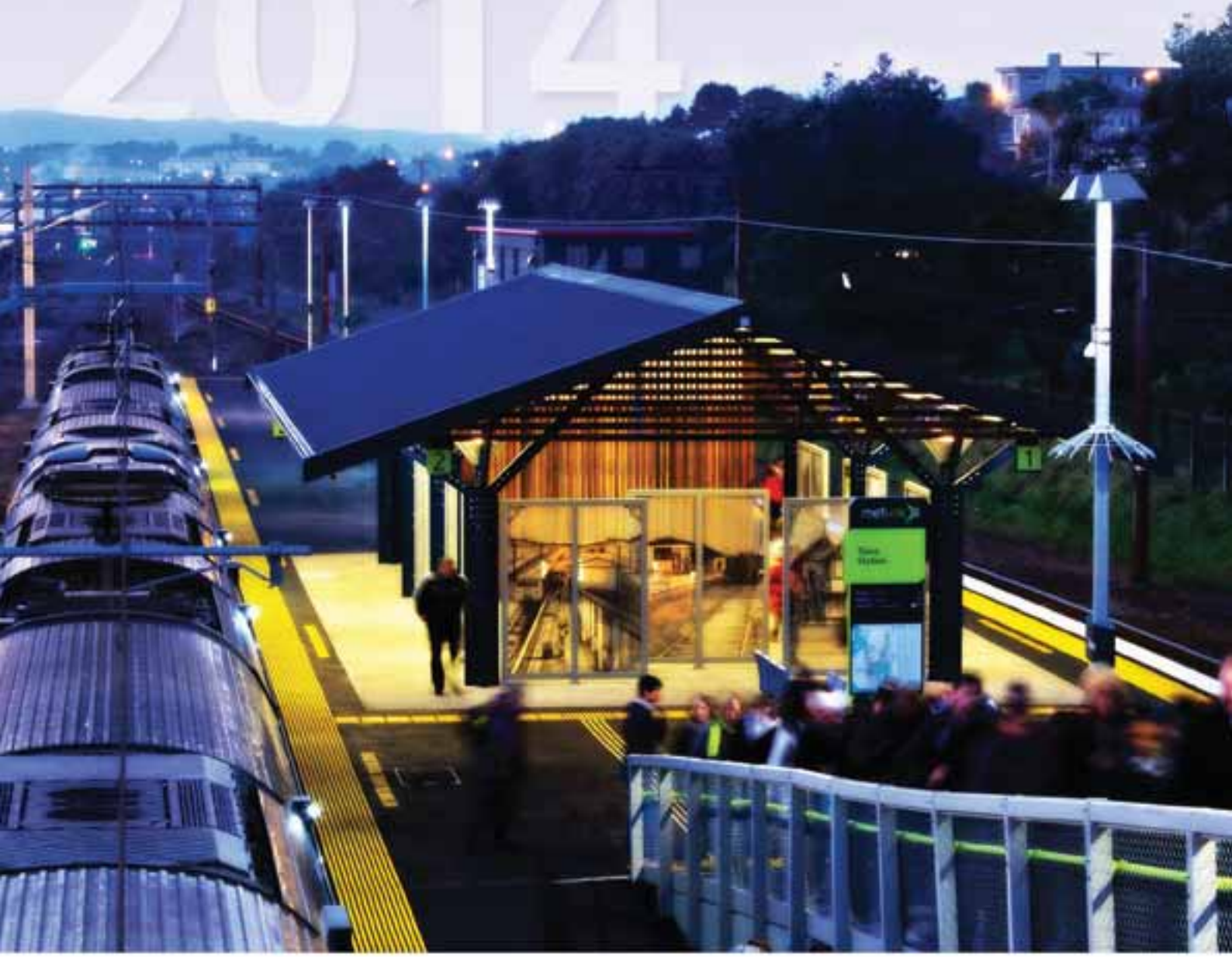
Wellington Regional Public Transport Plan

2014



metlink

greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao


VEHICLES PROHIBITED
ON THE WHARF
MAX AXLE LOAD - 15 TONNES
MAX SPEED - 10 KM/H
GORAN CAT

Contents

This Plan is an ambitious and visionary blueprint to ensure that Wellington's public transport system remains the best in New Zealand. Most importantly, we want to future-proof the region so that in the decades ahead, regardless of shocks to the economy, the climate or New Zealand's energy supply, we can provide efficient and reliable service.

Fortunately, our rail and bus network is well established and we have excellent coverage throughout the region. We have the highest public transport use in the country, with nine out of ten of the region's residents having caught a bus, train or ferry last year, and more people use public transport to get to work than anywhere in Australasia except Sydney.

This hasn't happened by chance. It's the result of hard work and hundreds of millions of dollars of investment in public transport, much of this over the last 10 years. The cost of this has been shared by ratepayers and central government – and of course the fare payers.

The big focus in recent years has been rail, which required huge catch-up investment in rolling stock and infrastructure after years of neglect. We are now seeing the benefits of this investment – the new Matangi trains and a vastly upgraded network, with more of each to come. Already the improvements have delivered reliability consistently topping 95% for monthly performance in the metro system and this has attracted many people back onto the trains.

The next big tranche of work focuses on buses, together with the overall network design as we aim for a public transport system that people can rely on to get them where they want, when they want to go there and is also financially and environmentally sustainable.

One key focus for the life of this Plan is the bus network in Wellington City where many of the region's journeys begin or end. A core part of this work is the recently completed Wellington Public Transport Spine study which investigated the feasibility of a number of public transport options, recommending bus rapid transit (BRT) as the best solution for central Wellington.

We will introduce BRT over the next 8 years, starting with better bus priority and services and ending up with a dedicated route and a modern, comfortable travel experience through the Golden Mile to the Basin Reserve, Wellington Hospital, Kilbirnie and ultimately Wellington Airport.

Getting more people onto buses requires frequent and reliable services, as well as proximity of bus services to work and home. We will be simplifying the bus network and introducing high-capacity buses with dedicated lanes from the CBD to southern and eastern suburbs in particular – planned growth areas for Wellington City. This will increase the number of Wellington City's residents living within 1km of a high-frequency route to 75% (up from 45%) and increase off-peak and weekend services in many suburbs.

A modern and environmentally sustainable bus fleet is integral to this Plan. We propose to phase out trolley buses in 2017 (when the current operating contract ends) and replace them with modern hybrid buses. More importantly, the oldest diesels will also be taken off the road at the same time and replaced with hybrids. When tested electric vehicle technology becomes available on the market we will start replacing vehicles with fully electric buses that will service the whole region.

While the current trolley buses (60 vehicles out of our total fleet of more than 500) certainly have environmental benefits, they are expensive to run and are limited in where they can go.

The existing power supply for the trolleys is antiquated and requires significant investment to remain viable. Modern hybrid technology is now proven and used in many places. Importantly for Wellington, hybrid buses are not constrained by wires or tracks, and generate most power for their batteries on short stop-start runs such as ours.

The bus fleet reconfiguration will steadily increase the reliability and flexibility of the bus network and will radically reduce bus congestion in the Golden Mile. This will help with a major concern around the current level of particulates in diesel emissions. We expect the new fleet to reduce local emissions in Wellington City by nearly 40% by 2017 and then to drop by a further 50% by 2023, decreasing thereafter as more fully electric buses are introduced.

Of course, the best way to reduce emissions is to get more people out of cars, and with public transport contributing only 2.9% of our overall regional diesel emissions, more efficient and reliable public transport will help with this change.

Although Wellington City is the largest centre and an important regional destination, this Plan is also about improving public transport elsewhere and the new network design and improved systems will give better and more travel options on both rail and bus throughout the region. Bus routes will be improved and connections to rail will be more reliable.

For rail users, we will also increase reliability of services during the morning peak, with higher frequency services between Wellington and Porirua, Waterloo and Johnsonville resulting in shorter waiting times. There will be faster express trains from stations on the outer parts of the network, originating from Waikanae, Upper Hutt and Masterton.

To deliver this, we will continue upgrading the physical rail network through a series of projects including double tracking from Trentham to Upper Hutt, new turnback facilities in Porirua and Plimmerton, signalling and track upgrades through the Tawa basin, upgrading Upper Hutt Station and park and ride upgrades on the Kapiti and Hutt Valley lines.

Throughout the region, better network design and new vehicles are only part of the answer - we will also introduce major changes to integrate fares and ticketing. Only one card will be needed, regardless whether you travel on bus or train, and only one fare will be paid for an entire journey, regardless of whether you change into a different vehicle. We also propose to significantly reduce the number of fare products and discounts available from the current 250, and to rationalise fares with free travel for children under 5 years, 50% discount for ages 5 to 18 and a discount for off-peak travel, with SuperGold cardholders retaining their current entitlements.

The ideas in this Plan are exciting and reflect the thoughts and needs of the wider Wellington community. The draft Plan had over 600 submissions with many people taking the opportunity to have their say during hearings. We also conducted a survey of 580 people who gave us their feedback. This high level of engagement highlights the genuine interest in public transport in our region.

The Greater Wellington Regional Council and our partners in delivering public transport through the region are all committed to this Plan and we look forward to seeing a transformation in our services and a significant increase in patronage in future years.

Fran Wilde
Chair


metlink
ValleyFlyer

The Wellington region has a high-quality, well-used public transport network of bus, train and harbour ferry services (the Metlink network). It consists of four rail lines, more than 100 bus routes, more than 200 school bus services, and harbour ferry services. Discounted taxi services provide travel support and assistance to people who have difficulty using the regular services.

Currently, 84% of the region's population live within 500 metres of a bus stop, train station or ferry terminal, and in our last survey 90% of the greater Wellington region's residents had used public transport in the past 12 months. This strong culture of public transport use resulted in 35.2 million passenger trips being taken during 2012/13. Indeed, Wellington has New Zealand's highest number of public transport boardings per person per year – 72 trips were taken per capita in Wellington last year, compared with 47 in Auckland and 20 in Canterbury.

The benefits of public transport

Public transport services are an essential part of Wellington's transport network, and contribute significantly to the region's liveability and economic productivity.

In particular, they:

- Decrease severe traffic congestion, particularly in the morning and afternoon peak periods, which in turn affects journey times and journey-time reliability for other transport network users
- Provide transport choices, including during off-peak periods
- Contribute to reducing carbon emissions from transport
- Enable efficient land use and a compact, well-designed and sustainable urban environment
- Contribute to improving health and safety, in particular by decreasing the risks of death and serious injury resulting from car crashes.

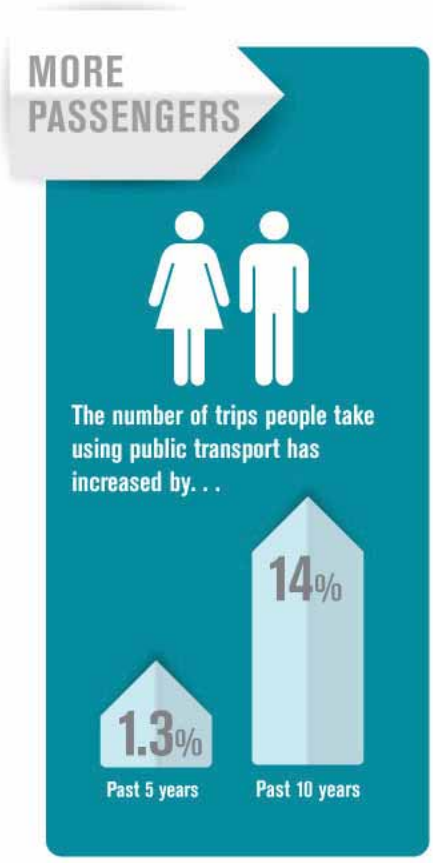
Given that most of these impacts result from the 35 million public transport trips taken annually – which would otherwise require private vehicles – the Greater Wellington Regional Council (GWRC) has made maintaining and growing patronage and mode[1] share one of the fundamental goals for Wellington's public transport system.

How will we achieve our goals?

We aim to achieve the goal of growing patronage by continually improving the Metlink public transport network so that services:

- Go where people want to go, at the times they want to travel
- Provide competitive journey times
- Provide value for money
- Are easy to understand and use
- Are safe, comfortable and reliable
- Provide flexibility, allowing people to change their plans.

[1] The three public transport 'modes' are buses, trains and harbour ferries. Public transport mode share is the percentage of trips taken using public transport (as opposed to cars or other private vehicles, cycling and walking)



This Wellington Regional Public Transport Plan (PT Plan) includes a number of initiatives focused on patronage growth. They include:

- Implementing the 'Public Transport Operating Model' (PTOM), which seeks to build commercially based partnering relationships between procuring authorities and public transport operators. Under PTOM all public transport services (except for those that are exempt) will be allocated to 'units' made up of unique routes or groups of routes and delivered through their own operating contracts. This model will replace the existing mix of contracted and registered commercial services, and will enable a consistent customer experience across the public transport network
- Procuring new performance-based operating contracts for all public transport services that take a partnering approach in a way that provides value for money
- Implementing the recommendations from the Wellington City Bus Review, to provide a simpler network with more frequent services available to more people, with less service duplication and fewer buses on the Golden Mile
- Implementing bus rapid transit on the Wellington public transport spine, enabling faster journey times through the Golden Mile and to the southern and eastern suburbs in modern, high-capacity buses
- Moving towards an all-electric bus fleet for Wellington, introducing hybrid buses as a transition step
- Completing the modernisation of the rail fleet (the Matangi 2 project)
- Modernising and simplifying the public transport fare structure and introducing integrated fares and ticketing, providing the next-generation integrated payment and business systems that will make using public transport more convenient
- Completing the projects identified in Rail Scenario 1 from the Wellington Regional Rail Plan to enable new service patterns for peak-hour commuter rail services – providing faster and more reliable trips with less waiting time.

The PT Plan also includes growth-focused 'business-as-usual' initiatives, such as:

- Ongoing timetable reviews using real-time information
- Implementing measures to improve journey times and service reliability
- Building a stronger brand
- Using customer feedback to improve the network
- Undertaking better infrastructure and asset management, so that customers enjoy a consistent standard of service
- Continuing to implement the Park and Ride strategy
- Capturing better data and improving data analysis to enable better planning.

That's not all. In addition to growing patronage, GWRC aims to provide transport choices by:

> Maintaining a public transport network that includes core, local and targeted services

> Increasing the accessibility of public transport by providing information, facilities and services that are available to all members of the public.

The PT Plan includes policies aimed at supporting our drive to provide an attractive and efficient public transport network.

Summary of objectives and supporting policies

1. An integrated approach to the public transport network – including the planning and provision of services, infrastructure, and information
   - 1.a Provide a simple, layered network of public transport services that is easy to understand
   - 1.b Provide a public transport network that maximises the range of travel options and destinations available
   - 1.c Provide a consistent customer experience across the public transport network
   - 1.d Improve the safety of the public transport system for customers, workers, and the general public
   - 1.e Consider environmental and health outcomes when planning the public transport network

2. High quality, reliable, safe, and customer-focused public transport services using modern vehicles and infrastructure
   - 2.a Provide realistic, achievable timetables
   - 2.b Improve public transport journey times to provide a service that is competitive with car travel, particularly on core routes
   - 2.c Provide reliable, punctual and customer-focused services
   - 2.d Ensure that all vehicles and vessels meet vehicle and vessel quality standards
   - 2.e Ensure that all public transport infrastructure and facilities meet quality and safety standards
   - 2.f Provide park and ride facilities at appropriate sites
   - 2.g Integrate public transport with walking and cycling
   - 2.h Reduce the production of carbon emissions from the public transport network

3. A fares and ticketing system that attracts and retains customers
   - 3.a Implement a fares and ticketing system that supports the integration of the public transport network
   - 3.b Simplify the existing fare structure
   - 3.c Provide concession fares for targeted groups
   - 3.d Review fare levels annually to achieve farebox recovery[2] targets with a preference for small, regular adjustments rather than large, infrequent ones
   - 3.e Ensure that all users pay the correct fares

4. An effective connection with customers
   - 4.a Use customer feedback to continually improve the public transport network
   - 4.b Provide a consistent brand for the Wellington public transport network
   - 4.c Develop uniform Conditions of Carriage
   - 4.d Market the public transport network to encourage more people to use it more often
   - 4.e Provide simple, visible and intuitive information to customers

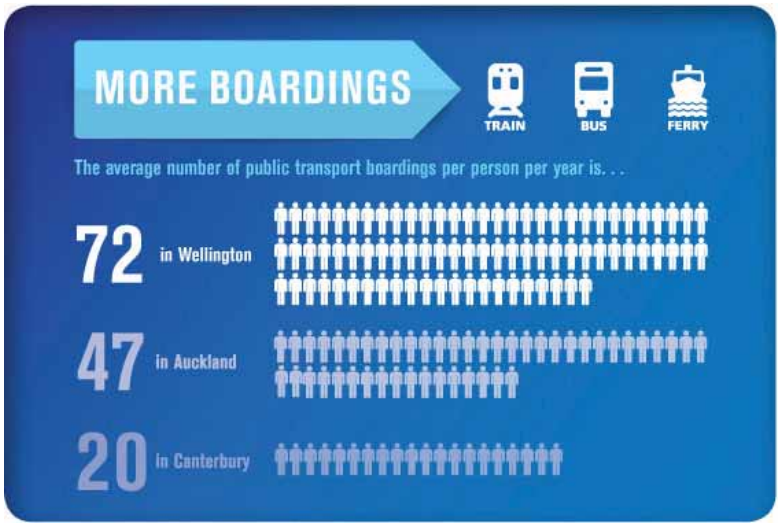
[2] Farebox recovery measures fare revenue as a proportion of direct operating costs.

5. Providing for the transport disadvantaged: information, facilities, and services that are increasingly available to all members of the public
   - 5.a Provide a public transport network that is accessible and safe
   - 5.b Work towards improved accessibility and standards of vehicles, infrastructure and facilities
   - 5.c Continue to support the provision of Total Mobility services for people with disabilities and limited mobility and with limited access to regular public transport services
   - 5.d Provide safe public transport services for school students
   - 5.e Provide community transport services

6. A system of monitoring and review that supports continuous improvement
   - 6.a Monitor and continuously improve services
   - 6.b Review services to ensure they meet customer needs
   - 6.c Monitor and continuously improve infrastructure
   - 6.d Collect customer feedback

7. A procurement approach that supports the efficient delivery of services and provides value for money
   - 7.a Increase competition in the Wellington public transport market
   - 7.b Establish units - groups of services that are integral to the public transport network
   - 7.c Procure contracts for units using the 'partnering' delivery model
   - 7.d Phase procurement to achieve an orderly transition from the existing network and contracts to the new network, with limited disruptions for the travelling public
   - 7.e Ensure the appropriate allocation of roles, responsibilities and risk between GWRC and operators within the PTOM contract framework
   - 7.f Apply a partnering approach to the planning and operation of services

8. Sustainable funding arrangements that balance user contributions (fares) with public funding
   - 8.a Improve value for money from existing public transport funding
   - 8.b Achieve farebox recovery targets
   - 8.c Advocate for sustainable funding for the Wellington public transport network

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1.1 Introduction

The Wellington Regional Public Transport Plan (PT Plan) sets the direction for public transport in the region for the next 10 years. It gives effect to the public transport service components of the Wellington Regional Land Transport Strategy 2010-40 (RLTS), and aims to deliver an effective, efficient and integrated public transport network for the people of Wellington.

1.2 Reason for this review

The PT Plan is an update on the 2011 Plan. It takes account of new legislation and responds to a number of new proposals for the public transport network. The major changes are:

> A new legal requirement to identify the services that are integral to the Metlink network – see Section 4.3 and Appendix 1. These services have been allocated to operational 'units', with each unit made up of a route or group of routes and having its own operating contract

> Proposals to implement:

- The Wellington public transport spine
- A new Wellington City bus network and changes to the bus fleet
- Rail Scenario 1 from the Wellington Regional Rail Plan[3]
- A new fare structure and the introduction of integrated fares and ticketing across the Metlink network.

1.3 Consultation

In developing the PT Plan, Greater Wellington Regional Council (GWRC) has consulted a number of stakeholders including public transport operators, the New Zealand Transport Agency (the Transport Agency), local councils, KiwiRail, and the Ministry of Education.

A draft PT Plan was issued in April 2014 for public feedback. 624 written submissions were received and 80 submitters presented their views to a hearing committee in May 2014. As a result of the public consultation process a number of changes were made to the PT Plan prior to it being adopted by GWRC in June 2014.

[3] Rail Scenario 1 aims to deliver a significant increase in the electric rail fleet peak seat capacity. A new regularised (clockface) timetable and new service patterns will provide at least four trains per hour to Wellington on all electrified lines during the two-hour morning peak. Network hubs at the busiest stations - Waterloo and Porirua will allow up to five trains per hour during the morning peak.

1.4 The big picture – legal requirements and links to other plans

The legal requirements

The statutory requirements for preparing the PT Plan are set out in Part 5 of the Land Transport Management Act 2003, (LTMA).

The Plan's statutory purpose is to provide:

> "A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure; and

> An instrument for engaging with the public in the region on the design and operation of the public transport network; and

> A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services".

The PT Plan is based on five principles from the LTMA:

> GWRC and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers

> The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth

> Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently

> Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services

> The planning and procurement of services should be transparent.

You can read a summary of the statutory requirements for the PT Plan in Appendix 6.

Links to other plans

The PT Plan describes GWRC's approach to achieving the objectives for public transport outlined in:

> The RLTS and Regional Land Transport Programme (which are to be replaced by the Regional Land Transport Plan)

> The Government Policy Statement on Land Transport

> GWRC's Long Term Plan.

These plans and strategies provide the high-level objectives, targets and performance measures for public transport, which are not covered in the PT Plan.

Figure 1 illustrates the relationships between the various plans and strategies that were considered in developing the PT Plan.

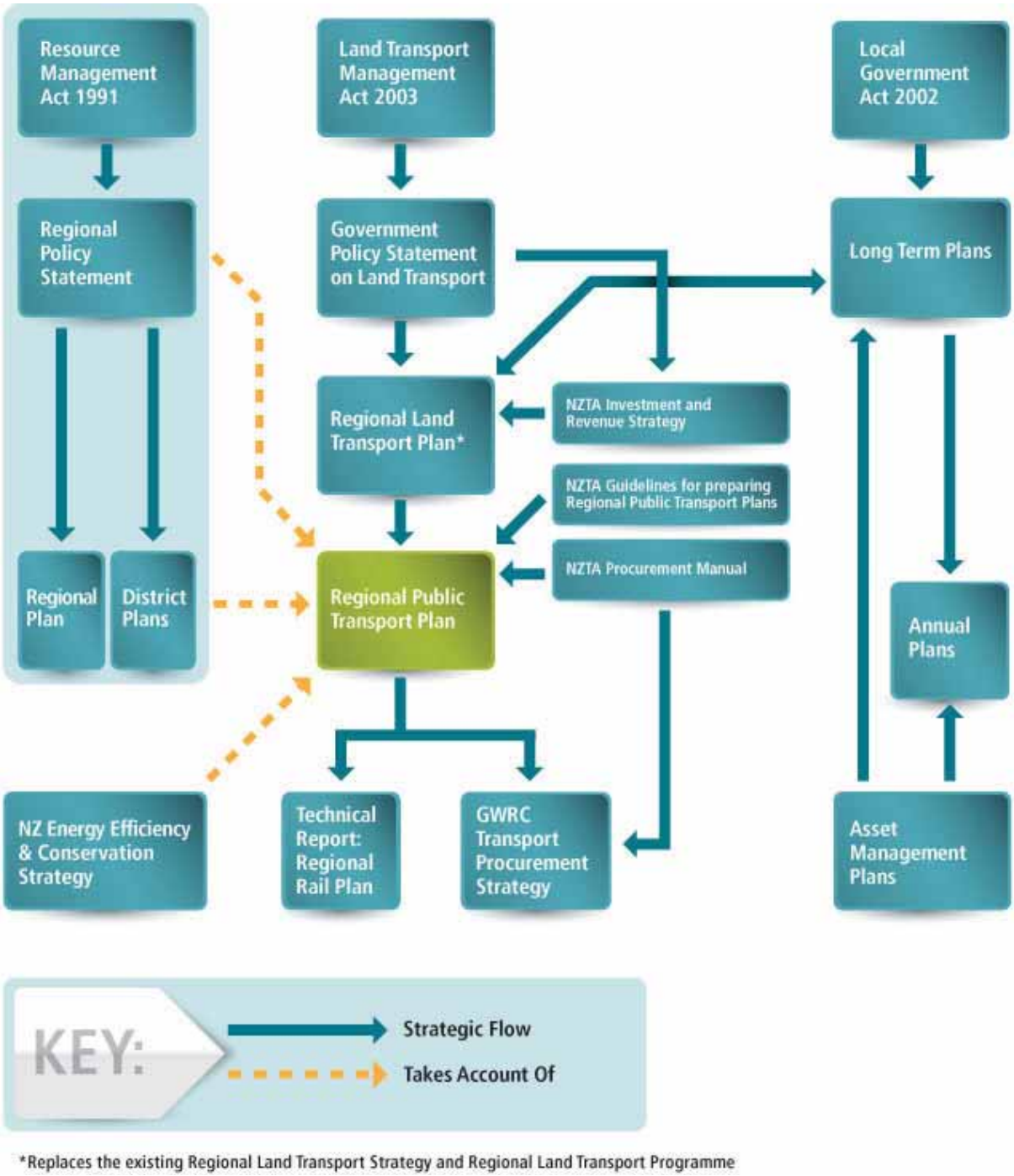

Figure 1 The PT Plan statutory environment


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City Cat

2.1 The Metlink network

The Wellington region has a high-quality, well-used public transport network of bus, train and harbour ferry services (the Metlink network). It consists of four rail lines[4], more than 100 bus routes, more than 200 school bus services, and harbour ferry services. Discounted taxi services provide travel support and assistance for people who have difficulty using the regular services.

Currently, 84% of the region's population live within 500 metres of a bus stop, rail station or ferry terminal, and 90% of the greater Wellington region's residents have used public transport in the past 12 months. This strong culture of public transport use resulted in 35.2 million passenger trips being taken during 2012/13.

Figure 2 Metlink Wellington Public Transport Network

[4] Johnsonville, Kapiti, Hutt Valley (including Melling) and Wairarapa

2.2 The role of public transport

GWRC's Long-Term Plan 2012-22 describes the community outcomes that we aim to achieve in the long term to improve the Wellington region's wellbeing. We see public transport as helping to achieve:

- *A connected community:* by providing a mass transit system that moves people efficiently and relieves congestion on our roads at peak times, and by providing an essential service for people for whom, whether by choice or circumstance, private vehicle travel is not an option
- *A strong economy* - by enhancing the efficient movement of people and goods within the region
- *A healthy environment* - by reducing emissions from private vehicles.

The provision of public transport in Wellington also contributes to the Government's objective of providing an effective, efficient, safe, secure, accessible and resilient transport system that supports the growth of our country's economy, in order to deliver greater prosperity, security and opportunities for all New Zealanders.

Overall, the Metlink public transport network:

- Decreases severe traffic congestion, particularly in the morning and afternoon peak periods, which in turn affects journey times and journey-time reliability for other transport network users
- Provides transport choices, including during off-peak periods
- Contributes to reducing CO_2 emissions from transport
- Enables efficient land use and a compact, well designed and sustainable urban environment
- Improves health and safety on our roads.

Given that most of these impacts result from the 35.2 million public transport trips taken annually – which would otherwise require private vehicles – GWRC has made maintaining and growing patronage and 'mode[5] share' one of the fundamental objectives for Wellington's public transport system.

The RLTS defines the role of public transport as to provide an alternative to private cars, particularly for longer journeys where walking and cycling are less attractive. It also has a vital role in providing transport for people who don't own private vehicles, are unable to drive or can't use walking or cycling to access the goods and services they need.

[5] The three public transport 'modes' are buses, trains and harbour ferries. Public transport mode share is the percentage of trips taken using public transport (as opposed to cars or other private vehicles, cycling and walking)

Compared with single-occupant private car journeys, public transport trips are generally more energy efficient, generate fewer emissions and result in less congestion, particularly when the trips are well patronised and the public transport vehicles are well maintained. Public transport also has safety advantages over private cars.

