares will mean a simpler set of fare products with no additional costs (or transfer penalties) for journeys requiring more than one service or mode.

During the period of this plan, major changes are proposed for the Wellington public transport fares and ticketing system. These changes aim to ensure a simple, easy-to-use system that provides better value for money for customers by, for example, replacing existing monthly and daily passes with a system of fare capping, where customers pay for a maximum number of trips each week across all bus, rail and ferry trips. The proposals for fares have been developed taking into account a range of factors, including the views and needs of the community and the transport disadvantaged, the impact on patronage, and the Government objective to grow the commerciality of public transport services.

Changes to fares and ticketing planned for 2018 are estimated to reduce farebox recovery to the lower end of the 55-60% farebox recovery target range. The fare structure review outlined in the PT Plan signals a range of changes to the fare structure that would decrease farebox recovery. Once these changes are made, the farebox recovery policy target will be reviewed and it is expected at that time the farebox recovery target for the public transport network as a whole will be set at 50%, down from the current 55%-60%.”

Page 67 (s5.3) Fares and ticketing system

Revise the actions under Policy 3.a to read:

“- Subject to a satisfactory business case, implement an integrated branded fares and ticketing system that covers all public transport operators for rail, bus and ferry services and enables the use of a single smartcard for all public transport services

- Maintain a zonal fare structure and provide simple, standardised fare products across all modes and services Through the Wellington integrated fares and ticketing project, implement the following recommendations of the 2013 fare structure review:

- ~~o Maintain a zonal fare structure~~
- ~~o Simplify and standardise fare products across modes and services~~
- ~~o Remove transfer penalties, so that a trip between two points has the same fare irrespective of the number of vehicles used~~
- ~~o Provide discounts to reward regular users through fare capping, rather than ten-trip and monthly passes~~
- ~~o Provide an off peak discount to spread peak demand and increase access to affordable services, subject to affordability~~

Page 68 (s5.3) Fares and ticketing system

Revise Policy 3.c to read:

“3.c Provide concession fares for targeted groups to increase access to affordable services for transport disadvantaged who are most dependent on public transport”

Page 68 (s5.3) Fares and ticketing system

Revise the actions under Policy 3.c:

“- ~~Provide free travel~~ Continue to provide free services for children under five

- Provide concessions for school children and ~~young people aged 5-18~~

- Provide concessions for full-time tertiary students

- Provide concessions for blind and permanently disabled

- Support the Government scheme providing free off-peak travel for SuperGold card holders. The Government has defined off-peak as between 9am and 3pm and after 6.30pm on weekdays, and all day on weekends and public holidays”

Page 68 (s5.3) Fares and ticketing system

Add a new policy after Policy 3.c:

“Policy 3.c.a: Provide incentives to reward target behaviours; target behaviours include more frequent use of public transport, more off-peak travel and greater use of electronic ticketing”

Page 68 (s5.3) Fares and ticketing system

Add new actions under new Policy 3.c.a:

“- Provide an off-peak discount to spread peak demand

- Provide discounts to reward regular users through fare capping

- Price fares to encourage greater use of electronic ticketing”

Page 136 (Appendix 4) Assisting the transport disadvantaged

Revise the wording of item 4:

“4. Providing concession fares for children, full-time tertiary students, blind and permanently disabled, and elderly people (the latter through the Government funded SuperGold card scheme), and introducing off-peak fares.

Amend the table at the bottom of page 136 as follows:

Group	Access	Affordability	Other
People with physical or	Core network Total mobility	<u>Targeted concession</u> Proposed Off peak discount	Improving the accessibility of vehicles, infrastructure

mental disabilities	Scheme		and information
Elderly people (aged 65 and above)	Core network	SuperGold concession	Improving the accessibility of vehicles and infrastructure
People without driver licences, including children under driving age	Core network School buses	Youth <u>Child</u> discount Off peak discount	
People on low incomes, including beneficiaries	Core network	Proposed Off peak discount	
People living in 'high deprivation' neighbourhoods	Core network Community services	<u>Off peak discount</u>	
People in households without private vehicles.	Core network Community services	<u>Off peak discount</u>	