

Quality Partnership

Wellington City Bus Services 2003 – 2007



**Mana Coach Services
Stagecoach Wellington
Wellington City Council
Greater Wellington**



1. Purpose

To increase the annual ridership on urban public transport services in Wellington City.

To continually improve the quality and operational performance of those services by jointly investing in related infrastructure.

2. The Partners

The partners to this Quality Partnership are:

- Mana Coach Services
- Stagecoach Wellington
- Wellington City Council; and
- Greater Wellington

The operator of urban passenger rail services in Wellington City will be invited to become a partner to this agreement.

3. The Term

The term of this Quality Partnership is a period of five years, from 1 January 2003 to 31 December 2007, 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 Land Transport Strategy

4.2 The partners will hold meetings at not more than six monthly intervals to monitor overall public transport patronage and service performance to review progress on the implementation of projects and programmes that have been previously agreed and to agree additional projects and programmes. The outcome of these meetings and progress on implementing the Quality Partnership Agreement will be regularly reported to the appropriate committees of both councils.

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.

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. 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 Greater Wellington 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 Greater Wellington under this Quality Partnership are necessarily subject to the Local Government Act 2002, all other relevant statutes and regulations and the decision-making and policy functions of those councils. Nothing in this Quality Partnership shall affect either council's 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 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

Greater Wellington undertakes to:

- *Use its best endeavours to ensure, throughout the term of this Quality Partnership, that the level of funding for the provision of public transport services in Wellington City is sufficient to maintain at least the level of services pertaining at the date this Quality Partnership was entered into.*

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, priority phases for buses at traffic lights 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.*
- *Work together with Greater Wellington to accelerate the provision of improved passenger waiting facilities and bus stops.*
- *Work with Greater Wellington, Mana Coach Services and Stagecoach Wellington to ensure that an efficient traffic enforcement regime is in place*

so that buses can properly access bus stops and use bus and HOV lanes without hindrance from unauthorised vehicles.

6.3 Customer service delivery

Mana Coach Services and Stagecoach Wellington undertake 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.*
- *Ensure drivers are trained in customer issues relevant to people with disabilities.*

6.4 Capital investment

Mana Coach Services and Stagecoach Wellington undertake, throughout the term of this Quality Partnership, to:

- *Maintain their urban fleets to at least the same standards in terms of presentation, comfort and reliability as applied at 1 January 2003. This will require the progressive introduction of new replacement buses throughout the term of the Quality Partnership which are, where possible, fully accessible.*

Greater Wellington and Wellington City Council 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

Mana Coach Services and Stagecoach Wellington undertake to:

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

6.6 Patronage demand management

Mana Coach Services, Stagecoach Wellington and Greater Wellington 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 Greater Wellington at the time.*

6.7 Environmental enhancement

Mana Coach Services and Stagecoach Wellington undertake to:

- *Continually reduce the environmental impact of their operations by such measures as introducing the latest technology diesel buses into their fleets. Stagecoach Wellington will also investigate the introduction of other environmentally friendly new technology buses on a trial basis and will trial rebuilt trolley buses.*

6.8 Community support

Mana Coach Services and Stagecoach Wellington undertake to:

- *Continue to sponsor events and facilities which contribute significantly to the life of Wellington City.*

6.9 Marketing, publicity and information

The partners undertake to:

- *Cooperate on any lobbying of other agencies which may be necessary in order to achieve the objectives covered by this Agreement.*

7. Programmes and Projects

The partners agree to develop a programme of projects that will be implementable over the term of this Quality Partnership. The programme, once agreed, will be attached as an appendix to this agreement and will be reviewed and amended from time to time by the partners. The programme will include some or all of the following list:

Proposed Project	Probable Timetable
Market research based service review	2003/04
Bus service strategy for Wellington City	2003/04
Decide the future role of trolley buses	2003/04
Real time information	2004/05

Proposed Project	Probable Timetable
Patronage marketing plan	2004/05
Further CBD bus priority measures (programme to be developed)	Ongoing
Hutt Road bus priority scheme	To be determined
Premium routes (programme to be developed)	Ongoing
Easy access bus route (programme to be developed)	Ongoing
Integrated ticketing – next stage (programme to be developed)	Ongoing

Signed by:

MANA COACH SERVICES
Kerry Waddell
Managing Director

STAGECOACH WELLINGTON
Ross Martin
Executive Chairman

WELLINGTON CITY COUNCIL
Councillor Ian Hutchings
Chair, City Infrastructure Committee

GREATER WELLINGTON
Chris Turver
Chair, Passenger Transport Committee

Date:
