

# Wellington Regional Public Transport Plan 2010

## Discussion Document

16 March 2010

### FOR FURTHER INFORMATION

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## Discussion document

Greater Wellington is about to prepare a PT Plan. The PT Plan is required to guide the provision of public transport services within the region.

The purpose of this discussion document is to facilitate feedback from key stakeholders on matters that should be considered by Greater Wellington when preparing the Regional Public Transport Plan (PT Plan). This discussion document is the first part of the PT Plan preparation process – the next phase will involve preparing a draft PT Plan, which will be issued for full public consultation later in 2010.

The current PT Plan was produced in 2007 and needs to be updated as it has reached the end of its three year life.

## Stakeholder consultation

The PT Plan must be prepared in accordance with the Public Transport Management Act 2008 (PTMA). The PTMA requires that Greater Wellington take into account a wide range of national and regional policies and strategies. The PTMA also requires Greater Wellington to consult with a wide range of stakeholders and the public.

In particular, the section 20 of the PTMA obliges Greater Wellington to consult with the Regional Transport Committee, NZ Railways Corporation, NZ Transport Agency, all territorial local authorities in the region, the Minister of Education, and all public transport operators in the region, including anyone who has notified a proposal to operate a commercial public transport service in the region. Greater Wellington is also treating the Minister of Transport as a section 20 stakeholder, although the PTMA does not require us to consult with the Minister at this time.

Greater Wellington now invites comment and feedback from stakeholders (and anyone else who may be interested) on this discussion document. The feedback will be used to assist in preparing the draft PT Plan. An online version of this document and the consultation questions is also available at <http://www.gw.govt.nz/ptplan>.

Greater Wellington is particularly interested in your response to the consultation questions listed at the beginning of each section of this document but would also welcome feedback on any other matters in relation to the PT Plan.

Please send us your comments by **9am Monday 19 April 2010**. Feedback can be provided to:

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## PT Plan development process from here

We will be taking the steps set out in the following table to prepare the PT Plan. The timetable provides for the PT Plan to be adopted in September 2010.

Phase	Key actions	Date
Stakeholder consultation on discussion document	Prepare discussion document	Feb/Mar 2010
	<b>Stakeholder consultation on discussion document in accordance with section 20(1) of the PTMA</b>	<b>22 Mar – 19 Apr 2010</b>
Public consultation on draft RPTP	Prepare draft PT Plan	Apr/May/June 2010
	GW Transport and Access Committee approve draft PT Plan for consultation	15 Jun 2010
	Full consultation in accordance section 20(2) of the PTMA	18 Jun – 22 Jul 2010
	Public hearings	Jul 2010
Adoption of RPTP	Prepare final PT Plan	Jul/Aug 2010
	GW Transport and Access Committee approve the PT Plan	Sep 2010
	GW adopts the PT Plan	28 Sep 2010

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## Glossary and abbreviations

Term	Description
Commercial public transport service	A public transport service registered by a commercial operator and which generally operates without public subsidy.
Contracted public transport service	A public transport service which is operated under contract to Greater Wellington and which generally receives a public subsidy.
Fare recovery	The share of the cost of operating a public transport service that is covered by public transport fares paid by passengers.
Integrated public transport network framework	Used to guide development of the public transport network over time. The framework identifies service level guidelines based on the layered service approach and provides a framework for prioritising public transport decisions.
Layer	Any one of the four service layers (RTN, QTN, LCN, TS) defined as part of the layered service approach.
Layered service approach	Refers to the four service layers (RTN, QTN, LCN, TS) forming part of the integrated public transport network framework. The layered service approach is used to specify consistent levels of service and standards with the layers forming a hierarchy, where lower-order layers generally support services within higher-order layers.
LCN	Local Connector Network.
Local Connector Network	Part of the layered service approach, the LCN layer provides access to local centres and connects with the RTN and QTN.
Off-peak period	Refers to all time periods other than peak periods.
Peak period	Generally refers to the time periods between 7am to 9am and 4pm to 6pm, Monday to Friday.
Priority public transport network	Part of the integrated public transport network. The priority public transport network is formed by the RTN and QTN layers which are afforded the highest priority as part of the layered service approach.
Proposed Regional Policy Statement	Prepared in accordance with the Resource Management Act 1991. The Proposed Regional Policy Statement identifies the regionally significant issues around the management of the regions natural and physical resources and sets out what needs to be achieved (objectives) and the way in which the objectives will be achieved (policies and methods).
PT Plan	Regional Public Transport Plan
PTMA	Public Transport Management Act 2008, under which the PT Plan is prepared.
Public transport route	A grouping of related public transport services.
Public transport service	A public transport service scheduled to operate at a specified time and available to the public generally.
QTN	Quality Transit Network.

Quality Transit Network	Part of the layered service approach, the QTN layer supports the RTN by connecting the RTN and key centres over major corridors.
Rapid Transit Network	Part of the layered service approach, the RTN layer is the strategic public transport network (defined in the RLTS and Proposed Regional Policy Statement) that connects regionally significant centres.
Regional Land Transport Strategy	Provides the strategic direction for land transport in the region, which the PT Plan must to give effect to. The RLTS is prepared by Greater Wellington and must identify an appropriate role for each land transport mode, including public transport.
Regional Passenger Transport Plan	The plan prepared by Greater Wellington in 2007 under the now repealed Transport Services Licensing Act 1989.
Regional Public Transport Plan	Prepared under the PTMA to give effect to the RLTS. The PT Plan also describes the public transport services that Greater Wellington proposes to be provided in the region.
Regionally significant centres	Set out in the Proposed Regional Policy Statement. Regional significant centres are: Central business district in Wellington city, Upper Hutt city centre, Lower Hutt city centre, Porirua city centre, Paraparaumu town centre, Masterton town centre, Petone, Kilbirnie, Johnsonville
Regular public transport network	The first three layers of the layered service approach (RTN, QTN and LCN), excluding targeted services.
RLTS	Regional Land Transport Strategy.
Route	Public transport route.
RPTP	Regional Public Transport Plan.
RTN	Rapid Transit Network.
Service	Public transport service.
Service level guidelines	Specified guidelines for minimum and target levels of service for each of the four service layers forming the layered service approach.
Service review	A review of public transport services within an area or a review of any other grouping of services.
Service review process	The process of carrying out a service review.
Service review programme	Planned programme of area-wide service reviews.
Service type	Refers to the layer to which a public transport route (or part of a route) is allocated. Service type is used to determine the service level guidelines that are to apply to a particular public transport route (or part of a route).
Targeted services	Part of the layered service approach, the TS layer supports the RTN, QTN and LCN and includes services provided for specific policy reasons.
Total Mobility Scheme	Provides subsidised taxi fares for people with disabilities who cannot use public transport services.
Transport disadvantaged	People whom the regional council believes are least able to get to basic community activities and services (for example, work, education, health

	care, welfare, and food shopping).
TS	Targeted services
Unit	A grouping of related public transport services and/or routes operating within a certain geographic area or along a shared corridor.
Vehicle	A public transport service vehicle, including bus, train, ferry, cable car.

# 1. Introduction

This section sets out the purpose of the PT Plan, identifies what the PT Plan will address and provides an overview of our approach to commercial public transport services.

**Please read this section with the following consultation questions in mind:**

1. Do you have any comments on the matters this PT Plan addresses or does not address? Please explain.
2. Do you have any comments on our proposed approach to commercial public transport services? Please explain.

## 1.1 Purpose of the PT Plan

The purpose of the PT Plan is to:

- specify how the regional council will give effect to the public transport service components of the RLTS; and
- contribute to achieving an affordable, integrated, safe, responsive and sustainable land transport system in an efficient and effective manner.

The statutory context for preparation of this PT Plan is set out in Appendix 5.

## 1.2 What the PT Plan will address

The PT Plan is required by the Public Transport Management Act (PTMA) to give effect to the public transport service components of the RLTS and describe the public transport services proposed to be provided in the region.

A draft RLTS has been prepared by Greater Wellington and is currently being consulted on. The draft RLTS is a “refresh” of the current RLTS adopted in 2007 and as such the overall direction for public transport has not changed. This discussion document is aligned with both the existing and draft RLTS.

The PT Plan will primarily be an “update and realignment” of the Regional Passenger Transport Plan which was adopted in 2007. Changes are necessary to comply with the current legislative and policy environment and to better support the development of an integrated public transport network.

The PT Plan will focus on core statutory requirements. It will include appropriate service and other standards required to deliver an integrated public transport network and will also include matters that are intended to deliver value for money and guide procurement decisions.

The Auckland Regional Transport Authority’s (ARTA) PT Plan has been used as a model for this discussion document. Aligning our PT Plan with that of ARTA’s will help deliver consistency between regions and enable more efficient preparation of plans, and result in less variation for public transport operators and others.

### **1.3 Approach to commercial public transport services**

The PTMA enables Greater Wellington to specify minimum notice periods for the registration, variation and withdrawal of commercial public transport services as well as controls and contracting requirements.

Greater Wellington's general approach to the registration of commercial services is set out in section 3.3.3.

#### **1.3.1 Notice periods**

Greater Wellington proposes to require a minimum notice period of 65 working days for registration, variation and withdrawal of commercial public transport services, which is the maximum allowable under the PTMA.

Greater Wellington also proposes to work with operators to seek voluntary agreement to extend the minimum notice period for withdrawing a commercial public transport service to 120 working days. This is to provide sufficient time to carry out an assessment and if necessary procure an alternative public transport service to replace the withdrawn service.

#### **1.3.2 Controls**

Greater Wellington is considering the use of controls, which if used will primarily focus on ensuring public transport services deliver an integrated public transport network.

We have not developed any concrete proposals for the use of controls at this stage although controls are likely to be required to address the grouping of services into units (refer section 3.3) and to ensure integration of fare and ticketing products. Controls may also be considered in regard to vehicle quality standards.

The decision on whether to use controls or not will be made during preparation of the draft PT Plan, after taking into account the views of transport operators and other stakeholders.

#### **1.3.3 Contracting requirements**

The PTMA allows councils to require that all or certain services be delivered under contract (i.e. restrict the provision of commercial services).

Commercial services have an important role in public transport in the Wellington region and therefore we do not intend to make use of any contracting requirements. The Minister of Transport has also signalled his intention to repeal these provisions.

### **1.4 Structure of this discussion document**

This discussion document is divided into a number of sections and chapters which reflect those intended to be included in the draft PT Plan when prepared.

## 2. Public Transport in the Wellington region

This section provides a brief overview of public transport services and infrastructure in the region and discusses funding and affordability.

### 2.1 Public transport services

Public transport services are managed by Greater Wellington while public transport infrastructure is managed by a number of parties including Greater Wellington, NZTA and territorial local authorities. Greater Wellington has overall responsibility for the provision of public transport in the region.

During 2008/09 there were 35.4 million passenger trips made.

Fares only cover about half the costs of providing public transport services which means subsidies are required to ensure the continued operation of public transport services. During 2008/09 the cost in subsidy payments of providing public transport services was \$61.7 million (see Table 1). In addition Greater Wellington paid \$2.1 million in subsidised taxi fares as part of the Total Mobility Scheme.

Subsidies are funded by Greater Wellington ratepayers (approx. 40%) and the NZ Transport Agency (approx. 60%). Additional funding is provided by various parties for the delivery and maintenance of public transport infrastructure.

Greater Wellington is responsible for procuring public transport services in the region, with approximately 80% of services currently provided under subsidised contracts. The remaining 20% of services are commercial i.e. unsubsidised.

A summary of public transport patronage and subsidy payments during 2008/09 is provided in Table 1.

**Table 1: Public transport performance during 2008/09**

2008/09	Bus	Rail	Ferry	Total
<b>Patronage</b>				
Peak boardings (million)	9.6	7.8	0.1	17.5
Off-peak boardings (million)	13.8	4.1	0.1	17.9
Total boardings (million)	23.4	11.9	0.2	35.4
Total passenger kms <sup>1</sup> (million)	165.5	275.3	2.0	442.8
<b>Subsidies</b>				
Total subsidies excl capital costs (\$m)	38.5	22.9	0.3	61.7
Subsidy per passenger boarding (\$)	1.65	1.92	1.50	1.74
Subsidy per passenger kilometre (\$)	0.23	0.08	0.15	0.14

<sup>1</sup> Passenger kilometres refer to the total distance travelled by passengers on public transport vehicles.

Greater Wellington has a bus and ferry procurement strategy which is intended to guide the procurement of services. Greater Wellington also has a Regional Rail Plan to guide investment in the rail network.