In terms of the three main modes:

- Bus services enable people to move between many origins and destinations, including through connector services to rail stations. Bus trips make up two-thirds of Wellington's public transport trips, but only 38% of the passenger kilometres
- The passenger rail network moves many people at a time, usually for medium to long distances. It provides access to the Wellington central business district (CBD) for large numbers of people along critical 'corridors', particularly during peak periods when the roads along those routes are severely congested
- Harbour ferries provide services between limited locations, enabling faster and more direct trips than other modes. While they have, and are likely to keep having, a small share of total passenger trips (well below 1%), they will continue to provide a valuable niche service.

2.3 Recent patronage trends

Public transport patronage has grown by 14% in the past 10 years, but only 1.3% in the past five years. In the first 10 months of 2013/14, patronage has grown by 1.4% relative to the same period for the previous year.

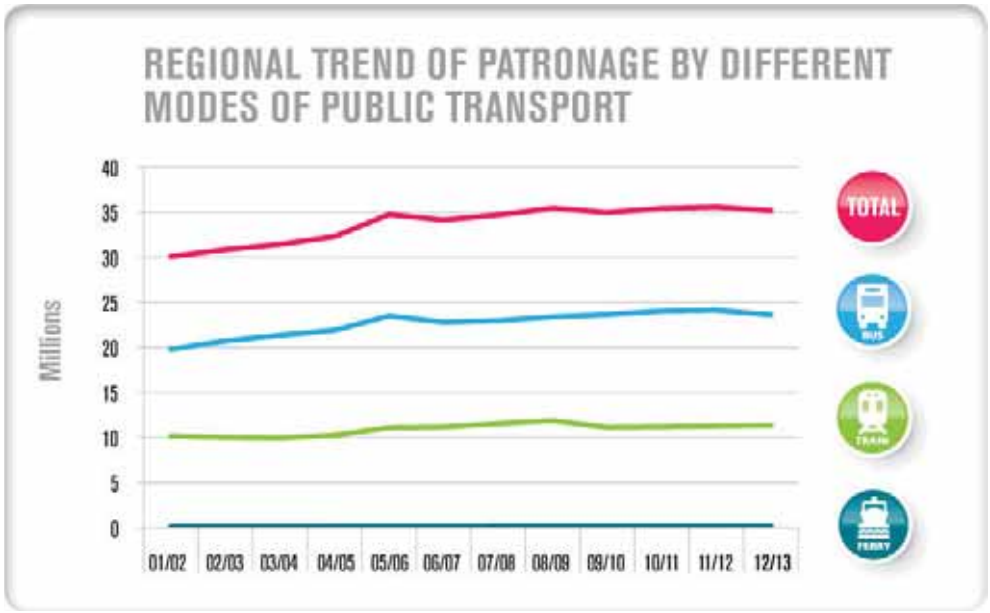


Figure 3 Public transport patronage 2001 - 2013

A number of factors have contributed to this, including changes in overall transport demand. For example, in the period from 2001/02 to 2011/12 Wellington public transport boardings per capita increased by 7.6%, while the regional vehicle kilometres travelled per capita fell by 9.7%[6]. Public transport's share of all modes for people arriving in the Wellington CBD during the morning peak continues to grow, from 28% in 2003 to 30% in 2008 and 33% in 2013[7].

Other factors that may have influenced public transport patronage in this period include:

- Low population growth since 2006; the annual rate has halved from 1.6% to 0.8%
- Residential population growth in the Wellington CBD, where it makes sense for residents to walk or cycle instead of driving or using public transport
- Growth in the number of people walking and cycling to work from Wellington's inner city suburbs
- Economic conditions and numbers in employment, particularly in the Wellington CBD
- A period of unreliable rail services during major track work.

With the completion of the rail track work, the extension of the electrified track to Waikanae and the arrival of new Matangi trains, rail services are now operating very reliably and patronage has started to increase. The proposals outlined in the PT Plan should see patronage increase by a further 15% - 20% by 2021 to 40 - 42 million trips per year.

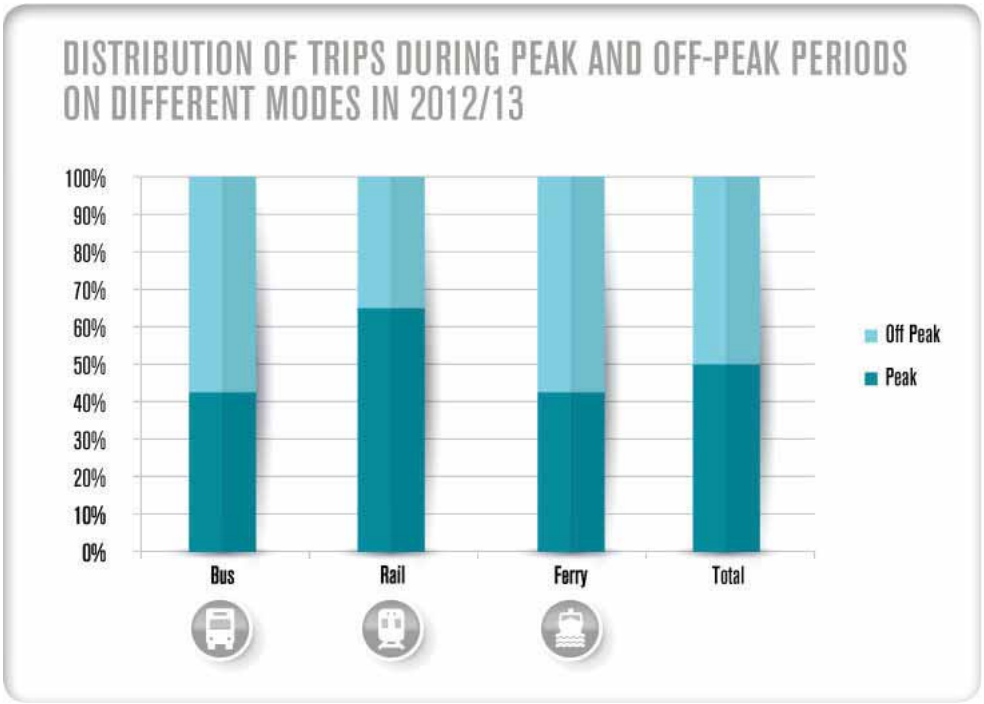
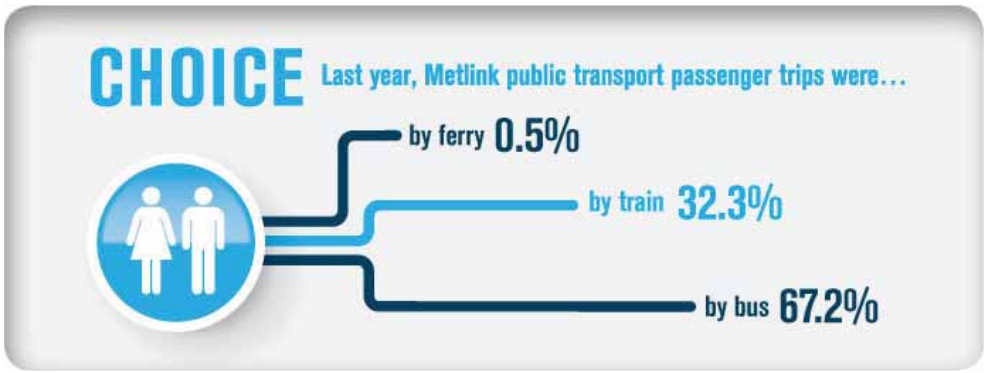
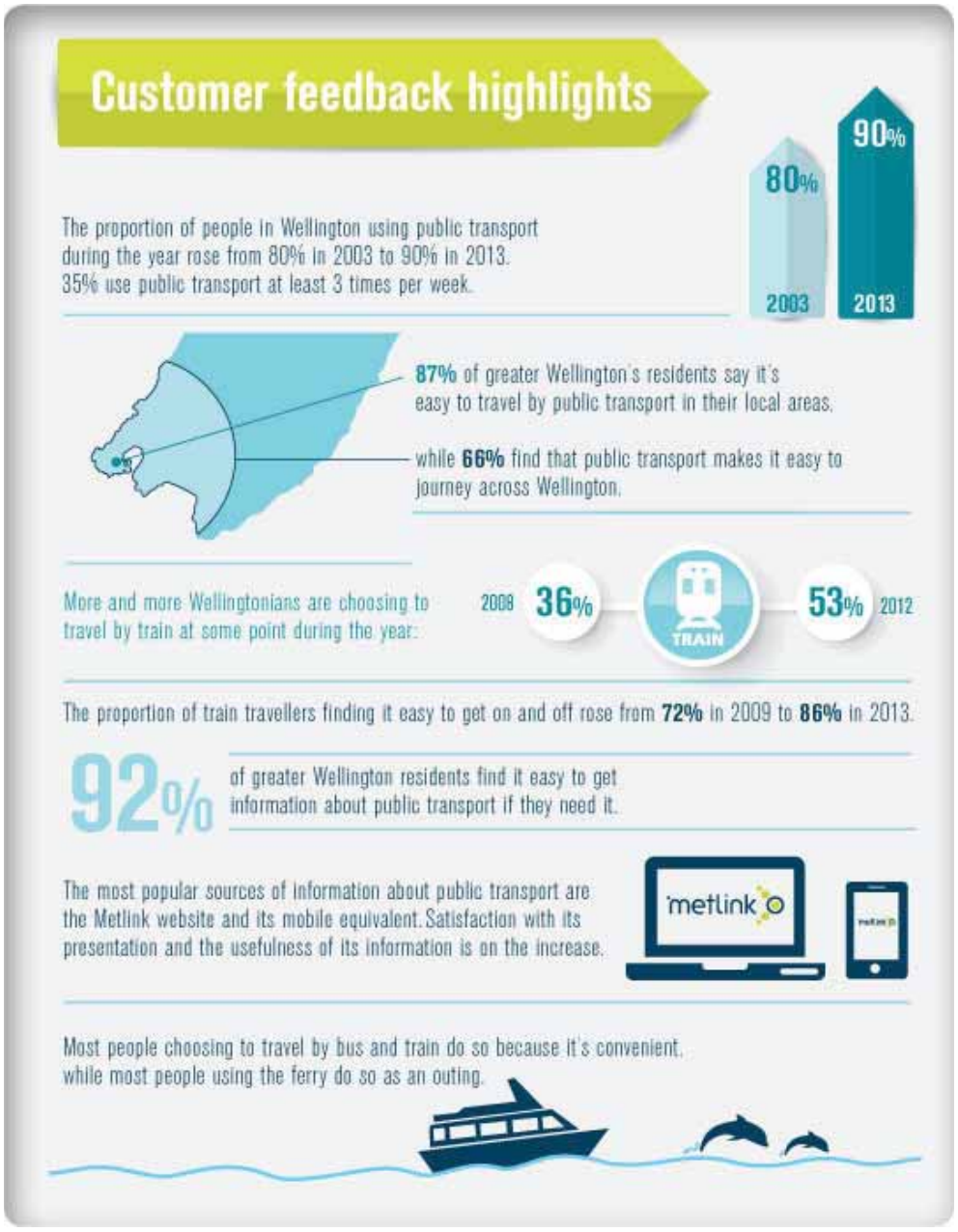


Figure 4 Peak and off peak trips 2012 - 2013

[6] Metlink patronage, Ministry of Transport Monitoring Framework TV001, PG001

[7] AM peak Cordon Surveys


CHOICE
Last year, Metlink public transport passenger trips were...
by ferry 0.5%
by train 32.3%
by bus 67.2%


Customer feedback highlights
The proportion of people in Wellington using public transport during the year rose from 80% in 2003 to 90% in 2013.
35% use public transport at least 3 times per week.
80%
2003
90%
2013
87% of greater Wellington's residents say it's easy to travel by public transport in their local areas.
while 66% find that public transport makes it easy to journey across Wellington.
More and more Wellingtonians are choosing to travel by train at some point during the year:
2008 36%
TRAIN
53% 2012
The proportion of train travellers finding it easy to get on and off rose from 72% in 2009 to 86% in 2013.
92%
of greater Wellington residents find it easy to get information about public transport if they need it.
The most popular sources of information about public transport are the Metlink website and its mobile equivalent. Satisfaction with its presentation and the usefulness of its information is on the increase.
metlink
Most people choosing to travel by bus and train do so because it's convenient, while most people using the ferry do so as an outing.

2.4 Who pays?

Public transport expenditure is funded through fares, GWRC rates and investment from the Transport Agency. We set the expenditure amount and the rates contribution as part of our Long Term Plan and Annual Plan processes, and review the standard fares every year.

The following table and graph outline the funding of public transport operational costs in 2014/15.

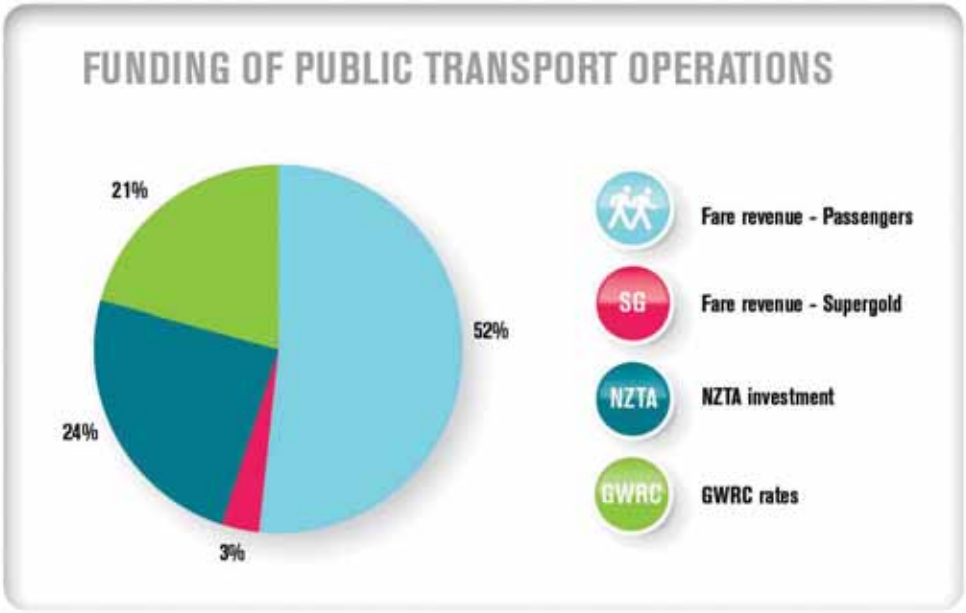


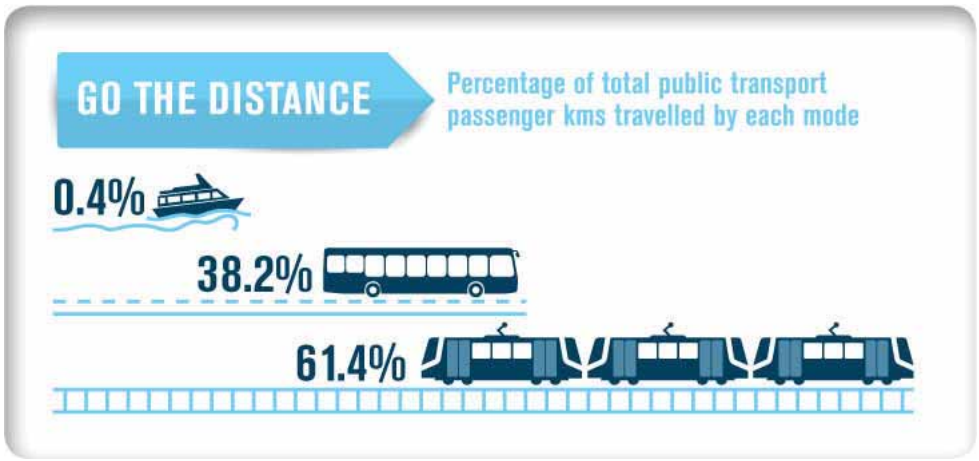
Figure 5 Funding sources for public transport operations

	2014/15	2014/15
	$ million	%
Fare revenue - Passengers	96.1	51.8%
Fare revenue - SuperGold	6.1	3.3%
NZTA investment	45.0	24.2%
GWRC rates	38.5	20.8%
	185.7	100.0%

To be eligible for Transport Agency investment the projected expenditure must be included in the National Land Transport Programme and is subject to an approval process. The likelihood of investment is then determined by the amount of funding available and the relative merit of the activity.

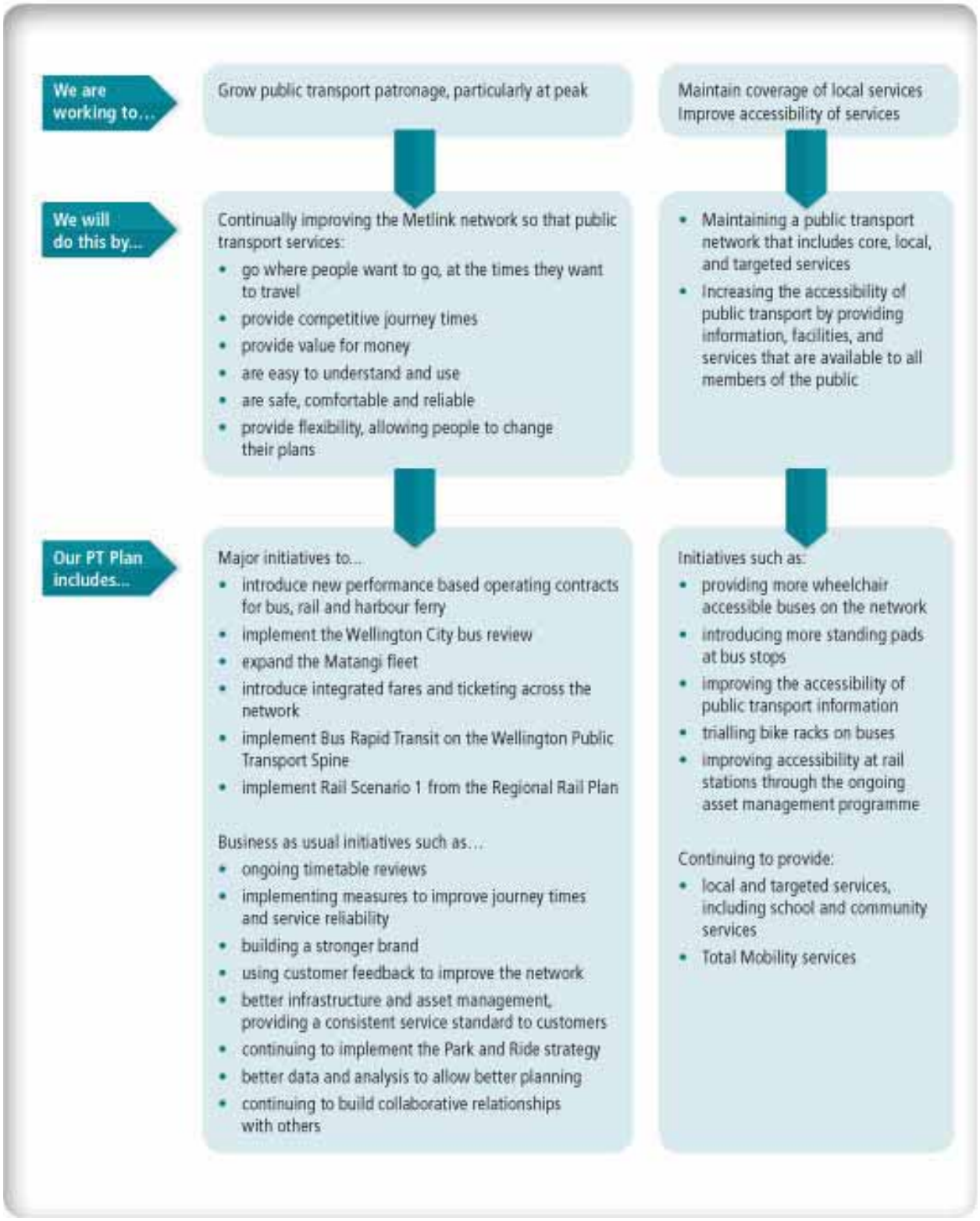
The share of funding provided by the Transport Agency is determined by the Financial Assistance Rate[8]. As a result of a decision to transition the Financial Assistance Rate for rail services and projects from 60% to 50% over time, the GWRC and Transport Agency shares will eventually be equal.

In developing proposals to be included in the PT Plan, GWRC takes account of the public transport funding that is likely to be available, considering the forecast fare revenue (including increased revenue from patronage growth), Government announcements indicating the level of funding likely to be allocated to public transport services and infrastructure, and the level of rates funding likely to be available based on the GWRC Long Term Plan. If the level of funding available from any of these sources changes, proposals in the PT Plan will need to be reviewed to ensure they are still affordable.



[8] If the Transport Agency approves a land transport activity as qualifying for investment from the National Land Transport Fund, the Financial Assistance Rate determines the proportion of the approved costs of that activity that will be met from the Fund.

Regional Public Transport Plan at a glance



Wellington Public Transport Timeline

The Wellington region encompasses Wellington, Porirua, Upper Hutt and Lower Hutt cities, and the Kapiti, South Wairarapa, Carterton and Masterton districts. It has a land area of 813,000 hectares and a population of just under 500,000.

2006

- **The Transport Agency and GWRC approve funding for 48 new two-car (Matangi) trains for Wellington's metro rail network**
- Zone-based fares are introduced, with consistent standard fares for bus and train services

2007

- Work begins on extending the electrified rail line and providing double tracks from MacKays Crossing to Waikanae on the Kapiti Line
- **Wairarapa Line carriages are replaced with 18 remanufactured SW carriages**
- Hyundai Rotem is awarded the contract to design, manufacture and deliver the Matangi trains

2008

- The Government launches the SuperGold travel scheme, enabling people aged 65-plus to travel free in off-peak hours
- 'Ferrymead' and 'Phoenix' English Electric trains are deployed on the metro rail network until the Matangi arrive
- **A new floating pontoon at Queens Wharf enables faster access for harbour ferry passengers**
- **The East by West harbour ferry starts a daily commuter service for Seatoun**

2009

- 60 refurbished trolley buses start providing passenger services in Wellington city
- A Kapiti bus service review, which includes public consultation, leads to new timetables and routes
- **The Metlink mobile site – m.metlink.org.nz – is launched**
- Public consultation begins on the 'Wellington City Bus Review', which proposes a new network design

2010

- The Total Mobility scheme is enhanced with photo ID smartcards
- A Wainuiomata bus service review, which includes public consultation, leads to new timetables and routes
- Metlink becomes New Zealand's first public transport agency to adopt 'Google Transit', integrating stop, route, schedule and fare information online
- **A new 'real-time information' service is trialled on bus Route 14**
- Wellington City Council reopens Manners Street to buses as part of its 'Restoring the Golden Mile' project

REAL TIME

2011

- Train services extend to Waikanae on the newly electrified line
- The Kapiti Line's Muri Station closes owing to low patronage, safety issues and a tight curve on the line
- Track work is completed for the Matangi trains
- KiwiRail assets such as station buildings and trains are transferred to GWRC subsidiary Greater Wellington Rail Limited
- Matangi trains start running on the Kapiti Line

TRAIN

- A Porirua and Kapiti bus service review, which includes public consultation, leads to new timetables and routes
- Real-time information is launched on the GO Wellington, Valley Flyer and Airport Flyer bus services

2012

- Building and platform repairs are completed at Kenepuru Station
- Naenae's brand-new railway station opens to the public
- Matangi trains start running on the Johnsonville Line. All 48 Matangi are now in service
- All English Electric trains are decommissioned from passenger service in Wellington
- **The rail network records its best-ever monthly on-time performance of 97%**

BUS

- An Otaki and Wairarapa bus service review, which includes public consultation, leads to new timetables and routes
- GWRC councillors approve the Wellington City Bus Review network concept, which will lead to a simpler network of more frequent services
- Real-time information is launched on Mana Newlands buses
- Wellington City Council installs new bus lanes along Courtenay Place, Cambridge Terrace and Adelaide Road

2013

- **Tawa's new replacement railway station opens to the public**
- Kaiwharawhara Station closes owing to safety concerns with the pedestrian overbridge
- GWRC secures access to the regional rail network via an 85-year Wellington Network Agreement with KiwiRail
- Real-time information services are launched for all train lines
- A Whitby bus service review, which includes public consultation, leads to new timetables and routes

2014 and beyond

- A Hutt Valley public transport service review in 2014
- An ongoing programme of train station renewal and development (e.g. Waterloo and Upper Hutt)
- Expanding Park and Ride facilities for the train network (e.g. Porirua and Petone)
- An ongoing programme of renewal and redevelopment for network signage, bus stops and interchanges
- Ganz Mavag trains' decommissioning and sale, by mid 2016
- 35 new Matangi trains for the electric rail fleet
- New rail operating and train maintenance contract from 2016
- New bus operating contracts from 2017, enabling the new Wellington city bus network
- Integrated fare and ticketing system for the Metlink public transport network, starting in 2016/17*
- A KiwiRail network-wide catch-up renewal programme, covering traction power, signalling, track, structures and platforms, by 2018
- New double tracks between the Hutt Valley Line's Trentham and Upper Hutt Stations from 2018/19*
- A third platform at Porirua Station from 2018/19*
- New train services – more often from key inner stations and faster from outer stations – from 2019/20*
- Construction of the new Wellington Public Transport Spine, including bus rapid transit and new buses*

* subject to future approvals


ri Park
3GO
WELLINGTON
NGTON
13
43 Khandallah
8 Wellington
1 Wellington
9 Wellington
83 Eastbourne
91 Queensgate
054 Churton Par
052 Johnsonvill
2 Wellington
1 Wellington
3 Karori
43 Khandallah
14 Milton

This section outlines the major new improvement initiatives proposed in the PT Plan:

> Implementing the Wellington Public Transport Spine

> Identifying options for the Wellington city bus fleet

> Identifying the service integral to the Metlink public transport network and implementing a new Wellington city bus network

> Implementing Rail Scenario 1 from the Regional Rail Plan

> Implementing the fare structure review and introduce integrated fares and ticketing across the Metlink network.

4.1 Wellington public transport spine

The Wellington Public Transport Spine Study (Spine Study) arose out of the Ngauranga to Wellington Airport Corridor Plan.

Adopted in 2008, the Ngauranga to Wellington Airport Corridor Plan identified a need to investigate options for a high-quality public transport spine through central Wellington, as part of a package of transport improvements to the State Highway and local roads and for active modes. The Spine Study investigated the feasibility of a number of public transport options and progressively narrowed them down to three – bus priority, bus rapid transit (BRT) and light rail transit.

Now that public consultation on the results of the Spine Study is complete, the Regional Transport Committee has agreed that BRT is the public transport solution for central Wellington. It's already used in many forms around the world, in places from Adelaide and Bogota to San Francisco, using different combinations of dedicated lanes, priority at intersections, high-capacity vehicles and ticketing systems.

No two cities take the same approach, and Wellington will have a customised BRT solution that reflects its unique characteristics. It will mean faster journey times through the Golden Mile and to the suburbs, and provide a modern, comfortable, first-class travel experience. It's now up to the three partners – GWRC, the Transport Agency and Wellington City Council – to make it happen.

BRT will be introduced progressively in the next eight years, beginning with better bus priority. It will operate on a dedicated route along the Golden Mile and Kent and Cambridge Terraces, then around the Basin Reserve and along Adelaide Road to Wellington Hospital. Another branch will run through the future duplicated Mt Victoria tunnel and along Ruahine Street and Wellington Road to Kilbirnie town centre. An extension to Wellington Airport will also be provided for.

A major benefit of BRT is that the vehicles can travel past the end of the dedicated spine without passengers having to change their modes of transport. So people working in Lambton Quay and living in Island Bay, Miramar or Karori will be able to use the same vehicles all the way home.

The Spine Study established that BRT will be more than able to meet the forecast growth in passenger numbers to 2041. Given the narrow Golden Mile corridor, its capacity will be around 6000 passengers per hour in each direction, using 100-person vehicles – almost double the current peak-demand levels and more than enough to meet the long-term target set for public

transport in the region. If public transport passenger numbers grow even more, capacity can be increased through measures such as passing lanes at major bottlenecks and 'split stops', where the front half of a bus stop is used for services on some routes and the back half for others. The use of overflow routes at peak times using alternative streets will also be considered.

