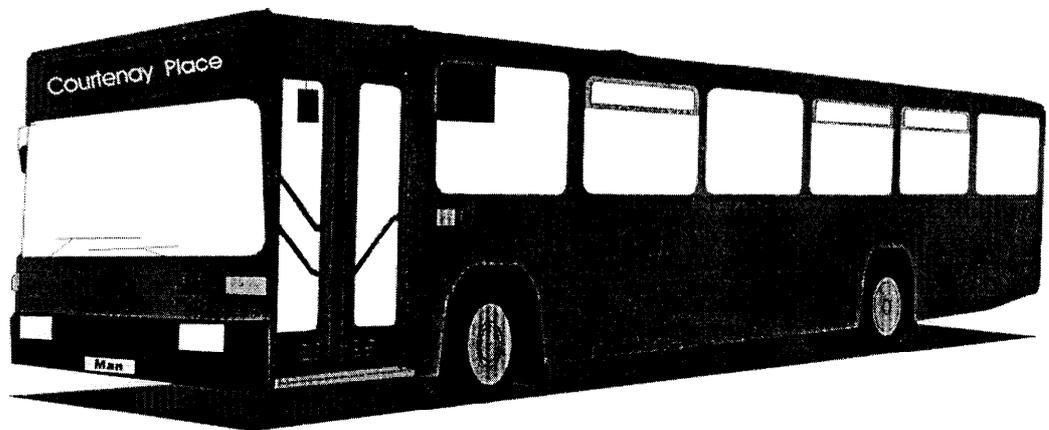


# Quality Partnership

## Urban BUS Services Wellington City 1998 - 2002



Stagecoach Wellington  
Wellington City Council  
Wellington Regional Council

## 1. Purpose

To increase the annual ridership on the urban public transport services provided in that part of Wellington City currently or at any future time served by Stagecoach Wellington by the three partners working together to continually improve the quality and operational performance of those services and by jointly investing in related infrastructure.

## 2. The Partners

The partners to this Quality Partnership are:

- Stagecoach Wellington
- Wellington City Council and
- Wellington Regional Council

## 3. The Term

The term of this Quality Partnership is a period of five years, from 1 January 1998 to 31 December 2002, unless terminated as set out in section 5.

## 4. Operation of this Quality Partnership

4.1 The partners agree to work together to develop programmes that support the transport objectives set out in the:

- Wellington City Council District Plan
- Wellington City Council Transport Strategy
- Wellington Regional Council Regional Land Transport Strategy

4.2 The partners will hold meetings at not more than six monthly intervals to review progress on the implementation of projects and programmes that have been previously agreed and to agree additional projects and programmes.

4.3 Officers representing the partners will meet at monthly intervals in order to ensure progress with particular projects and to exchange information on other issues affecting the improvement of the public transport system. This will be called the Traffic Management Officers Group.

4.4 The partners agree to share information relating to the services, in particular patronage of the public transport system, subject to the need to preserve commercial confidentiality.

4.5 The partners accept that nothing in this Quality Partnership can negate or supersede the obligations of any partner set down in any act of parliament or legal contract already drawn up between any of the partners.

- 4.6 The partners accept that this Quality Partnership, though drawn up by willing partners, has no legal status and therefore, only morally binds the individual partners to implement its contents and therefore, no compensation or other recompense will be claimable against any partner for failure to perform in accordance with any part of this Quality Partnership.
- 4.7 Subject to clause 4.6, the partners acknowledge that the Wellington City Council and the Wellington Regional Council have entered this Quality Partnership in good faith and as a sign of their commitment to passenger transport in the Wellington City area, however, all undertakings, obligations and responsibilities of the Wellington City Council and the Wellington Regional Council under this Quality Partnership are necessarily subject to the Local Government Act 1974, all other relevant statutes and regulations and the decision-making and policy functions of those Councils to the effect that nothing in this Quality Partnership shall effect those Councils' obligations under any statute or regulation or their ability to make decisions as they see fit.

## 5. Termination

The partners acknowledge that this Quality Partnership will be terminated immediately if the legal status or statutory role of any of the partners changes during the term of this Quality Partnership in such a way that the remaining partners are substantially prevented from carrying out the terms of the Quality Partnership.

