

## Mapping of Revised Passenger Transport Plan Policies to Draft RPTP

The following tables show how the Passenger Transport Plan objectives and policies relate to those consulted of the Draft Regional Passenger Transport Plan November 2006.

Key: SG = Strategic Goal, O = Objective, PA = Policy Area, P = Policy, OpPlan = Operational Plan.

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>SGM</b>	<b>Strategic Goal - Mode Share and customer satisfaction</b>	O1.1	
<b>SGA</b>	<b>Strategic Goal - Accessibility</b>	O1.2	
<b>SGS</b>	<b>Strategic Goal - Sustainability</b>	P1.2, O2.2	

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>PA4</b>	<b>Policy Area 1 - Servicing stakeholders</b>	NA	NA
O4.1	Objective 4.1: Increased patronage on the passenger transport network	O1.1	
O4.2	Objective 4.2: Increased stakeholder satisfaction	O1.2, O1.3	
	<b><i>Patronage and Stakeholder satisfaction</i></b>	NA	NA
P4.1.1	Grow passenger transport's share of all peak journeys to work in the Wellington CBD	O1.1	
P4.1.2	Increase off-peak patronage	O1.1	
P4.1.3	improve accessibility to passenger transport services, particularly for the elderly and people with disabilities	P1.8	
P4.1.4	Maintain current levels of regional interconnectedness, defined as the ability to get to the nearest regional centre by passenger transport and to the Wellington CBD with no more than one change of vehicle	P1.1	
P4.1.5	Continuously improve customer satisfaction levels	DELETE	DELETE
P4.1.6	Increase the proportion of: a. Business and community stakeholders who believe that their investment in passenger transport represents good value for money in terms of social, environmental and economic efficiency benefits. b. Road users rating the road congestion benefits of passenger transport favourably.	OpPlan	Y
P4.1.7	Significantly improve perceptions of safety and security among existing and potential customers.	P3.8	

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>PA5</b>	<b>Policy area 2 – Service levels</b>	NA	NA
O5.1	Objective 5.1: A network of services that meets the reasonable needs of passengers	O1.2	
<b>P5.1</b>	<b><i>Route coverage - train, bus and ferry</i></b>	NA	NA
P5.1.1	a) Maintain current coverage of routes within reasonable walking distance of most of the region’s residents and continue to provide useful connections for all trips. b) Maintain existing dedicated passenger transport corridors and facilities (rail, cable car, bus lanes, trolley bus lines, interchanges and Park and Ride facilities) and continue to add bus lanes.	P1.1, P1.10, P1.13, P2.7	
P5.1.2	a) Consider requests for service extensions into new residential areas where development is consistent with the Wellington Regional Strategy or land-use development plans, and where such services can be provided efficiently and forecast loadings are likely to be achieved within five years. b) Consider providing special services for school children where volumes are sufficient for this to be a lower cost option than carriage on scheduled services, or where distance, safety or the comfort of adult passengers makes it desirable, or where no suitable public services are available. GWRC-funded school bus services will only be provided within (and not between) the urban Objective	P1.1, P1.2	Y
<b>P5.2</b>	<b><i>Bus and train service levels</i></b>	NA	NA
P5.2.1	a) Maintain, and, where possible expand, services with A and B Levels of Service (high frequencies and extended hours of operation) in key high density corridors. b) Maintain existing high levels of regular interval (clock face) timetables. c) Improve integration between train and bus timetables.	P1.4, P1.6, P1.11, P1.12	Y
P5.2.2	GWRC will work with operators to fully implement the targeted Levels of Service subject to appropriate levels of community consultation before implementing route or timetable changes.	P1.4	Y
P5.2.3	Increase the Levels of Service for evening and night time buses where this is justified by demand and affordable.	P1.5	Y
<b>P5.3</b>	<b><i>Capacity</i></b>	NA	NA
P5.3.1	Priority for increases in service capacity at peak times will be given to those changes that minimise passenger waiting time.	OpPlan	Y
P5.3.2	In cases where increased capacity is required at peak times, the capacity will be increased wherever possible through the use of larger vehicles rather than by adding to the number of vehicles used.	OpPlan	Y
P5.3.3	Where a passenger service is withdrawn, leaving no service in the middle of the day on weekdays, GWRC may provide limited taxi fare subsidies to elderly people (and other categories of user where appropriate in cases of significant hardship) who have regularly used the service.	P1.9	Y

<b>P5.4</b>	<b><i>Journey time and reliability</i></b>	NA	NA
P5.4.1	Improve journey times relative to travel by car by: a) Increasing the scope and provision of bus priority measures, especially in and approaching the Wellington CBD. b) Implementing simplified fare structures and improved ticketing systems in order to reduce average passenger boarding times. c) Providing for express services during the peak time periods. d) Reviewing the spacing, location and accessibility of all rail stations and bus stops.	P1.1, P1.10	Y
P5.4.2	Improve service reliability by: a) Continuing to work with local and national roading authorities on traffic management to improve service reliability. b) Investing in rail infrastructure such as double-tracking, passing loops and signalling. c) The gradual updating of the transport fleet.	P1.7	Y
<b>P5.5</b>	<b><i>Special events</i></b>	NA	NA
P5.5.1	Develop a strategy to ensure that services assist in meeting demand for travel to and from special events, and to encourage greater use of passenger transport for this purpose.	P1.8	Y
<b>P5.6</b>	<b><i>Monitoring</i></b>	NA	NA
P5.6.1	Ensure that measurable aspects of GWRC's service procurement objectives are monitored.	OpPlan	Y
<b>P5.7</b>	<b><i>Reviews of level of service - train and bus</i></b>	NA	NA
P5.7.1	Review the level of service on train and bus services at least every five years.	P1.4	Y
<b>P5.8</b>	<b><i>Total Mobility and other para transit services</i></b>	NA	NA
P5.8.1	Maintain the contribution to the funding of the Total Mobility Scheme in real terms.	P1.9	
P5.8.2	Investigate alternative transport solutions for people who meet the Total Mobility eligibility criteria, especially in areas where taxi companies are unwilling or unable to provide service.	P1.9	Y
P5.8.3	Work with Total Mobility users, disability agencies and taxi organisations to implement: a) Any upgrading that might result from new national standards b) Agreed customer service standards which taxi companies will be required to achieve in order to provide Total Mobility services c) Photo identification for users d) Electronic fare payment systems e) An expanded fleet of wheelchair-accessible Total Mobility vehicles.	OpPlan	Y
<b>P5.9</b>	<b><i>Taxis</i></b>	NA	NA
P5.9.1	Policy 5.9.1 Approved taxi organisations: a) Will not be exempted from the requirement to provide a 24-hour, seven-day-a-week taxi service in large urban areas, including Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley and Masterton. b) May be exempted from the requirement to provide a 24-hour, seven-day-a-week taxi service in rural areas, including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough.	P4.7	Y

P5.9.2	Consider the use by taxis of passenger transport priority schemes such as bus lanes.	(Opposite of) P1.10	
<b>P5.10</b>	<b><i>Strategic market research</i></b>	NA	NA
P5.10.1	Undertake strategic market research into future demand, with increasing emphasis on needs of the elderly and people with disabilities.	OpPlan	Y