The next step is to undertake the route's detailed design. GWRC and Wellington City Council will look at where the dedicated lanes should be placed and how they will fit with the needs of other road users, including cyclists and pedestrians. The work will include developing solutions for the identified 'pinch points', such as around the Old Bank building on the corner of Willis Street and Lambton Quay.

Table 1 Bus rapid transit details

Benefits

- An 11-minute travel time saving from Wellington Station to Kilbirnie (2031 morning peak)
- A six-minute travel time saving from Wellington Station to Newtown (2031 morning peak)
- A 8% increase in morning peak patronage from the south and south-east to the CBD in 2031
- Total public transport user benefits equating to $95 million (2012 dollars)

Costs

- Total estimated construction costs (including vehicles) of $207 million and operating costs of $83 million per year

Economics

- A benefit-cost ratio of between 0.87 and 1.55

Potential Impacts

- 36% fewer public transport vehicles along the Golden Mile
- Need for users to access median bus stops along parts of route
- Reduced number of stops in the CBD
- Removal of some on-street parking and restricted access to some buildings in the CBD
- Some general traffic redirected away from the Golden Mile
- Some localised road widening required, with more significant widening along the State Highway 1 corridor affecting the town belt

Staging

- Best developed comprehensively to maximise benefits and avoid integration issues with existing bus services
- CBD bus lanes could be constructed in advance
- There will be demand for this change in service around 2021
- Relies on grade separation at the Basin Reserve, and on integration with the Mount Victoria tunnel duplication project.

With the BRT spine confirmed, the next steps involve:

> Wellington City Council protecting the BRT spine roads from the impacts of future development

> Ensuring that funding for the spine's design and implementation is included in the Regional Land Transport Plan 2015

> GWRC, the Transport Agency and Wellington City Council setting up a joint project team to work on the spine's detailed design and planning. This work, which is expected to take one or two years, will include:

- Deciding where the dedicated lanes should be placed and how they fit with the needs of other road users, including cyclists and pedestrians
- Developing solutions for identified 'pinch points', such as around the Old Bank building on the corner of Willis Street and Lambton Quay
- Designing bus lanes for the roads and parts of the State Highway
- Designing stop and interchange facilities along the spine corridor
- Completing the design of the future bus network
- Investigating the modern, high-capacity, low emission BRT vehicles that will be used
- Deciding on the supporting infrastructure, such as traffic signal priorities and ways to speed up the boarding process through fares and ticketing systems.

BRT will be progressively introduced through:

> The construction of dedicated bus lanes

> The introduction of a new bus network for Wellington City bus services

> The rollout of the new vehicles as the bus fleet is renewed

Collaboration between the parties to deliver BRT is critical, as all elements of the system must work together to provide the travel-time savings and service reliability that will lead to increased use of public transport.

Further information

The Public Transport Spine Study reports are available at www.gw.govt.nz/ptspinestudy

4.2 Wellington City bus fleet options

While working to implement BRT on the PT Spine we will progressively introduce new vehicles into the Metlink bus fleet as older vehicles are retired, allowing us to consider more environmentally friendly buses with higher capacity.

A low emission vehicle fleet is not only better for our natural environment but is essential for the health of people living, working and visiting the city. We intend to replace older diesel buses and trolley buses with modern hybrid buses and, as technology improves, will move on to introducing electric buses. This will allow us to introduce BRT and the new Wellington City bus network, providing a reliable network of fast frequent bus services, while at the same time reducing both harmful local emissions and carbon emissions from the Wellington bus fleet.

As a result of the magnitude of current and future costs for the power supply required to operate trolley buses, we will not renew the existing contract for trolley bus routes when it expires in 2017.

We will be undertaking further technical evaluation of hybrid bus options, including the identification of suitable high capacity hybrid buses (such as double deckers or articulated buses) to operate the core spine routes, and developing a transition plan for the introduction of new routes and new buses. GWRC will work with the Transport Agency, Wellington City Council and transport operators to develop and implement the transition plan. The transition plan will be developed on the basis that recently acquired modern diesel buses will continue to be used until the end of their working life.

Background and other options considered

Wellington's bus fleet is presently made up of a mixture of electric trolley buses and diesel buses, which are owned by the bus operators. The fleet is of mixed age and performance capability. The present Metlink bus network includes a mix of high-frequency core routes through to lower frequency local connector routes. Suburbs to the south, east and west have core routes set up to take trolley buses, while suburbs to the North have no trolley bus capability.

As the trolley buses and associated infrastructure are nearing end of life, they will require further investment beyond the current operating contract period if the buses are to be maintained as part of Wellington's bus fleet.

The power supply to the existing trolley bus overhead network will require significant reinvestment for it to remain viable. Of the 15 substation supply points that are used to supply electricity to the network, 13 are made of obsolete 1950s equipment. The remaining two substations were constructed in the 1980s using more modern equipment. The power supply's owner (Wellington Electricity Lines Limited) has indicated that significant and expensive upgrades to the power supply network will be required over the medium term if the trolley buses are to be maintained. Assuming a life of up to 50 years, this will also involve a significant commitment to ongoing maintenance costs in order to maintain the quality of service of the network. Over the period from 2008/9 to 2012/13 the annual cost of maintenance and renewals for the overhead network has ranged from $3.4 million to $5.6 million, and estimates indicate the upgrade required for the overhead electricity infrastructure is likely to be well over $50 million.

The trolley bus fleet was refreshed from 2007 to 2009, and the buses have an estimated remaining life of between 5 to 10 years. This means that if trolley buses were to be used in the medium term, the fleet would need to be replaced with newer, more reliable models. Many of the diesel buses in the fleet also need replacement within the next five to ten years.

In order to deliver the proposed Wellington City bus network while maintaining the existing mix of diesel and trolley buses, there would need to be a significant extension to the trolley bus power supply and overhead network, which would be cost prohibitive. Alternatively the Wellington City bus network would need to be revised. It could not provide the frequent services or additional evening and weekend services that are required and the number of buses travelling through the Golden Mile during peak periods would be higher than proposed in the PT Plan, thus reducing the reliability of bus services.

GWRC considered technical advice and community feedback on a range of options for the future bus fleet. The option of maintaining the current mix of trolley and diesel buses had the highest cost of the options considered and would not allow the introduction of the new Wellington bus network. Introducing a fleet of modern diesel buses would be the cheapest option, but was the worst-performing option on carbon emissions and reduces harmful local emissions by a smaller amount than either the battery electric or diesel-hybrid options. An earlier introduction of battery electric buses was also considered, but the technology is not yet sufficiently developed to provide cost-effective and reliable services.

Further information

Background reports on the bus fleet options are available on GWRC website, www.gw.govt.nz/ptplan

4.3 The Metlink Public Transport Network

The Metlink network is based on a layered hierarchy of services: core routes, local routes and targeted services.

Core routes form the network's backbone, linking areas of high demand with high-capacity, direct services with extensive operating hours.

- *Core rail* routes provide high-capacity, long-distance, time-competitive commuter services connecting key urban areas across the region. Their primary functions are to reduce severe road congestion on State Highways 1 and 2 and meet the demand for travel from key suburban and town centres to the Wellington CBD during peak periods.
- *Core bus* routes provide high-capacity, frequent, all-day services within urban areas, reducing congestion on the major transport corridors and meeting the all-day-travel demand. They operate at least every 15 minutes during the day, and often more frequently during busy periods.

Local routes include all-day medium- to low-frequency services connecting town and activity centres along the lower-demand corridors, providing local access to town and activity centres within the suburban areas. These routes complement the core network by covering areas it does not serve and by collecting and distributing passengers from and to it.

Targeted services provide services to areas or link destinations where there is not enough demand to justify core or local routes, or where normal services cannot meet the peak demand. Targeted services include:

- *Peak-only services*: commuter services that provide additional capacity at peak times to reduce traffic congestion. They may provide additional capacity on a section of an existing route, or the only public transport service to an area where there is not enough demand to justify a service at other times of the day
- *School services*: bus services in urban areas to schools not served by regular bus routes, or where capacity on those routes cannot meet demand
- *Night services*: services for after-midnight travel on weekends
- *Special event services*: services deployed when additional demand caused by, for example, major public events, concerts, festivals and sport events, would exceed the capacity of regular services
- *Community services*: services that include discounted taxi services for people who are transport disadvantaged, demand-responsive and shopper services, and services to outlying urban and rural areas where scheduled core or local services are not viable.

GWRC will continue to provide the Metlink network as outlined in Figure 6. Appendix 1 has details of the individual public transport services, while Figures 6 to 14 provide a high level illustration of the Wellington region's layered hierarchy of services. Apart from in Wellington City (discussed further below), no major changes are expected in the Metlink network. Within Wellington City, some further changes are expected in local routes as communities provide further feedback.

Figure 6 Greater Wellington current Metlink public transport network map

Porirua proposed Metlink public transport network

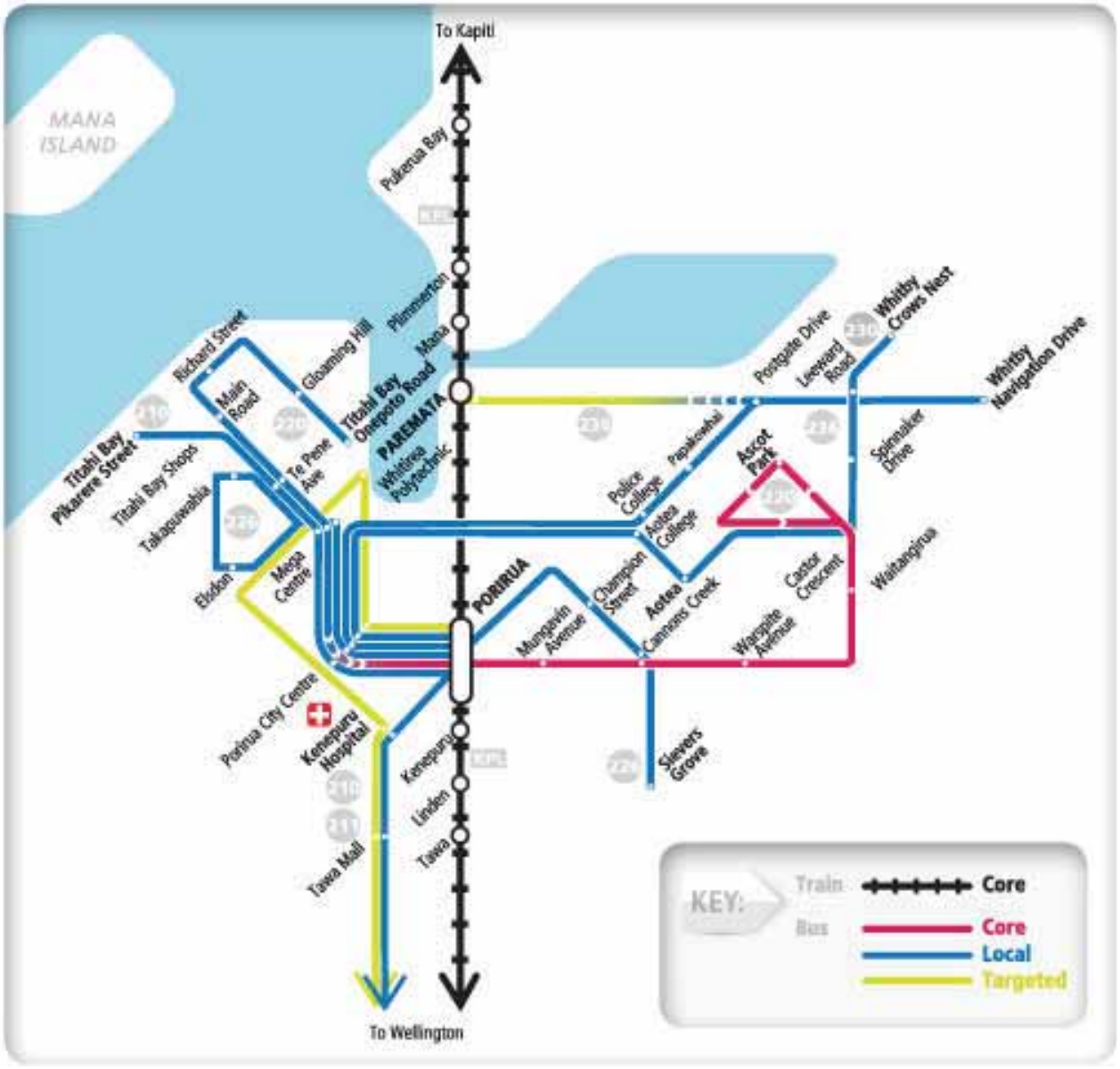


Figure 7 Porirua proposed Metlink public transport network map

Kapiti proposed Metlink public transport network

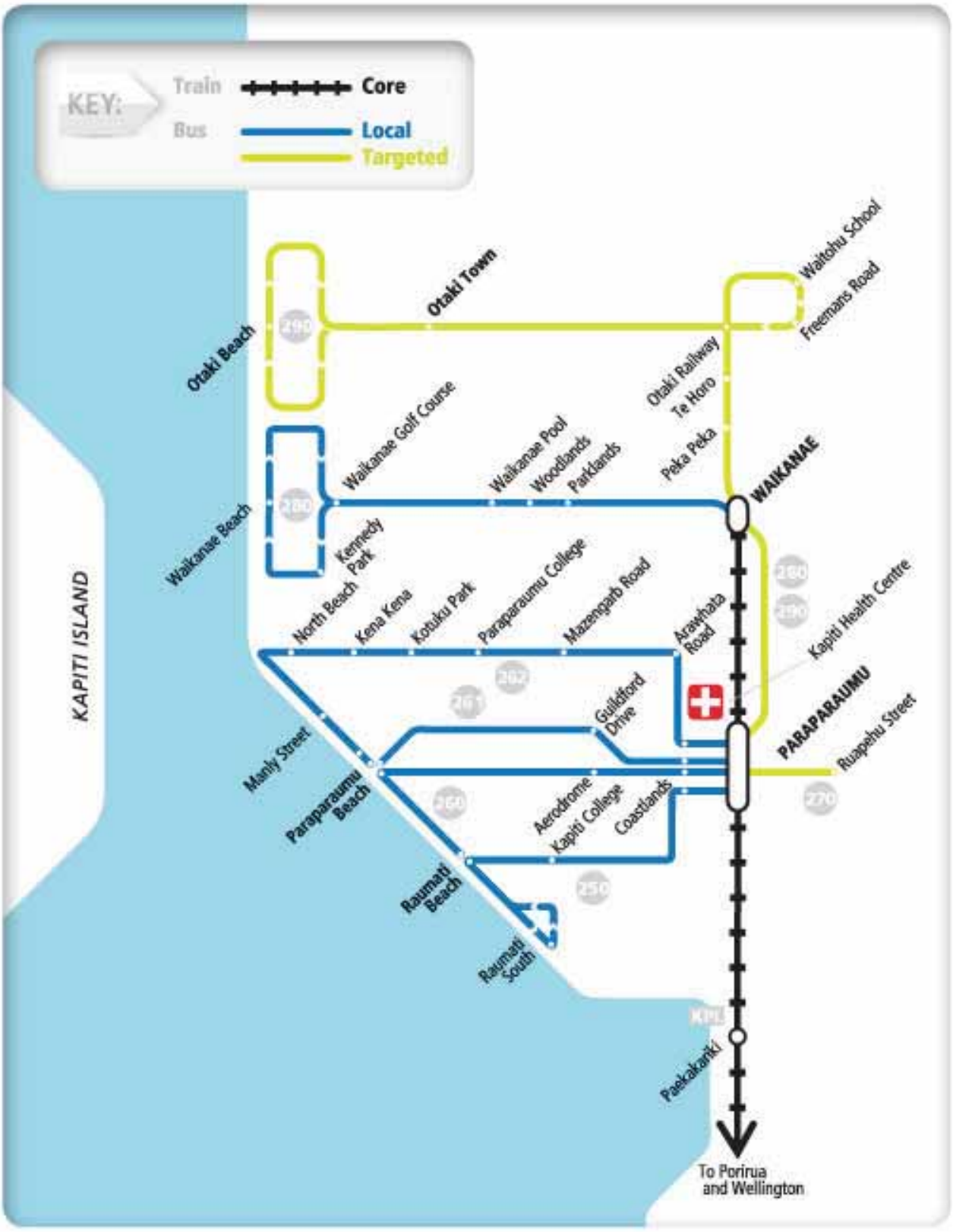


Figure 8 Kapiti proposed Metlink public transport network map

Lower Hutt proposed Metlink public transport network

Figure 9 Lower Hutt proposed Metlink public transport network map

Upper Hutt proposed Metlink public transport network

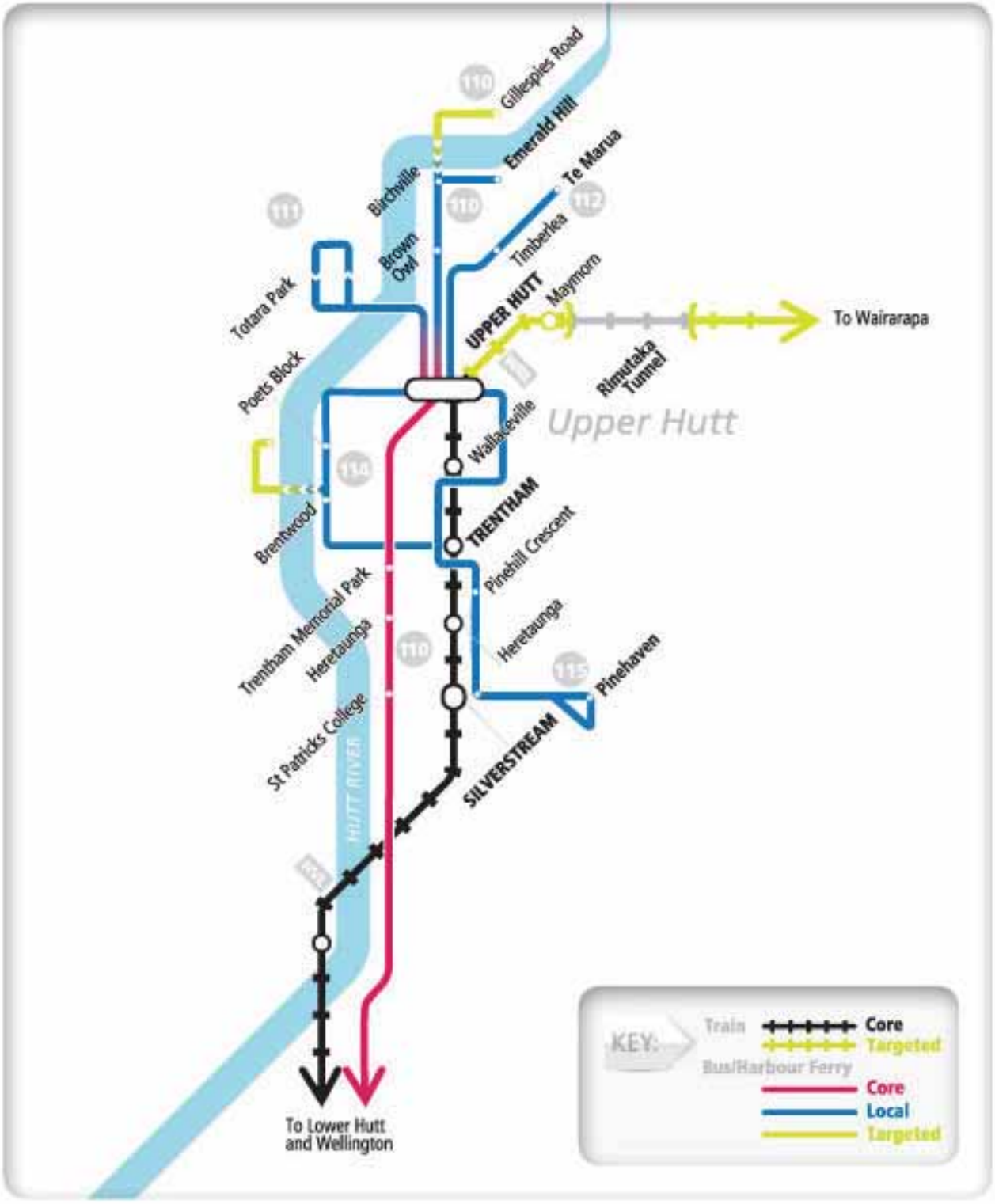


Figure 10 Upper Hutt proposed Metlink public transport network map

Wairarapa proposed Metlink public transport network

Figure 11 Wairarapa proposed Metlink public transport network map.

4.3.1 Wellington City bus network development

The current operational bus network design for Wellington City was reviewed in 2011/12 for the first time in more than 20 years. The review found that the network had become complicated for users and inefficient, with duplicated services and under- and over-supplied services to some areas.

Today, the Wellington City bus network is characterised by many overlapping, low-frequency 'point-to-point' bus routes that, while providing direct services to the Wellington CBD from most areas, offer low service levels and in some cases do not offer evening and weekend services. These many services converge in the CBD, causing significant bus congestion on the Golden Mile and leading to delays and bus queues through the city.

The review's primary objective, as adopted in its terms of reference, was:

"to improve value for money by improving the effectiveness and efficiency of the public transport network within the study area. Other objectives include improved reliability, coverage, connections, access, and service levels, and ensuring that capacity is matched to demand".

The review applied a three-layered approach to the bus network:

- ***Core services:*** high frequency (at least every 15 minutes, seven days a week) connecting main transport corridors, suburban town centres and important destinations
- ***Secondary services:*** lower frequency (30-60 minutes, mostly seven days a week) covering lower-populated areas, with some running into the CBD and some connecting to core services at local town centres
- ***Peak-only services:*** supplementing the all-day routes that depend on sufficient demand, and providing the only public transport service to some fringe areas.

The review concluded that resources could be saved by 'hubbing' some services from lower-demand areas and reducing route duplication, redirected towards improving services to poorly serviced areas.

Community consultation on the initial proposals took place in early 2012, with more than 6000 items of feedback received. After an analysis of the feedback and meetings with community groups and stakeholders, the proposed new Wellington City bus network was adopted in November 2012 by GWRC's Economic Wellbeing Committee.

Revised proposal integrated with Public Transport Spine Study in 2014

Since November 2012, the Spine Study has been completed and BRT has been adopted by the Regional Transport Committee. We've also updated the proposed Wellington City Bus Network to align with the Spine Study outcomes.

A crucial role of the PT Spine is to support the key growth spine from Johnsonville through to Wellington Airport. For this reason, the Spine Study recommended that dedicated public transport corridors be provided to the south and east of Wellington to Newtown and Kilbirnie, and noted that it would be desirable for services to extend beyond these corridors to service destinations further afield. Bus services were anticipated to be organised around north-south and east-west corridors.

We've responded to the Spine Study's recommendation and, after further consultation with bus operators, have reworked the proposed bus routes for Wellington City. Core bus route corridors now include:

> A north-south spine linking Johnsonville to Island Bay via Wellington and Newtown

> An east-west spine linking Karori to Seatoun via Wellington, Kilbirnie and Miramar.

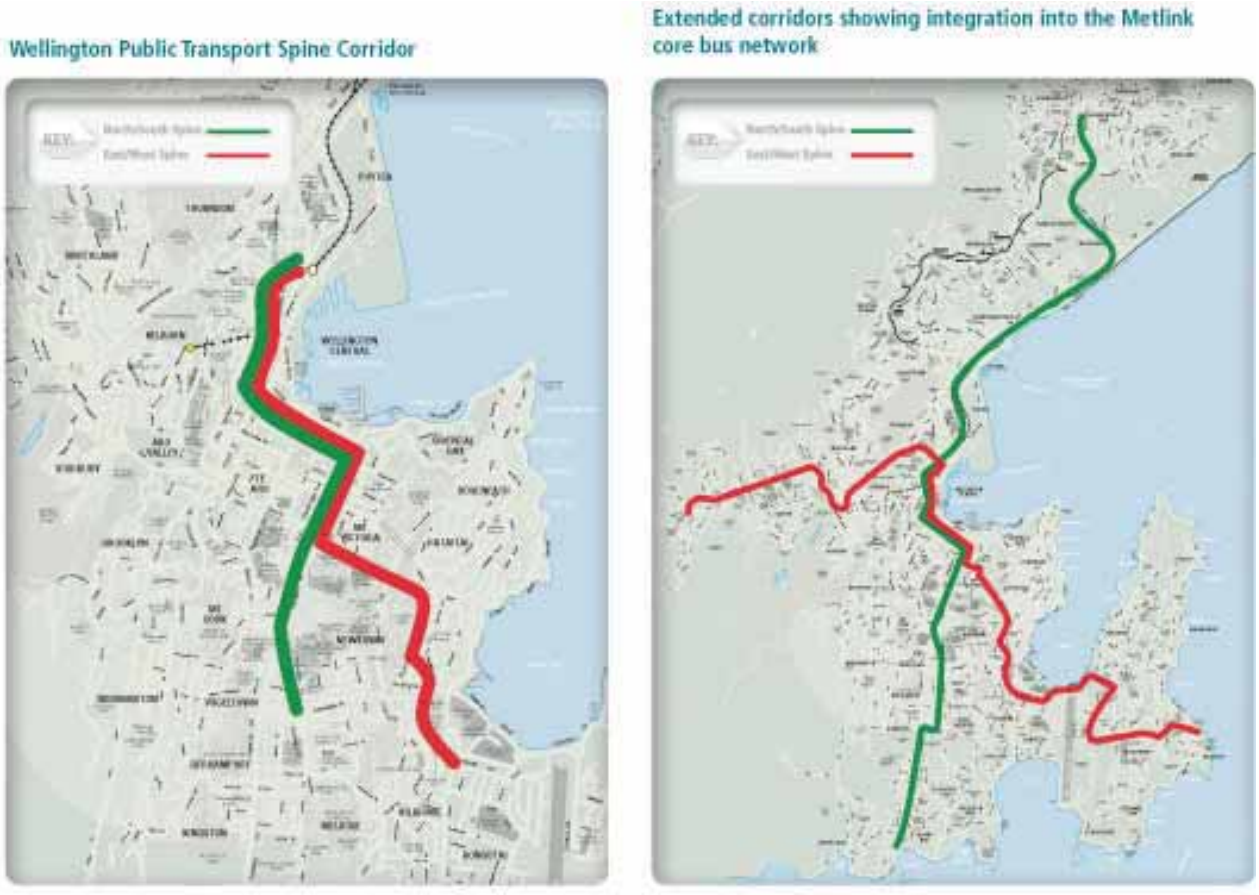


Figure 12 Illustration of integration of PT Spine with bus network

This means through buses will run between the northern and southern suburbs for the first time, and we can look at opportunities for routing buses in ways that weren't considered in the 2012 proposals.

The revised Wellington City bus network proposes that:

- The longest core bus routes, which go from one side of Wellington to the other, run on the most reliable bus corridors proposed by the Spine Study
- Buses operating on the most congested bus corridors (Taranaki Street and Willis/Victoria Streets), where opportunities for bus priority are more limited, are not routed across town.

This will help to reduce the impacts of delays without affecting the wider bus network.

Proposed changes from current Wellington City bus network

The Wellington City bus network outlined in the PT Plan incorporates the following changes to the current services:

- A simpler network with less route duplication and fewer overlaps
- A frequent core bus network serving areas of high demand and the Wellington City growth spine (buses every 10-15 minutes during daytime)
- Direct commuter bus services to and from Wellington City at peak times (continuing the current service)
- A greater reliance on suburban hubs to service low-demand areas (Owhiro Bay, Kowhai Park, Houghton Bay, Southgate, Strathmore Park and northern Miramar). This will enable more frequent services with more extensive all-day operating hours than the current (and limited) direct alternative. Direct services to the Wellington CBD will continue at peak times based on demand
- The savings achieved through the changed approach will enable improved all-day services to poorly served areas, including Owhiro Bay, Southgate, Houghton Bay, Kowhai Park, Wrights Hill, Maupuia, Evans Bay, Mt Victoria, Highbury and Vogeltown
- The services to Churton Park and Grenada Village will extend to new residential growth areas, and buses will go to Newtown and Island Bay as extensions of the proposed north-south spine route
- Vogeltown will be operated as an extension of the Kingston bus route, providing improved connections between Brooklyn and Newtown
- Victoria University (Kelburn Campus) will be served by frequent direct connections from hubs at Wellington Station, Karori Tunnel and Courtenay Place. This will enable access from across Wellington, rather than just those suburbs currently fortunate to have direct services via routes 17, 18, 20, 22, 23 and 47.

