

Fares Review

Committee Decision

- *That an information brochure be prepared for wide distribution, explaining the proposed changes to fares, and seeking feedback on the issue of concessions for seniors and youth.*

Committee Decision

- *That the new standard bus fare structure based on a boarding charge of \$1.00 and 50 cents per zone be implemented in the Hutt Valley from 25 October 2003, and throughout the rest of the region as soon as practicable thereafter.*

Committee Decision

- *That the new standard fare structure be applied to rail services as soon as practicable.*

Committee Decision

- *That a further report be prepared on the likely costs of implementing universal concessionary fares for seniors and youth.*

Hutt fare changes in place
since Labour Weekend,
including senior fare

Consultation

- 1714 responses
- 1611 bus users (94%)

Responses by age group

Under 16	53
16-19	109
20-24	162
25-34	221
35-44	269
45-54	228
55-64	240
65-74	198
75 and over	139
Unstated	94

Do you support the proposed simplified fares system?

	Yes	No	Not stated
Wellington	538	391	37
North Wellington	115	36	9
Porirua	54	40	2
Kapiti Coast	49	20	2

Quality for Life

Do you support the proposed simplified fares system?

	Yes	No	Not stated
Hutt	154	36	5
Wainuiomata	45	25	3
Eastbourne	35	19	4
Upper Hutt	36	15	6
Wairarapa	3	1	1

Quality for Life

Support by whether or not fare will increase

	Support	Don't support	Unstated
Fare will increase	408	462	24
Fare will not change	288	68	14
Fare will reduce	206	32	8
	900	562	46

Reasons for Not Supporting

- My fare will increase - 358
- Excuse to put fares up - 71
- No need to change, simple enough already - 65
- Confused/don't understand - 27
- Badly planned and thought out - 8
- Don't care what happens outside my area - 7
- Unstated - 45

“Do you support the new fare zone names and boundaries ...?”

- Yes 1038 (61%)
- No 519 (30%)
- Unstated 151 (9%)

Senior Fares

- In response to the question “Do you support discounts for senior citizens?”:
- 1550 (92%) said yes
- 104 said no
- 47 did not answer

Submission 439

- *“Discounted fares for senior citizens is of great social benefit because the older folk will go out more which is beneficial for their mental and physical health”*
- Age 65 - 74, Lyall Bay

Submission 480

- *“Discounts should be given only in case of need. So, in an ideal world, no senior citizen would be too poor to afford public transport.”*
- Age 65 - 74, Waikanae

Youth Fares

- In response to the question “Do you support discounts for young people?”:
- 1551 (91%) said yes
- 104 said no
- 44 did not answer

Youth Fares

- Of those who supported discounts for young people:
- 609 (43%) said 18
- 342 (24%) said 20
- 464 (33%) chose another age limit

Submission 1

- *“Although the fare for my usual bus journey will increase, overall the system seems fairer”*
- Age 55 - 64, Maoribank

Submission 2

- *“Badly planned and thought out (not in the real world)”*
- Age 65 - 74, Woburn

Submission 452

- *“I don’t think the fare system was complicated. As a new resident in Wellington I had no problem understanding the fares - it’s the section boundaries that were hardest to determine.”*
- Age 25 - 34, Kilbirnie

Submission 35

- *“It makes sense to regionalise public transport systems. I’m a relatively new user and initially found it hard to get my head around ‘how many’ sections I was travelling through and ‘where’ the boundaries start and finish. Learnt by process of elimination!”*
- Age 55 - 64, Wilton

Submission 459

- *“You’re lowering fares for Hutt people and raising it for people who actually live in Wellington???!?”*
- Age 55 - 64, Miramar

Submission 442

- *“Would like to see this apply to the Wairarapa region.”*
- Age 65 - 74, Masterton

Submission

- *“It seems much easier and I hate never knowing how much a bus will charge me when I get on it”.*
- Age 16 - 19, Porirua - travels to Mt Victoria and Hataitai)

Submission 552

- *“It’s intimidating to use the bus companies you don’t use - you don’t know how much they’ll charge.”*
- Age 20 - 24, Thorndon

Submission 564

- *“Probably it will be easier for drivers and passengers - all you say is where you are going rather than determining how many sections it is to wherever.”*
- Age 25 - 34, Wadestown

Submission 444

- *“For both passengers and drivers, the proposed fare system should lessen boarding times on buses”*
- Age 75+, Khandallah

Submission 585

- *“It sounds to me like someone or quite a few people have given this matter a great deal of thought. And you’ve come up with some excellent solutions. Good show.”*
- Age 55 - 64, Newtown

Elements of Fares and Ticketing Strategy

- Fares Standardisation
- Concessions
- Integrated Ticketing (low-tech)
- Electronic Integrated Ticketing

Issues

- Confusion, misunderstandings
- Concern about monthlies, dailies, etc
- Transfers and inter-operator issues
- Concern about change in lowest fare, Wellington City south of Ngauranga

Future Steps

- Transitional arrangement for Wellington City south of Ngauranga
- Implement cash fares but “massage” 10-trip fares to “ease the pain”
- Further work on cost and management of senior and youth fares

Transition Fares

Wellington City south of Ngauranga

Zones or Sections	Adult Cash	Adult 10-trip	Child Cash	Child 10-trip
CBD	\$1.00	-	-	-
1	\$1.50	\$10.00	\$1.00	\$5.00
2	\$2.00	\$16.00	\$1.00	\$8.00
3	\$2.50	\$20.00	\$1.50	\$10.00
4	\$3.00	\$24.00	\$1.50	\$12.00
5	\$3.50	\$28.00	\$2.00	\$14.00

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Possible Strategy

- Implement Johnsonville, Porirua, Kapiti 1 April 2004
- Implement transitional “Stagecoach” fares from 1 April 2004 - standard cash fares with greater 10-trip discount
- Senior discount from 1 July 2004?
- Youth discount from 1 January 2005?

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