Greater Wellington also undertakes a rolling programme of service reviews to ensure that services are effective, efficient and continue to provide value for money in meeting the needs of users.

## **2.2 Funding and affordability**

Public transport funding policies and funding levels are set out in the Government Policy Statement on Transport Funding, the National Land Transport Programme, the Regional Land Transport Programme and Greater Wellington's own 10-Year Plan.

### **2.2.1 Government Policy Statement on Transport Funding (GPS)**

The GPS describes the government's funding priorities for the next six years.

The most recent GPS was issued in May 2009 and highlights the government's priority for land transport investment to increase economic productivity and growth in New Zealand. The GPS acknowledges the importance of public transport services to economic growth and productivity.

The GPS identifies national funding of \$635m for public transport services in New Zealand and \$135m for public transport infrastructure for the period 2009/10 to 2011/12. A further \$258m is identified for Wellington Public Transport rail infrastructure, which is to be funded separately by Crown appropriation (outside the GPS).

### **2.2.2 National Land Transport Programme (NLTP)**

The NLTP is prepared by the NZ Transport Agency to give effect to the GPS. The NLTP allocates funding to regions based on the land transport activities and funding ranges identified in the GPS.

The NLTP identifies NZTA funding for the Wellington region of \$144.5m for public transport services and \$58.1m for public transport infrastructure for the period 2009/10 to 2011/12. This does not include funding for Wellington public transport rail infrastructure mentioned above.

### **2.2.3 Wellington Regional Land Transport Programme (RLTP)**

The RLTP is prepared by the Regional Transport Committee and identifies the land transport activities to be undertaken in the region for the next three years, plus a 10-year financial forecast. The RLTP must take account of the funding identified in the NLTP.

The RLTP identifies total expenditure of \$241.4m for public transport services in this region during the period 2009/10 to 2011/12. The NZTA funding share of this expenditure is \$143m (approx. 60%), which largely matches the funding identified in the NLTP.

The RLTP also identifies expenditure of \$405m on public transport infrastructure projects during the period 2009/10 to 2011/12. These projects are mainly related to the rail upgrade and maintenance programme, including new Matangi trains and station upgrades required for the new trains.

#### 2.2.4 Greater Wellington's 10-Year Plan

Greater Wellington's 10-Year Plan identifies the funding available for public transport services in the region, taking account of all funding sources available including the GPS, NLTP, RLTP. The 10-year financial forecast for the public transport activity group is set out in Table 2.

The financial forecast shows that during the period 2009/10 to 2011/2012, regional ratepayers are expected to pay \$137m towards public transport services and infrastructure in the region. During the same period government subsidies of \$545m are identified. This figure is generally consistent with the above funding sources.

**Table 2: Financial forecast for public transport activities 2009/10 to 2018/19**

	09/10 (\$m)	10/11 (\$m)	11/12 (\$m)	12/13 (\$m)	13/14 (\$m)	14/15 (\$m)	15/16 (\$m)	16/17 (\$m)	17/18 (\$m)	18/19 (\$m)
Targeted Rate	39.3	44.6	53.3	58.2	63.9	69.1	73.6	76.6	80.1	83.7
Government Subsidies	190.2	248.4	106.3	152.8	131.1	107.6	95.1	96.9	94.9	112.7
Other Revenue	0.8	0.8	0.2	1.1	0.5	1.0	0.8	0.9	0.6	0.6
<b>Operating Revenue</b>	<b>230.3</b>	<b>293.8</b>	<b>159.8</b>	<b>212.1</b>	<b>195.4</b>	<b>177.7</b>	<b>169.5</b>	<b>174.4</b>	<b>175.6</b>	<b>197.0</b>
Service Subsidies <sup>2</sup>	63.9	71.1	82.0	89.9	96.9	105.2	113.1	116.9	121.4	126.3
SuperGold Card Subsidies	4.0	4.1	4.2	4.3	4.4	4.5	4.7	4.8	4.9	5.0
Other Operations	17.3	18.1	19.1	20.3	23.2	26.3	26.8	27.7	28.3	29.1
Improvements Expenditure	154.1	215.7	58.3	101.3	68.8	44.5	27.5	26.5	21.7	36.7
Capital Expenditure	9.4	8.9	2.5	7.2	9.3	1.6	1.6	1.4	1.5	1.6
<b>Expenditure</b>	<b>248.7</b>	<b>317.9</b>	<b>166.1</b>	<b>223.0</b>	<b>202.6</b>	<b>182.1</b>	<b>173.7</b>	<b>177.3</b>	<b>177.8</b>	<b>198.6</b>
<b>Net Deficit</b>	<b>18.3</b>	<b>24.0</b>	<b>6.3</b>	<b>10.9</b>	<b>7.2</b>	<b>4.4</b>	<b>4.2</b>	<b>3.0</b>	<b>2.2</b>	<b>1.6</b>
<i>less</i>										
Loan Funding	-18.8	-24.1	-7.5	-12.3	-9.3	-5.5	-6.2	-5.7	-5.5	-5.9
Debt Repayment	2.1	3.2	3.8	3.7	4.4	4.9	5.8	6.6	7.2	8.2
Reserve Movements	-1.4	-1.9	-0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Cash Items	-0.2	-1.1	-2.0	-2.2	-2.3	-3.8	-3.8	-3.9	-4.0	-4.0
<b>Net Funding Required</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

#### 2.2.5 Public transport fares

Public transport services provided under contract to Greater Wellington are funded through a combination of fares paid by customers (45-50%), rates paid by ratepayers (approx. 20%) and funding from the NZ Transport Agency (approx. 30%). Commercial

<sup>2</sup> Includes proposed service enhancements

public transport services are funded through fares and receive no public subsidies, other than reimbursements for concessions such as children's fares and the SuperGold Card scheme.

### 3. Delivering public transport services in this region

The PT Plan aims to deliver an integrated public transport network that gives effect to the Regional Land Transport Strategy (RLTS) and contributes to achieving an affordable, integrated, safe, responsive and sustainable land transport system.

#### 3.1 Overview

This section provides an overview of the role of public transport in the region, Greater Wellington's role in funding public transport, how we are assisting the transport disadvantaged and why we need to prioritise public transport services.

**Please read this section with the following consultation questions in mind:**

3. Do you have any comments on the role of public transport and Greater Wellington's role in funding public transport?
4. Do you have any comments on how the needs of the transport disadvantaged are being considered?

##### 3.1.1 Role of public transport

The RLTS provides a high level strategic direction for land transport in the region that contributes to achieving an affordable, integrated, safe, responsive and sustainable land transport system. This strategic direction requires that the public transport system serve dual roles, which are to:

- provide access to basic community activities and services, in particular to work and education but also to other activities and services necessary to participate in society such as healthcare, welfare and food shopping; and
- provide congestion relief at peak times to reduce the need for additional road investment by providing an environmentally viable alternative to travel by private car for journey to work and education purposes.

The dual roles build on each other. The access role means providing a basic network of services (i.e. lower frequencies and shorter hours of operation) that maintain basic accessibility and cater for basic demand. The congestion relief role means providing an enhanced network of services (i.e. higher frequencies and longer hours of operation) that maximises the attractiveness of public transport as an alternative to the private car and achieves long term patronage growth targets.

The access role means providing basic accessibility in accordance with coverage targets. The proposed RLTS coverage target is that *“65% of the region's residents living within 400 metres (5 minutes walk) and 80% within 800 metres of a bus stop or train station with a service frequency of at least 30 minutes”* (currently 59% within 400m and 77% within 800m).

We proposed to refine this target for the purpose of the PT Plan to reflect the role of public transport within the integrated public transport network framework (refer section

3.2). The proposed target for the PT Plan is that “*x% of (population + jobs) are located within 400m of a bus stop or train station with a service frequency of at least 60 minutes and x% of (population + jobs) are located within 800m of a bus stop or train station on the regular public transport network (RTN, QTN and LCN).*”

It is important to note that the congestion relief role cannot be achieved without also providing for the access role. This is because without a basic level of service, public transport would not be an attractive alternative to the private car, would have little impact on congestion and would be very inefficient. For example, if services were only provided at peak times people would be forced to travel only at those times even if they wanted to travel at other times (e.g. to go shopping). This would mean more peak trips and public transport vehicles would only be used during peak periods. Research shows that people also place a significant value (“option value”) on the ability to travel when they want to travel, which is one reason why the private car is so desirable.

### 3.1.2 Role of Greater Wellington in funding public transport services

Greater Wellington’s 10-Year Plan sets out why the regional council funds public transport services in the region (and all other activities undertaken by the regional council). The 10-Year Plan (p 48 of policies document) states that:

*Greater Wellington is involved in providing public transport services, for the following two reasons, despite the fact that public transport is a private good:*

- *market failure (road use in the region is cheaper than it should be because road users do not pay a price that reflects the congestion and environmental costs they impose on others); and*
- *social issues (meeting the needs of the transport disadvantaged)*

Greater Wellington plans to deliver an integrated public transport network that provides for the dual roles of access and congestion relief to address market failure and social issues. The 10-Year Plan estimates that 85% of services contribute to congestion relief. This includes all public transport services serving the congestion relief role and many public transport services serving the access role (because the access role provides a basic level of accessibility without which congestion relief cannot be achieved).

### 3.1.3 Assisting the transport disadvantaged

In preparing the PT Plan, Greater Wellington is required to consider the needs of persons who are “transport disadvantaged” and describe how public transport services will assist their needs. The PTMA defines transport disadvantaged as:

*“People whom the regional council has reasonable grounds to believe are the least able to get to basic community activities and services (for example, work, education, health care, welfare, and food shopping)”*

Greater Wellington believes there are a range of personal or locational attributes that are likely to restrict accessibility and/or mobility due to physical ability, financial circumstances or distance. These include:

- Age (young or old);

- Lack of income;
- Inability to drive and/or access to a vehicle;
- Disability; and
- Residential location remote from basic community activities or services.

Taking these attributes into account, the following groups are considered to be more likely to be transport disadvantaged in the Wellington region:

- People with disabilities;
- People without a drivers licence;
- Children (under driving age);
- Elderly;
- People with low income/beneficiaries;
- People in households without a vehicle;
- People living in “high deprivation” neighbourhoods; and
- People living in isolated rural locations.

Greater Wellington believes that the provision of a comprehensive network of public transport services as described in the PT Plan will go a substantial way to providing for the access needs of the transport disadvantaged. Greater Wellington is also considering the following provisions in the PT Plan to assist the transport disadvantaged:

- Proposals to improve the accessibility (e.g. super low floor buses, access to trains, general provision of information) of the public transport network as a whole;
- Provision of targeted rural services linking outlying towns;
- Targeted services, such as school bus services, and the Total Mobility Scheme for people with disabilities;
- Continued support for the SuperGold Card free travel scheme for senior citizens, subject to continued government funding;
- Concessionary fares for children;
- Working with representatives of target groups to identify the potential for scheduled or demand-responsive services to particular facilities with regular travel demands, and to implement appropriate improvements;
- Consideration of the provision of demand-responsive services in areas of low demand where scheduled public transport services may not always be the most

appropriate way of dealing with accessibility problems (e.g. rural communities). In these cases, there is also merit in considering alternative options, including supporting community transport, telecommuting, ridesharing and park and ride; and

- Relevant information, easily available in formats tailored to specific needs.

Further detail on specific policies aimed at the transport disadvantaged will be set out in section 4. In addition, Appendix 4 includes targeted social services that are provided to contribute to meeting the needs of transport disadvantaged.

#### 3.1.4 Prioritising public transport services

As set out in section 2.2, funding for public transport is limited. Priorities need to be established to guide spending and to ensure the public transport network is operated efficiently and effectively and continues to deliver value for money.

Greater Wellington has developed an integrated public transport network framework to assist in prioritising and to guide the development of the public transport network over time.

## 3.2 Integrated public transport network framework

This section sets out Greater Wellington's integrated public transport network framework and includes the layered service approach, service level guidelines, priority setting and the priority public transport network.

**Please read this section with the following consultation questions in mind:**

5. Do you have any comments on the layered service approach in section 3.2.1? Do you support this approach? Why?
6. Do you have any comments on the proposed minimum and target service levels in section 3.2.2? Do you agree with the service levels proposed? Why?
7. Do you have any comments on how public transport service levels are built up and the proposed priorities in section 3.2.3? Do you think the priorities are correct or do you want to suggest changes? Please explain.
8. Do you have any comments on the proposed priority public transport network in section 3.2.4? In particular do you have any comments on the corridors proposed? Please explain.
9. Do you have any general comments on the proposed integrated public transport network framework?