What will the changes deliver?

The proposed network design will deliver:

- Greater access to high-frequency bus routes – 75% of Wellington's residents will live within one kilometre of a high-frequency bus route (up from 45% now)
- More frequent off-peak services in 15 suburbs
- New weekend services in 10 suburbs
- Services running later into the evening in 10 suburbs
- Reduced service duplication
- An easier-to-understand, simplified network (34 routes proposed vs 43 routes now)
- Reduced CBD bus congestion, with fewer buses travelling through the Golden Mile.

Finalising the network

The new network will be implemented along with new bus operating contracts, with most of the changes expected to happen in 2017. The new north-south and east-west spines are a key structural change to the Wellington City bus network. Within local suburbs, there is the opportunity for further refinement of the local streets served and the times that buses run prior to the introduction of changes.

In particular, as a result of community feedback received through the PT Plan process, proposals to change local services for Khandallah, Churton Park and Victoria University will be further developed through targeted consultation with the local residents and operators during the second half of 2014.

Wellington existing Metlink public transport network

Figure 13 Wellington City existing Metlink public transport network map

Wellington proposed Metlink public transport network

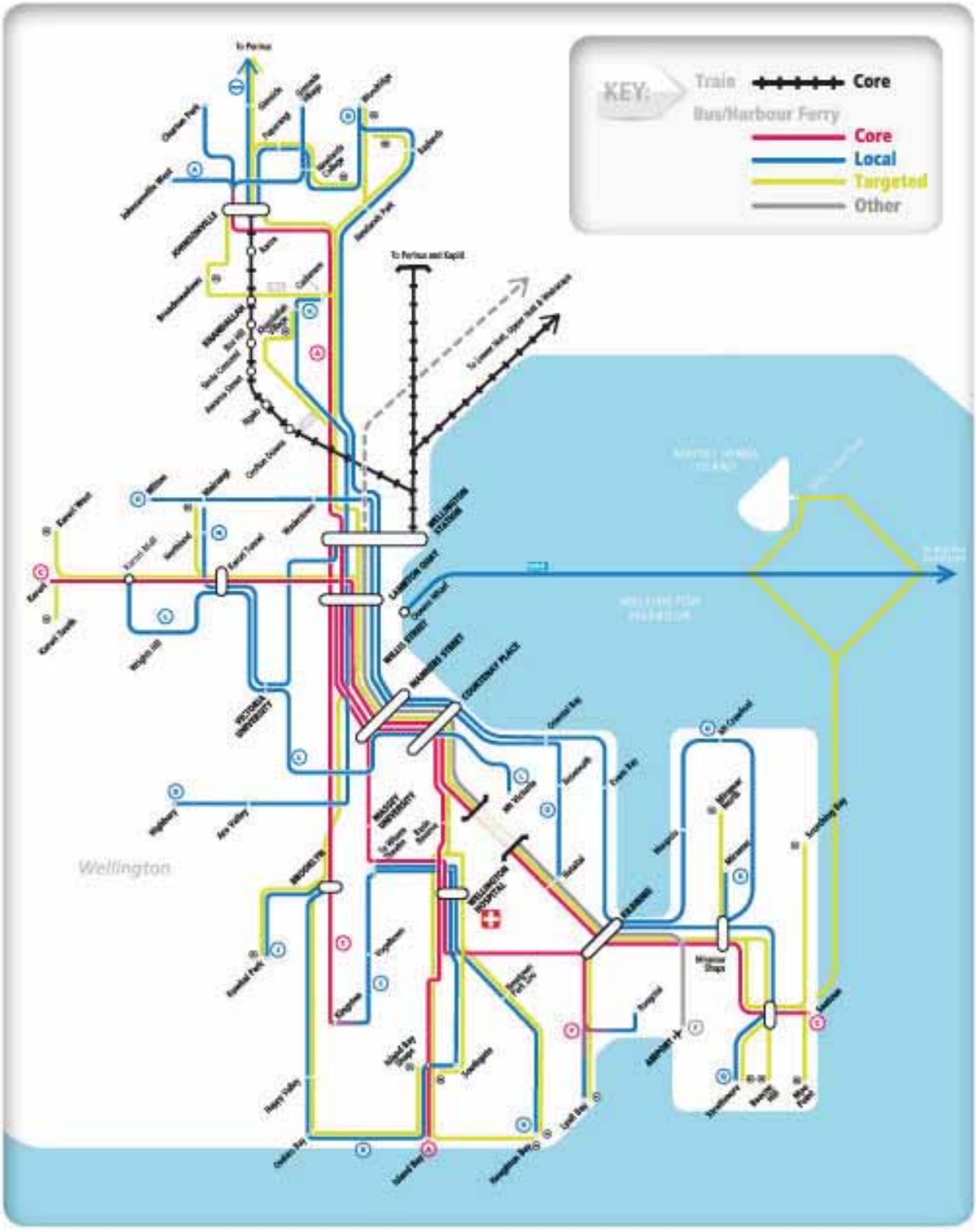


Figure 14 Wellington City proposed Metlink public transport network map

The new network will be implemented along with new bus operating contracts, with most of the changes expected to happen in 2017. In the interim, we will continue to talk with stakeholder and community groups to develop timetables and confirm minor route changes.

Current network coverage
(Access to network within a distance of 1km from core routes)

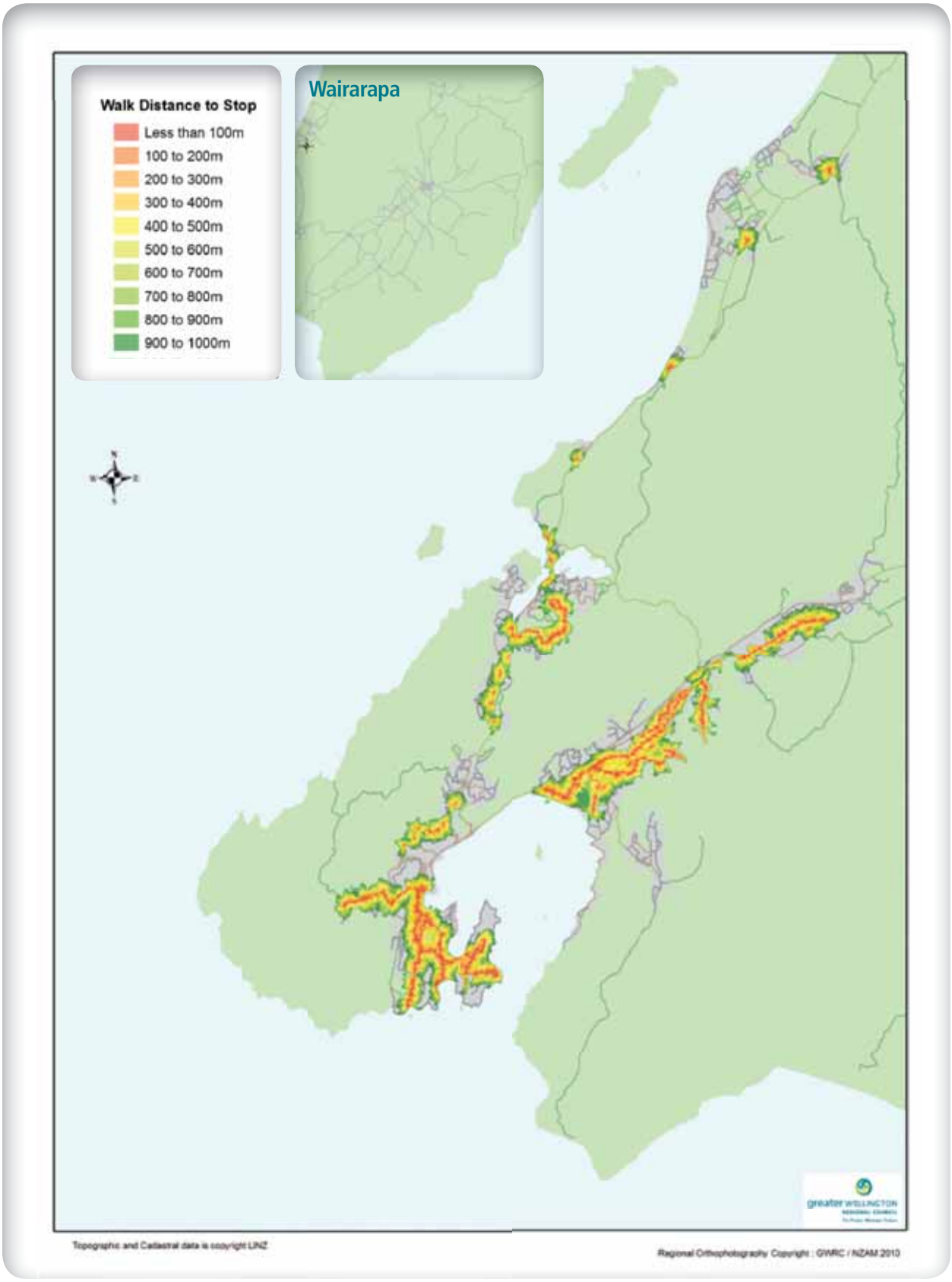


Figure 15 Metlink network coverage - core routes

Current network coverage
(Access to network within a distance of 500m from all stops)

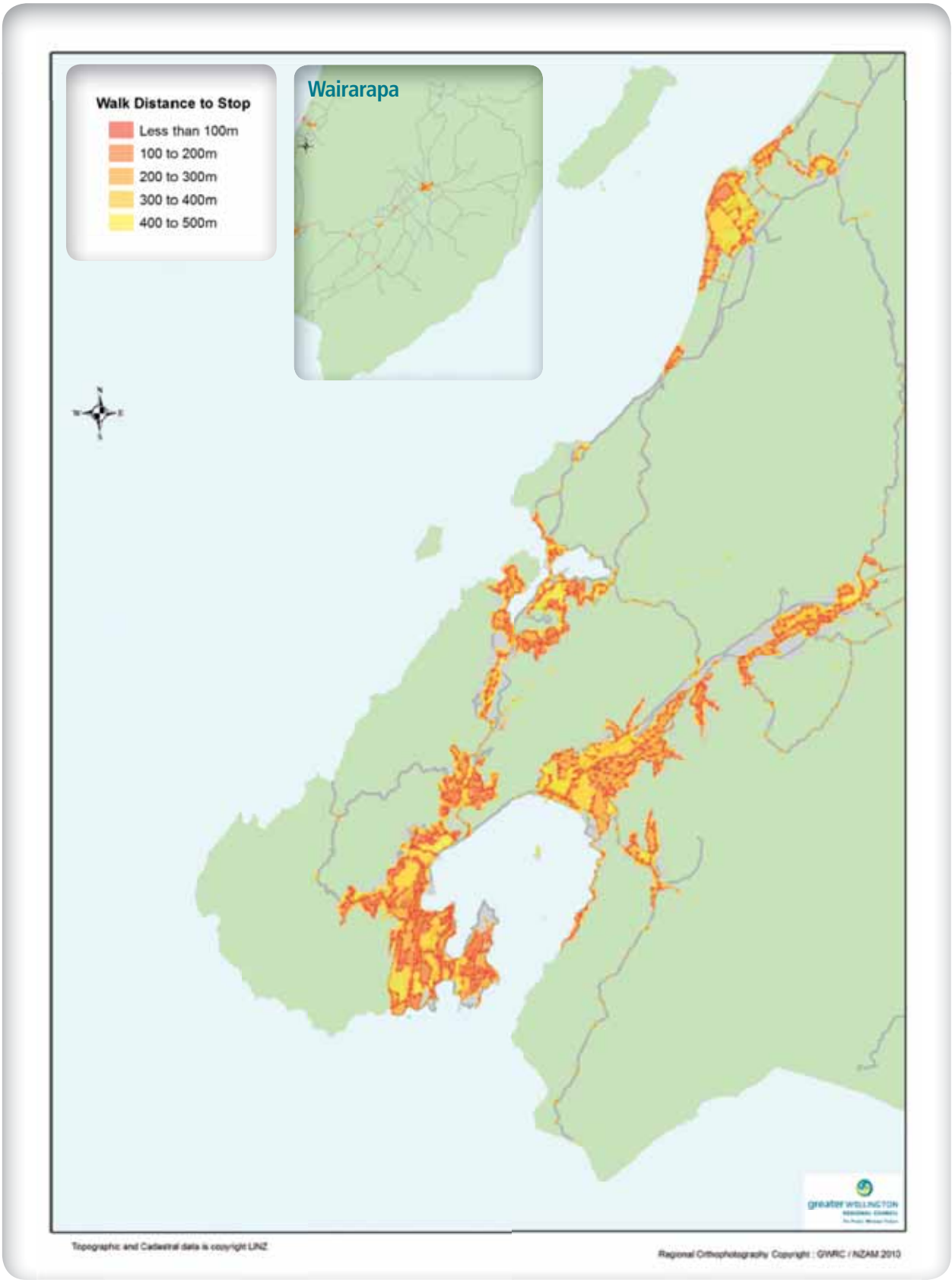


Figure 16 Metlink network coverage - all routes

Future network coverage
(Access to network within a distance of 1 km from core routes)

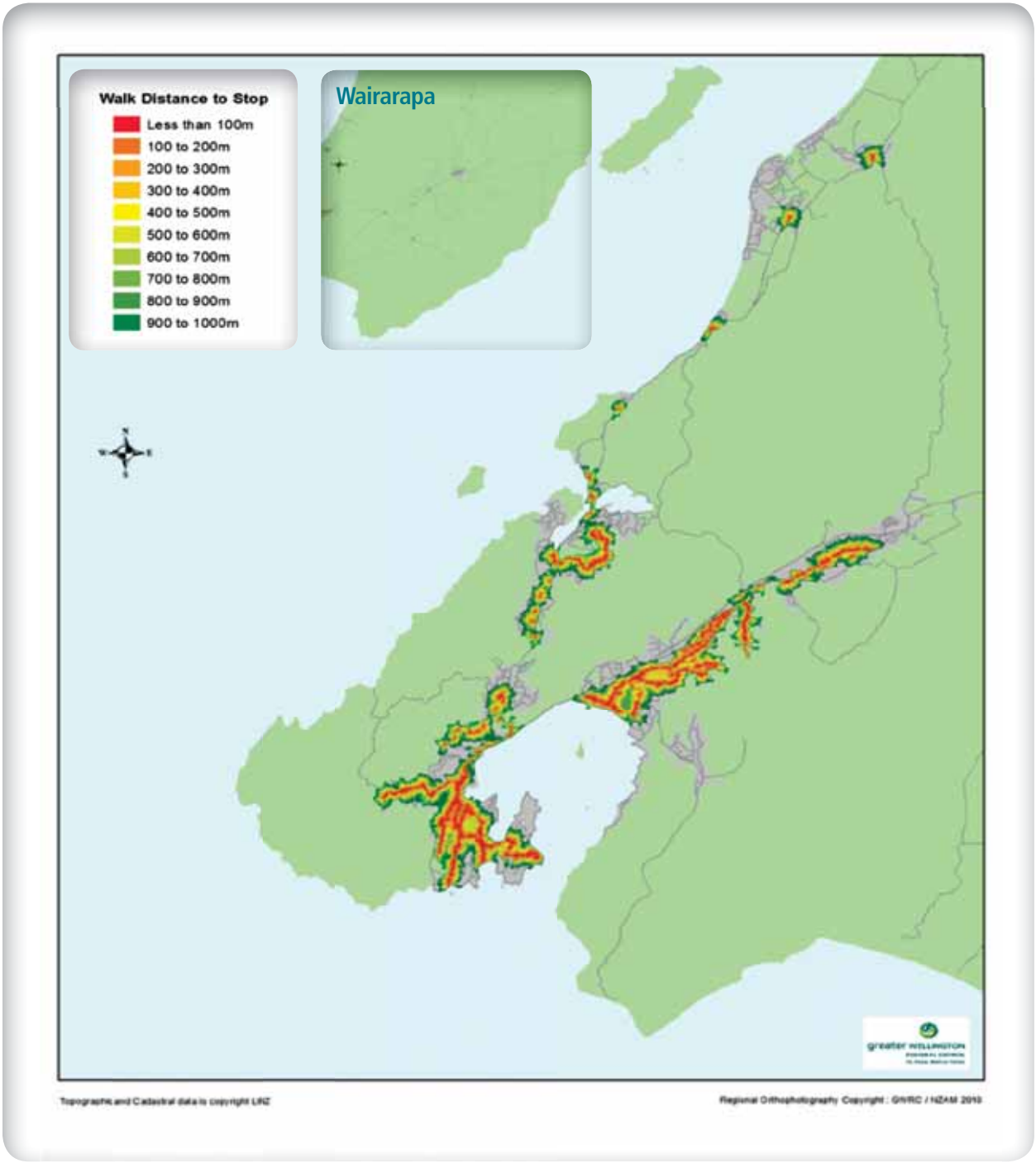


Figure 17 Future Metlink network coverage - core routes

4.4 Wellington Regional Rail Plan 2013-2035

In February 2009 the Regional Transport Committee endorsed the Wellington Regional Rail Plan 2010 – 2035: A Better Rail Experience (the 2010 RRP). The Plan set out a pathway for the long-term development of the region's metro rail network.

The 2010 RRP was developed to maintain and grow rail's position as the key transport mode for long- to medium-distance and high-volume transport services in the subsequent 25 years. It covered the region's four electrified rail corridors – Kapiti, Johnsonville, Hutt Valley and Melling – as well as the train services operating from Masterton.

The Plan recognised and encouraged the increasing popularity of rail as a sustainable transport choice for passengers and freight, a trend that was evident around the world. It also recognised that rail was an essential service underpinning greater Wellington's effective functioning and economic development. It acknowledged that, by providing an attractive and competitive rail service, users would be attracted away from cars and road congestion would reduce – a 'win-win' outcome.

At the time the 2010 RRP was developed, five key issues were identified:

- ***Poor reliability:*** an historical lack of investment in infrastructure and rolling stock had led to frequent breakdowns and delays. Surveys showed that reliability was the number-one issue for Wellington rail users
- ***A lack of capacity across the network:*** trains were crowded due to increasing demand. This discouraged people from using rail and exacerbated congestion on arterial roads, especially State Highways 1 and 2. In 2009 there was a shortfall of more than 1200 seats across the network during the morning peak period
- ***Inadequate service frequency:*** there was not enough network capacity or trains to meet the demand for higher-frequency services in peak periods
- ***An ageing train fleet:*** many trains needed replacement or refurbishment. Creeping obsolescence was contributing to poor service reliability, longer journey times and an uncomfortable travel experience that deterred potential rail passengers
- ***An ageing infrastructure:*** the existing tracks, tunnel sizes, signalling systems, platforms and station access limited service levels and were not designed to support a modern rail service.

To a large extent these issues were addressed by a rail improvement programme initiated by GWRC in 2007 (sometimes referred to as the 'Base Case'). It consisted of:

- 48 new Matangi two-car trains for the suburban network
- 25 carriages for the Wairarapa service
- The refurbishment and phased replacement of Ganz Mavag trains (subsequently updated to the planned replacement of the Ganz Mavag trains with Matangi, which is in progress)
- Double tracking and electrification to Waikanae
- Kaiwharawhara throat upgrade to improve the approach to Wellington Station
- Johnsonville tunnel upgrades
- Station upgrades for the new trains
- Track and signal upgrades.

The 2010 RRP identified the next step as Rail Scenario 1 (RS1), which aimed to deliver a significant increase in the electric rail fleet – increasing peak seat capacity by 53% – and enable a regular and reliable service with at least four trains per hour to Wellington on all electrified lines during the two-hour morning peak. RS1 was endorsed by GWRC, KiwiRail and the Transport Agency, and was ranked highly in the Regional Land Transport Programme by the Regional Transport Committee.

The 2010 RRP also identified longer-term options for developing the rail network according to the outcomes sought:

- *Rail Scenario 2 – Increasing Supply:* a development path that would increase capacity on Wellington's busiest commuter services and provide a regular 10-minute service between Upper Hutt and Wellington during peak time
- *Rail Scenario A – Improving Journey Times (Increasing Demand):* a development path that would introduce faster rail services between Upper Hutt/Waikanae/Johnsonville/Masterton and Wellington in the morning peak period. Journey time was recognised and highlighted in customer surveys as a key driver of modal choice. Infrastructure enhancements would enable trains to travel at higher speeds, significantly reducing journey times for commuters
- *Rail Scenario B – Network Extensions (Increasing Demand):* a development path that would make rail services more accessible to more people by providing more transport connections between the rail network and urban centres such as Otaki, Levin, Palmerston North and Masterton. Rail Scenario B extends the network reach (bringing "the train closer to you"), beginning with minivan or bus shuttle services and leading to rail shuttle services.

2013 review

The 2010 RRP gave us the flexibility to respond to changing external pressures and community needs through regular detailed reviews and updates.

The 2013 revision took into account the significant network improvements made since 2010, the benefits they had delivered, the changing patterns of use and customer and community expectations, and the constraints imposed by the changing economic climate. It confirmed that RS1 should remain the next stage in the development of Wellington's metro rail system, but made changes to how RS1 would be delivered.

For example, the current metro rail system could be made more efficient by redesigning the service patterns and subsequently the use of rolling stock and other resources. Currently, rail patronage peaks in a 15-minute window in the morning peak period, when 30% of the passengers arrive at Wellington Station. This concentration of demand creates challenges because so many resources are necessary just to manage this 'peak-hour factor'.

The solution is to reorganise services to spread the load and match capacity/frequency to peak demand. This will be achieved by:

> A new regularised (clock-face) timetable with an enhanced morning peak-hour service

> A new service pattern based on an inner-metro-style service originating from Porirua, Taita and Johnsonville Stations, and an outer-suburban-style service originating from Waikanae, Upper Hutt and Masterton

> Network hubs at the busiest stations – Waterloo and Porirua – and more metro services starting from these hubs (up to five trains per hour) during the morning peak period. More trains with fewer carriages in the peak period will give people more flexible travel options

> More express trains from stations on the outer network.

Figure 18 and Figure 19 illustrate the changes. The new morning peak-period service will benefit existing rail users with faster, more reliable trips and reduced waiting times, and it is expected to encourage more people to travel by train.

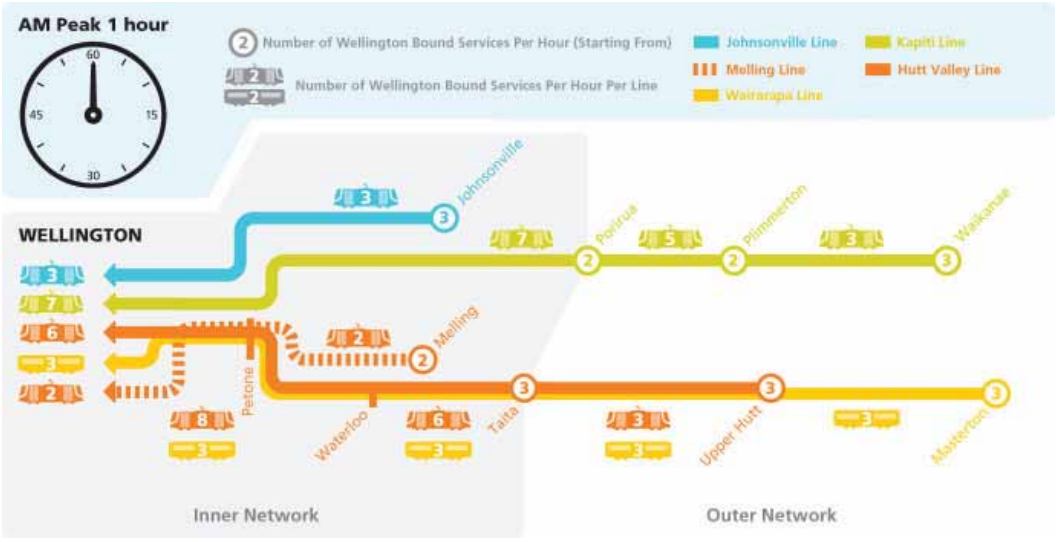


Figure 18 Current rail operational service levels

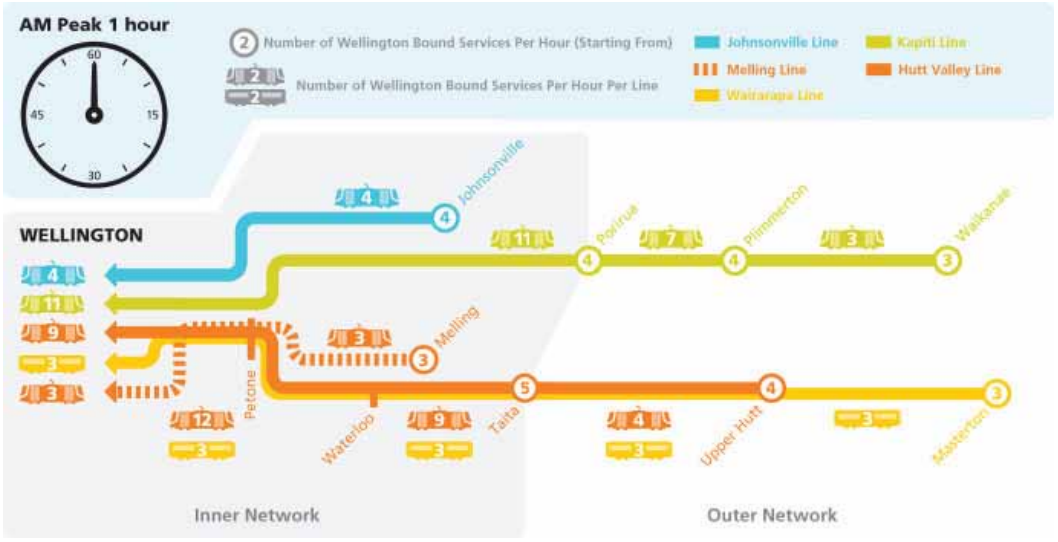


Figure 19 Future (RS1) rail operational service levels

These stopping patterns are expected to be further developed prior to the new service patterns being introduced in 2019/20. This will involve detailed timetable design and modelling, and will take account feedback received during the PT Plan process.

Hutt Valley Line

1 Hour - AM Peak (Wellington Arrivals - 0745hrs to 0845hrs)

Service	Headway (Minutes)	Train Consist (Cars)	Upper Hutt	Wallaceville	Trentham	Heretaunga	Silverstream	Manor Park	Pomare	Taita	Wingate	Naenae	Epuni	Waterloo	Woburn	Ava
Upper Hutt (UH - Ta - Wgn Express)	15	4	4	4	4	4	4	4	4	4						
Taita (Ta - Wgn All Stops)	12	4								5	5	5	5	5	5	5
Melling (Mel - Wgn All Stops)	20	2														

Hutt Valley Line continued

1 Hour - AM Peak (Wellington Arrivals - 0745hrs to 0845hrs)

Service	Melling	Western Hutt	Petone	Ngauranga	Wellington
Upper Hutt (UH - Ta - Wgn Express)					4
Taita (Ta - Wgn All Stops)			5		5
Melling (Mel - Wgn All Stops)	3	3	3	3	3

Kapiti Line

1 Hour - AM Peak (Wellington Arrivals - 0800hrs to 0900hrs)

Service	Headway (Minutes)	Train Consist (Cars)	Waikanae	Parapa-raumu	Paekakariki	Pukerua Bay	Plimmerton	Mana	Paremata	Porirua	Kenepuru	Linden	Tawa	Redwood	Takapu Road	Wellington
Waikanae (Wai - Plim - Wgn Express)	20	6	3	3	3	3	3									3
Plimmerton (Plim - Por - Wgn Express)	15	4					4	4	4	4						4
Porirua (Por - Wgn All Stops)	15	4								4	4	4	4	4	4	4

Johnsonville Line

1 Hour - AM Peak (Wellington Arrivals - 0730hrs to 0830hrs)

Service	Headway (Minutes)	Train Consist (Cars)	Johnsonville	Raroa	Khandallah	Box Hil	Simla Crescent	Awarua Street	Ngaio	Crofton Downs	Wellington
Johnsonville (Jvl - Wgn All Stops)	15	4	4	4	4	4	4	4	4	4	4

Wairarapa Line

1 Hour - AM Peak (Wellington Arrivals - 0728hrs to 0829hrs)

Service	Headway (Minutes)	Train Consist (Cars)	Masterton	Renall Street	Solway	Carterton	Matarawa	Woodside	Featherston	Maymorn	Upper Hutt	Wallaceville	Trentham	Heretaunga	Silverstream	Manor Park
Masterton (Mstn - Wgn)	20-30	6, 8, 6	3	3	3	3	3	3	3	3	3					

Wairarapa Line continued

1 Hour - AM Peak (Wellington Arrivals - 0728hrs to 0829hrs)

Service	Pomare	Taita	Wingate	Naenae	Epuni	Waterloo	Woburn	Ava	Petone	Ngauranga	Wellington
Masterton (Mstn - Wgn)						3			3		3

KEY

- Service Origin / Destination
- Stop Service
- No Stop Service
- No Service

Figure 20 Future RS1 Stopping Patterns

In order to deliver RS1, the major infrastructure projects are:

- Double tracking Trentham to Upper Hutt
- Installing a turnback/passing loop at Porirua
- Installing a turnback facility at Plimmerton
- Signalling and track upgrades through the Tawa basin
- Making safety improvements at level crossings
- Upgrading Upper Hutt Station in 2014/2015
- Providing 'park and ride' facility upgrades on the Kapiti and Hutt Valley Lines.