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>PA6</b>	<b>Policy Area 3: Vehicles and infrastructure</b>	NA	NA
O6.1	Objective 6.1: Vehicles and infrastructure that fully support the service network	O2.1, O2.2	
<b>P6.1</b>	<b>Vehicle quality</b>	NA	NA
P6.1.1	Improve the standard of passenger transport vehicles by: a) Continuing to use Vehicle Quality Standards (VQS) for urban passenger transport services. b) Completing a minor review of the VQS at least every three years and carrying out a zero-based review by 2015. c) Reviewing standards in the VQS relating to accessibility. d) If necessary, amending the VQS to impose standards relating to environmental factors and advertising on vehicles. e) If necessary, “contracting over” commercial services which do not meet equivalent vehicle quality standards required for contracted services.	P2.4	Y
<b>P6.2</b>	<b>Vehicle quality - ferry</b>	NA	NA
P6.2.1	Maintain quality standards for vessels.	P2.4	
<b>P6.3</b>	<b>Rail track and signalling</b>	NA	NA
P6.3.1	Review the spacing, location and accessibility of all stations to achieve overall improvements in system accessibility, capacity and journey times.	P1.6	
P6.3.2	Improve the capacity and reliability of the rail system overall, but particularly at the Kaiwharawhara ‘throat’, and maintain safety standards.	P1.6, P3.8	Y
<b>P6.4</b>	<b>Infrastructure standards - station, bus stop and wharf</b>	NA	NA
P6.4.1	Significantly improve infrastructure quality to achieve level access, flat hard-standing areas, seating, shelter, good lighting and fully accessible information.	P2.2, P2.3	Y
P6.4.2	Policy 6.4.2 In association with territorial authorities: a) Develop appropriate standards for accessibility, shelter and information for wharves used by harbour ferry services. b) Develop a process for establishing new or relocated bus stops where routes or service requirements change.	P2.2, P2.3	Y
<b>P6.5</b>	<b>Asset monitoring</b>	NA	NA
P6.5.1	Policy 6.5.1 Ensure that the following aspects of GWRC’s transport infrastructure assets are monitored for the users of the transport network and ratepayers contributions: a) Safety b) Reliability c) Accessibility d) Quality e) Maintainability	P3.8	Y
<b>P6.6</b>	<b>Vehicle accessibility</b>	NA	NA

P6.6.1	Introduce level access trains so that any person who is able to make their own way to or from a station will be able to board, travel securely and alight independently.	P2.5	Y
P6.6.2	Complete the transition to a level access bus fleet so that any person who is able to make their own way to or from a stop will be able to board, travel securely and alight independently.	P2.5	Y
P6.6.3	Require passenger transport operators to provide for disabled people on ordinary services in line with any agreed national standards which may be developed (with GWRC's input) as a result of the Human Rights Commission's Inquiry into Accessible Public Land Transport.	P2.5	Y
P6.6.4	Work with representatives of disability communities to establish and manage appropriate processes for improving the accessibility of passenger transport infrastructure and services.	OpPlan	Y
P6.6.5	GWRC will not prioritise the development of improved harbour ferry accessibility in the next 10 years.	P2.5	Y
<b>P6.7</b>	<b><i>Emissions from passenger transport vehicles</i></b>	NA	NA
P6.7.1	a) Increase the percentage of services operated by low emission vehicles. b) Continue supporting use of low emission vehicles such as trolley buses and electric trains where economically practicable. c) Investigate the potential for alternative fuels. d) Investigate noise reduction initiatives on new vehicles.	P2.6, P2.7	Y
<b>P6.8</b>	<b><i>Enabling technology</i></b>	NA	NA
P6.8.1	Implement technological improvements as they develop and as needs and funding permit, to improve the ease of use of the passenger transport network.	P3.6	