The integrated public transport network framework is intended to guide the development of the public transport network over time. In doing this, the main objectives of the framework are to:

- ensure delivery of an integrated public transport network across the region;
- ensure consistent levels of services based on the role and function of services;
- guide the prioritisation of public transport infrastructure, services and systems;
- give effect to the public transport service and other components of the RLTS; and
- support integration with the land use objectives in the Proposed Regional Policy Statement and District Plans of the region.

To achieve these objectives, the following key elements have been identified and form the basis of the objectives, policies and methods in section 4:

- Cohesive integrated network;
- Integration between modes (including integrated fares and ticketing);
- Optimal use of public transport resources and public subsidies.

A key to achieving a cohesive integrated network is a structured, layered network with consistent minimum and target levels of service for each layer. The layered service approach is the cornerstone of this integrated public transport network framework and is set out in further detail below.

### 3.2.1 Layered service approach

The layered service approach provides for the specification of consistent levels of service or standards. It is used to represent an interconnected hierarchy of services, where lower-order layers generally support services within higher-order layers. This hierarchical approach is similar to that used for the roading network where roads are classified as state highways, arterials, collectors and feeders, with each classification having minimum standards of construction and maintenance.

We propose a public transport network with four service layers that contribute towards an integrated network, with each layer having a particular role and function.<sup>3</sup> The four layers are shown in Table 3 with further detail on the role and function of each layer provided in Appendix 1.

**Table 3: A four-layered network of public transport services**

<b>Layer</b>	<b>Description</b>
Rapid Transit Network (RTN)	The RTN is the strategic public transport network that connects regionally significant centres. The RTN is the backbone of the whole system and provides fast, frequent, high quality, high capacity services operating in their own right of way. The RTN is essentially the rail network with buses linking through to Wellington Hospital and Wellington International Airport.
Quality Transit Network (QTN)	The QTN supports the RTN by connecting the RTN and key centres over major corridors. The QTN provides fast, frequent, high quality services utilising priority measures where possible. The QTN is primarily serviced by buses.
Local Connector Network (LCN)	The LCN provides access to local centres and connects with the RTN and QTN. The LCN increases the coverage of the network with low to medium-frequency services. The LCN is made up of bus and ferry services.
Targeted services (TS)	Targeted services support the RTN, QTN and LCN and are provided for specific policy reasons. Targeted services include targeted peak services, school bus services and social services for the transport disadvantaged.

The layered service approach means the RTN is supported by the QTN, which is supported by the lower order LCN. These first three layers make up the regular public transport network and are in turn supported by the targeted services (TS) layer. This hierarchy is used to determine service levels and priorities – services within higher-order layers will generally have higher levels of service and also be given higher priority.

<sup>3</sup> There are a number of different ways of applying a layered service approach. We have adopted the Auckland Regional Transport Authority's approach and terminology.

### 3.2.2 Service level guidelines

The layered service approach provides for the specification of consistent levels of service or standards for each service layer. During a service review public transport services will be evaluated against these service level guidelines and decisions made in accordance with the priorities set out in section 3.2.3.

#### (a) Service level guidelines for the regular public transport network

This section specifies the levels of service that are to apply to the regular public transport network layers (RTN, QTN and LCN). These guidelines provide guidance on appropriate minimum and target levels of service and are intended to be applied according to the priorities set out in section 3.2.3.

The minimum guidelines specify the service levels considered appropriate to provide access to basic community activities and services (in particular work and education), in accordance with the access role of public transport. These minimum service level guidelines do not preclude lower levels of service being provided although in most circumstances if the specified minimum level of service was not justified the service would be re-classified to a layer further down the layered service approach hierarchy (e.g. a LCN service would be re-classified as a TS service – which has no minimum service level guidelines).

The target guidelines specify the service levels considered appropriate to maximise the attractiveness of public transport as a viable alternative to travel by private car, in accordance with the congestion relief role of public transport. These target service level guidelines do not preclude higher levels of service where justified by demand.

The minimum and target service level guidelines for frequency and hours of operation are set out in Table 4. The minimum service level guidelines for other service attributes (i.e. other than frequency and hours of operation) are set out in Table 5.

**Table 4: Minimum and target service level guidelines for frequency and hours of operation**

		RTN		QTN	LCN
Frequency / headway (mins)		Rail	Other		
Peak	Minimum guidelines	20	15	15	30
	Target guidelines	10	10	10	15
Off-peak	Minimum guidelines	60	30	30	60
	Target guidelines	30	15	15	30
<b>Hours of operation</b>					
Monday to Saturday	Minimum guidelines	7am – 9pm		7am – 9pm	7am – 7pm
	Target guidelines	6am – 11pm		6am – 11pm	7am – 9pm
Sunday & Public Holidays	Minimum guidelines	8am – 8pm		8am – 8pm	8am – 6pm
	Target guidelines	7am – 10pm		7am – 10pm	8am – 8pm

**Table 5: Minimum service level guidelines for other service attributes**

	RTN	QTN	LCN
Guideline for directness vs. coverage	Maximise directness	Balance directness and coverage	Maximise coverage
Guideline for average distance between stops	0.8km-3km	400m-600m	400m-600m
Guideline for average peak seat occupancy to trigger increase of frequency towards target	100%	100%	80%
Guideline for average off-peak seat occupancy to trigger increase of frequency towards target	80%	80%	50%
Guideline for minimum average Fare Recovery	60%	50%	40%

**(b) Service level guidelines for targeted services**

Targeted services are provided for a range of specific and differing policy reasons, which are generally developed in response to specific needs or requirements. Targeted services include commuter services, school bus services, social services and other targeted services. There are no specific guidelines for the provision of targeted services as these services meet a range of differing needs that require specifically targeted service levels. The targeted services proposed to be provided in the region and the policy reasons for their provision are described in Table 6, with further detail provided in Appendix 4.

**Table 6: Policy reasons for providing targeted services**

Type of service	Policy reason
Targeted commuter services	Targeted commuter services provide additional capacity to meet demand at peak times and are an important means of contributing to congestion relief. Targeted commuter services are designed to support the regular public transport network and can include peak commuter buses or express routes.
Targeted school services	Targeted school bus services are designed to meet demand for school travel where the regular public transport network can not provide sufficient capacity or route coverage to meet the demand. Generally school bus services will only be provided to the nearest and/or zoned school and are not intended to cater for school travel across the region.
Targeted social services	Target social services are designed to meet some of the specific needs of the transport disadvantaged and include shopper services (running two or three times a week to local shops) and the Total Mobility Scheme.
Other targeted services	Other targeted services are a range of other services not fitting the above categories and may include services to rural communities and demand responsive services.

### 3.2.3 Priority setting using the layered service approach

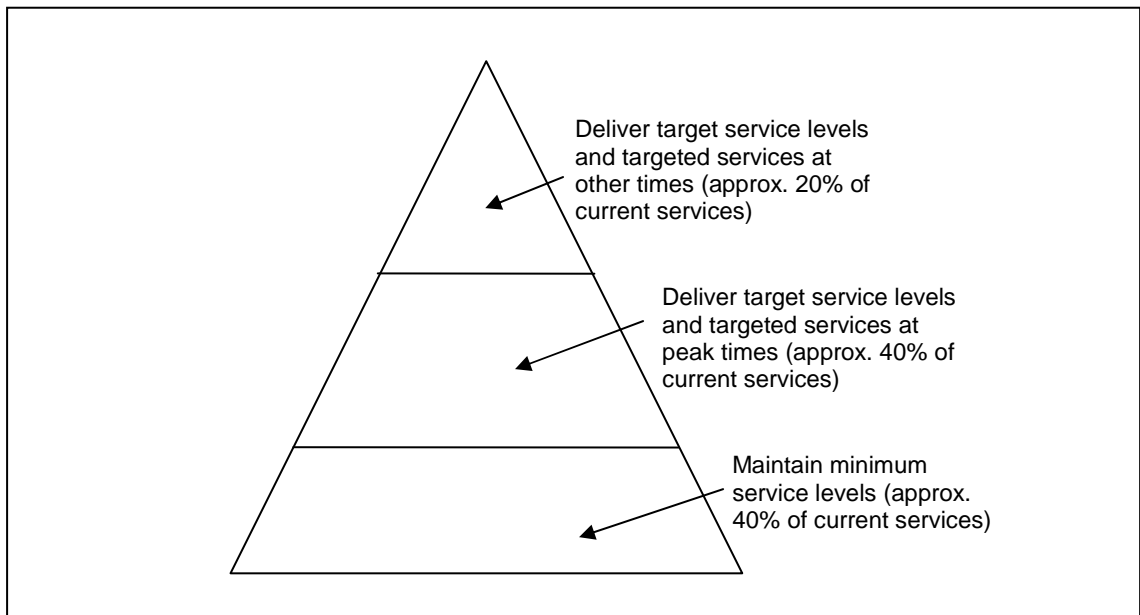
Priority setting using the layered service approach (and associated service level guidelines) helps ensure the delivery of an efficient and effective integrated public transport network with consistent levels of service. It also helps guide the prioritisation of public transport services and infrastructure by identifying priorities based on the role and function of each layer.

The proposed priority order for provision of public transport services is shown in Table 7. These priorities allow public transport services to be built up (or reduced) based on funding availability, with the focus being to first maintain minimum levels of service before incrementally increasing levels of service, at different times of the day, to meet target levels of service.

**Table 7: Priority setting using the layered service approach**

High level priorities	Service level priorities
1. Maintain <u>minimum service levels</u> – a basic integrated network of services that provides access to basic community activities and services (for example, work, education, health care, welfare, and food shopping).	1. Provision of RTN services to specified minimum service levels 2. Provision of QTN services to specified minimum service levels 3. Provision of LCN services to specified minimum service levels
2. Deliver <u>target service levels</u> and targeted services at <u>peak times</u> – an enhanced integrated network of services at peak times to reduce congestion and the need for additional road investment by providing an environmentally viable alternative to travel by private car for journey to work and education purposes.	4. Provision of targeted services at peak times 5. Increased frequencies on RTN and QTN to target levels at peak times 6. Increased hours of operation on RTN and QTN to target levels 7. Increased frequencies on LCN to target levels at peak times 8. Increased hours of operation on LCN to target levels
3. Deliver <u>target service levels</u> and targeted services at <u>other times</u> – an enhanced integrated network of services at all times of the day and week.	9. Provision of targeted services 10. Increased hours of operation on RTN and QTN to target levels 11. Increased hours of operation on LCN to target levels 12. Increased frequencies on RTN and QTN to target levels 13. Increased frequencies on LCN to target levels 14. Increased hours of operation and frequency of targeted services

The high level priorities identified in Table 7 are also illustrated in Figure 1, which shows how service levels are built up. Figure 1 also shows the current proportion of services associated with each high level priority. The region’s focus on congestion relief means that once a basic network is provided, service levels would first be increased during peak periods and then in other periods. Wellington already has an extensive public transport system and therefore any changes would be increases or decreases at the margin (i.e. the top portion of the triangle). Any changes would be identified and implemented as part of the service review programme.



**Figure 1: How public transport services levels are built up**

The priorities set out in this section are intended to guide the provision of new (or reduced) services based on the role of public transport as set out in section 3.1.1 and funding availability and will be applied as part of a service review process.

### 3.2.4 The priority public transport network

The RTN and QTN form the region’s priority public transport network as these layers are afforded the highest priorities as part of the layered service approach. In forming the priority network the RTN and QTN link the main destinations across the region, meet the majority of trip origins and destinations, and carry the largest numbers of passengers.

Greater Wellington has developed the priority public transport network shown in Figure 2 to guide future service provision, including decisions on incremental changes to current service provision. The priority public transport network is made up of the RTN, which is the strategic public transport network identified in the Regional Land Transport Strategy and Proposed Regional Policy Statement, and the QTN. The QTN has been defined based on existing services but also takes into account the RLTS (e.g. connections between corridors) and changing land use (e.g. Lincolnshire Farms development). The priority network also shows some targeted services connecting rural communities.

The priority public transport network is intended to be relatively robust and not change too much, so that people can make decisions as to where they live and make decisions on where development is to take place. Changes will, however, need to be made from time to time to respond to changing demographics and travel patterns. Any changes to the priority public transport network would only be made as part of a service review. Changes may also be made as part of the PT Plan preparation process.

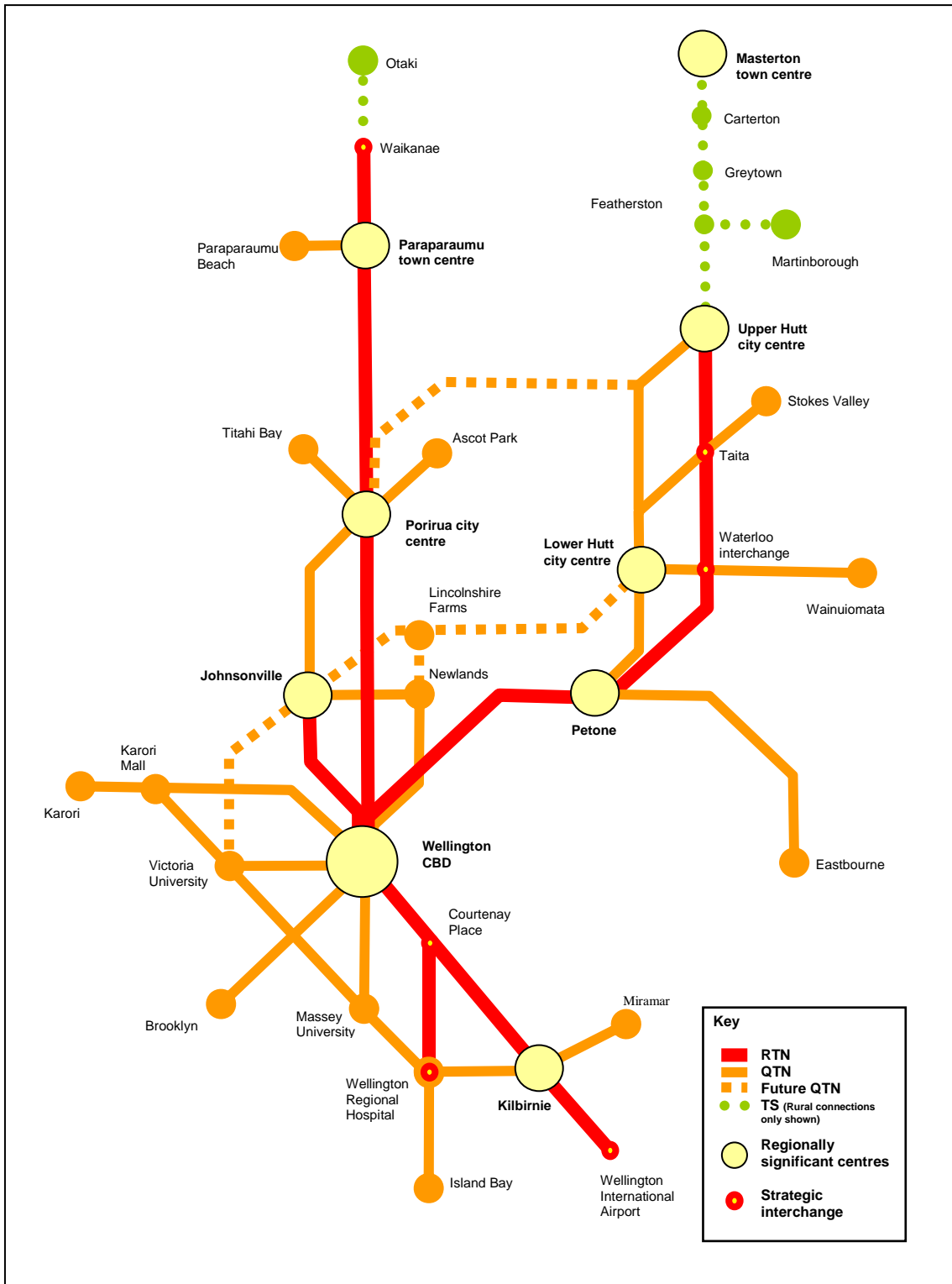


Figure 2: The priority public transport network made up of the RTN and QTN

### 3.2.5 What does the integrated public transport network achieve?

The integrated public transport network framework is used when undertaking a service review to guide the provision of new services based on the role of public transport as set out in section 3.1.1 and funding availability. It also helps identify any over supply (i.e. where services should be reduced).

The layered service approach is used to allocate service types to existing services, as set out in section 3.3. During a service review service types will be reviewed and updated as appropriate. If current services do not meet the minimum service level guidelines for their service type this might indicate that service enhancements are justified (or *vice-versa*) or alternately might indicate a different service type would be more appropriate.

Any changes to service type will be made as part of a service review process, taking account of the role and function of each service. Further detail is provided in section 3.3.

### 3.3 Description of services

This section describes the services that are proposed to be provided as part of the integrated public transport network. It includes service specifications, grouping of services into units, and our approach to commercial registrations.

**Please read this section with the following consultation questions in mind:**

*(Please note questions on the proposed service specifications and units are asked within the relevant appendices)*

10. Do you have any comments on the way we propose to describe the services proposed to be provided?
11. Do you have any comments on the proposed approach to grouping of services into units?
12. Do you have any comments on the potential use of controls or other methods to require commercial services to comply with the service specifications?
13. Do you have any comments on the potential use of controls or other methods to require grouping of services into units?

#### 3.3.1 Service specifications

The public transport services that are proposed to be provided in this region are specified in Appendix 3 and Appendix 4.<sup>4</sup> These service specifications include commercial public transport services that, if not provided commercially, Greater Wellington would operate as contracted public transport services.<sup>5</sup>

The service specifications identify public transport services on the basis of a route or section of a route. Services are grouped into units of related services as set out in section 3.3.2. A proposed “service type” has been identified for each route or section of a route, based on the layered service approach set out in section 3.2.1. The service type is then used to determine the minimum and target level of service guidelines that are to apply to each specified service (in accordance with the service level guidelines set out in section 3.2.2).

The regular network service specifications in Appendix 3 also identify whether or not services currently meet the minimum service level guidelines for their proposed service type. This information will be used when undertaking a service review to help identify whether levels of service should be increased or the service type changed. Changes may also be made as part of the PT Plan preparation process. These service specifications are not intended to identify whether or not a public transport service should be provided in a particular area. These are the sorts of decisions made when

<sup>4</sup> The service specifications set out in these appendices are provided in accordance with section 10(1)(a) of the Public Transport Management Act 2008. Appendix 3 specifies services on the regular public transport network while Appendix 4 specifies targeted services.

<sup>5</sup> This also means any commercial services that, if not provided commercially, Greater Wellington would not operate as a contracted public transport service are not included in the service specifications.

undertaking a service review, taking account of the role of public transport and the priority public transport network identified above as well as available funding.

### 3.3.2 Grouping of services into units

The grouping of services into units is used to ensure that whenever Greater Wellington considers changes to a service, for example as part of a service review or when assessing an application to register a commercial service, a cohesive and integrated public transport network is maintained.

Greater Wellington has grouped the public transport services specified in section 3.3.1 into the “units” set out in Appendix 2. These units recognise the need to consider related services together to help ensure efficient and effective public transport operations as part of an integrated public transport network.

Public transport services have been grouped into units using the following two key principles:

1. Services operating along common corridors or in common areas

This helps maximise effectiveness, for example two routes that provide service along a common corridor would have their timetables co-ordinated to provide a regular “clock-face” headway on the shared section of their routes (i.e. route A comes at 10 minutes past the hour, route B comes at 40 minutes past the hour giving a half hour frequency for passengers rather than both buses arriving at the same time every hour).

2. Services that will benefit from shared use of vehicles and drivers

This helps maximise efficiency, in specific circumstances it may be more cost effective to group services to allow more efficient use of vehicles and drivers. For example, where two routes operated individually would potentially require more buses to operate than if operated together as part of a group (i.e. route A requires two buses and route B requires two buses but combined together both routes can be operated with just 3 buses).

These units recognise the potential passenger and operational benefits of grouping specific services. Where an individual route or part of a route can be operated on a stand alone basis it generally has not been included as part of a unit (or alternatively, the unit has been defined to include only one route). The grouping of services may change as the result of a service review process, or as part of the PT Plan preparation process.

### 3.3.3 General approach to commercial registrations

Commercial registrations will generally be approved in accordance with the PTMA, provided they do not negatively impact on the cost of providing the remaining non-commercial services. To determine the impact on costs of remaining non-commercial services the commercial registration will first be assessed to determine whether it forms part of any unit defined in accordance with section 3.3.2. The commercial registration will then be assessed to determine its impact on the cost of operating any remaining non-commercial services within the relevant unit and specified in accordance with section 3.3.1.

Greater Wellington is currently investigating the use of controls that may require new commercial registrations to apply to all remaining non-commercial services within a whole route or unit.

## 4. Public transport objectives, policies and methods

This section sets Greater Wellington's objectives for public transport. This section will also (but does not currently) set out the policies that Greater Wellington intends to follow to achieve the objectives and methods to implement those policies.

**Please read this section with the following consultation questions in mind:**

*(NB: This discussion document does not include any policies or methods, these will be developed as part of the draft PT Plan following feedback on this discussion document)*

14. Do you have any comments on the policy areas and proposed objective statements?
15. Do you have any comments on the explanations of the objectives? Is there anything you disagree with? Is there anything you would add?
16. Do you have any comments on key policies that should be included with each objective?
17. Do you have any comments on key methods for achieving any proposed policies and the identified objectives?
18. Do you have any comments on how we should deal with other matters such as bus stop standards, infrastructure guidelines, Christmas timetable procedures etc?

### 4.1 Policy framework

This discussion document retains the policy framework of the current Passenger Transport Plan adopted in 2007 but this has been revised to better reflect current requirements. This discussion document retains the following four policy areas:

- Network and services
- Vehicles and infrastructure
- Fares, ticketing and information
- Commercial framework, funding and prioritisation

A new set out objectives, which retain the current overall direction for public transport, are set out in Table 8. The proposed objectives, which give effect to the Regional Land Transport Strategy, retain the current policy intention but provide a stronger direction and better indication as to how public transport services are delivered and decisions made.

**Table 8: Current and proposed public transport objectives**

Current objectives (PT Plan 2007)	Proposed objectives
<b>Network and services policy area</b>	
<p>Objective 1.1: A sustainable passenger transport network where more people use passenger transport services for more journeys more often.</p> <p>Objective 1.2: Passenger transport services are accessible, reliable, frequent and responsive to the needs of users.</p> <p>Objective 1.3: Passenger transport journeys take no longer than similar journeys undertaken by private car, especially during peak periods.</p>	<p>Objective 1: Simple, easy to understand services that go where people want to go.</p> <p>Objective 2: An integrated network of services that makes interchange between and within modes easy.</p> <p>Objective 3: A high-quality, reliable public transport system that customers choose to use.</p> <p>Objective 4: Improved accessibility for communities and groups whose needs are not met by the regular public transport system.</p>
<b>Vehicles and infrastructure policy area</b>	
<p>Objective 2.1: Passenger transport infrastructure assets are accessible, sustainable and managed effectively in support of defined network standards.</p> <p>Objective 2.2: Passenger transport vehicles are accessible, sustainable and managed effectively in support of defined network standards.</p>	<p>Objective 5: Public transport operations that provide comfortable and safe travel, and minimise adverse environmental effects and improve health outcomes.</p> <p>Objective 6: A high standard of public transport infrastructure.</p>
<b>Fares, ticketing and information policy area</b>	
<p>Objective 3.1: Fares are competitive with the costs of using a private vehicle and are easy to understand, collect and administer, taking into account the costs and benefits of services while recognising the needs of transport disadvantaged.</p> <p>Objective 3.2: A ticketing system that is simple to use, understand and administer and is integrated and transferable across all operators.</p> <p>Objective 3.3: Everyone knows where to find and has easy access to reliable, relevant and timely information about journeys they want to make.</p>	<p>Objective 7: A fare schedule that attracts and retains customers, offers discounts for frequent use, and recognises the transport disadvantaged.</p> <p>Objective 8: An integrated system of fares and ticketing that enables seamless travel between services and modes.</p> <p>Objective 9: Fare revenues that cover a reasonable proportion of operating costs.</p> <p>Objective 10: A consistently branded transport system that is easy to use, offers a consistent customer experience, and generates customer loyalty.</p>

<b>Commercial framework, funding and prioritisation policy area</b>	
<p>Objective 4.1: A funding system for passenger transport services that recognises and balances the requirements of funders, providers and users while also providing incentives for patronage growth, efficiency and effectiveness.</p> <p>Objective 4.2: A contract procurement system that is fair to all involved and provides value for money to ratepayers.</p> <p>Objective 4.3: Full compliance with legislative requirements and Land Transport NZ rules.</p>	<p>Objective 11: A competitive and efficient market for public transport services that ensures value for money in delivering an integrated public transport network.</p> <p>Objective 12: Allocation of available funding to reflect strategic priorities.</p>

## 4.2 Policy areas

The four policy areas identified in this section provide a means of grouping the objectives which are aimed at delivering an integrated public transport network.