These projects have an estimated cost of $44 million, and the majority would be required between 2017 and 2019 to enable the new service patterns to begin in 2019/20. The projects will follow a KiwiRail network-wide catch-up renewal programme, covering traction power, signalling, track, structures and platforms, which is being funded by the Government. This eight-year programme is intended to make good a substantial proportion of the previously deferred capital maintenance, bringing the majority of the network up to a condition where it can be maintained at a constant and fit-for-purpose level by routine renewals.

As part of the 2013 review, it was confirmed that:

- Building additional railway stations at Raumati and Lindale (on the Kapiti Line) was no longer recommended; changes in the roading network and patterns of development meant that the costs of the new stations outweighed the benefits. Modelling indicated that most users of a new Raumati station would be existing rail users switching from Paraparaumu Station
- The detailed analysis undertaken for Raumati could serve as a 'viability benchmark' for considering other new stations; to achieve benefits that outweigh costs, the modelled peak-hour patronage needs to be about 300 new passengers
- Network extensions beyond the current Metlink rail operational limits would take the form of non-electrified shuttles or services running to Wellington.

Future plans

Once RS1 is complete, the preferred option is to proceed to Rail Scenario 2 (RS2) (increasing supply) then Rail Scenario A (RSA) (improving journey times), followed by Rail Scenario B (RSB) (network extensions). However, if patronage forecasts show a levelling off in demand, specifically on the outer suburban parts of the network, an alternative option is to proceed directly to RSA after RS1 and implement RS2 and RSB later. These options will be considered in future reviews of the RRP.

Further information

The full rail plan is available on www.gw.govt.nz/regionalrailplan2013

4.5 Fare structure review and integrated ticketing

Improving the fares and ticketing system is the next significant element in the modernisation of Wellington's public transport system. In the period covered by the PT Plan, major changes are proposed for the system that aim to ensure that it is simple and easy to use and provides better value for money for customers.

At present, maximum fare levels for standard cash and multi-trip products are set by GWRC, but public transport operators operate their own fares and ticketing systems and offer their own operator-specific products. This complicates the system, and generally people cannot transfer between vehicles as part of a single journey without needing a new ticket and paying a new fare.

The current fare structure contains more than 250 fare products. Some are used for fewer than 10 trips each day, in comparison with smart cards that are used to pay for over 60% of bus trips and monthly passes that are used to pay for over 40% of all rail trips.

In future people will be able to use just one smart card for all their public transport travel, regardless of the services and modes they need to use for their journeys. In addition, integrated fares will mean a simpler set of fare products with no additional costs (or transfer penalties) for journeys requiring more than one service or mode.

Adopting an integrated fares and ticketing approach involves a three- to five-year business transformation process. The first step in the process is an investigation and the development of a business case, which is underway.

Future fare structure

The future fare structure for the Wellington region will retain the existing 14 zones radiating from Wellington CBD. Fares will be set according to the number of zone boundaries crossed in any one trip. Zones will be closely spaced within Wellington City, with the distance between zone boundaries increasing the farther the zones are from Wellington. Transfers will be free – meaning there will be no additional cost if you transfer from one vehicle to another during your journey.

At present school-aged children receive discounts on the adult fares on all bus and rail services (usually about 50%), and SuperGold card holders are entitled to Government-funded free travel outside peak hours (that is between 9am and 3pm and after 6.30pm on weekdays, and all day on weekends and public holidays). Other concessions exist on some services; however, these are not consistent across the network and many are operator defined. In future, the concessions will be:

- Free travel on all services for children under five years old
- A 50% concession fare on all services for children and young adults aged from five to 18 (or until they leave secondary school if that is later). This would increase young people's eligibility age from 15 to 18
- Continued free travel for all SuperGold card holders outside peak hours (the Government-funded concession).

Other existing concessions could be replaced with an off-peak fare, which would provide a 25% saving on the adult non-cash fare outside peak times. This would:

- Encourage people who do not have to travel at the busiest times to schedule their trips when there is spare capacity on the public transport network
- Provide a more affordable option for customers. For example, beneficiaries may be able to adjust their travel patterns to take advantage of reduced fares, and therefore an off-peak fare could address the need for a concession fare for very-low-income users.

Providing an off-peak fare available to everyone, instead of developing a range of concession fares, avoids our having to choose winners and losers when making decisions about fare concessions. For example, an across-the-board concession for all tertiary students would mean that everyone studying at a tertiary institution – regardless of their economic circumstances – would pay cheaper fares. However, young people on the minimum wage or Jobseeker Support would pay the full fares.

A system that gives discounted fares to those who travel outside peak hours is fairer and more equitable than one that picks winners and losers. These changes would also benefit many tertiary students, with Victoria University reporting that two-thirds of student travel is in off-peak periods.

GWRC is also proposing to:

- Introduce a fare capping regime, where the total fare paid for a specified period of travel is capped at a set amount (which may be a dollar amount or a number of trips). Fares can be capped at a fixed daily, weekly or longer period amount. Fare capping would replace the existing daily and monthly passes
- Introduce a weekend family pass for up to four children under a specified age travelling with a fare-paying adult (valid on Saturdays, Sundays and public holidays only)
- Investigate the introduction of a bulk-purchase product, enabling group purchases at a discounted rate. Further work on pricing and scheme development will be undertaken as part of the integrated fares and ticketing project, with the intention that this product initially be targeted at tertiary students and subsequently offered to other groups
- Investigate including travel by public transport to and from venues in the price of entry tickets to larger events, subject to successful commercial negotiations with event promoters. In Auckland, for example, event promoters directly fund free travel for ticket holders to major events.

Financial impacts of options

The following table outlines the impacts of the fare structure proposals on public transport fare revenue based on high-level modelling. The costs do not reflect the expected financial impacts on GWRC based on the current contractual provisions, as the new fare products will largely not be viable until new operating contracts have been awarded.

Modelled options	Patronage impact	Net revenue impact
Providing free transfers	+2% - 4%	- $3 million
Capped fares	Dependent on level of capping	Dependent on level of capping
25% off-peak discount	+ 4%	- $4.5 million
50% discount for 5-18 year olds	Un-quantified and approximated to 0%	- $0.5 million
Weekend family pass	Unquantified	- $0.5 million
Bulk purchase scheme	Dependent on scheme design	Dependent on scheme design
Total		-$8 million

In general terms, as fare revenue contributes to the costs of providing the services, the reduction in overall fare revenue would need to be made up through other sources like reducing costs and/or increases in public funding.

The following table outlines options that were considered but not adopted as part of the fare structure review:

Modelled options	Patronage impact	Net revenue impact
50% off-peak discount	+ 10%	- $12.0 million
50% concession fare for tertiary students	+ 1%	- $4 million
25% concession fare for tertiary students	+ 0.5%	- $1.5 million
50% concession for adults with disabilities receiving Invalids Benefit (since replaced by the Supported Living Payment)	Un-quantified and approximated to 0%	- $1.5 million

Timeline

Some of the proposed changes, such as family passes and half-price fares for young adults aged 15-18, could be in place in two or three years' time.

Others – such as free transfers between services, bulk purchases of discounted bus or train tickets for tertiary institutions and other organisations, capping fares after a maximum number of journeys and discounted off-peak fares – will take longer to implement because they depend on changes to contracts with public transport operators and the completion of the integrated fares and ticketing project.

Further information

The fare structure review reports are available on the GWRC website, www.gw.govt.nz/fare-structure-review


Train and Bus Timetab
timetables
metlink
Kapiti Train Line

GWRC aims to:

> Grow public transport patronage by continually improving the Metlink network so that public transport services:
  - Go where people want to go, at the times they want to travel
  - Provide competitive journey times
  - Provide value for money
  - Are easy to understand and use
  - Are safe, comfortable, and reliable
  - Provide flexibility, allowing people to change their plans.

> Maintain a public transport network that includes core, local, and targeted services

> Increase the accessibility of public transport by providing information, facilities, and services that are increasingly available to all members of the public.

Growing public transport patronage will assist in achieving the Government goal of reducing reliance on public subsidies to cover the cost of providing public transport services.

In order to achieve these goals, GWRC has developed the following policies and plans.

5.1 An integrated Public Transport Network

An integrated approach to the public transport network – including the planning and provision of services, infrastructure, and information

The future public transport network is based on an integrated approach that will guide planning and the provision of services, infrastructure and information. The proposed network aims to provide a simple, cohesive and consistent route structure where routes meet at logical interchange points, arrival and departure times are coordinated and there are no fare penalties for changing between services. Public transport customers will experience:

> A ***simple*** network with a clear structure that is easy to understand

> A ***connected*** network where it is easy and affordable to transfer between services

> A ***consistent*** network providing a consistent customer experience and an integrated fares and ticketing system.

Policy		Actions
1. An integrated approach to the public transport network – including the planning and provision of services, infrastructure, and information		
1.a	Provide a simple, layered network of public transport services that is easy to understand	> Plan an integrated network using the following layers of services: • ***Core services:*** the urban rail network and frequent bus services, providing high capacity services between centres and along key corridors • ***Local services:*** medium to low frequency services connecting residential areas, town centres, activity centres, and feeding core routes • ***Targeted services:*** to meet demand, including peak only services, school services, night bus services, and community services to provide access where local services are not viable > Ensure that the public transport planning hierarchy is reflected in the Network Operating Framework
1.b	Provide a public transport network that maximises the range of travel options and destinations available	> Provide services, infrastructure, and fares that make it easy and safe to connect between services > Design routes, interchanges and timetables to provide convenient connections between services and facilitate anywhere-to-anywhere travel > Work with local councils to integrated land use and public transport planning so that an increasing proportion of the urban population lives within 500 metres of a stop on a core bus or local service or one kilometre from a rail station
1.c	Provide a consistent customer experience across the public transport network	> Ensure that information covers the complete network > Provide consistent network branding across information, infrastructure, services, and operators > Provide a standard level of customer service across modes and services > Provide consistent fare products across modes and services > Standardise levels of service for infrastructure (including stations, stops, and interchanges) through the asset management process
1.d	Improve the safety of the public transport system for customers, workers, and the general public	> Ensure that safety is considered in the planning and provision of all services and infrastructure > Work with operators and infrastructure providers to ensure that a safe system approach is developed and applied
1.e	Consider environmental and health outcomes when planning the public transport network	> Ensure that environmental and health outcomes are considered in the planning and provision of the public transport network

5.2 Services and infrastructure standards

High-quality, reliable, safe and customer-focused public transport services using modern vehicles and infrastructure

A high-quality public transport system gets passengers quickly to where they want to go, and provides reliable whole-of-journey travel times.

Surveys and research show that the most important consideration for public transport users – and potential users – is reliability; in other words, that a trip leaves on time and arrives at (or very close to) the scheduled time. This is particularly important when trips require connections with other services.

Operational and fleet improvements will reduce journey times and increase service reliability. The increased frequencies, proposed as part of the core bus network, will reduce waiting times and mean that passengers can rely on making convenient connections between services.

When bus services mix with traffic, journey times and reliability are affected. This is where measures that give priority to public transport services, such as bus lanes and traffic signal priority, are important tools. Another tool for speeding up bus journeys is reviewing the spacing between stops. Buses are currently most held up in the Wellington City area, and GWRC will continue to work with Wellington City Council and the Transport Agency to prioritise bus-priority measures on congested sections of core routes.

GWRC is developing detailed guidelines and procedures for bus stop infrastructure in consultation with the region's road controlling authorities. The Transport Agency recently released an interim draft of national guidelines for public transport infrastructure and facilities, which will be taken into consideration as the Wellington guidelines are developed.

All new and used vehicles entering the bus fleet on contracted services in Wellington are required to conform with the Transport Agency's Requirements for Urban Buses – a nationwide set of standards for bus quality and accessibility.

An efficient and effective public transport system also relies on the provision of 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
- Footpaths.

All of these facilities need to provide good access, safety and personal security at all stages of the journeys, particularly for people with disabilities. In addition, public transport elements require clear, consistent branding, with service levels and information to meet customers' needs for an integrated, easy-to-use, customer-focused system. As different agencies have ownership or control of the system's elements, getting a good result for customers requires all parties to communicate and cooperate.

Policy		Actions
2. High-quality, reliable, safe, and customer focused public transport services using modern vehicles and infrastructure		
2.a	Provide realistic, achievable timetables	> Ensure that timetables are realistic based on actual monitored travel times and provide adequate time for connections between services > Work with operators to implement operational practices that allow the monitoring of journey times and modification of timetables as required, to provide customers with reliable services > When carrying out service reviews, develop timetables that enable, where possible, services to depart at regular intervals
2.b	Improve public transport journey times to provide a service that is competitive with car travel, particularly on core routes	> Implement improvements identified in the Wellington Regional Rail Plan to introduce the RS1 service patterns > Implement BRT on the Public Transport Spine > Work with Wellington City Council to provide bus priority measures (bus lanes, traffic signal priority) and rationalise bus stops on core bus routes, based on an analysis of service delays and passenger numbers > Maximise through-routing in the Wellington CBD to minimise bus congestion on the Golden Mile > Include initiatives to reduce boarding times as part of the integrated fares and ticketing project
2.c	Provide reliable, punctual and customer focused services	> Specify consistent standards for reliability and punctuality and incentivise good service performance through operator contracts > Make real-time information available to operators for performance monitoring and fleet management > Work with operators to continually improve reliability, punctuality and customer service > Require regular customer service and disability awareness training for all staff in regular contact with customers > Develop and improve processes for managing planned and unplanned service disruptions to minimise impacts on customers, including processes for communicating with them > Work with KiwiRail (as the track access provider) to improve rail services' reliability, punctuality, frequency and speed > Ensure a seamless transition between operators when change occurs by including consistent service transition and disengagement arrangements in PTOM contracts. See section 5.7 and Appendix 3 for more on these contracts

Policy		Actions
2.d	Ensure that all vehicles and vessels meet vehicle and vessel quality standards	> Require all contracted bus services to comply with the Transport Agency's Requirements for Urban Buses and other relevant standards > Replace the ageing Ganz Mavag trains with Matangi by July 2016 > Specify the required vehicle size for specific bus routes to match geography or demand, as appropriate > Require operators to provide clean and well-maintained vehicles at all times > Investigate standards to ensure that vehicle windows provide good visibility, for example by controlling window tinting and over-window advertising and branding to ensure visibility
2.e	Ensure that all public transport infrastructure and facilities meet quality and safety standards	> Manage assets owned by GWRC and Greater Wellington Rail Limited in accordance with the GWRC Public Transport Asset Management Plan > Encourage and coordinate improvements in the design and capacity of stops, stations and terminals to meet demand > Follow the New Zealand Urban Design Protocol and New Zealand Crime Prevention through Environmental Design guidelines and accessibility standards when developing public transport facilities > Use consistent and clear signage and branding at stops, stations and terminals, and at interchanges and connection points, to facilitate easy transfers between services > Work with local councils to locate and design facilities to provide safe and easy access for all passengers, with particular attention paid to the mobility impaired
2.f	Provide park and ride facilities at appropriate sites	> Maintain existing park and ride and passenger drop-off facilities in accordance with the GWRC Public Transport Asset Management Plan > Provide additional park and ride facilities where there is not enough capacity to meet catchment demand and providing park and ride facilities is the most cost-effective solution. Park and ride capacity may be provided on-street or off-street, and may require land development (for details, see the Park and Ride Capacity Strategy included in the Wellington Regional Rail Plan) > Provide cycle parking (e.g. cycle stands) at selected interchanges and railway stations, and increase cycle parking facilities where current supply is not enough to meet demand

Policy		Actions
2.g	Integrate public transport with walking and cycling	> Ensure that integrated walking, cycling and public transport services are considered when designing and delivering interchanges and other facilities > Work with local councils to provide convenient connections and visible signage between public transport and walking and cycling networks > Require operators to provide for the safe carriage of cycles on appropriate rail and ferry services. A trial of the provision of bike racks on buses is scheduled for 2015/16 > Advocate for and work with local councils and developers to ensure that street networks are designed to accommodate public transport services and are well connected with walking and cycling facilities > Work with stakeholders where possible to provide bus services, bus stops and other appropriate infrastructure in new development areas early on so that new residents and employees have certainty about their availability
2.h	Reduce the production of carbon emissions from the public transport network	> Design an efficient public transport network that minimises route duplication > Continue to provide an electric rail network for urban services > Improve the energy efficiency of public transport service delivery by: > Ensuring that operators provide high-quality, low-emission vehicles that comply with environmental standards • Improving the fuel efficiency of the bus fleet over time • Replacing the Ganz Mavag trains with Matangi • Investigating new technologies to enable regular and real-time monitoring of vehicle performance • Ensuring that vehicles are well maintained

5.3 Fares and ticketing system

A fares and ticketing system that attracts and retains customers

During the period of this plan, major changes are proposed for the Wellington public transport fares and ticketing system. These aim to ensure a simple, easy-to-use system that provides better value for money for customers by, for example, replacing existing monthly and daily passes with a system of fare capping, where customers pay for a maximum number of trips each week across all bus, rail and ferry trips. The proposals for fares have been developed taking into account a range of factors, including the views and needs of the community and the transport disadvantaged, the impact on patronage, and the Government objective to grow the commerciality of public transport services.

The fare structure review outlined in the PT Plan signals a range of changes to the fare structure that would decrease farebox recovery. Once the fare transition plan for the fare structure review has been developed, the farebox recovery policy target will be reviewed and it is expected at that time the farebox recovery target for the public transport network as a whole will be set at 50%, down from the current 55%-60%.

Policy	Actions
3. A fares and ticketing system that attracts and retains customers	
3.a Implement a fares and ticketing system that supports the integration of the public transport network	> Subject to a satisfactory business case, implement an integrated branded fares and ticketing system that covers all public transport operators for rail, bus and ferry services and enables the use of a single smartcard for all public transport services > Through the Wellington integrated fares and ticketing project, implement the following recommendations of the 2013 fare structure review: • Maintain a zonal fare structure • Simplify and standardise fare products across modes and services • Remove transfer penalties, so that a trip between two points has the same fare irrespective of the number of vehicles used • Provide discounts to reward regular users through fare capping, rather than ten-trip and monthly passes • Provide an off-peak discount to spread peak demand and increase access to affordable services, subject to affordability
3.b Simplify the existing fare structure	> Work with operators to develop a fare transition plan for the fares and ticketing system, including: • Prior to the implementation of the new system, reducing the number of fare products, particularly those used infrequently • Removing transfer penalties, so that a trip between two points has the same fare irrespective of the number of vehicles used > Review the fare structure at least once every six years

Policy		Actions
3.c	Provide concession fares for targeted group	> Continue to provide free services for children under five > Provide concessions for children and young people aged 5-18 > Support the Government scheme providing free off-peak travel for SuperGold card holders. The Government has defined off-peak as between 9am and 3pm and after 6.30pm on weekdays, and all day on weekends and public holidays
3.d	Review fare levels annually to achieve farebox recovery[9] targets with a preference for small, regular adjustments rather than large, infrequent ones	> Forecast and review fares and operating costs annually through the Long Term Plan / Annual Plan process to determine the extent of any fare adjustments required to achieve farebox recovery targets > Implement an annual fare adjustment on 1 November
3.e	Ensure that all users pay the correct fares	> Incentivise operators to collect fares > Advocate for legislative change to allow New Zealand Police to delegate enforcement powers for fare evasion > Implement a fare inspection, enforcement, and auditing regime where fare evasion is occurring

5.4 Connection with customers

An effective connection with customers

A customer-focused approach to public transport includes:

> An understanding of, and response to, customer needs

> A proactive approach to dealing with complaints

> Using customer feedback to identify opportunities for improvement

> The provision of training at all levels

> A strong focus on customer service in contracts and supplier relationships.

A consistent brand will help customers to identify the network, making it easy to use and clearly integrating all elements into a single multi-modal system.

GWRC will provide customer information and communications material in order to attract new customers and to encourage existing customers to continue or expand their use of public transport.

[9] Farebox recovery measures fare revenue as a proportion of direct operating costs.

Policy		Actions
4. An effective connection with customers		
4.a	Use customer feedback to continually improve the public transport network	> Provide a range of opportunities for solicited and unsolicited customer feedback, including surveys and focus groups, ensuring processes take into account the needs of the transport disadvantaged > Develop a robust system for recording, reporting and responding to customer feedback, compliments and complaints, providing a 'one-stop shop' approach and ensuring clarity on the respective responsibilities of GWRC and operators
4.b	Provide a consistent brand for the Wellington public transport network	> Develop, implement, and manage the Metlink branding so that it covers all public transport services, information and infrastructure to assist customers to identify and use the public transport network > Provide for the Metlink and operator brands to be co-branded as appropriate
4.c	Develop uniform Conditions of Carriage	> Develop consistent Conditions of Carriage for use by all operators on all modes > Require new operators to adopt standardised Conditions of Carriage
4.d	Market the public transport network to encourage more people to use it more often.	> Work with transport operators, tourism agencies and local councils in developing promotions > Ensure that appropriate marketing resources are put in place to meet the requirements of the public transport network > Prioritise the promotion of public transport to customer segments with the highest potential for increased public transport use > Promote the use of public transport through business and school travel plans
4.e	Provide simple, visible, and intuitive information to customers	> Manage customer information channels to provide consistent and clear information > Provide up-to-date timetable information at stops, stations and terminals, with real-time displays at stations and major stops > Provide way-finding signs at stations, major stops and harbour ferry terminals > Maintain and improve the Metlink public transport information and journey planner website > Provide a call centre that offers public transport information and feedback > Improve the range of information that is produced in formats that are accessible for people with impaired vision or hearing > Improve the provision of information and maps inside public transport vehicles > Continue to use technology to develop and provide public transport network and fare schedule information, including to third-party information suppliers

5.5 Providing for the transport disadvantaged

Providing for the transport disadvantaged: information, facilities and services that are increasingly available to all members of the public

An important focus of the PT Plan is on meeting the needs of those who are least able to travel to basic community activities and services – the transport disadvantaged.

Providing a comprehensive network of public transport services goes some way to meeting these needs. However, it is recognised that some groups have specific needs that may be met more effectively by access to specialised passenger transport services. Subject to continued funding availability, GWRC will continue to support specific services such as the Total Mobility scheme for people with disabilities, fare concession schemes and school bus services.

Policy		Actions
5. Providing for the transport disadvantaged: information, facilities and services that are increasingly available to all members of the public		
5.a	Provide a public transport network that is accessible and safe	> Work with stakeholders to identify and resolve accessibility and safety issues > Specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups who may find it difficult to adapt
5.b	Work towards improved accessibility and standards of vehicles, infrastructure and facilities	> Require operators to ensure that vehicles comply with vehicle quality standards and meet standard accessibility requirements > Work to improve the accessibility of public transport services, including by providing priority seating, low floor access on trains, access to bus stop kerbs and standing pads > Provide a bus fleet that is 100% wheelchair accessible by 2016, excluding school services, to match the existing standard for the rail and ferry fleets > Provide (or work with local councils to provide) ongoing improvements to the accessibility of rail stations > Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual > Provide (or work with local councils to provide) appropriate drop-off and access facilities in parking areas to assist people with limited mobility
5.c	Continue to support the provision of Total Mobility services for people with disabilities and limited mobility and limited access to regular public transport services	> Continue to support the Total Mobility scheme, including contracting all scheme operators to provide adequate and appropriate assistance to mobility-impaired people, provide specialist training to taxi service drivers and install appropriate signage and equipment

Policy		Actions
5.d	Provide safe public transport services for school students	> Where there is enough demand, provide school buses in urban areas to schools not served by the regular bus network or where capacity on the network cannot meet demand. Services generally provide access for children to their nearest or zoned schools
5.e	Provide community transport services	> Provide community transport services, including demand-responsive and shopper services (running two or three times a week to local shops) where regular scheduled local public transport services are not viable > When public transport services are removed, consider providing support to people who are transport disadvantaged and were previously reliant on those services. Support will normally be discounted taxi travel equivalent to the Total Mobility scheme concession for no more than two years. The purpose of the support is to provide affected people with enough time to make alternative travel arrangements

5.6 Monitoring and review

A system of monitoring and review that supports continuous improvement

Policy		Actions
6.	A system of monitoring and review that supports continuous improvement	
6.a	Monitor and continuously improve services	> Work with operators to ensure that they collect enough performance information to improve continually the services they provide to customers > Under PTOM contracts, require operators to provide timely operational information as required, including on: • Reliability and punctuality • Patronage • Passenger kilometres • Farebox revenue • Safety and security • Driver training • Compliance with vehicle quality standards > Improve data management and analysis systems > Publish service performance information > Provide contractual mechanisms to vary and improve standards

Policy		Actions
6.b	Review services to ensure they meet customer needs	> Undertake targeted reviews of services within units (or groups of units) triggered by issues such as changing patronage patterns, low patronage, customer complaints and new opportunities > Review routes and timetables before contracts expire
6.c	Monitor and continuously improve infrastructure	> Monitor and manage assets owned by GWRC and Greater Wellington Rail Limited in accordance with GWRC's Public Transport Asset Management Plan > Continue to consolidate the monitoring and management of public transport infrastructure
6.d	Collect customer feedback	> Collect customer feedback, including through an annual on-board survey

5.7 Procurement approach

A procurement approach that supports the efficient delivery of services and provides value for money

The Government has introduced a new policy and operating framework for the procurement and management of urban bus, rail and ferry services, which is known as the Public Transport Operating Model (PTOM).

PTOM seeks to build commercially based partnering relationships between procuring authorities and public transport operators. It is also designed to provide:

> Opportunities for competitors to access the public transport market

> Incentives to reduce a reliance on subsidies by promoting the increased commerciality of service provision

> A more transparent approach to service planning and procurement.

In future, all public transport services (except exempt services) will be procured through performance-based partnering contracts, replacing the previous mix of contracted and registered commercial services. This will create an environment where goals and objectives are aligned through collaborative planning, joint investment, performance incentives, and shared risks and rewards.

All public transport services described in the PT Plan (other than exempt services) will be required to be provided under contract to GWRC as part of a unit, in order to implement the policies and actions described in this Plan.