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>PA7</b>	<b>Policy Area 4 – Fares, ticketing and information</b>	NA	NA
O7.1	Objective 7.1: Fares that are competitive with the costs of running private cars	O3.1	
O7.2	Objective 7.2: A ticketing system that is integrated and transferable across all operators	O3.2	
O7.3	Objective 7.3: Information that is easily accessible to all	O3.3	
<b>P7.1</b>	<b>Fares</b>	NA	NA
P7.1.1	Review fares regularly to maintain equity and consistency, simplicity (ease of understanding and calculation), integration for journeys involving transfers between vehicles (i.e., no penalty for transfer) and an appropriate balance between maximising patronage and revenue and ensuring value for money for customers, ratepayers and taxpayers.	P3.1, P3.2	Y
P7.1.2	Round up cash fares to the next multiple of 50 cents for ease of cash handling, and maintain non cash fares at a consistent relationship with the equivalent cash fare.	OpPlan	Y
P7.1.3	Investigate the introduction of universal concession fares for young people and the elderly, including the use of a standardised Metlink-branded photo ID card to identify those persons eligible for concessionary fares.	P3.5	
P7.1.4	When developing integrated fares policy and fare changes, consultation will be undertaken with stakeholders, and a balance sought between the current respective contribution ratios of ratepayers, Government, and fare-box recovery.	P3.1, P3.2	Y
P7.1.5	All multi-modal fare offers in the region will be Metlink branded to improve communication and patronage.	OpPlan	Y
P7.1.6	Continue the availability of term passes for train travel. Price these relative to other fares from the beginning of the 2008 school year.	P3.5	Y
P7.1.7	Maintain fares on all urban passenger services at a level that compares favourably with the perceived cost of using a private car for the same journey.	P3.4	
P7.1.8	Progressively adjust fare levels to ensure fares (absolute and per kilometre) are equitable within the region, and make a reasonable contribution to the upgrading of passenger transport services during the period covered by this plan.	P4.3	Y
P7.1.9	Undertake work with operators to expand the range of integrated multi operator fare products pending the implementation of fully automated integrated ticketing.	P3.2	Y
<b>P7.2</b>	<b>Integrated ticketing</b>	NA	NA
P7.2.1	Support the implementation as funding permits of an integrated ticketing system under GWRC or other public agency control which enables all train, bus and ferry journeys to be paid for with a single smart card.	P3.3	Y
P7.2.2	Require all GWRC contracted passenger transport operators to accept any Metlink branded payment card.	P3.3	Y

P7.2.3	Establish an operator ticketing and fares reference group. All operators contracted to provide passenger transport services in the Wellington region will be entitled to be a member of the group.	P3.2, P3.3	Y
P7.2.4	Use both detailed and aggregated patronage and fare-box information gathered through the integrated ticketing system for passenger transport planning and policy considerations.	P3.9	Y
<b>P7.3</b>	<b><i>Customer information and passenger transport promotion</i></b>	NA	NA
P7.3.1	Continuously improve the legibility, accessibility and availability of passenger transport information through the development of the Metlink brand.	P3.6, P3.7	Y
P7.3.2	Develop the Metlink brand to assist customer understanding of Greater Wellington's passenger transport network and promote passenger transport.	P3.6, P3.7	Y
P7.3.3	Apply the Metlink brand to all parts of the passenger transport network, including fleets/ferries, infrastructure and customer information so that the Metlink brand is strongly visible.	P3.6, P3.7	Y
P7.3.4	Introduce, as funding permits, a widely accessible real-time passenger information service.	P1.7, P3.6	Y

Code	Description	Objective or Policy	Include in PT Operational Plan?
<b>PA8</b>	<b>Policy area 5 – Procurement philosophy</b>	NA	NA
O8.1	Objective 8.1: A contract procurement system that is fair to all involved and provides value for money	O4.1, O4.2	
<b>P8.1</b>	<b><i>Bus service procurement</i></b>	NA	NA
P8.1.1	Prepare a Bus Procurement Strategy and Plan (BPSP) to assist and guide the bus contracting process.	P4.8	Y
<b>P8.2</b>	<b><i>Procurement process</i></b>	NA	NA
P8.2.1	In developing its BPSP, GWRC will evaluate options ranging from competitive tender – either open or limited – to negotiation with existing service providers (in conjunction with financial transparency).	OpPlan	Y
<b>P8.3</b>	<b><i>Contract design</i></b>	NA	NA
P8.3.1	Contract design will be guided by the procurement objectives.	P4.6	Y
<b>P8.4</b>	<b><i>Other procurement philosophies</i></b>	NA	NA
P8.4.1	Procurement philosophies for rail services, infrastructure and other passenger transport activities will be considered during the course of this plan	OpPlan	Y