### 4.2.1 Network and services

The network and services policy area proposes standards and levels of service required to implement the integrated public transport network framework set out in section 3.2.

#### **Objective 1: Simple, easy to understand services that go where people want to go**

Greater Wellington intends to provide a public transport system that effectively connects key destinations to address traffic congestion, support economic development, and to ensure access to basic community activities and services (for example work, education, healthcare, welfare and food shopping). The existing network provides a good network of services but the effectiveness and efficiency of many services can be improved.

Greater Wellington intends to focus on providing a simplified network structure that connects main destinations and supports the land use and transport integration policies set out in the Regional Land Transport Strategy and Proposed Regional Policy Statement. This objective supports the implementation of a layered service approach as set out in Section 3.2.1 and is expected to lead to the establishment of a simpler, more easily understood system and greater efficiency of operation.

<b>Policies</b>	<b>Methods</b>
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

**Objective 2: An integrated network of services that makes interchange between and within modes easy**

Greater Wellington aims to make it easy for passengers to move between different modes and services by delivering an integrated network of services that link with each other and are frequent, reliable and provide a good level of network coverage.

Greater Wellington plans to make interchange more efficient and reliable through better service design, consistent levels of service, and increasing the availability of integrated fare and ticketing products, together with clearly and consistently branded interchange points and customer friendly information.

Greater Wellington’s approach to integration also involves improving connections between public transport and other modes, including providing park and ride facilities at appropriate locations.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

**Objective 3: A high-quality, reliable public transport system that customers choose to use**

Greater Wellington intends to improve the reliability of the public transport system. To deliver a high quality and reliable public transport system Greater Wellington will ensure the ongoing maintenance and improvement of rail services, improve public transport timetables, support priority measures for public transport, and develop and maintain a real time passenger information system.

Greater Wellington intends to require information from operators to enable effective monitoring of performance to ensure that required standards are met. Greater Wellington will also monitor trends in patronage so as to allow systematic improvement of the network through improved planning and operational and cost-efficiencies.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

**Objective 4: Improved accessibility for communities and groups whose needs are not met by the regular public transport system**

Greater Wellington intends to provide a comprehensive network of public transport services that goes some way to providing for the needs of the transport disadvantaged. Greater Wellington recognises that some people have specific needs that may be more effectively addressed by access to specialised passenger transport services and/or concessionary fares.

Greater Wellington will also seek innovative and cost effective ways to deal with accessibility problems in areas of low demand where scheduled public transport services may not always be appropriate (e.g. rural communities).

<b>Policies</b>	<b>Methods</b>
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

## 4.2.2 Vehicles and infrastructure

The vehicles and infrastructure policy area identifies standards for passenger transport vehicles and infrastructure required to implement the integrated public transport network set out in section 3.2.

### **Objective 5: Public transport services that provide comfortable and safe travel, and minimise adverse environmental effects and improve health outcomes**

The NZ Transport Agency has produced a Vehicle Quality Standard for the bus services in New Zealand. Greater Wellington proposes to adopt this standard. The standards reflect requirements that support Greater Wellington's commitment to improve public health, environmental sustainability and mobility in the community.

Greater Wellington will phase the standards in as new bus contracts are tendered or negotiated. Best practice quality standards for rail rolling stock have also been identified, and these have been incorporated into the specifications for the new Matangi trains. Quality standards for vessels used in contracted ferry services are also being developed.

<b>Policies</b>	<b>Methods</b>
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

### **Objective 6: A high standard of public transport infrastructure**

Greater Wellington will ensure that the public transport system has well-designed and well-maintained facilities including roads, bus stops and shelters, transport interchanges, rail tracks with associated equipment and stations, ferry terminals and wharves, park and ride facilities, cycle paths, and footpaths.

A number of agencies are involved in the provision of public transport infrastructure. Greater Wellington will continue to work with these agencies to deliver public transport infrastructure. Greater Wellington will endeavour to ensure all customer touch-points are well branded (with the Metlink brand) to clearly communicate an integrated end-to-end customer experience.

<b>Policies</b>	<b>Methods</b>
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

### 4.2.3 Fares, ticketing and information

The fares, ticketing and information policy area covers how fares are set and reviewed and identifies the role of ticketing and information in supporting the integrated public transport network set out in section 3.2.

<b>Objective 7: A fare schedule that attracts and retains customers, offers discounts for frequent use, and recognises the transport disadvantaged</b>
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Greater Wellington will set fares that balance funding requirements against the need to achieve patronage targets and encourage customer loyalty. To ensure consistency across the network, Greater Wellington sets a Maximum Fare Schedule (MFS) for contracted services which stipulates the maximum fares chargeable by operators. This applies also to commercial services that have a Concessionary Fare Scheme (CFS) agreement with Greater Wellington, under which the CFS discount is reimbursed.

Greater Wellington will continue to require the mandatory provision of concessionary fares for target groups as part of its contact conditions. Greater Wellington will also continue to support the SuperGold Card travel scheme for senior citizens while funding from the Government is available.

Greater Wellington will make decisions on future increases to the MFS as part of each annual fare review taking into account changes in operating costs, and the potential impact of increases on customers and patronage.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

<b>Objective 8: An integrated system of fares and ticketing that enables seamless travel between services and modes</b>
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Greater Wellington will ensure fare integration to make connections faster and more convenient and to ensure that a multi-legged journey involving transfers is no more expensive for passengers than a direct point-to point journey without transfer.

Greater Wellington will move towards a system where passengers will be able to use ticketing products such that only one ticket is needed for any trip. Greater Wellington is seeking a uniform range of fare products that are recognised and accepted by all operators using a standard fare schedule.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

**Objective 9: Fare revenues that cover a reasonable proportion of operating costs**

Greater Wellington receives funding for public transport services from ratepayers and the NZTA. This funding reflects the level of benefit (to the region and nationally) that public transport provides, and the associated willingness to pay. It is appropriate therefore that fares paid by passengers, who benefit directly, constitute a reasonable share of the overall cost of supplying the services. Greater Wellington will ensure passengers pay a reasonable share of the costs of providing public transport services.

Greater Wellington recognises the farebox risk for new services, services in new growth areas, and on other specific services where potential patronage can only be estimated and in such cases may share farebox risk with operators through incentivised gross cost contracts.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

**Objective 10: A consistently branded transport system that is easy to use, offers a consistent customer experience, and generates customer loyalty**

Greater Wellington will ensure the continued use of the Metlink brand as a clear, consistent transport brand that links all customer touch-points, such as buses, trains, ferries, infrastructure, timetables, call centre, web, ticket agents, tickets and way-finding signs, into a single branded customer experience. The brand will help customers identify the network so it is easy to use and integrates all of the elements of the network into a single multi-modal system.

Greater Wellington will provide customer information and communications material in order to encourage existing public transport customers to continue using public transport and encourage new users. Greater Wellington will ensure that customers have continued access to relevant, accessible and easy to use information on services and timetables through a variety of media.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

#### 4.2.4 Commercial approach, funding and prioritisation

The commercial approach, funding and prioritising policy area covers how services are funded and provided.

<b>Objective 11: A competitive and efficient market for public transport services that ensures value for money in delivering an integrated public transport network</b>
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Greater Wellington aims to ensure long-term value for money through a competitive and efficient market for public transport services, whether services are fully commercial or procured through a competitive market process.

In some instances, however, the ability to negotiate directly with operators must be retained to ensure value for money as a perfect market does not exist (e.g. lack of information, barriers to entry).

There are a number of key features necessary to achieve value for money, including: service levels that balance customer needs and costs, alignment of commercial and contracted services in delivering an integrated public transport network, use of economies of scale where they exist, fair allocation of risk, compliance with NZTA procurement requirements.

There are also a number of pre-conditions to a competitive and efficient public transport market, including: level playing field, full market disclosure, minimal barriers to entry, appropriate incentives (e.g. don't incentivise undesirable behaviour such as commercial registrations that "game" the system).

The PT Plan will set out policies and methods to guide Greater Wellington's commercial approach, but detailed methods for delivering a competitive and efficient market for public transport services will be addressed in a separate procurement strategy, which will also set out Greater Wellington's commercial approach.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

<b>Objective 12: Allocation of available funding to reflect strategic priorities</b>
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Greater Wellington will allocate funding to reflect the strategic priorities set out in the RLTS and the prioritisation processes set out in this PT Plan to ensure public transport services are delivered effectively and efficiently and achieve value for money.

Policies	Methods
To be developed as part of the draft PT Plan, following feedback on this discussion document.	

## 5. Monitoring and review

This section will provide a description of the processes that will be followed to monitor implementation of the PT Plan, undertake service reviews, review the PT Plan and the policy on significance used to determine the approach to consultation.

**Please read this section with the following consultation questions in mind:**

19. Do you have any comments on how Greater Wellington should identify, monitor and report on targets? Should we only report on those targets identified in the RLTS? Those in the LTCCP? Or should we look at a wider range of targets such as those reported in the Annual Monitoring Report?
20. Do you have any comments on how service reviews should be undertaken, particularly in regard to the integrated public transport network framework?
21. Do you have any comments on the proposed service review programme? Do you believe there is merit in linking area-wide reviews more closely with the RLTS corridor plan reviews? If yes, how?
22. Do you have any comments on how we should undertake future PT Plan reviews?
23. Do you have any comments on what should be included in the significance policy? We plan to ensure that the PT Plan can be updated following each service review to incorporate outcomes of that review without triggering the significance policy. Do you agree? Why?

### 5.1 Service reviews

Service reviews are undertaken to ensure that services are effective, efficient and continue to provide value for money in meeting the needs of users. The PT Plan will be updated following a service review, in accordance with the significant policy on plan changes, to reflect any changes to services as a result of the review.

Services reviews are undertaken as part of a rolling programme of area wide reviews as well as targeted reviews on a targeted basis. Area wide service reviews generally take from six to eighteen months depending on size and complexity and will consider all public transport services within the review area (bus, rail, ferry etc). Targeted reviews are generally shorter in period. All service reviews involve consultation with operators and existing users.

Greater Wellington's service review programme, and the areas to be included in each review, is shown in Table 9.

**Table 9: Greater Wellington's service review programme**

<b>RLTS Corridor</b>	<b>Planned corridor review date</b>	<b>Service review area</b>	<b>Planned service review start date</b>
Ngauranga to Wellington Airport Corridor	2007 (next review 2015/16)	Southern (Wellington West, East, North, South)	2009 (underway)
Wairarapa Corridor	2009/10 (underway)	Wairarapa	2011
Hutt Corridor	2010/11	Eastern (Eastbourne, Wainuiomata, Lower Hutt, Upper Hutt)	2012
Western Corridor	2010/11	Western – Kapiti	2013
		Western – Porirua	2014

## Appendix 1: Role and function of public transport layers

This appendix provides detail on the role and function of each layer making up the layered service approach.

**Please read this section with the following consultation questions in mind:**

24. Do you have any comments on the role and function of each layer?

### Rapid Transit Network (RTN)

The Rapid Transit Network is Greater Wellington’s strategic transport public transport network (referred to in the Proposed Regional Policy Statement) and entails the provision of fast, high frequency, high capacity services in their own right of way, unaffected by traffic congestion.

The Rapid Transit Network is the backbone of the public transport system and includes rail services between Wellington Station and Waikanae, Upper Hutt and Johnsonville stations as well as public transport services between Wellington Station and the Wellington Regional Hospital and Wellington Airport.

The main role of the Rapid Transit Network is to connect the region’s major activity centres and major growth nodes and provide an important lever for development of higher density town centres as envisaged by the Proposed Regional Policy Statement and Wellington Regional Strategy.