Policy		Actions
7. A procurement approach that supports the efficient delivery of services and provides value for money		
7.a	Increase competition in the Wellington public transport market	> Ensure that the PTOM procurement strategy and transition measures take into account the impacts on competition > Investigate the extent to which access to land for bus depots is a barrier to entry to the Wellington market for new operators, and if appropriate develop remedies
7.b	Establish units - groups of services that are integral to the public transport network	> Confirm the proposed allocation of services to units following discussions with incumbent operators to agree which unit contracts will be directly allocated to them as part of the transition to PTOM
7.c	Procure contracts for units using the 'partnering' delivery model	> Comply with the Transport Agency's procurement requirements and GWRC's PTOM procurement strategy
7.d	Phase procurement to achieve an orderly transition from the existing network and contracts to the new network, with limited disruptions for the travelling public	> Develop a detailed transition plan, including: • Any contract variations required to better reflect the new (unit-based) network design • Two or more phases of procurement for units • Timing of the placement of 'like for like' contracts and negotiated contracts > Ensure that the new unit contracts are in place by the dates specified in Table 3, Appendix 3
7.e	Ensure the appropriate allocation of roles, responsibilities and risk between GWRC and operators within the PTOM contract framework	> Implement a performance-based partnering contract > Develop an appropriate financial model incorporating the following concepts: • The contract price will be the total cost of providing the service (as tendered or negotiated) • Fare revenue will be held by GWRC • Revenue will be shared based on a financial incentive mechanism • The payment to the operator will be the contract price as adjusted by the application of a financial incentive mechanism and key performance indicator (KPI) regime > Develop a KPI regime to reflect the Transport Agency's requirements and incentivise contract performance
7.f	Apply a partnering approach to the planning and operation of services	> Develop principles and objectives to guide successful partnering with operators > Include annual business-planning regime in contracts

Grouping services into units

One of the major components of the PTOM model is the allocation of services to operational units. Each unit is made up of a service route or group of service routes operating to a timetable that applies to the entire route or group of routes specified for that unit, and each unit is delivered through a separate operating contract.

The following principles were used in designing the units:

- Appropriate services – taking into account completed service reviews and enabling future reviews to ensure that services meet community needs
- Units should be able to be delivered by operators either as stand-alone operations or as part of a wider suite of services
- Units should have readily identifiable customer markets
- Each unit must comprise a service or group of services that operates on the entire length of one or more routes
- Units should be attractive to a tenderer, and should attract competition from a range of operators
- Opportunities for operators to tender for units in groups to encourage efficiencies and thus value for money have been taken into account in the unit design
- Units must be single-mode specific
- Consideration has been given to network effects and connections between routes.

Based on the principles, the region's public transport network is divided into 17 units which comprise of 15 bus units, 1 rail unit, and 1 harbour ferry unit.

Figure 21 provides a map of the region and a high level view of the location of the units.

Appendix 3 provides more information about the process for establishing the units.

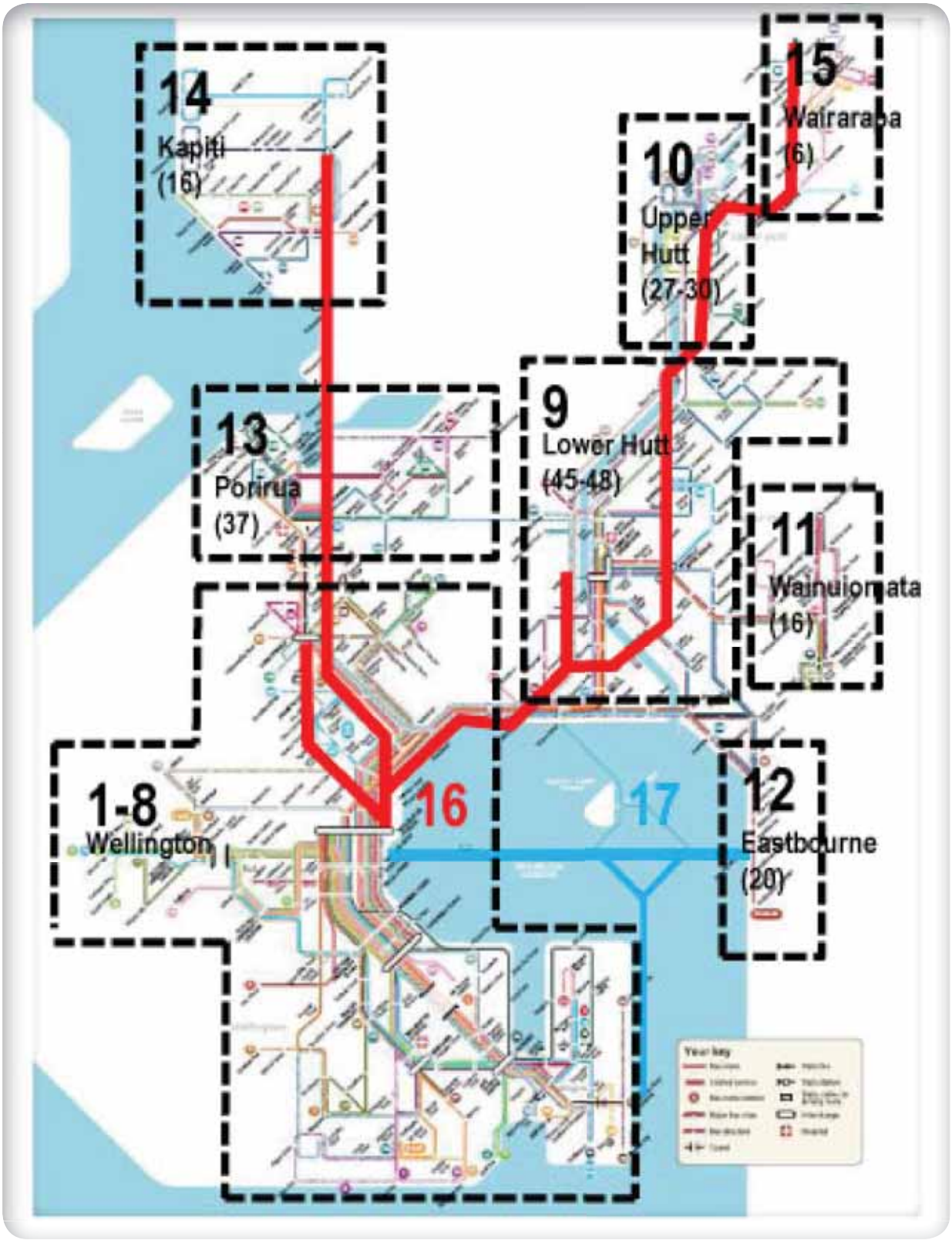


Figure 21 Geographic location of units

Transition and timing

GWRC's arrangements for the transition to the PTOM contracting environment are under development, and detailed procurement timelines have yet to be developed.

The rail and ferry units are expected to start operating in mid-2016. Bus units are expected to start operating in 2017. The indicative dates by which units are expected to start operating are set out in Appendix 3.

The timings are based on the first bus tender round commencing after the rail contract has been awarded, giving the successful rail operator (if it is also a bus operator) the opportunity to compete for bus units as well. Wellington City units (1-8) are to be contracted under PTOM from 1 July 2017 (after the end of the trolley bus contract). At this stage GWRC's approach to the procurement of PTOM unit contracts for buses allows for a transition period of at least 12 months following the award of tendered contracts, to give non-incumbent successful bidders enough time to secure assets and staff.

GWRC will be working with the Transport Agency and public transport operators on the procurement approach and transition plan, including the allocation of 'like for like'[10] units. GWRC will engage further with operators as the plan develops.

A number of PTOM unit contracts, including those for like for like units, will be awarded to incumbent operators of commercial services by direct appointment, following successful negotiation and subject to price benchmarking against tendered contract prices.

More information about the timing and scope of GWRC's PTOM procurement will be published on GWRC's website as the procurement strategy develops and decisions are made.

GWRC may change the PT Plan to reflect the procurement approach and transition plan once finalised. Consultation on any variation will be in accordance with the significance policy in Section 6.

5.8 Sustainable funding

Sustainable funding arrangements that balance user contributions (fares) with public funding

Farebox recovery measures fare revenue as a proportion of direct operating costs.

The Transport Agency requires all regional councils to have policies on farebox recovery that contribute to the objective of achieving no less than a 50% farebox recovery target nationally. This PT Plan maintains the existing farebox recovery target of 55%-60%, which will be revised once a transition plan has been developed to implement the fare structure review.

Proposals such as removing transfer penalties and introducing fare capping and off-peak discounts will reduce the farebox recovery rate, but will provide better value for money to customers and are expected to increase patronage.

Once the fare transition plan for the fare structure review has been developed, the farebox recovery policy target will be reviewed and it is expected at that time the farebox recovery target for the public transport network as a whole will be set at 50%, down from the current 55%-60%.

[10] The allocation of 'like for like' units is a transitional process whereby a 12-year unit contract is allocated to incumbent operators in exchange for the equivalent service kilometres registered as commercial services under the now repealed Public Transport Management Act. The units to be exchanged must be identified and agreed with the holders of the commercial registrations.

Policy		Actions
8. Sustainable funding arrangements that balance user contributions (fares) with public funding		
8.a	Improve value for money from existing public transport funding	> Implement the procurement policies outlined in section 5.7 > Undertake regular reviews of service effectiveness and value for money > Implement the new network structure developed through the Wellington City bus review > Promote and market existing services
8.b	Achieve farebox recovery targets	> Achieve an overall farebox recovery target of 55%-60%, noting that the target is expected to be reduced to 50% as a result of the fare transition plan > Review compliance with farebox recovery targets annually > Increase the public transport network's efficiency and cost effectiveness to reduce operating costs and increase patronage
8.c	Advocate for sustainable funding for the Wellington public transport network	> Advocate for recognition of public transport's economic, social and environmental benefits in the Government Policy Statement on Land Transport and the Transport Agency's planning and investment decisions > Advocate for a clear funding framework for rail network infrastructure that supports rail passenger transport > Support the examination of potential new funding and financing mechanisms for public transport

5.8.1 Availability of Public Transport Funding

Funding constraints make it a challenge to maintain service levels and grow patronage, in line with the RLTS. The current Government Policy Statement on Land Transport Funding provides for only limited annual increases in public transport service expenditure (targeted at new metro rail services in Wellington and Auckland) and reduced available funding for annual public transport infrastructure expenditure.

There is an expectation that delivering services more efficiently and effectively will reduce the reliance on public funding. At the same time, there is continued demand from passengers for increases in the frequency and coverage of services, particularly during off-peak periods. GWRC must balance the costs and benefits of meeting these demands.

GWRC's ability to control costs is limited in the short term by contracts with bus, rail and ferry operators and by our reluctance to reduce services or increase fares as costs increase. Oil price volatility is also a constant pressure on operating budgets.

GWRC projects spending on public transport operations at over $100 million a year. This includes payments made to operators as well as expenditure on planning, maintaining assets, providing customer information, and other activities required to operate the services.

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Operations	$ million	$ million	$ million	$ million	$ million	$ million
Metlink public transport network planning	3.3	3.2	1.8	1.2	1.2	1.3
Rail operations and asset management	42.6	45.8	47.9	51.2	49.6	55.2
Bus and ferry operations and asset management	51.2	50.6	49.8	49.6	46.7	46.6
Metlink customer services and information	3.5	5.1	6.8	8.4	8.4	8.4
Total Mobility	2.7	2.7	2.7	2.8	2.8	2.8
	103.3	**107.4**	**109.0**	**113.2**	**108.7**	**114.3**

Table 2 projected GWRC expenditure on public transport operations

GWRC also spends money on renewing and improving the assets required to operate our public transport services, such as trains, stations, bus stops and interchanges. These assets are generally owned by GWRC. Expenditure fluctuates depending on the programme for the year, expected to be $58 million in 2014/15.

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Assets renewals and improvements	$ million	$ million	$ million	$ million	$ million	$ million
Rail operations and asset management	50.4	107.9	18.2	32.3	33.7	25.4
Bus and ferry operations and asset management	6.4	6.6	4.2	5.2	1.4	1.4
Metlink customer services and information	1.3	10.3	14.5	14.5	10.3	0.3
	58.1	**124.8**	**36.9**	**52.0**	**45.4**	**27.1**

Table 3 projected GWRC expenditure on asset renewals and improvements

In developing proposals to be included in the PT Plan, GWRC takes account of the public transport funding that is likely to be available, considering the forecast fare revenue, the indicative funding allocations in the National Land Transport Programme for public transport services and infrastructure, and the projections in the GWRC Long Term Plan. It is important that proposals are both affordable and provide value for money.

The projects outlined in the PT Plan are included in GWRC's Long Term Plan and the National Land Transport Programme, except where noted below.

The detailed plan for the transition to the new fare structure has not been developed or fully costed; it is expected to be included in the next GWRC Long Term Plan.

Funding for the design and implementation of the BRT spine is expected to be included in the Regional Land Transport Plan 2015, based on the detailed design and planning processes that are just getting underway.

Expenditure on bus lanes and other roading improvements required for public transport is not included in these numbers. These improvements would be included in the plans of the relevant road-controlling authorities.

The majority of infrastructure work will start in 2017/18, the infrastructure works currently costed as part of the implementation of RS1 are:

> $15 million: double track Trentham to Upper Hutt
> $4 million: station works associated with double tracking
> $5 million: turnback/passing loop at Porirua
> $5 million: turnback facility at Plimmerton
> $15 million: level crossing safety improvements
> $5 million: Upper Hutt Station regeneration.

The GWRC Long Term Plan assumes Government contribution to these works through:

> Transport Agency investment
> Direct Crown funding for KiwiRail-owned rail infrastructure.

The operation of the Metlink rail services relies on a right of access to the KiwiRail rail network. During 2013 GWRC and KiwiRail signed an 85-year access agreement giving GWRC:

- Access to the network for the geographic area covered by the Wellington metro rail services
- Defining rights for the number of train services that GWRC may operate on the Wellington network, and the priority given to Metlink rail services in relation to other services that also use the Wellington network. These include KiwiRail's freight service, scheduled long-distance passenger services, and charter and heritage business operators.

The access agreement provides GWRC with the security needed to continue making substantial capital investments in rolling stock and land-based rail assets. It also provides a robust mechanism for reaching agreement with KiwiRail on the long-term planning, development, funding and management of its Wellington metro network assets through a Network Management Plan. Under the access agreement, GWRC pays KiwiRail for operational expenses, asset renewals and performance payments.

Projected GWRC infrastructure expenditure

The following table sets out the projected GWRC public transport infrastructure expenditure over the period 2014-20. It is important to note that public transport infrastructure is also provided by other agencies, particularly the Transport Agency and local councils.

	Indicative capital cost 2014-20	Indicative start date
	$ million	
Projects		
New Matangi trains (the total cost of the new Matangi trains project is $170 million)	151.8	commenced
Integrated fares and ticketing	39.0	2014/15
Rail RS1 package	49.0	2017/18
Real time information system renewal	10.1	2018/19
Trial of bikes on buses	1.0	2015/16
PT services & improvements		
Rail station, carpark, depot & stabling renewals, improvements & capacity	28.2	
Rail rolling stock heavy maintenance and capacity/ capability	38.9	
Bus and ferry shelters & interchanges renewals improvements & capacity	7.7	
Signage improvements	0.7	
Customer service systems renewal and improvements	2.1	
Trolley bus overhead infrastructure	16.0	
Total	**344.5**	

Table 4 Indicative GWRC infrastructure expenditure 2014-20

The PT Plan will be reviewed following the adoption of the first Regional Land Transport Plan in 2015, but this may not result in any requirement for changes.

To meet the legislative requirements, the PT Plan should be reviewed every three years. The reviews themselves do not require consultation or notification, but any variations resulting from the reviews do. GWRC can refer to our significance policy (see below) for guidance on what consultation is needed (if any).

The PT Plan will generally be monitored as part of the monitoring of the Regional Land Transport Plan and the GWRC Long Term Plan.

6.1 Significance policy

The PT Plan can be varied at any time. However, if a variation is found under our significance policy to be 'significant', consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation. Significance is a continuum, from variations of high significance through to variations of low significance. If the significance threshold under this policy is not met, GWRC will undertake targeted consultation on matters affecting specific communities and stakeholders.

GWRC will determine the significance of variations to the PT Plan on a case-by-case basis, taking into account the extent to which the variations:

- Signal a material change to the planned level of investment in the public transport network
- Affect the purpose of the Land Transport Management Act
- Affect residents (variations with moderate impacts on a large number of residents, and those with major impacts on a small number of residents will be more significant than those with minor impacts)
- Affect the integrity of the PT Plan, including its overall affordability.

Consideration will be given to the costs and benefits of any consultative process or procedure and the extent to which consultation has already taken place.

Significant and non-significant matters

Matters that will always be considered 'significant' are:

- Variations that amend the significance policy
- Any increases in fares above those provided for in the farebox recovery policy (appendix 5) and GWRC's Long Term Plan.

Matters that will always be considered 'not significant' are:

- Minor editorial and typographical amendments to the PT Plan
- Minor changes to fare levels in accordance with current policy and funding levels, as set out in GWRC's Long-Term Plan.

Matters that will usually be considered 'not significant' are:

- Those that have recently been consulted on, i.e. the addition, removal or amendment of any matter on which there has already been consultation in accordance with the special consultative procedure

- Minor changes to service descriptions after a service review, e.g. changes to the frequency and hours of a service that result in the same, or a better, level of service
- Changes to the descriptions of services or service groupings as a result of an area-wide service review, as long as there is no significant increase in cost.

Targeted consultation on non-significant variations

If GWRC determines that a proposed variation is not significant, targeted consultation will still be undertaken as follows:

- *Consultation for service reviews:* as service reviews affect only a part of the region, full consultation will generally not be required. Instead, key stakeholders (including the relevant operators, local councils and community boards or committees) will be included in preliminary consultation as the sector plan is developed. Targeted public consultation may follow once options have been identified
- *Consultation for minor changes in the delivery of public transport services:* minor changes in service delivery that are required to improve efficiency, such as the addition or deletion of trips and minor route changes, have only local impacts. In these cases, consultation will generally be undertaken at a low level with the operators involved, and may also include the relevant local councils and passengers who use the services
- *Changes in procurement policies and PTOM transition plans:* GWRC's arrangements for the transition to the PTOM contracting environment are under development; however, the policies and timelines will generally only affect public transport operators. In these instances targeted consultation with incumbent and potential public transport operators will be undertaken
- *Other non-significant variations:* GWRC will work through any proposals for changes that affect only a sector of the community or the industry (such as a change in Total Mobility provision or a change to specific vehicle quality standards) with those most likely to be affected, as well as other relevant stakeholders.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Abbreviations and acronyms

Term	Description
Accessibility	The ability to reach a destination by a transport mode. Another meaning used more narrowly in relation to public transport is "the ease with which all categories of passenger can use public transport" (as defined by the Human Rights Commission in The Accessible Journey 2005).
Bus Rapid Transit (BRT)	A network of corridors with priority measures (including dedicated lanes and signal priority) used by high-quality, high-capacity buses.
Farebox recovery rate	The proportion of the cost of operating a public transport service that is covered by public transport fares paid by passengers.
GWRC	Greater Wellington Regional Council.
LTMA	Land Transport Management Act 2003.
Metlink	The greater Wellington public transport network.
Off-peak period	All time periods other than peak periods.
Peak period	Generally refers to the time periods between 7am and 9am and 4pm and 6pm, Monday to Friday.
PT Plan	The Wellington Regional Public Transport Plan 2014.
PTOM	The Public Transport Operating Model developed by the Government and the Transport Agency.
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.
RLTS	Regional Land Transport Strategy. Provides the strategic direction for land transport in the region. The PT Plan must give effect to the public transport service components of the RLTS. The RLTS is prepared by GWRC and must identify an appropriate role for each land transport mode, including public transport.
Route	Public transport route, a grouping of related public transport services.
Service review	A review of public transport routes and services within an area or a review of any other grouping of services.
Transport Agency	The New Zealand Transport Agency.
Total Mobility scheme	Provides subsidised taxi fares for people with disabilities who cannot use public transport services.
Transport disadvantaged	People whom GWRC believes are least able to get to basic community activities and services (for example, work, education, health care, welfare and food shopping).
Unit	A grouping of related routes operating within a certain geographic area or along a shared corridor.
Vehicle	A public transport service vehicle, including bus, train, ferry and cable car.


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Appendices

Appendix 1: Services integral to the Wellington public transport network

This appendix presents details of the current and proposed future services that are integral to the Metlink network. It includes descriptions of the units' routes, frequencies and hours of operation.

Bus services are shown in the following categories:

> Scheduled services (by area: Wellington City, Hutt Valley, Porirua, Kapiti, Wairarapa)

> After-midnight services

> School bus services.

The intervals between services are indicative – while timetables are moving towards more regular frequencies, existing intervals are variable. Services are more frequent at some points during the day if there is sufficient demand.

The hours of service are rounded to the nearest half hour and indicate the approximate times when the first and last trips start.

The allocation of specific routes to units is indicative at this stage; some adjustments to the units may occur as a result of specific discussions with incumbent operators to agree which unit contracts will be directly allocated to them as part of the transition to PTOM. Adjustments to the unit configuration will be made publicly available once finalised and will be reflected in future variations to the PT Plan. Consultation on any variation will be in accordance with the significance policy at section 6.

Current Wellington City scheduled bus service network

Route Number	Route Description	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
		Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
1	Island Bay to Wellington Station	10	12	5-10	30	6:00 am - 12:00 midnight	15	30	6:30 am - 12:00 midnight	15	30	7:00 am - 11:30 pm
2	Miramar to Wellington Station	10	15	10	30	6:00 am - 12:00 midnight	15	30	6:30 am - 12:00 midnight	20	60	7.30 am - 11:00 pm
3	Karori to Lyall Bay (via Wellington) Peak only express services operate from South Karori and Karori West- 3s and 3w	10	10	10	30	6:00 am - 12:00 midnight	15	20	6:00 am - 11:30 pm	15	30/60	6.30 am - 11.30 pm

Route Number	Route Description	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
		Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
4	Island Bay to Molesworth Street (peak only)	10	-	15	-	7:00 am - 8:30 am 4:00 pm - 6.30 pm	-	-	-	-	-	-
5	Hataitai to Wellington Station	10	-	20	-	6:30 am - 9:00 am 3:30 pm - 6.30 pm	-	-	-	-	-	-
6	Lyall Bay to Molesworth Street (peak only)	4 trips	-	9 trips	-	7:30 am - 8:30 am 4:00 pm - 6:00 pm	-	-	-	-	-	-
7	Kingston to Wellington Station	20	20	10	30	6:30 am - 11:30 pm	20	60	7:00 am – 11:30 pm	30	60	8:00 am - 11:00 pm
8	Kowhai Park to Wellington Station	15	60	15	-	6:30 am - 8:30 pm	-	-	-	-	-	-
9	Aro Street to Wellington Station	20	30	20	-	6:30 am - 6:30 pm	-	-	-	-	-	-
10	Newtown to Wellington Station	20	30	20	-	6.30 am - 6:00 pm	-	-	-	-	-	
11	Seatoun Park to Wellington Station	10	15	15	30	6:00 am - 12:00 midnight	15	30	6:30 am - 11:30 pm	30	60	8:00 am - 11:00 pm
13	Mairangi to Courtenay Place	20	-	15 [11]	-	7:00 am - 8:30 am 5:00 pm - 5:30 pm	-	-	-	-	-	-
14	Wilton to Kilbirnie (some trips extend to Rongotai)	15	30	15	30	6:30 am - 11:30 pm	30	30	7:00 am - 11:30 pm	30	30	7:00 am - 10:30 pm
17	Karori Park to Wellington Station via Kelburn Parade (Victoria University)	20	25	10	-	7:00 am - 6:30 pm	-	-	-	-	-	-
18	Miramar to Karori Park (Campus Connection)	10	30	20	-	7:00 am - 7:00 pm	-	-	-	-	-	-

[11] 3 trips

Route Number	Route Description	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
		Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
20	Mt Victoria to Highbury via Wellington	30	60	30	-	7:00 am - 6:00 pm	-	-	-	-	-	-
21	Wrights Hill to Vogeltown via Wellington	20	60	30	-	7:00 am - 7:00 pm	-	-	-	-	-	-
22	Mairangi to Southgate via Wellington	20	60	15	-	6:30 am - 7:00 pm	-	-	-	-	-	-
23	Mairangi to Houghton Bay via Wellington	60	60	60	60	6:00 am - 11:00 pm	60	60	7:00 am - 11:00 pm	60	60	8:00 am - 9:00 pm
24	Miramar Heights to Wellington Station	15	60	15	-	6:00 am - 7:30 pm	-	-	-	-	-	-
25	Strathmore Park to Molesworth Street via Hataitai	20	-	-	-	6:30 am - 8:00 am	-	-	-	-	-	-
28	Beacon Hill Shuttle	15	-	20	-	7:00 am - 8:30 am 3:30 pm - 6:30 pm	-	-	-	-	-	-
29	Southern Shopper (Newtown to Island Bay)	3 trips	10 trips	2 trips	-	9:00 am - 6:00 pm	-	-	-	-	-	-
30	Scorching Bay/Moa Point to Wellington Station	15	-	15	-	6:30 am - 9:30 am 4:00 pm - 6:30 pm	-	-	-	-	-	-
31	Miramar North to Wellington Station	10	-	10	-	6:30 am - 9:00 am 2:30 pm - 7:00 pm	-	-	-	-	-	-
32	Houghton Bay to Wellington Station	20	-	20	-	6:30 am - 8:30 am 4:30 pm - 5:30 pm	-	-	-	-	-	-
43	Khandallah to Strathmore Park via Wellington	30	60	60	60	6:00 am - 11:00 pm	60	60	7:30 am - 11:00 pm	60	60	8:00 am - 10:00 pm
44	Khandallah to Strathmore Park via Wellington [12]	10	30	30	-	6:30 am - 7:00 pm	60	-	6:30 am - 7:30 pm	60	60	8:30 am - 11:00 pm

[12] Direction of loop around Khandallah differs from Route 43

Route Number	Route Description	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
		Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
45	Khandallah via Ngaio to Wellington (Brandon Street)	20	-	20	-	6:30 am - 9:00 am 4:00 pm - 6:30 pm	-	-	-	-	-	-
46	Broadmeadows to Courtenay Place	20	-	20	-	7:00 am - 8:00 am 4:00 pm - 6:00 pm	-	-	-	-	-	-
47	Johnsonville to Newtown via Kelburn, Victoria University, Massey University [13]	4 trips	60	2 trips	-	7:30 am - 6:00 pm	-	-	-	-	-	-
50	Broadmeadows Shopper	-	60	-	-	9:00 am - 4:00 pm	-	-	-	-	-	-
52	Johnsonville, Newlands to Courtenay Place	-	30	-	30 - 60	6:00 am - 11:00 am	60	60	6:30 am - 11:30 pm	60	60	8:30 am - 9:30 pm
53	Johnsonville West to Courtenay Place	30	60	20	-	6:30 am - 6:00 pm	60	-	9:00 am - 7:00 pm	-	-	-
54	Churton Park to Courtenay Place	10	30	15	30 - 60	5:30 am - 11:00 pm	30	60	7:30 am - 11:00 pm	60	60	8:30 am - 9:30 pm
55	Grenada Village, Johnsonville to Courtenay Place	15	60	20	-	6:30 am - 8:00 pm	60	-	7:30 am - 7:30 pm	60	-	9:00 am - 8:00 pm
56	Johnsonville, Newlands to Courtenay Place	15	-	15	-	7:00 am - 8:30 am 4:30 pm - 6:00 pm	-	-	-	-	-	-
57	Woodridge to Courtenay Place	20	-	15	-	6:30 am - 9:00 am 4:30 pm - 6:00 pm	-	-	-	-	-	-
58	Baylands, Newlands to Courtenay Place	15	-	15	-	6:30 am - 8:30 am 4:00 pm - 6:00 pm	-	-	-	-	-	-

[13] Operates only during Victoria University trimesters 1 & 2

Future Wellington City scheduled bus service network

Notes:

1. Route numbers provided in this table are intended as guides to identification only: no decisions have been made about future route numbers / names.
2. The future network will not reduce service levels where the existing services are well-patronised and cost-efficient. At some points, services may be more frequent than shown, depending on demand.