## 6. Undertakings

### 6.1 Continuity of Funding

Wellington Regional Council undertakes to:

- *Use its best endeavours to ensure, throughout the term of this Quality Partnership, that the level of funding for the provision of bus services, in that part of Wellington City covered by this Quality Partnership, is sufficient to maintain at least the level of services pertaining at the date this Quality Partnership was entered into.*
- *Actively, work with Transfund New Zealand to develop a 10 year franchise Competitive Pricing Procedure for the operation of bus services in that part of Wellington City covered by this Quality Partnership.*

### 6.2 Priority for Public Transport

Wellington City Council undertakes to:

- *Institute measures which will reduce average bus journey times over the term of this Quality Partnership and to monitor their effectiveness. This will mean the implementation of bus priority measures such as bus only lanes, traffic light preemption for buses and the construction of more "in lane" bus stops.*
- *Use its best endeavours to ensure that any changes to the roading network do not disadvantage the public transport system and its users. This will require closer consultation with the other partners through the Traffic Management Officers Group.*

- *Work together with the Wellington Regional Council to accelerate the process of providing improved passenger waiting facilities and bus stops*
- *Work with Wellington Regional Council, Stagecoach Wellington and the other bus operators to ensure that an efficient traffic enforcement regime is in place so that buses can properly access bus stops and use bus and HO V lanes without hindrance from unauthorised vehicles.*

### **6.3 Customer Service Delivery**

Stagecoach Wellington undertakes to:

- *Provide continuous improvement in customer services, measured by an annual customer satisfaction survey, (which will be circulated to the other partners) in terms of punctual running, reliability, driver courtesy and clean, well maintained buses. This will require investment in driver training, bus cleaning and market research.*

### **6.4 Capital Investment**

Stagecoach Wellington undertakes, throughout the term of this Quality Partnership, to:

- *Maintain its urban fleet at least the same standards in terms of presentation, comfort and reliability as applied at 1 January 1998. This will require the progressive introduction of new replacement buses throughout the term of the Quality Partnership.*

The Wellington Regional Council, Wellington City Council and Stagecoach Wellington jointly undertake to:

- *Provide ongoing funding support for improvements to the transport infrastructure in the area of Wellington City subject to this Quality Partnership. Some of the projects expected to be assessed, reviewed or funded in the term of this Quality Partnership are set down in section 7. This list may be added to from time to time*

### **6.5 Fares**

Stagecoach Wellington undertakes to:

- *Not increase its commercial services' fares, on average, in real terms beyond the levels pertaining at 1 May 1998.*
- *Use its best endeavours to reduce the cost of bus travel in real terms over the term of this Quality Partnership.*

## 6.6 Patronage Demand Management

Stagecoach Wellington and the Wellington Regional Council undertake to:

- *Endeavour to ensure that service levels are adjusted to accommodate increasing patronage. Priority will be given to utilising existing operational resources more efficiently through traffic management, for example bus only facilities, or peak demand spreading measures such as encouraging secondary schools to vary their hours. Additional services as ultimately necessary will be organised through the contractual procedures available within the level of funding available to the Wellington Regional Council at the time.*

## 6.7 Community Support

Stagecoach Wellington undertakes to:

- *Continue to sponsor events and facilities which contribute significantly to the life of Wellington City, eg. The Festival of the Arts, Christmas Parade, Capital E and heritage bus fleet.*

## 6.8 Marketing, Publicity and Information

The partners undertake to:

- *Develop a marketing plan for the term of this Quality Partnership*
- *Maintain and enhance the current bus service information display systems*

## 7. Programmes and Projects

The partners agree to assess, review and where appropriate, implement the following programmes and projects during the term of this Quality Partnership. This list may be added to from time to time as agreed by the partners.

<b>Proposed Programme/Project</b>	<b>Timetable</b>	<b>Funding (if any)</b>
Karori bus or HOV Lane & Park & Ride Project	Finalised by 10/2/98 Completed by 1/7/98	All three partners
Real time information at selected bus stops	Assess by 3 1/12/98 To proceed by 1/4/99 Implemented by 31/12/99	Stagecoach/WRC
Eastern Suburbs Park & Ride Facility (plus associated bus services)	Commission Study by 1/4/98 Assess outcomes by 1/9/98 Implement Decision by 1/7/99	All three partners
Lambton Transport Hub	Commission Final design by 1/4/98 Commit to construction by 1/10/98 Project completed by 31/12/99	All three partners
CBD Bus Priorities	Review previous studies by 1/7/98 Draw up proposed programme by 31/12/98 Implement proposed programme from 1/4/99	All three partners
Premium Routes	Identify premium routes by 1/4/98 Develop package of improvements by 1/7/98 Implement proposed package by 1/7/98	All three partners
Waiting facilities	Prepare programme of waiting facilities upgrade by 1/7/98 Implement programme progressively from 1/7/98	All three partners
Water from Tourist Tram	Decision on 12 month trial by 1/7/98 Implement of trial by 1/1/99	Stagecoach/WRC
Integrated Ticketing	Commission feasibility study by 31/3/98 Complete feasibility study by 1/12/98	<b>WRC</b>

The funding arrangements for each programme or project listed above will be subject to negotiation between the partners to the commencement of the programme or project. Any funding provided by Stagecoach Wellington will be explicitly included in the evaluation of any future tender bids relating to services utilising any of the facilities.

**STAGECOACH WELLINGTON**  
*Mr Ross Martin*

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**WELLINGTON CITY COUNCIL**  
*Councillor Andy Foster*

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**WELLINGTON REGIONAL COUNCIL**  
*Councillor Terry McDavitt*

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