Role and function	Operating characteristics	Infrastructure and right of way requirements
<ul style="list-style-type: none"> <li>• Passenger transport network back bone</li> <li>• Connects regionally significant centres to the Wellington CBD</li> <li>• Influences future development patterns by encouraging more intensive urban development in the key growth centres it serves</li> <li>• Provides high speed, reliable access around the region</li> </ul>	<ul style="list-style-type: none"> <li>• High speed</li> <li>• High frequency</li> <li>• High reliability</li> <li>• High capacity vehicles</li> <li>• Extensive hours of operation</li> <li>• High quality service</li> <li>• Direct routes</li> <li>• Stations typically spaced up to 3km apart to facilitate fast travel times competitive with the private car</li> </ul>	<ul style="list-style-type: none"> <li>• Separate right of way</li> <li>• High quality stations and passenger facilities</li> <li>• Park and ride facilities at suburban stations outside town centres</li> <li>• High quality interchange facilities at key transfer stations</li> </ul>

## Quality Transit Network (QTN)

The Quality Transit Network consists of a network of high-frequency high-quality transit services. The majority of Quality Transit Network services are bus services operating with bus priority measures between key centres and over major corridors.

The Quality Transit Network complements the Rapid Transit Network and connects with it at key hub locations. The main role of the Quality Transit Network is to connect the region's activity centres and growth nodes and to facilitate, in conjunction with the Rapid Transit Network, relatively fast reliable access around the region.

Role and function	Operating characteristics	Infrastructure and right of way requirements
<ul style="list-style-type: none"> <li>• Supplementary high-quality network with connections to regional and district centres and employment/activity centres.</li> <li>• Provides coverage to medium-high density corridors in areas not served by the RTN</li> <li>• Supports more intensive urban development in corridors served</li> <li>• Provides frequent convenient, reliable access around the region</li> </ul>	<ul style="list-style-type: none"> <li>• Moderate speeds</li> <li>• High frequency</li> <li>• Good reliability</li> <li>• Medium capacity vehicles</li> <li>• Extensive hours of service</li> <li>• Reasonably direct routes that balance speed and coverage</li> <li>• May include timed connections with RTN services</li> <li>• Stops spaced up to 600m apart to balance accessibility and travel speed</li> </ul>	<ul style="list-style-type: none"> <li>• Shared right of way with extensive priority including bus lanes and signal priority in congested areas</li> <li>• Shelter and seating to be provided at major boarding stops and transfer locations</li> </ul>

## Local connector network (LCN)

The Local Connector Network consists of low to medium frequency services that provide access to local centres and connect with the Rapid Transit and Quality Transit networks. Priority measures will be provided at key congestion points to promote reliable services.

Role and function	Operating characteristics	Infrastructure and right of way requirements
<ul style="list-style-type: none"> <li>• Generally connects residential areas with their local centre</li> <li>• Provides connections to RTN and/or QTN for access to other centres in the region</li> <li>• Emphasises coverage and</li> </ul>	<ul style="list-style-type: none"> <li>• Coverage and access given priority over route directness</li> <li>• Lower frequency with service levels dependant on demand levels</li> <li>• Low to medium capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Shared right of way with minimal priority measures</li> <li>• Shelter and seating to be provided at major boarding stops and transfer locations</li> </ul>

accessibility from low-density areas	<ul style="list-style-type: none"> <li>• Standard vehicles</li> <li>• Moderate hours of service subject to passenger demand</li> <li>• May include timed connections with RTN and QTN services</li> </ul>	
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### Targeted services (TS)

Targeted Services generally complement the regular scheduled RTN, QTN and LCN service layers. These services are provided for specific policy reasons such as access for the transport disadvantaged to locations not serviced by other service layers. They may also be provided as a more cost effective means of catering to specific targeted transport demand such as school or peak only commuter trips where an all day RTN, QTN or LCN service is not justified or rural connections. Services may be scheduled or demand responsive and may use non-transit vehicles such as taxis or mini vans where more cost effective.

Role and function	Operating characteristics	Infrastructure and right of way requirements
<ul style="list-style-type: none"> <li>• Peak only commuter buses</li> <li>• School services to local schools where no other service is available</li> <li>• School services where these are more cost effective to provide than the RTN, QTN or LCN services</li> <li>• Connects rural towns and settlements</li> <li>• Provide services for people unable to use the regular passenger transport network because of mobility impairment</li> <li>• Demand-responsive services in areas of low demand</li> </ul>	<ul style="list-style-type: none"> <li>• Special services and vehicles for mobility-impaired users, including subsidising taxi fares for Total Mobility and Dial-a-Ride on-demand services for wheelchair users</li> <li>• Accessible buses for some scheduled or demand-responsive services to regular locations in areas of low demand or specific demographic requirements</li> <li>• School services operating regular buses</li> <li>• May utilise taxis or mini vans as well as regular passenger service vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• Shared right of way with no specific priority measures</li> </ul>

## Appendix 2: Public transport service groups (units)

This appendix sets out the public transport service groups or units that Greater Wellington has identified in accordance with section 3.3.

**Please read this section with the following consultation questions in mind:**

25. Do you have any comments on the proposed grouping of services into units?

26. Do you have any comments on the grouping of trolley bus services?

27. Do you have any comments on the grouping of rail services?

Unit	Name	Service area	Current Routes
1a	Hutt/Melling Line	Wellington to Upper Hutt and Melling	HVL, MEL
1b	Paraparaumu Line	Wellington to Paraparaumu and Waikanae	PPL
1c	Johnsonville Line	Wellington to Johnsonville	JVL
1d	Wairarapa Line	Wellington to Masterton	WRL
2.	Harbour Ferry	Days Bay to Queens Wharf	WHF
3.	Cable Car	Kelburn to Lambton Quay	CCL
4.	Island Bay	Island Bay, Happy Valley and Owhiro Bay to Wellington	1, 4, 29, 32
5.	Miramar/Hataitai	Miramar and Hataitai to Wellington	2, 5, 31
6.	Green Route	Karori and Lyall Bay to Wellington	3, 3w, 3s, 6
7.	Brooklyn/Aro Street	Kingston, Kowhai Park and Aro Street to Wellington	7, 8, 9
8.	Brown Route	Seatoun, Breaker Bay, Scorching Bay, Beacon Hill and Newtown Park to Wellington	10, 11, 28, 30
9.	Orange Route	Houghton Bay, Southgate and Mairangi to Wellington	13, 22, 23
10.	Silver Route	Roseneath, Wadestown and Wilton to Wellington	14
11.	Victoria University	Victoria University (Kelburn) to Wellington Station	17
12.	Campus Connection	Miramar to Karori via Kilbirnie, Newtown, Te Aro and Kelburn	18
13.	Mt Victoria/Highbury	Mt Victoria and Highbury to Wellington	20
14.	Wrights Hill/Vogeltown	Vogeltown and Wrights Hill to Wellington	21
15.	Miramar heights	Maupuia and Evans Bay to Wellington	24
16.	Blue Route	Khandallah, Cashmere, Broadmeadows, Ngaio and Strathmore to Wellington	25, 43, 44, 45, 46
17.	Newlands/ Paparangi	Newlands, Grenada and Paparangi to Wellington	52, 55, 56, 57, 58, LNK
18.	Johnsonville West	Johnsonville West to Johnsonville (train and bus connection at Johnsonville Station)	53
19.	Churton Park	Churton Park and Johnsonville to Wellington	54
20.	Eastbourne	Eastbourne to Wellington via Seaview, Gracefield, Lower Hutt and Petone	81, 83, 84, 85

21.	Hutt Valley	Emerald Hill to Petone via Upper Hutt, Silverstream, Taita, Lower Hutt and Alicetown (train connections at Upper Hutt Station)	110
22.	Upper Hutt	Pinehaven, Poets Block, Totara Park and Te Marua to Upper Hutt (train connections at Upper Hutt, Trentham and Silverstream Stations)	111, 112, 114, 115
23.	Stokes Valley	Stokes Valley to Lower Hutt and Gracefield (train connections at Taita Station)	120, 121
24.	Naenae	Naenae to Petone via Lower Hutt (train connections at Waterloo Station)	130
25.	Western Hills	Korokoro, Maungaraki, Normandale, Belmont and Kelson to Lower Hutt (train connections at Petone, Melling and Waterloo Stations)	145, 150, 154
26.	Wainuiomata	Wainuiomata to Lower Hutt via Waiwhetu (train connections at Waterloo Station)	160, 170
27.	Wairarapa	Masterton to Carterton, Greytown, Featherston and Martinborough (train connections at Featherston and Woodside Stations)	200, 204, 205
28.	Masterton Town	Masterton West, South, East and Landsdown to Masterton town centre	201, 202, 203
29.	Porirua East <i>(Planned)</i>	Ascot Park, Cannons Creek and Elsdon to Porirua (train connection at Porirua Station)	220, 226, 227
30.	Whitby <i>(Planned)</i>	Whitby, Papakowhai and Aotea to Porirua (train connections at Porirua and Paremata Stations)	230, 235, 236
31.	Titahi Bay <i>(Planned)</i>	Titahi Bay to Porirua (train connection at Porirua Station)	210, 220
32.	Tawa <i>(Planned)</i>	Tawa to Johnsonville and Porirua (train connections at Johnsonville and Porirua Stations)	210, 211
33.	Paraparaumu	Paraparaumu Beach, Paraparaumu East Raumati Beach, Raumati South and Lindale to Paraparaumu (train connections at Paraparaumu Station)	250, 260, 261, 262, 265, 266, 270, 271
34.	Otaihanga and Paekakariki	Otaihanga and Paekakariki to Paraparaumu	251, 263
35.	Waikanae	Waikanae and Waikanae Beach to Paraparaumu (train connections at Paraparaumu Station)	280
36.	Otaki	Otaki to Paraparaumu (train connections at Otaki and Paraparaumu Stations)	290

## Appendix 3: Regular network service specifications

This appendix sets out the service specifications the regular public transport network services that Greater Wellington proposes to be provided, as part of the service groups identified in Appendix 2, in accordance with section 3.3. The specifications for services identified as targeted services are set out in Appendix 4.

### Consultation questions

28. Do you have any comments on the proposed service specifications and in particular the proposed service types?

Unit	Route number and name	Service type	Meets Minimum Frequency	Meets Minimum Hours of operation	Days operated	Additional service required to meet minimum specifications
1a	HVL Hutt Valley Line	RTN	Yes*	Yes	M-Su	*Many stations currently have 20 minute peak frequency
	MEL Melling Line	TS	-	-	M-F	
1b	PPL Paraparaumu Line	RTN	Yes*	Yes	M-Su	*Many stations currently have 20 minute peak frequency
1c	JVL Johnsonville Line	RTN	Yes	Yes	M-Su	
1d	WRL Wairarapa Line	TS	-	-	M-Su	
2	WHF Harbour Ferry	LCN	No	No	M-Su	Frequency and hours of operation
3	CCL Cable Car	QTN	Yes	Yes	M-Su	
4	1 Island Bay	QTN	Yes	Yes	M-Su	
	4 Happy valley	TS	-	-	M-F	
	29 Southern Shopper	TS	-	-	M-F	
	32 Houghton Bay	TS	-	-	M-F	
5	2 Miramar	QTN	Yes	Yes	M-Su	
	5 Hataitai	TS	-	-	M-F	
	31 Miramar North	TS	-	-	M-F	
6	3 Karori-Lyall Bay	QTN	Yes	Yes	M-Su	
	3w Karori West	TS	-	-	M-F	
	3s Karori South	TS	-	-	M-F	
	6 Lyall Bay	TS	-	-	M-F	
7	7 Kingston	QTN	Yes	Yes	M-Su	
	8 Kowhai Park	LCN	Yes	No	M-F	No weekend service
	9 Aro Street	LCN	Yes	No	M-F	Hours of operation and no weekend service
8	10/11 Seatoun	QTN	Yes	Yes	M-Su	
	28 Beacon Hill Shuttle	TS	-	-	M-F	