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
	Unit 1: North - South Spine											
A	**Churton Park/Grenada Village/Johnsonville West – Johnsonville – Wellington – Newtown – Island Bay** (current 1, 4, 32, 53, 54 and 55) Proposed new cross town 'Spine Route' with branches to Churton Park, Grenada Village and Johnsonville West combining to form a high frequency trunk between Johnsonville and Island Bay. Weekday daytime bus frequency for Island Bay to Johnsonville increases to a bus every 10 minutes.	Core	5-10 trunk 15-20 branches	10 trunk 30 branches	5-10 trunk 15-20 branches	20-30 trunk 60-120 branches	6:00 am - 12:00 midnight	15 trunk 30-60 branches	20-30 trunk 60-120 branches	15 trunk 30-60 branches	20-30 trunk 60-120 branches	Saturday 6:30 am - 12:00 midnight Sunday 7:00 am - 11:30 pm
A1	**Houghton Bay – Island Bay – Wellington Station (Express)** (current 4 and 32) Peak-time express commuter bus route combining function of current routes 4 and 32 between Houghton Bay and Wellington Station (for route 4 Owhiro Bay see route H).	Targeted	5-20	-	10-20	-	7:00 am - 9:00 am 4:00 pm - 6:30 pm	-	-	-	-	-

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
B	**Houghton Bay – Newtown** (current 23) New link route serving Houghton Bay with timed connections for travel to/from Wellington Central. See route B1 for additional direct commuter trips to/from Wellington Central.	Local	15	30	15	60	6:00 am - 11:00 pm	30	60	60	60	Saturday 7:00 am - 11:00 pm Sunday 8:00 am - 9:00 pm
B1	**Houghton Bay – Newtown – Wellington Station** (current 10, 23) Peak time continuation of route B to/from Wellington Station. See route B for all-day bus service.	Targeted	30	-	30	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
	Unit 2: East - West Spine											
C	**Karori – Wellington – Hataitai – Kilbirnie – Miramar – Seatoun** (current 2, 3, 11) Proposed new cross town 'Spine Route' combining sections of current routes 2, 3 and 11 to form a high frequency east-west spine. Frequency increases to every 10 minutes during daytime through Hataitai, Miramar and Seatoun and remains unchanged at Karori end of route.	Core	5-10	10	5-10	30	6:00 am - 12:00 midnight	15	30	15	30	Saturday 6:30 am - 12:00 midnight Sunday 7:00 am - 11:30 pm
C1	**Scorching Bay – Seatoun – Wellington Station (Express)** (current 30) Bus route modified to run along Broadway (not Devonshire road).	Targeted	20-30	-	20-30	-	6:30 am - 9:00 am 4:00 pm - 6.30 pm	-	-	-	-	-

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
C2	**Moa Point – Seatoun – Wellington Station (Express)** (current 30) Bus route modified to run along Broadway (not Devonshire road).	Targeted	20-30	-	20-30	-	7:00 am - 9:30 am 4:30 pm - 6:00 pm	-	-	-	-	-
C3	**South Karori – Wellington** (current 3s) Bus routing unchanged and trip start times unchanged.	Targeted	20-30	-	20-30	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
C4	**Karori West – Wellington** (current 3w) Bus routing unchanged – daytime trips between Karori Mall and Karori West discontinued due to low usage (fewer than two passengers per trip).	Targeted	20-30	-	20-30	-	7:00 am - 9:00 am 3:30 pm - 6:00 pm	-	-	-	-	-
C5	**Beacon Hill Shuttle** (current 28) Bus routing unchanged – times may be adjusted to ensure connections with routes C1 and C2 to/from Wellington Station.	Targeted	15	-	20	-	7:00 am - 8:30 am 3:30 pm - 6:30 pm	-	-	-	-	-
D	**Miramar terminus – Miramar** (current 2, 18) Proposed new link route connecting Miramar terminus with Miramar Town Centre at off peak times complimented by route D1at peak times for commuter travel to and from Wellington Station. Route will provide connection with every second route C bus from Wellington during daytime and all buses during evening times.	Local	10-20	10-20	10-20	30	6:00 am - 11:00 pm	15- 30	30	15- 30	30	Saturday 6:30 am - 11:00 pm 7:30 am - 10:00 pm
D1	**Miramar North – Miramar – Wellington Station (Express)** (current 31) Bus routing unchanged.	Targeted	10-20	-	10-20	-	6:30 am - 9:00 am 2:30 pm - 7:00 pm	-	-	-	-	-

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
Q	**Strathmore Park – Miramar – Kilbirnie** (current 43, 44) Link route providing service between Strathmore Park and Kilbirnie connecting with route C at Kilbirnie. Route modified to travel via Strathmore Park Community Centre. At peak times selected trips continue to/from Wellington Station (see route Q1).	Local	15-30	30	15-30	60	6:00 am - 10:00 pm	30	60	60	60	Saturday 7:00 am - 10:00 pm Sunday 8:00 am - 9:00 pm
Q1	**Strathmore Park – Miramar – Kilbirnie – Hataitai – Wellington** (current 25) Peak time commuter service to/from Wellington complementing line Q.	Targeted	3 trips	-	3 trips	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
	Unit 3: University											
L	**Karori – Kelburn – Te Aro – Mt Victoria** (current 20 & 21) New route that provides link between Karori, Kelburn and Te Aro with connections at Karori Tunnel and Courtenay Place for travel to Victoria University Kelburn Campus. Additional buses to operate during term time between Courtenay Place and Kelburn to ensure convenient frequent connections.	Local	15-20	30	15-20	60	6:00 am - 10:00 pm	30	60	60	60	Saturday 7:00 am - 10:00 pm Sunday 8:00 am - 9:00 pm
M	**Johnsonville – Crofton Downs – Northland – Kelburn – Wellington Station** (current 17, 22, 23, 47) New route that provides link between Northland, Kelburn and Wellington Station, complemented at peak times by route M1 to Brandon Street via Glenmore Steet. Additional buses to operate during term time between Wellington Station and Kelburn to ensure convenient frequent connections.	Local	15-20	30	15-20	60	6:00 am - 11:00 pm	30	60	60	60	Saturday 7:00 am - 11:00 pm Sunday 8:00 am - 9:00 pm

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
M1	**Mairangi – Glenmore Street – Brandon Street** (current 13) Modified route 13 to Brandon Street via Glenmore Street to improve reliability and reduce Golden Mile congestion.	Targeted	15-20	-	15-20	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
	Unit 4: Khandallah and Aro Valley											
K	**Highbury – Aro Valley – Wellington – Ngaio – Khandallah** (current 9, 20, 43, 44) New combined bus route pairing Highbury and Aro Valley with Khandallah. Provides later trips and weekend buses to Aro Valley and Highbury to match with Khandallah.	Local	10-20	30	10-20	60	6:00 am - 11:00 pm	30	60	60	60	Saturday 7:00 am - 11:00 pm Sunday 8:00 am - 9:00 pm
K1	**Ngaio – Brandon Street** (current 45) Bus routing unchanged (except for a single am trip to Courtenay Place standardised to Brandon Street as all other trips).	Targeted	20	-	20	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
K2	**Johnsonville – Broadmeadows – Brandon Street** (current 46) Bus route extended to serve Johnsonville. Provides new morning and afternoon access between Broadmeadows and Johnsonville.	Targeted	15-20	-	15-20	-	7:00 am - 9:00 am 3:00 pm - 6:00 pm	-	-	-	-	-
	Unit 5: Central											
0	**Wilton – Wellington – Roseneath – Hataitai** (current 5, 14) Bus route modified to terminate at Hataitai. Minor changes to bus times. Sunday evening bus frequency reduces to hourly.	Local	10-15	30	10-15	30	6:30 am - 11:30 pm	30	30	30	60	Saturday 7:00 am - 11:30 pm Sunday 7:30 am - 10:30 pm

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
	Unit 6: Taranaki											
F	**Lyall Bay/Rongotai – Kilbirnie – Newtown – Wellington Station** (current 3, 10, 11 & 14) Proposed high frequency bus route linking Wellington Station to Massey University, John Street (Te Whaea), Wellington Hospital, Newtown and Kilbirnie, with branches to Lyall Bay and the airport retail area.	Core	5-10 trunk 10-20 branches	10 trunk 20 branches	5-10 trunk 10-20 branches	30 Trunk 60 branches	6:00 am - 12:00 midnight	15 trunk 30 branches	30 trunk 60 branches	15 trunk 30 branches	30 trunk 60 branches	Saturday 6:30 am - 12:00 midnight Sunday 7:00 am - 11:30 pm
F1	**Lyall Bay – Hataitai – Wellington Station** (current 6) Peak-time only direct commuter service.	Targeted	20-30	-	20-30	-	7:30 am - 8:30 am 4:00 pm - 6:00 pm	-	-	-	-	-
	Unit 7: Brooklyn and Owhiro Bay											
H	**Newtown – Southgate – Owhiro Bay – Brooklyn** (current 4, 22, 23 29) New link route serving Owhiro Bay, Happy Valley and Southgate. Provides access to Brooklyn, Newtown and Island Bay Shops with timed connections for travel to/from Wellington Station. See routes H1 and H2 for commuter trips to and from Wellington Station at peak times.	Local	15-30	30	15-30	60	6:00 am - 11:00 pm	30	60	60	60	Saturday 7:00 am - 11:00 pm Sunday 7:00 am - 9:00 pm
H1	**Owhiro Bay – Brooklyn – Wellington Station** (current 4) Peak-time commuter service for Owhiro Bay to/from Wellington Station. See route H for all-day service.	Targeted	3 trips	-	3 trips	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-

Route	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
H2	**Southgate – Newtown – Wellington Station** (current 22) Peak-time commuter service for Southgate to/from Wellington Station. See route H for all day service.	Targeted	3 trips	-	3 trips	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-
I	**Wellington Station – Brooklyn – Kingston – Vogeltown – John Street (Te Whaea)** (current 7, 21) Routing unchanged to Kingston with alternate trips proposed to extend to Vogeltown and John Street (Te Whaea) for access to Newtown. Weekday and Saturday daytime frequency to Kingston increases to a bus every 15 minutes.	Core	5-10 Kingston 10-20 Vogeltown	15 Kingston 30 Vogeltown	5-10 Kingston 10-20 Vogeltown	30 Kingston 60 Vogeltown	6:00 am - 12:00 midnight	15 Kingston 30 Vogeltown	30 Kingston 60 Vogeltown	30 Kingston 30 Vogeltown	60 Kingston 60 Vogeltown	Saturday 7:00 am - 12:00 midnight Sunday 7:00 am - 11:00 pm
J	**Kowhai Park – Brooklyn** (current 8) Routing modified to run more frequently during the day (every 30 minutes up from hourly) and hub at Brooklyn Library for connection to Wellington Station. Later evening and weekend bus trips added. Commuter route J1 proposed to continue to/from Wellington Station at peak times.	Local	15	30	15	60	6:30 am - 10:00 pm	30	60	60	60	Saturday 7:00 am - 10:00 pm Sunday 8:00 am - 9:00 pm
J1	**Kowhai Park – Brooklyn – Wellington Station** (current 8) Peak time continuation of route J to/from Wellington Station. See route J for all-day service.	Targeted	15-30	-	15-30	-	7:00 am - 9:00 am 4:00 pm - 6:00 pm	-	-	-	-	-

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
	Unit 8: Newlands and Evans Bay											
G	Johnsonville – Woodridge – Newlands – Wellington – Evans Bay – Kilbirnie – Maupuia – Miramar (current 24, 52) Proposed new Newlands and Evans Bay through route. Combines existing Newlands and Miramar Heights routes to reduce Golden Mile duplication. Routing unchanged at each end. Potential future growth route to accommodate future growth expected north of Newlands at Lincolnshire Farms and possible new development of the former prison site at Mt Crawford. At peak times service to/from Newlands provided by routes G1, G2 and G3.	Local	5-10 Newlands 20-30 Evans Bay	30 Newlands 60 Evans Bay	5-10 Newlands 20-30 Evans Bay	30-60 Newlands 60 Evans Bay	6:30 am - 11:30 pm	30 Newlands 60 Evans Bay	60 Newlands 60 Evans Bay	60 Newlands 60 Evans Bay	60 Newlands 60 Evans Bay	Saturday 6:30 am - 11:30 pm Sunday 8:00 am - 10:30 pm
G1	Johnsonville – Newlands – Courtenay Place (current 56) Bus routing and times unchanged	Targeted	15-30	-	15-30	-	7:00 am - 8.30 am 4:30 pm - 6:00 pm	-	-	-	-	-
G2	Woodridge – Newlands – Courtenay Place (current 57) Bus routing and times unchanged	Targeted	15-30	-	15-30	-	6:30 am - 9:00 am 4:30 pm - 6:00 pm	-	-	-	-	-
G3	Baylands – Newlands – Courtenay Place (current 58) Bus routing and times unchanged	Targeted	15-30	-	15-30	-	6:30 am - 8.30 am 4:30 pm - 6:00 pm	-	-	-	-	-

	Route Description	Service Type	Weekday Interval between services (mins)				Weekday Hours of Operation (approximate)	Saturday Interval between services (mins)		Sunday Interval between services (mins)		Weekend Hours of Operation (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	Daytime	Evening	
	Airport											
E	**Airport Flyer (Wellington Station to Wellington Airport)** (current 91) This is part of an exempt route currently provided commercially by NZ Bus who may vary service with 15 days' notice to GWRC. In the event that NZ Bus ceases operating the existing service, a service from Wellington Station to Wellington Airport would be provided under contract to GWRC.	Exempt	10-20	20	10-20	20	5:30 am - 9:30 pm	20	20	20	20	6:00 am - 9:00 pm

Areas outside the Wellington City bus review: current and future scheduled bus service network

Route Number	Route Description	Service type	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
	Unit 9: Lower Hutt												
120	Stokes Valley to Lower Hutt	Core	15	15	15	60	6:00 am - 10:30 pm	30	60	6:00 am - 11:30 pm	30	60	8:00 am - 9:30 pm
121	Stokes Valley Heights to Seaview via Lower Hutt	Local	40	60	40	-	6:00 am - 6:30 pm	-	-	-	-	-	-
130	Naenae to Petone via Lower Hutt and Waterloo Station	Core	15	15	15	30-60	6:00 am - 10:00 pm	15	30	6:00 am - 10:00 pm	30	30	7:00 am - 10:00 pm
145	Belmont to Lower Hutt CBD via Melling Station	Targeted	30	-	20	-	6:00 am - 9:00 am 3:30 pm - 6:30 pm	-	-	-	-	-	-
150	Western Hills (Kelson) to Petone via Lower Hutt	Local	20	30	30	2 trips	6:00 am - 8:30 pm	30	-	7:00 am - 7:30 pm	60	-	8:00 am - 6:30 pm
154	Korokoro – Petone – Alicetown – Lower Hutt	Targeted	60	4 trips	60	-	8:30 am - 6:00 pm	-	-	-	-	-	-
	Unit 10: Upper Hutt												
110	Upper Hutt to Petone[14]	Core	15	15	15	30-60	5:30 am – 10:00 pm	15	30/60	5:30 am - 11:00 pm	30	30	6:30 am - 8:00 pm
111	Totara Park to Upper Hutt Station	Local	20	60	20	-	6:30 am – 7:00 pm	60	-	6:30 am - 7:00 pm	-	-	-
112	Te Marua to Upper Hutt Station	Local	20	60	30	-	6:00 am – 7:00 pm	60	-	7:30 am - 7:00 pm	-	-	-

[14] Some trips extend to Emerald Hill. See timetables for details.

Route Number	Route Description	Service type	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
114	Trentham Station to Upper Hutt Station via Poets Block	Local	40	60	40	-	6:30 am - 7:00 pm	-	-	-	-	-	-
115	Pinehaven to Upper Hutt Station	Local	40	60	40	-	6:30 am - 6:00 pm	-	-	-	-	-	-
	Unit 11: Wainuiomata												
160	Wainuiomata North to Hutt Hospital via Lower Hutt	Local	20	30	20	30- 60	6:00 am - 11:30 pm	30	60	6:30 am -11:30 pm	60	60	7:30 am - 11:30 pm
170	Wainuiomata South to Hutt Hospital via Lower Hutt	Local	20	30	20	30- 60	6:00 am - 11:30 pm	30	60	6:30 am - 11:30 pm	60	60	8:00 am - 11:30 pm
	Unit 12: Eastbourne												
81	Eastbourne to Courtenay Place via Molesworth Street via Petone	Targeted	15	-	15	-	6:00 am - 10:30 am 3:00 pm - 7:00 pm	60	-	-	-	-	-
83	Eastbourne to Courtenay Place via Thorndon Quay and Queensgate	Local	30	30	30	60	6:00 am - 11:30 pm	60	60	7:00 am - 12:00 midnight	60	60	7:30 am - 10:00 pm
84[15]	Eastbourne to Courtenay Place	Targeted	20	-	15	-	6:30 am - 8:00 am 3:30 pm - 5:30 pm	-	-	-	-	-	-
85	Eastbourne to Courtenay Place Express	Targeted	4 trips	-	2 trips	-	7:00 am - 8:00 am 5:30 pm - 6:00 pm	-	-	-	-	-	-

[15] Peak only service from Gracefield Road

Route Number	Route Description	Service type	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
	Unit 13: Porirua												
210	Titahi Bay to Johnsonville via Porirua Simplified route combining the existing hourly routes 210 and 211 into a single more frequent bus route running half hourly during daytime (hourly Sundays), with selected trips continuing to Courtenay Place at peak commute times. This change to the existing route will be made when the new Unit starts to operate	Local	30	30	30	60	6:00 am - 9:00 pm	60	-	6:00 am - 9:00 pm	60	-	7:00 am - 8:00 pm
220	Ascot Park to Titahi Bay via Porirua	Local[16]	20	30	20	30	5:30 am - 11:00 pm	60	60	6:00 am - 11:00 pm	60	60[17]	8:00 am - 8:00 pm
226	Sievers Grove to Elsdon via Porirua	Local	30	60	30	60	6:00 am - 8:00 pm	60	60	6:00 am - 7:00 pm	-	-	-
230	Whitby to Porirua Station	Local	30	30	30	30	6:00 am - 8:30 pm	60	60	6:00 am - 10:30 pm	60	60	8:00 am - 8:30 pm
236	Whitby to Porirua Station (via Paremata Station at peak times)	Local	20	60	20	60	6:00 am - 9:00 pm	60	60	7:00 am - 11:30 pm	60	-	8:00 am - 6:30 pm
300	Whenua Tapu Cemetery (1 return trip on last Sunday of the month)	Targeted	-	-	-	-	-	-	-	-	-	-	-

[16] The Ascot Park - Porirua part of the route is a core service

[17] 30-minute frequency Ascot Park - Porirua on Saturday and Sunday

Route Number	Route Description	Service type	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
	Unit 14: Kapiti												
250	Raumati Beach Shops to Paraparaumu Station	Local	30	60	20	-	6:00 am - 7:00 pm	60	-	7:30 am - 6:00 pm	60	-	7:00 am - 6:00 pm
251	Paekakariki on demand service (operates on Tue, Thurs, Fri only)	Targeted	-	1 return trip	-	-	9:30 am - 12:00 noon	-	-	-	-	-	-
260	Hillcrest to Paraparaumu Station via Raumati Beach and Paraparaumu Shops	Local	60	60	60	60	6:00 am - 9:30 pm	60	60	7:00 am - 9:30 pm	60	-	7:00 am - 6:30 pm
261	Paraparaumu Beach to Paraparaumu Station via Guildford Drive	Local	30	60	20	-	7:00 am - 7:00 pm	60	-	7:00 am - 6:30 pm	60	-	7:00 am - 6:30 pm
262	Paraparaumu Beach to Paraparaumu Station via Mazengarb Road	Local	30	60	60	-	6:00 am - 9:30 pm	60	60	7:00 am - 9:30 pm	60	-	7:00 am - 6:30 pm
263	Otaihanga Shopper on-demand service (operates on Tue, Thurs only)	Targeted	-	1 return trip	-	-	10:00 am - 1:30 pm	-	-	-	-	-	-
270	Paraparaumu Station to Paraparaumu East	Targeted	20	60	20	-	7:00 am - 6:30 pm	-	-	-	-	-	-
280	Waikanae Beach to Waikanae Station	Local	30	60	30	60	5:30 am - 9:30 pm	60	60	7:30 am - 9:30 pm	60	-	7:30 am - 6:30 pm
289	Kapiti Commuter	Targeted	1 trip	-	1 trip	-	5:30 am - 4:30 pm	-	-	-	-	-	-
290	Otaki to Waikanae Station	Targeted	2 trips	4 trips	3 trips	-	6:30 am - 6:30 pm	4 trips	-	9:00 am - 5:00 pm	4 trips	-	8:30 am - 5:00 pm

Route Number	Route Description	Service type	Weekday Interval between services (mins)				Weekday Hours of service (approximate)	Saturday Interval between services (mins)		Saturday Hours of service (approximate)	Sunday Interval between services (mins)		Sunday Hours of service (approximate)
			Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening		Daytime	Evening	
	Unit 15: Wairarapa												
200	Featherston to Masterton	Targeted	2 trips	90	1 trip	-	7:00 am - 7:30 pm	3 trips	-	8:00 am - 4:30 pm	-	-	-
201	Masterton West	Targeted	-	3 trips	-	-	9:30 am - 1:30 pm	-	-	-	-	-	-
202	Masterton South	Targeted	-	3 trips	-	-	9:00 am - 1:30 pm	-	-	-	-	-	-
203	Lansdowne Circuit including Masterton	Targeted	-	3 trips	-	-	10:00 am - 2:30 pm	-	-	-	-	-	-
204	Greytown to Woodside Station	Targeted	3 trips	1 trip	-	3 trips	6:00 am - 7:30 pm	1 trip	1 trip	8:00 am - 8:00 pm	-	-	-
205	Martinborough to Featherston Station	Targeted	3 trips	-	-	2 trips	6:00 am - 9:30 am 4:00 pm - 7:30 pm	2 trips	-	5:00 pm - 8:00 pm	-	-	-
206	Masterton East	Targeted	-	3 trips	-	-	10:30 am - 3:00 pm	-	-	-	-	-	-

Current and future after-midnight bus services

Route Number	Route Description (routing and number of trips unchanged)	Number of trips		Unit
		Saturday	Sunday	
	Wellington City			
N1	Manners Street to Island Bay/Lyall Bay	3 trips	3 trips	Unit 1: North South Spine
N2	Manners Street to Seatoun via Hataitai	3 trips	3 trips	Unit 2: East West Spine
N3	Courtenay Place to Karori/Northland	3 trips	3 trips	Unit 3: University
N4	Courtenay Place to Wadestown/Khandallah	3 trips	3 trips	Unit 4: Khandallah and Aro Valley
N5	Courtenay Place to Newlands/Johnsonville	3 trips	3 trips	Unit 1: North South Spine
	Porirua			
N6	Courtenay Place to Titahi Bay/Whitby	1 trip	1 trip	Unit 13: Porirua
N6	Courtenay Place to Tawa/Plimmerton	3 trips	3 trips	Unit 13: Porirua
	Hutt Valley			
N8	Lower Hutt to Courtenay Place	2 trips	2 trips	Unit 12: Eastbourne
N22	Courtenay Place to Upper Hutt	3 trips	3 trips	Unit 10: Upper Hutt
N66	Courtenay Place to Wainuiomata	3 trips	3 trips	Unit 11: Wainuiomata
N88	Courtenay Place to Eastbourne	3 trips	3 trips	Unit 12: Eastbourne