	30 Breaker Bay/Scorching Bay	TS	-	-	M-F	
9	13 Mairangi	TS	-	-	M-F	
	22/23 Mairangi	LCN	Yes	Yes	M-Su	
	22/23 Southgate	LCN	Yes	Yes	M-Su	
	23 Houghton Bay	LCN	Yes	Yes	M-Sa	No Sunday service to Houghton Bay
10	14 Roseneath/Wilton	LCN	Yes	Yes	M-Su	
11	17 Victoria University	TS	-	-	M-F	
12	18 Campus Connection	TS	-	-	M-F	
13	20 Mt Victoria/Highbury	LCN	Yes	No	M-F	Hours of operation and no weekend service
14	21 Wrights Hill/Vogeltown	LCN	Yes	No	M-F	Hours of operation and no weekend service
15	24 Miramar Heights	LCN	Yes	No	M-F	No weekend service
16	43/44 Khandallah/Strathmore	LCN	Yes	Yes	M-Su	
	45 Ngaio	TS	-	-	M-F	
	46 Broadmeadows	TS	-	-	M-F	
	25	TS	-	-	M-F	
17	52 Newlands	LCN	Yes*	Yes	M-Su	*Peak service provided by routes 56-58
	55 Grenada Village	LCN	Yes	No	M-Su	Saturday hours of operation
	56 Paparangi	TS	-	-	M-F	
	57 Woodridge	TS	-	-	M-F	
	58 Baylands	TS	-	-	M-F	
	LNK Newlands link	TS	-	-	M-F	
18	53 Johnsonville West	LCN	Yes	No	M-Sa	Hours of operation and no Sunday service
19	54 Churton Park	LCN	Yes	No	M-Su	Saturday and Sunday hours of operation
20	81/83/85 Eastbourne	QTN	Yes	Yes	M-Su	
	84 Gracefield	TS	-	-	M-F	
21	110 Petone – Emerald Hill	QTN	Yes	Yes	M-Su	
	110 Gillespies Road	TS	-	-	M-Sa	
22	111 Totara Park	LCN	Yes	No	M-Sa	Hours of operation and no Sunday service
	112 Te Marua	LCN	Yes	No	M-Sa	Hours of operation and no Sunday service
	114 Poets Block	LCN	Yes	No	M-F	Hours of operation and no weekend service
	115 Pinehaven	LCN	Yes	No	M-F	Hours of operation and no weekend

						service
23	120 Stokes Valley	QTN	Yes	Yes	M-Su	
	121 Valley Heights	LCN	Yes	No	M-F	Hours of operation and no weekend service
24	130 Naenae	QTN	Yes	No	M-Su	Hours of operation
	130 Judd Crescent	TS	-	-	M-F	
25	145 Belmont	LCN	No	No	M-F	Peak only service
	150 Western Hills	LCN	No	No	M-F	Hours of operation
	154 Korokoro	LCN	No	No	M-F	Peak only service
26	160 Wainuiomata North	QTN	Yes	Yes	M-Su	
	170 Wainuiomata South	QTN	Yes	Yes	M-Su	
27	200/205 Masterton/Martinborough	LCN	No	No	M-Su	Frequency and hours of operation
	204 Greytown – Woodside	TS	-	-	M-F	
28	201/202/203 Masterton Town	TS	-	-	M-F	
29	220 Ascot Park	QTN	Yes	No	M-Su	Weekend hours of operation
	226/227 Cannons Creek	LCN	Yes	No	M-Su	Hours of operation
30	230 Whitby	LCN	Yes	Yes	M-Su	
	235 Whitby	LCN	Yes	Yes	M-Su	
	236 Papakowhai	LCN	Yes	No	M-Su	Weekend hours of operation
31	210 Titahi Bay	LCN	Yes	No	M-F	Hours of operation and no weekend service
	220 Titahi Bay	QTN	Yes	Yes	M-Su	
32	210/211 Tawa	QTN	Yes	No	M-Su	Weekend hours of operation
33	250/265 Raumati South	LCN	Yes	No	M-Su	Weekend hours of operation
	260/265 Raumati Beach	QTN	No	Yes	M-Su	
	261/266 Paraparaumu	LCN	Yes	No	M-Su	Sunday hours of operation
	262/266 Paraparaumu	LCN	Yes	No	M-Su	Sunday hours of operation
	270 Paraparaumu East	LCN	Yes	No	M-F	Hours of operation and no weekend service
	271 Lindale Shuttle	TS	-	-	M-F	
34	251 Paekakariki	TS	-	-	Tu&Th	
	263 Otaihanga	TS	-	-	Tu&Th&F	
35	280 Waikanae	LCN	Yes	No	M-Su	Sunday hours of operation
36	290 Otaki	LCN	No	No	M-Sa	Frequency, hours of operation and no Sunday service

## Appendix 4: Targeted services specifications

This appendix sets out the service specifications for the targeted services that Greater Wellington proposes to be provided in accordance with section 3.3. Targeted services include: commuter services, school services, social services (including the Total Mobility Scheme) and other targeted services.

### Consultation questions

29. Do you have any comments on the proposed targeted service specifications?

### Targeted commuter services

Targeted peak services provide additional capacity to meet demand at peak times and are an important means of contributing to congestion relief. Targeted peak services are designed to support the regular public transport network and can include peak commuter buses or express routes.

Unit	Route number and name	Weekday peak trips <sup>6</sup>	Weekday off-peak trips	Saturday trips	Sunday trips	Purpose of Targeted service
1a	MEL Melling Line	20	22	-	-	Weekday peak and off peak service providing supplementary peak capacity to the Hutt Valley Line and catchment extension to Melling and Western Hutt..
1d	WRL Wairarapa Line	3 (5:45 – 6:50) 3 (16:33 – 18:18)	4 (6 on Fridays)	2	2	Rural connection between Wairarapa towns and Wellington providing for both peak commuter and basic community access.
4	4 Happy valley	19	2 (15:20 & 15:45)	-	-	Peak time service to Happy Valley providing supplementary peak capacity to Route 1 and catchment extension to Owhiro Bay and Happy Valley.
4	32 Houghton Bay	TS	-	-	-	Peak time express service providing supplementary peak capacity to the Route 1 and catchment extension ti Houghton Bay.
5	5 Hataitai	21 (6:30-9:05) & 18(15:00-18:20)	-	-	-	Peak time service providing supplementary capacity for the Route 2 between Hataitai and Wellington Station.
5	31 Miramar North	11 (6:35-8:45) 11 (14:30-18:50)	-	-	-	Peak time express service providing supplementary peak capacity for Route 2 and catchment extension to Miramar North.

<sup>6</sup> Weekday peak is 7am to 9pm unless otherwise noted.

6	3w Karori West	9	14	-	-	Peak time service providing supplementary peak capacity for Route 3 with catchment extension to Karori West and off-peak access to Karori Mall from Karori West.
6	3s Karori South	9	-	-	-	Peak time service providing supplementary peak capacity for Route 3 with catchment extension to South Karori.
6	6 Lyall Bay	13	-	-	-	Peak time service providing supplementary peak capacity to Route 3 along with more direct route alternative to travel via Newtown.
8	28 Beacon Hill Shuttle	6 (6:56-8:18) 8 (15:25-18:20)	-	-	-	Peak time feeder service to Route 30 providing catchment extension to Beacon Hill.
8	30 Breaker Bay/Scorching Bay	12 (6:36-9:25) 10 (16:10-18:40)	-	-	-	Peak time express service providing supplementary peak capacity for Route 11 and catchment extension to Scorching Bay and Moa Point.
9	13 Mairangi	8	-	-	-	Peak time service providing supplementary capacity to Route 22/23 along with more direct route alternative.
11	17 Victoria University	28	49	-	-	Targeted service providing direct connection and additional capacity between Victoria University and Wellington Station. Complements route 20, 22 & 23.
12	18 Campus Connection	23	33	-	-	Cross suburban service providing direct access to suburban destinations without the need to travel into the Wellington CBD. Complements the radial bus network.
16	25 Strathmore	6 (6:40-8:05)	-	-	-	AM peak time service providing supplementary capacity to Route 43/44 and more direct route alternative via Hataitai
16	46 Broadmeadows	8	2 (18:10 & 20:05)	-	-	Peak time service providing supplementary capacity to Route 43/44 and catchment extension to Broadmeadows.
17	56 Paparangi	15	-	-	-	Peak time service provided as a more direct alternative to the off peak Route 52. Complements peak routes 57 and 58.
17	57 Woodridge	17	-	-	-	Peak time service provided as a more direct alternative to the off peak Route 52. Complements peak routes 56 and 58.
17	58 Baylands	14	-	-	-	Peak time service provided as a more direct alternative to the off peak Route 52. Complements peak routes 56 and 57.
17	LNK Newlands link	11	-	-	-	Peak time feeder service providing catchment extension to the peak routes 56, 57 and 58.
20	84 Gracefield	15	-	-	-	Peak time service providing supplementary capacity to Route 81/83 and catchment extension to Gracefield.

27	200/205 Masterton/Martinborough	13	14	8	8	Rural connection between Wairarapa towns for both peak commuter and basic community access.
27	204 Greytown – Woodside	3 (5:45-6:55) 3 (17:43-19:23)	-	-	-	Peak time feeder to the Wairarapa Line providing catchment extension to Greytown.
33	271 Lindale Shuttle	2	4	-	-	Targeted service providing basic access to Lindale from Paraparaumu Station for Polytechnic students.
36	290 Otaki	4	8	8	-	Rural connection between Otaki and Paraparaumu providing for both peak commuter and basic community access.

### Targeted school services

Targeted school bus services are designed to meet demand for school travel where the regular public transport network can not provide sufficient capacity or route coverage to meet the demand. Generally school bus services will only be provided to the nearest and/or zoned school and are not intended to cater for school travel across the region.

Service Number	Service Description	Departure Time
	Schedule to be included in draft PT Plan	

### Targeted social services

Target social services are designed to meet some of the specific needs of the transport disadvantaged and include shopper services (running two or three times a week to local shops) and the Total Mobility Scheme.

#### Shopper services

Unit	Route number and name	Weekday peak trips <sup>7</sup>	Weekday off-peak trips	Saturday trips	Sunday trips	Purpose of Targeted service
4	29 Southern Shopper	7	10	-	-	Weekday shopper service to Happy Valley with school time trips. Provides social and school access at times when no other bus service is available.
28	201/202/203 Masterton Town	-	12	-	-	Off-peak shopper service providing basic community access to the Masterton town centre and Hospital.
34	251 Paekakariki	2 (Tu&Th only)	-	-	-	On demand shopper service providing basic access for those unable to access regular bus and train services.

<sup>7</sup> Weekday peak is 7am to 9pm unless otherwise noted.

34	263 Otaihanga	2 (Tu&Th& Fri only)	-	-	-	On demand shopper service providing basic access beyond the catchment of the regular bus and train services.
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## Total Mobility Scheme

The Total Mobility Scheme assists people with impairments to enhance their community participation by accessing appropriate transport. Total Mobility services are provided to eligible, registered people in the form of subsidised door-to-door transport services by taxi and specialist transport operators under contract to Greater Wellington in areas where scheme transport providers operate.

The eligibility assessment is carried out by Greater Wellington-approved assessors and identifies whether a person has an impairment that qualifies them for the Total Mobility Scheme. That is, an impairment that prevents them undertaking any one or more of the following components of a journey unaccompanied, on a bus, train or ferry, in a safe and dignified manner:

- getting to the place from where the transport departs;
- getting onto the transport;
- riding securely;
- getting off the transport; and
- getting to the destination.

Eligible users are required to carry a photo identification card. The passenger pays a portion of the taxi fare (currently 50%) and the taxi organisation or transport operator claims the balance from Greater Wellington.

Transport operators (taxi companies) must be approved by Greater Wellington. All vehicles used on Total Mobility contracts must be registered with an approved transport operator and be equipped with approved equipment and must meet certain quality standards. All drivers must also complete an approved specialist training course.

In addition to subsidising passenger trips Greater Wellington each year provides an opportunity for operators to apply for a subsidy for installing wheelchair hoists and making the associated modifications to vehicles. A hoist subsidy is paid by NZTA for each trip where a hoist is used to compensate for the additional time required to load and unload.

The Total Mobility Scheme is not available for any travel which is already funded by other parties (e.g. by ACC, Ministry of Health). It is also intended that the Total Mobility Scheme should not be a substitute for transport services that are the responsibility of other government agencies such as the Ministry of Education, which has responsibility for all school related travel.

## **Other targeted services**

Other targeted services include potential services not fitting the above categories.

Greater Wellington recognises that the regular public transport network may not provide adequate coverage to all parts of the region. Rural communities in particular receive limited service from the regular public transport network.

The extension of regular public transport services into these areas will generally not be cost-effective. Similarly, there are some parts of the urban area where regular services cannot be economically justified. Greater Wellington intends to work with local communities when undertaking service reviews to explore cost-effective options to provide for the access needs of the community. A number of factors will be considered including (but not limited to):

- community access needs, including access to employment, education and essential social services;
- the specific accessibility needs of the transport disadvantaged;
- options for responding to the identified access needs, including community-based initiatives; and
- potential for financial support for community initiatives.

Where any community transport initiatives are identified these will be included in the PT Plan through a variation.

## Appendix 5: Statutory context for preparation of PT Plan

In preparing the PT Plan, Greater Wellington will follow the statutory requirements of the PTMA.

### Purpose of the PT Plan

The statutory purpose of the PT Plan, as set out in section 7 of the PTMA, is to:

- specify how the regional council intends to give effect to the public transport service components of the RLTS; and
- contribute to the purpose of the PTMA (an affordable, integrated, safe, responsive and sustainable land transport system in an effective and efficient manner).

### Giving effect to the RLTS

The PT Plan is required to give effect to the public transport components of the Regional Land Transport Strategy (RLTS). The current RLTS was adopted by Greater Wellington in July 2007 and is currently being updated. The updated RLTS will be a “refresh” of the current RLTS meaning changes will be at a minimum – mostly focusing on updating the policies.

The PT Plan is being developed in parallel with the RLTS update so that it can be adopted as soon as possible afterwards. This means that, at the time of writing, an updated RLTS is not available in the public domain. This discussion document therefore retains its references to the current RLTS but all references will be updated and changes to the current RLTS highlighted prior to the draft PT Plan being released

The current RLTS was adopted by Greater Wellington in July 2007. It sets the framework for the future of land transport in the region. Its vision is:

*“...to deliver, through significant achievements in each period, an integrated land transport system that supports the region’s people and prosperity in a way that is economically, environmentally and socially sustainable...”*

The RLTS vision also includes that:

*“...the majority of people will use passenger transport to get around during the peak period along key commuter routes. Passenger transport trip times and comfort will compete reliably and favourably with private cars for a majority of commuter trips. The passenger transport system will effectively connect people with key destinations. All passenger transport services will be fully accessible, including physical access, access to information and simple streamlined ticketing.”*

This vision is supported by six objectives: assist economic and regional development; assist safety and personal security; improve access, mobility and reliability; protect and promote public health; ensure environmental sustainability; and ensure that the Regional Transport Programme is affordable for the regional community.

The RLTS seeks to grow public transport patronage and reduce peak congestion by encouraging more people to use public transport at peak times (instead of the private car). Ways of achieving the RLTS outcomes include improving the capacity, reliability, frequency and accessibility of

bus and rail services and encouraging the ongoing development of bus priority measures.<sup>8</sup> The RLTS includes various policies to help achieve these outcomes.<sup>9</sup>

Greater Wellington has evaluated the RLTS and identified the public transport service and other components contained in the strategy as set out in Table 10. This table includes the matters that are to be covered in the draft RLTS and the table will be updated as the RLTS is finalised.

**Table 10: Regional Land Transport Strategy public transport components**

<b>Public transport service component</b>	<b>RLTS 2007 reference</b>
<b>Overall approach to public transport</b>	
Ensure the public transport system provides for a majority of people to get around during peak periods along key commuter routes	Vision, Objective 3, 4, Outcome 1.1, Policy 8.2b, 8.2c, 8.3e, 8.4f
Ensure public transport provides a viable alternative to travel by private car for most trips in urban areas	Issues, Vision, Objective 3, 4, 5, Outcome 1.1, 1.2, Policy 8.1f, Policy 8.2b, 8.2c, 8.3e, 8.4f
Ensure an effective and efficient public transport network, that supports economic development	Issues, Objective 6, Outcome 6.4, Policy 8.1q
Ensure the continuous review and improvement of public transport services	Policy 8.1k
Ensure barriers to travel by public transport, particularly for the transport disadvantaged, are reduced	Issues, Objective 3, Outcome 1.3
Prepare and maintain a Regional Public Transport Plan under the Public Transport Management Act 2008	Policy 8.7c
<b>Network design and service levels</b>	
Ensure public transport effectively connects (quickly, easily, reliably and safely) key destinations to address traffic congestion and support economic development <i>Key destinations include Wellington CBD, Kilbirnie, Johnsonville, Porirua city centre, Paraparaumu town centre, Petone, Lower Hutt city centre, Upper Hutt city centre, Masterton town centre, Wellington International Airport, Wellington Regional Hospital.</i>	Vision, Issues, Objective 3, 5, Outcome 1.1, 1.3, 8.1, Policy 8.1a, 8.1b, 8.2c, 8.3e, 8.4e, 8.5a
Ensure access to education and healthcare facilities and other basic community activities and services (for example, work, education, health care, welfare, and food shopping)	Issues, Objective 4, Outcome 1.2, 1.3
Encourage improved east/west connections to improve efficiency of connections between the Western and Hutt Valley corridors	Issues, Policy 8.1t
Ensure sufficient public transport capacity is in place ahead of demand	Issues, Objective 5, Policy 8.1c, 8.1i, 8.4e
Ensure the provision of public transport services recognise the needs of the transport disadvantaged to enhance equity	Policy 8.1n
Ensure the role of the urban passenger rail network is maintained as the key long to medium distance and high volume service	Policy 8.1g, 8.4e
Ensure public transport trip times compete reliably and favourably with those of private	Vision, Objective 5,

<sup>8</sup> RLTS 2007, role of modes s9.3

<sup>9</sup> Section 8 of RLTS 2007

cars for a majority of commuter trips	Outcome 1.4
Ensure public transport service reliability is improved by reducing the impacts of congestion on the strategic public transport network including along the Golden Mile and other bottlenecks, through the provision of bus priority and other measures	Issues, Objective 3, 5, Outcome 1.5, Policy 8.1l
<b>Fares and ticketing</b>	
Ensure public transport fares are affordable for everyone and that concessions recognise the needs of the transport disadvantaged to enhance equity	Objective 3, 6, Outcome 1.3, Policy 8.1n
Provide simple streamlined ticketing	Vision
Provide integrated ticketing	Outcome 6.2
<b>Vehicles and infrastructure</b>	
Ensure a level of comfort that is competitive with private cars for a majority of commuter trips	Vision
Ensure a high standard of environmental design for transport infrastructure and consistency with good urban design principles	Objective 5, Policy 8.4a, 8.4e, 8.4g, 8.5b
Ensure more vehicles run on renewable fuels that are non-polluting, including trolley buses which have positive noise reduction and local emission benefits over diesel buses	Vision, Issues, Objective 5, Policy 8.1m, 8.4b, 8.4c
Ensure the use of more energy efficient vehicles	Issues (3), Objective 5, Policy 8.4c
Ensure rail noise and vibration effects are managed	Issues
Ensure the historic lack of investment in rail is addressed through the Regional Rail Plan and provide a high level of service and reliability with regard to rolling stock and rail infrastructure	Issues, Policy 8.1h, 8.7d
Ensure continued improvement in walking, cycle and park 'n ride facilities at and around transport nodes including the ongoing development of new and existing park and ride facilities	Outcome 6.2, Policy 8.1j
Support improved safety and personal security (perceived and real) of passenger transport users	Policy 8.3d
Ensure physical barriers to travel by public transport are removed	Vision, Outcome 1.3
<b>Information and marketing</b>	
Ensure access to reliable public transport information and the choices available	Vision, Policy 8.2a
<b>Land use and transport integration</b>	
Ensure the strategic public transport network (connecting key destinations) is protected against impacts of inappropriate land use	Issues, Policy 8.5a, 8.5j
Ensure improved land use and transport integration, by encouraging appropriately located land development and ensure integration with transport infrastructure	Outcome 6.1, Policy 8.2e, 8.5a, 8.5c, 8.5f
<b>Funding and commercial management</b>	
Take account of funding likely to be available and impacts on regional communities	Objective 6
Advocate to government for increased funding and appropriate funding instruments and support start-up funding for viable 'alternative to road' initiatives	Policy 8.2h, 8.6a
Prioritise expenditure consistent with the RLTS	Policies 8.8

## Contribution to the purpose of the PTMA

The PT Plan aims to assist in delivering an integrated public transport system that is developed and operated in a way that makes a significant contribution to the aim of achieving an affordable, integrated, safe, responsive and sustainable land transport system for New Zealand (the purpose of the PTMA). Greater Wellington has also focused on the need to ensure that the PT Plan delivers this contribution in an efficient and effective manner.

## Matters to take into account

The PTMA identifies a number of matters that must be taken into account when preparing or adopting regional public transport plans. Section 19 of the PTMA states:

*A regional council must, when preparing a statement of proposal to adopt a regional public transport plan and before adopting a regional public transport plan,—*

- a) be satisfied that the plan contributes to each of the following:*
  - (i) assisting economic development;*
  - (ii) assisting safety and personal security;*
  - (iii) improving access and mobility;*
  - (iv) protecting and promoting public health;*
  - (v) ensuring environmental sustainability;*
- b) take into account:*
  - (i) the relevant GPS: and*
  - (ii) any current national land transport strategy and national energy efficiency and conservation strategy (within the meaning of the Energy Efficiency and Conservation Act 2000); and*
  - (iii) any guidelines issued by the Agency under the Land Transport Management Act 2003 for the purposes of developing regional public transport plans; and*
  - (iv) any relevant regional policy statement, regional plan, district plan, or proposed regional plan or district plan under the Resource Management Act 1991; and*
  - (v) the public transport funding likely to be available within the region; and*
  - (vi) the need to obtain the best value for money, having regard to the desirability of encouraging fair competition and a competitive and efficient market for public transport services; and*
  - (vii) the views of public transport operators in the region; and*
- (c) consider the needs of persons who are transport disadvantaged.*

The following sections set out how Greater Wellington is taking these matters into account.

## PT Plan contribution to section 19(a) matters

Greater Wellington has assessed the section 19(a) matters and is satisfied the PT Plan will contribute to each of these matters as summarised in Table 11.

**Table 11: Assessment of PT Plan contribution to s19(a) matters**

<b>Section 19(a) matter</b>	<b>Contribution of the PT Plan</b>
Assisting economic development	<ul style="list-style-type: none"> <li>• Provides public transport services to key economic centres including Wellington CBD, Lower Hutt, Porirua, Upper Hutt</li> <li>• Provides services that contribute to reduced congestion with significant peak rail and bus services across the region, particularly key corridors to and from Wellington CBD</li> </ul>
Assisting safety and personal security	<ul style="list-style-type: none"> <li>• Improves the security of passengers through vehicle standards</li> <li>• Improves passenger safety through vehicle standards</li> <li>• Reduces accidents from less car use</li> </ul>
Improving access and mobility	<ul style="list-style-type: none"> <li>• Improves access for the community, especially the transport disadvantaged, through the provision of off-peak and social services</li> <li>• Provides better access to employment, education, retail and social opportunities by providing a choice of modes</li> <li>• Provides best practice branding and customer information to assist accessibility and navigation of the public transport system</li> <li>• Promotes targeted Total Mobility services</li> <li>• Provides fare concessions for targeted groups</li> <li>• Improves access to public transport through vehicle quality standards and infrastructure improvements</li> </ul>
Protecting and promoting public health	<ul style="list-style-type: none"> <li>• Reduces pollution through emission controls for public transport vehicles</li> <li>• Encourages greater use of active modes for access to public transport</li> <li>• Supports positive impacts on air and water quality through mode switch from car</li> </ul>
Ensuring environmental sustainability	<ul style="list-style-type: none"> <li>• Assists in reducing dependency on the private car</li> <li>• Supports fuel efficient vehicles through vehicle standards</li> <li>• Services provided by low emission electric vehicles including trolley buses and electric trains</li> </ul>

## Matters taken into account in accordance with section 19(b) matters

The GPS is considered in section 2.2 of this discussion document. There is no national land transport strategy to take into account. The National Energy Efficiency and Conservation

Strategy was evaluated as part of the RLTS and will be further taken into account in preparing the draft PT Plan.

Greater Wellington is taking into account the NZTA guidelines issued in January 2009 for the development of regional public transport plans. The guidelines are constantly being referred to and in particular have been used to guide the scope and content of the PT Plan.

The Regional Policy Statement, Proposed Regional Policy Statement, Regional Plan and District Plans are currently being evaluated. The Proposed Regional Policy Statement was also evaluated as part of the RLTS review and all territorial authorities in the region have been asked to provide information on their relevant plans.

The funding likely to be available is considered in section 2.2 of this discussion document. The need to obtain value for money is a key driver for the PT Plan and the integrated public transport network framework in particular has been developed to achieve this. The desirability of encouraging fair competition and a competitive and efficient market are important components. These matters will be further taken into account during preparing of the draft PT Plan.

The views of public transport operations in the region are being considered. Public transport operators were all given an opportunity to provide input into this document. Furthermore, the purpose of this discussion document is to facilitate feedback from public transport operators (and other stakeholders).

#### Consideration of the transport disadvantaged in accordance with section 19(c)

The needs of persons who are transport disadvantaged are fully considered in section 3.1.3 of this discussion document.