Current and future school bus services

Route Number	Route Description	Number of trips	
		Morning	Afternoon
	Unit 1: North - South Spine		
626	Johnsonville – Newlands College/Intermediate School via Churton Park north	1 trip	-
627	Johnsonville West – Newlands College/Intermediate School	1 trip	-
628	Churton Park South – Newlands College/Intermediate School via Paparangi	1 trip	-
640	Johnsonville – Otari School, Wadestown School	1 trip	-
641	Cardinal McKeefry & Otari Schools – Johnsonville	-	1 trip
645	Raroa – West Park & St. Brigids Schools	1 trip	-
646	Johnsonville Schools – Raroa & Churton Park	-	1 trip
658	Newtown – Houghton Valley School	1 trip	-
659	Houghton Valley School – Courtenay Place	-	1 trip
673	Churton Park – Marsden, St. Teresa's & Cardinal McKeefry Schools	1 trip	-
675	Marsden School – Churton Park	-	1 trip
677	Island Bay – Marsden School	1 trip	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
680	Churton Park – Raroa Intermediate School	1 trip	1 trip
681	Churton Park – Onslow College/Raroa Intermediate School	2 trips	-
682	Raroa Intermediate School – Churton Park	-	1 trip
725	Houghton Bay – Basin Reserve via Island Bay – Berhampore – Wellington East Girls' College	1 trip	-
726	Island Bay – Wellington High School	1 trip	-
727	Island Bay – Basin & Wellington East Girls' College	1 trip	-
730	Wellington East Girls' College – Island Bay	-	1 trip
775	St. Patrick's College – Island Bay	-	1 trip
776	Rongotai College – Island Bay	-	1 trip
	Unit 2: East-West Spine		
611	Karori Mall – Wellington Girls', Queen Margaret College	1 trip	-
612	Karori Park – St. Mary's, Wellington Girls', Queen Margaret College	1 trip	-
613	Karori Mall – Wellington Girls', St. Mary's College	1 trip	-
614	Wellington Girls' & St. Mary's Colleges – Karori	-	1 trip
615	Wellington Girls' College – Karori	-	1 trip
616	Wellington Girls' & St. Mary's Colleges – Karori	-	1 trip
617	Queen Margaret College – Karori	-	1 trip
621	Miramar – Thorndon schools	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
622	Thorndon schools – Miramar	-	1 trip
623	Thorndon schools – Moa Point	-	1 trip
642	Otari & Cardinal McKeefry Schools – Karori	-	1 trip
649	Strathmore Park – St. Anthony's & Seatoun Schools	1 trip	-
650	Seatoun & St. Anthony's Schools – Strathmore Park	-	1 trip
651	Seatoun & St. Anthony's Schools – Moa Point	-	1 trip
661	Evans Bay Intermediate School, Holy Cross & Miramar Nth Schools – Miramar	-	1 trip
665	Marsden School – Moa Point	-	1 trip
667	Karori West – St. Teresa's, Karori West Schools	1 trip	-
668	St. Teresa's & Karori West Schools – Karori West	-	1 trip
670	Kilbirnie – Marsden School	1 trip	-
678	Moa Point – Thorndon & Marsden Schools	1 trip	-
683	Karori Park – Onslow College	1 trip	-
685	Karori Park – Cardinal McKeefry School & Onslow College	1 trip	-
711	Moa Point – Basin Reserve via Breaker Bay – Seatoun – Hataitai – Wellington East Girls' College	1 trip	-
712	Miramar – Basin Reserve	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
713	Miramar – Basin Reserve via Seatoun – Kilbirnie	1 trip	-
716	St. Mark's School – Seatoun	-	1 trip
717	Wellington College – Seatoun	-	1 trip
718	Wellington High School – Seatoun	-	1 trip
719	Wellington High School – Miramar	-	1 trip
720	Wellington East Girls' College – Seatoun	-	1 trip
722	Wellington East Girls' College – Strathmore Park	-	1 trip
723	Wellington East Girls' College – Miramar	-	1 trip
724	Wellington East Girls' College – Seatoun	-	1 trip
736	Karori Mall – Basin Reserve via Wrights Hill – Kelburn	2 trips	-
737	Karori Park – Basin Reserve via Kelburn	1 trip	-
742	Basin Reserve – Miramar Heights	-	1 trip
758	Evans Bay Intermediate School – Miramar	-	1 trip
759	Evans Bay Intermediate School – Seatoun	-	1 trip
760	Evans Bay Intermediate School – Strathmore Park	-	1 trip
761	St. Patrick's College – Strathmore Park	-	1 trip
762	Rongotai College – Seatoun	-	1 trip
764	Karori Park – Wellington College	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
765	Karori Park – St. Patricks & Rongotai Colleges	1 trip	-
791	Karori – Scots College	1 trip	-
	Unit 3: University		
618	Mairangi – Queen Margaret School, Wellington Girls', St. Mary's College	1 trip	-
619	St. Mary's & Queen Margaret Colleges – Northland	-	1 trip
684	Kelburn – Onslow College	1 trip	-
689	Onslow College & Ngaio School – Wrights Hill	-	1 trip
690	Onslow College – Karori	-	1 trip
692	Onslow College & Raroa School – Kelburn	--	1 trip
738	St. Mark's & St. Mary's College – Karori	-	1 trip
739	Wellington College – Wrights Hill	-	1 trip
740	Wellington College – Karori	-	2 trips
741	Karori – Basin Reserve	1 trip	-
744	Wellington College – Northland	-	1 trip
767	St. Patrick's College – Karori	-	1 trip
768	Mairangi – Rongotai & St. Patrick's Colleges	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
769	St. Patrick's & Wellington Colleges – Wilton	-	1 trip
790	Wrights Hill – St. Patrick's, Rongotai & Scots Colleges	1 trip	-
792	Scots College – Karori	-	1 trip
793	Scots College – Karori	-	1 trip
	Unit 4: Khandallah and Aro Valley		
638	Khandallah schools – Broadmeadows	-	1 trip
674	Khandallah – Marsden School via Ngaio – Wilton	1 trip	-
676	Marsden School – Khandallah	-	1 trip
746	Khandallah – Wellington College, St. Mark's School, St. Patrick's College	1 trip	-
747	St. Mark's School – Khandallah	-	1 trip
	Unit 5: Central		
671	Marsden School – Wellington Station	-	1 trip
672	Marsden School – Courtenay Place	-	1 trip
700	Wellington Station (VUW Law School) – Basin Reserve	2 trips	-
704	Wellington College – Wellington Station	2 trips	-
707	Wellington Station – Wellington East Girls' College	1 trip	1 trip
743	Wilton – Basin Reserve	1 trip	-
745	Wellington College – Wilton	-	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
750	Wellington Station (VUW Law School) – St. Patrick's College	1 trip	-
751	Wellington Station (VUW Law School) – Kilbirnie Schools	1 trip	-
752	Wellington Station (VUW Law School) –St. Patrick's College & Evans Bay School	1 trip	-
753	St. Patrick's College – Wellington Station via Hataitai	-	3 trips
754	Rongotai College – Wellington Station	-	1 trip
755	Rongotai College – Wellington Station	-	1 trip
782	Wellington Station (VUW Law School) – Scots College	1 trip	-
783	Wellington Station (VUW Law School) – Scots College	1 trip	-
784	Wellington Station (VUW Law School) – Scots College	1 trip	-
785	Scots College – Wellington Station	-	1 trip
786	Scots College – Wellington Station	-	1 trip
787	Scots College – Wellington Station	-	1 trip
788	Scots College – Wellington Station	-	1 trip
794	Wellington Station (VUW Law School) – Scots College	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
	Unit 6: Taranaki		
715	Lyall Bay – Basin Reserve via Kilbirnie – Hataitai – Wellington East Girls' College	1 trip	-
721	Wellington East Girls' College – Lyall Bay	-	1 trip
	Unit 7: Brooklyn and Owhiro Bay		
624	Thorndon schools – Kingston	-	1 trip
654	St. Mark's & South Wellington Intermediate Schools – Happy Valley	-	1 trip
728	Wellington College – Happy Valley	-	1 trip
729	Wellington High School – Happy Valley	-	1 trip
731	Wellington East Girls' College – Happy Valley	-	1 trip
734	Brooklyn – Basin Reserve, Wellington East Girls' College	1 trip	-
735	Wellington East Girls' College – Brooklyn	-	1 trip
770	Kowhai Park – Basin, St. Patrick's & Rongotai Colleges	1 trip	-
771	Rongotai, St. Patrick's Colleges, Basin Reserve and Wellington High School – Kowhai Park	-	1 trip
772	Happy Valley – St. Patrick's College	1 trip	-
774	Happy Valley – South Wellington Intermediate School, St. Patrick's & Rongotai Colleges	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
	Unit 8: Newlands and Evans Bay		
629	Newlands College/Intermediate School – Johnsonville West	-	1 trip
630	Newlands College/Intermediate School – Courtenay Place via Johnsonville	-	1 trip
631	Newlands College/Intermediate School – Johnsonville via Grenada Village – Paparangi	-	1 trip
632	Newlands College/Intermediate School – Churton Park	-	1 trip
633	Newlands College/Intermediate School – Churton Park north via Paparangi	-	1 trip
714	Strathmore Park – Wellington East Girls' College via Miramar – Kilbirnie – Hataitai	1 trip	-
780	Broadway – Kahurangi School	1 trip	-
781	Kahurangi School – Broadway	-	1 trip
	Unit 9: Lower Hutt		
822	Lower Hutt – Taita College	-	1 trip
823	Hutt Intermediate School – Stokes Valley	-	1 trip
825	Stokes Valley – Avalon Intermediate School	1 trip	1 trip
826	Stokes Valley – Avalon Intermediate School	1 trip	1 trip
827	Taita College – Stokes Valley	1 trip	1 trip
828	Taita College – Stokes Valley	1 trip	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
840	Kelson – Naenae College/Intermediate School	1 trip	-
842	Kelson – Eastern Hutt School	1 trip	-
843	Sts Peter & Paul School – Kelson	-	1 trip
846	Hutt Valley High School – Kelson	-	1 trip
848	Boulcott School – Harbour View	-	1 trip
849	Hutt schools – Harbourview	1 trip	1 trip
851	Hutt Intermediate School – Petone Station	-	1 trip
852	Hutt Schools – Maungaraki	2 trips	2 trips
853	Maungaraki – Sts Peter & Paul School	2 trips	-
854	Petone Station – Sts Peter & Paul School	1 trip	-
951	Boulcott – HIBS	1 trip	1 trip
953	Stokes Valley – Fergusson Intermediate School	1 trip	2 trips
955	Stokes Valley – Upper Hutt College	1 trip	1 trip
	Unit 10: Upper Hutt		
901	Brown Owl – St. Patrick's College	1 trip	1 trip
904	Upper Hutt Station – Chilton St. James	1 trip	1 trip
905	Gillespies Road – Maidstone Intermediate School	1 trip	1 trip
906	Clouston Park – Plateau School	1 trip	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
907	Gillespies Rd – Heretaunga College	1 trip	1 trip
911	Upper Hutt – St. Oran's College	1 trip	1 trip
914	Pinehaven – Maidstone Intermediate School	1 trip	1 trip
915	Pinehaven – Fergusson Intermediate School	1 trip	1 trip
916	Pinehaven – Upper Hutt College	1 trip	1 trip
919	Silverstream – Sacred Heart College	1 trip	1 trip
923	Maidstone Intermediate School – Timberlea	-	1 trip
924	Upper Hutt College – Sacred Heart College	1 trip	1 trip
926	Upper Hutt & Heretaunga Colleges – Totara Park	1 trip	1 trip
927	The Plateau – Heretaunga College	1 trip	-
929	The Plateau – Maidstone Intermediate School	1 trip	1 trip
930	The Plateau – Upper Hutt College	1 trip	2 trips
931	Upper Hutt – Sacred Heart College	1 trip	1 trip
935	Totara Park – Maidstone Intermediate School	1 trip	1 trip
990	Silverstream Shops – Upper Hutt College	1 trip	1 trip
991	Heretaunga College – Te Marua	1 trip	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
	Unit 11: Wainuiomata		
860	Hutt Valley High School – Wainuiomata north	-	1 trip
866	Wainuiomata south – Sacred Heart College	1 trip	1 trip
867	St. Bernard's College – Wainuiomata south	1 trip	1 trip
868	St. Bernard's College – Wainuiomata north	-	1 trip
870	St. Patrick's School – Wainuiomata	-	1 trip
874	Wainuiomata Intermediate School – Arakura	-	1 trip
875	Wainuiomata south – Wainuiomata schools	1 trip	1 trip
876	Wainuiomata south – Wainuiomata High School	1 trip	1 trip
	Unit 12: Eastbourne		
886	San Antonio School – Point Howard	-	1 trip
887	Eastbourne – Hutt Valley High School	2 trips	1 trip
888	St. Orans College – Eastbourne	1 trip	1 trip
	Unit 13: Porirua		
400	Whitby (The Crows Nest) – Tawa Intermediate School/College	-	1 trip
401	Whitby (Navigation Drive) – Tawa Intermediate School/College	-	1 trip
402	Grenada North – Tawa schools	1 trip	1 trip
403	Porirua Station – Tawa Intermediate School/College	1 trip	1 trip

Route Number	Route Description	Number of trips	
		Morning	Afternoon
405	Tawa College/Intermediate School – Titahi Bay (Gloaming Hill)	-	1 trip
417	Holy Family School – Ascot Park	-	1 trip
421	Viard College – Ascot Park	-	1 trip
426	Porirua Station – Aotea College (one trip starts at Waitangirua Mall)	2 trips	-
429	Aotea College – Ascot Park	-	1 trip
440	Cannons Creek – Aotea College	1 trip	1 trip
441	Whitby – Aotea College	1 trip	1 trip
442	Aotea College – Whitby (The Crows Nest)	-	1 trip
444	Plimmerton – Aotea College	1 trip	1 trip
445	Aotea College – Porirua	-	1 trip
453	Pauatahanui School – Whitby	-	1 trip
455	Paremata School – Whitby – Pauatahanui School	-	1 trip
457	Whitby (Navigation Drive) – Discovery School	1 trip	-
460	Mana – Plimmerton School	1 trip	-
462	Plimmerton School – Papakowhai	-	1 trip
465	Whitby – St. Theresa's School	1 trip	-

Route Number	Route Description	Number of trips	
		Morning	Afternoon
	Unit 14: Kapiti		
500	Waikanae School – Waikanae	-	1 trip
501	Waikanae south – St. Patrick's School	1 trip	1 trip
505	Waikanae north – St. Patrick's School	1 trip	-
507	Paraparaumu College – Waikanae Village (Ngaio Rd)	-	1 trip
508	Waikanae Village (Kapanui School) – Paraparaumu College	1 trip	1 trip
510	Waikanae Beach – Paraparaumu College	1 trip	1 trip
512	Waikanae Beach – Kapiti College	1 trip	1 trip
530	Kapiti College – Paraparaumu Station	-	2 trips
536	Paraparaumu Station – Kapiti College	2 trips	-
	Unit 15: Wairarapa		
309	Makoura College – Carterton	-	1 trip
313	Wairarapa College – Featherston	-	1 trip
315	Masterton Intermediate School – Greytown	-	1 trip

Unit 16: Current Rail Services

Line	Number of trains per hour between these stations ...	Weekday				Weekend		Span of service (approximate)
		Morning Peak	Daytime	Afternoon Peak	Evening	Daytime	Evening	
HVL	Upper Hutt and Wellington	3	2	3	2/1	2	2/1	Mon – Thurs 18 hours Fri – Sat 21 hours Sun 17 hours
HVL	Taita and Wellington	4	2	6	2/1	2	2/1	
JVL	Johnsonville and Wellington	3/4	2	3/4	2/1	2	1	Mon – Thurs 17 hours Fri – Sat 19 hours Sun 17 hours
KPL	Waikanae and Wellington	3	2	3	2/1	2	2/1	Mon – Thurs 18 hours Fri – Sat 21 hours Sun 17 hours
KPL	Plimmerton and Wellington	4/5	2	3	2/1	2	2/1	
KPL	Porirua and Wellington	5/8	2	6	2/1	2	2/1	
MEL	Melling and Wellington	3	1	3	n/a	n/a	n/a	Mon – Fri 12 hours
WRL	Masterton and Wellington	3 peak trips	2 off peak trips	3 peak trips	1 Fri only	2 trips	n/a	Mon – Thurs 10 hours Fri 14 hours Sat – Sun 9 hours

Notes:

- The number of trains per hour between stations includes all services that stop at that station, not just services that commence at that station
- The current service pattern has variable intervals between trains, and therefore the number of trains per hour varies and this table is indicative. The exact number of trains per hour and span of service is available by viewing service timetables. Services are more frequent at some points if there is sufficient demand
- Wairarapa Line trains are not included in the count of trains per hour on the Hutt Valley Line
- The hours of service indicate the approximate hours between start times of the first and last trips

Unit 16: Future Rail Services

Line	Number of trains per hour between these stations ...	Weekday				Weekend		Span of service (approximate)
		Morning Peak Hour	Daytime	Afternoon Peak Hour	Evening	Daytime	Evening	
HVL	Upper Hutt and Wellington	4	2	4	2/1	2	1	Mon – Thurs 18 hours Fri – Sat 21 hours Sun 17 hours
HVL	Taita and Wellington	9	2	9	2/1	2	1	
JVL	Johnsonville and Wellington	4	2	4	2/1	2	1	Mon – Thurs 17 hours Fri – Sat 19 hours Sun 17 hours
KPL	Waikanae and Wellington	3	2	3	2/1	2	1	Mon – Thurs 18 hours Fri – Sat 21 hours Sun 17 hours
KPL	Plimmerton and Wellington	7	2	7	2/1	2	1	
KPL	Porirua and Wellington	8	2	8	2/1	2	1	
MEL	Melling and Wellington	3	1	3	n/a	n/a	n/a	Mon – Fri 12 hours
WRL	Masterton and Wellington	3 peak trips	2 off peak trips	3 peak trips	1 Friday only	2 trips	n/a	Mon – Thurs 10 hours Fri 14 hours Sat – Sun 9 hours

Notes:

> Morning and evening peak hour frequency applies to the busiest hour during the morning and evening peak respectively

> Number of trains per hour between stations includes all services that stop at that station, not just services that start at that station

> Wairarapa Line trains are not included in the count of trains per hour on the Hutt Valley Line

> Future frequency for day time and evening services subject to review

> The hours of service indicate the approximate hours between start times of the first and last trips

Unit 17: Harbour Ferry Services

Route Description	Weekday Interval between services (mins), or number of trips				Weekday hours of service (approximate)	Weekend Interval between services (mins)		Weekend hours of service (approximate)
	Morning Peak	Daytime	Afternoon Peak	Evening		Daytime	Evening	
Queens Wharf to Days Bay	25	5 trips	30	1 trip	6:30 am - 7:00 pm	120	-	10:00 am - 5:00 pm
Days Bay to Queens Wharf	25	5 trips	30	1 trip	7:00 am - 7:30 pm	120	-	10:30 am - 5:30 pm

Notes:

> Some daytime trips via Matiu Somes Island

> Some services travel via Seatoun - see timetable for further details

> The hours of service are rounded to the nearest half hour and indicate the approximate times when the first and last trips start

Total Mobility Services

The following taxi and shuttle operators provide Total Mobility services for people with disabilities.

Company Name	Area where service is available
Airport & City Shuttles Limited	Wellington City
Driving Miss Daisy	Kapiti Coast
Driving Miss Daisy	Lower Hutt
Driving Miss Daisy	Wellington City - Porirua
Driving Miss Daisy	Wairarapa
Driving Miss Daisy	Upper Hutt
Hutt & City Taxis Ltd	Lower Hutt & Upper Hutt
Kiwi Cabs Ltd	Wellington City
Masterton Radio Taxis Ltd	Wairarapa
Paraparaumu Taxis Ltd	Kapiti Coast
Porirua Taxis Marketing Ltd	Porirua
Rideshop Ltd (Masterton)	Wairarapa
Wellington Combined Taxis Limited	Wellington City & Porirua

This list is kept up to date at on the GWRC website, www.gw.govt.nz/total-mobility-providers

Appendix 2: Exempt services

These services are existing commercial services that will in future be exempt from the need to operate under contract to Greater Wellington Regional Council. This means that if an operator decides at some point in the future to cease operating a service, we would not expect to fund a replacement service, or would only expect to provide a modified service.

This list is not intended to be a complete list of existing commercial services that do not form part of the Metlink network outlined in this Wellington Regional Public Transport Plan.

Urban Buses

Route Number	Route Description
80	Wainuiomata Commuter to Courtenay Place via Petone
90	Stokes Valley Commuter to Courtenay Place
91	Airport Flyer (Lower Hutt to Wellington Airport) – defined as exempt by the LTMA
92	Te Marua to Courtenay Place
93	Timberlea to Courtenay Place
97	Polytech Link (Porirua to Weltec Petone)
211	Porirua to Courtenay Place

School bus services

Route Number	Route Description
353	Ponatahi - Chanel College
400	Whitby (The Crows Nest) - Tawa Intermediate School/College (morning trip)
401	Whitby (Navigation Drive) - Tawa Intermediate School/College (morning trip)
466	Basin Reserve schools - Churton Park
954	Stokes Valley - Maidstone Intermediate School
970	Papakowhai - Chilton
971	Porirua - HIBS
973	Paremata - HIBS (via St Patrick's Silverstream)

Other Services

Mode	Service	Notes
Rail	Capital Connection	Inter-regional service, defined as exempt by the LTMA
Ferry	Harbour Explorer Excursion	Primarily tourist excursion services
Funicular	Wellington Cable Car	

Appendix 3: Allocation of services to units

Unit design

The Public Transport Operating Model (PTOM) seeks to grow patronage while reducing a reliance on public subsidies by meeting the dual objective of growing the commerciality of public transport services and growing a confidence that services are priced efficiently and the market is competitive.

One of the major components of the proposed operational framework is the allocation of services to operational units. Each unit is made up of a route or group of routes operating to a timetable that applies to the entire route or group of routes specified for that unit. All routes described in Appendix 1 of the PT Plan are grouped into units, with an understanding that the geographical size and allocation of one or more routes to a given unit must facilitate competition when the unit is tendered. Each unit will be delivered through a separate operating contract.

Process for establishing units

GWRC's goal is to have 'an integrated public transport network', as reflected in the policies and actions at section 5.1 of the PT Plan.

Principles

The following principles have been taken into consideration in designing the proposed units, drawing on the Transport Agency Guidelines for Preparing Regional Public Transport Plans.

Network and service review. Before identifying units, GWRC identified routes and services that are integral to the region's public transport network. The proposed unit design takes into account GWRC's ability to undertake future service reviews in consultation with operators (ideally, changes to services to meet foreseeable local community needs will be able to be delivered within a unit).

Marketable whole. Units should be 'marketable wholes' – that is, potentially deliverable by operators either as stand-alone operations or as part of a wider suite of services.

Customer market. Units should have readily identifiable customer markets for the services, enabling the operators and GWRC to apply the right commercial behaviours to grow the market. A customer market might generally be thought of as a geographic area or areas, but could also be generated by a particular activity or use – for example, an airport, shopping precinct, hospital or university.

Whole-route operation. Each unit must comprise a service or group of services that operates on the entire length of one or more routes.

Unit attractiveness. Units should be attractive to a tenderer, and should attract competition from a range of operators. Units should be efficient groups of services in terms of management, vehicle utilisation etc.

Opportunities to group units in tenders. Opportunities for operators to tender for units in groups to encourage efficiencies and thus value for money have been taken into account.

Mode specific. Units must be single-mode specific, so a unit cannot include both a bus and a ferry or train route.

School services consideration. School services not provided by the Ministry of Education must be arranged into units. School services operating on a timetabled route are allocated to that unit.

Wider network consideration. This includes taking into account connections between routes and achieving higher frequencies by services overlapping on parts of a trunk route.

The extent to which particular principles have been applied to particular units varies according to the peculiarities of the particular units.

Based on these principles, considered alongside the goals for the network, a draft unit design was prepared.

Consultation process

A consultation document sent to interested operators in December 2013 outlined the proposed approach and principles for the unit design, with a detailed description of the services within each unit and proposed outlines of the routes within units.

Operator feedback was provided by the end of January 2014. In response to feedback raising concerns about cross-town, through-route reliability in Wellington City and as a result of the recent recommendations of the Public Transport Spine Study Hearing Committee, some of the bus routes in Wellington City were changed to make use of the public transport spine to assist in decreasing journey times and increasing reliability. As the bus network changed, the route allocation to units was also changed.

Unit arrangements

Through the PT Plan, the region's public transport network is divided into 17 units, comprising 15 bus units, one rail unit and one harbour ferry unit. Figure 22 provides a map of the region and a high-level view of the unit locations.

Some adjustments to the units may occur as a result of specific discussions with incumbent operators to agree which unit contracts will be directly allocated to them as part of the transition to PTOM. Adjustments to the unit configuration will be made publicly available once finalised and will be reflected in future variations to the PT Plan.

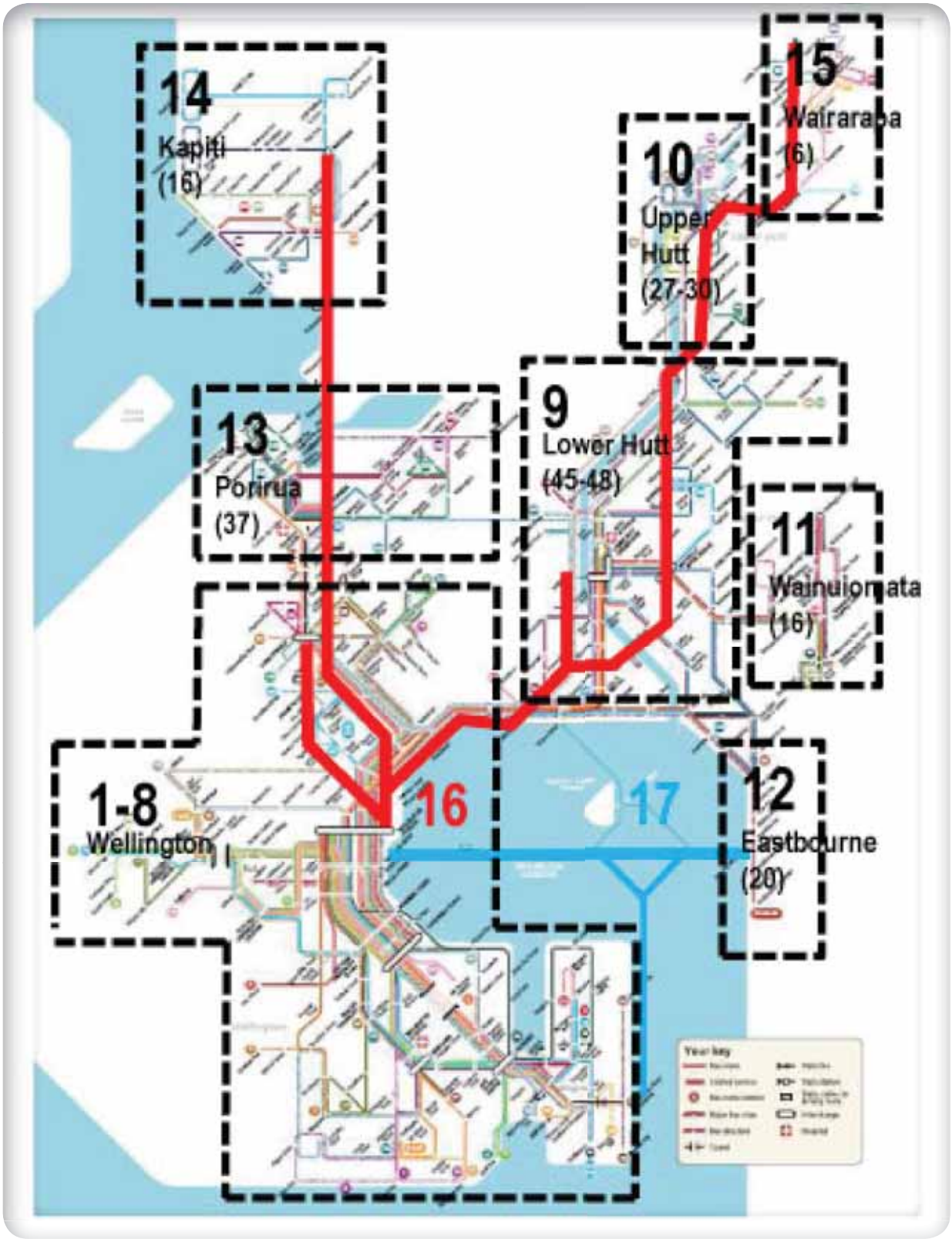

Figure 22 Geographic location of units

The 15 bus units are grouped into five geographically distinct areas:

The Wellington City bus units include eight distinct units of varying sizes. They provide for a mixed configuration of five high-frequency core routes, medium-frequency local routes, low-frequency local connectors, peak-only services, night services and school services (shown in Figure 23 below).

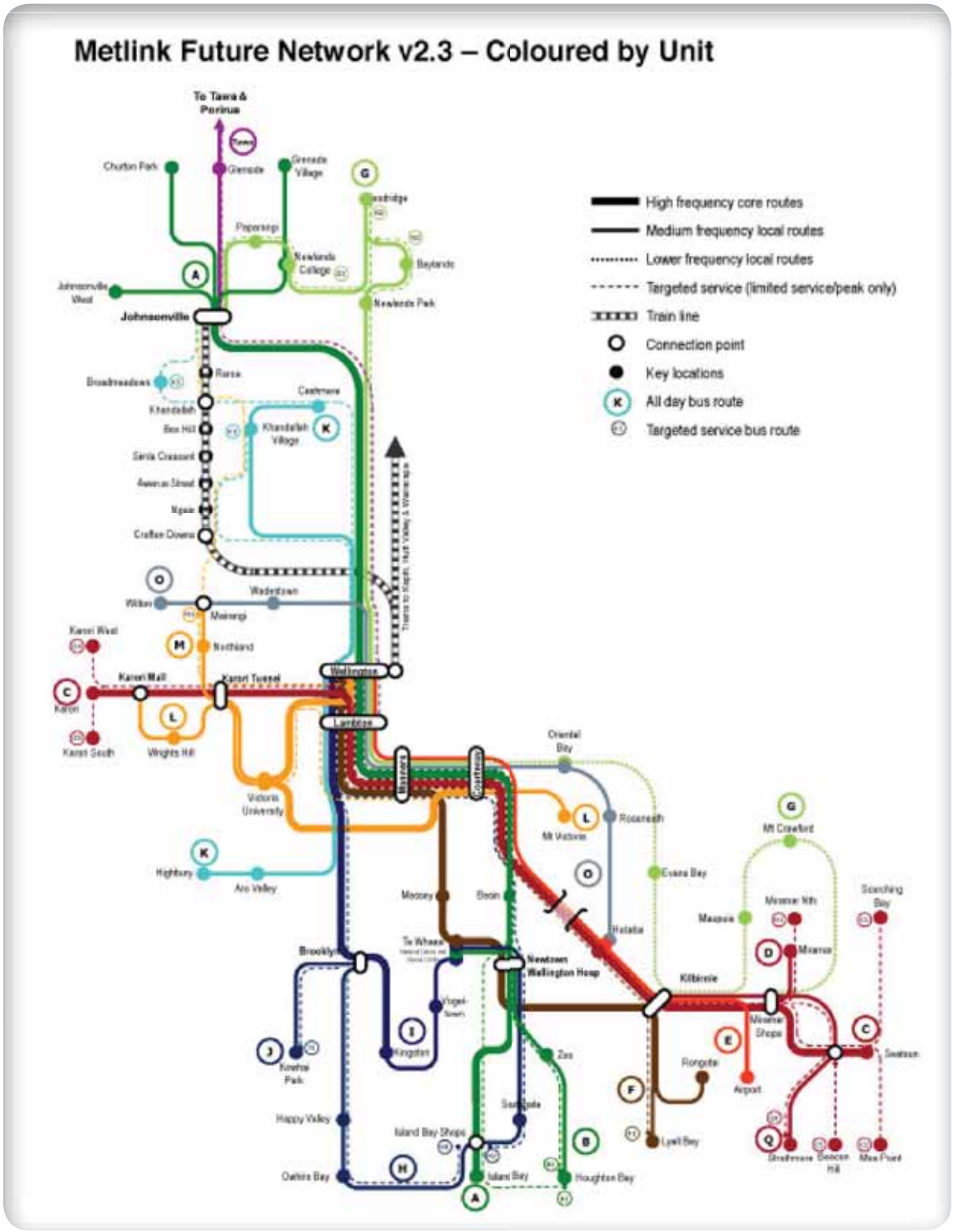

Figure 23 Wellington City bus routes by unit

The Hutt Valley bus units cover Hutt City and Upper Hutt City and include four distinct units of varying sizes, composed of three high-frequency core routes, six medium-frequency local routes, four low-frequency local connectors, four peak-only services, four night services and 51 school services.

The Porirua bus unit covers an area stretching from Pukerua Bay in the north to Tawa in the south and from Whitby in the east to Titahi Bay in the west. This unit is composed of one high-frequency core route, two medium-frequency local routes, two low-frequency local connectors, once special target route, one night service and 20 school services.

The Kapiti bus units cover a catchment that incorporates Otaki, Waikanae, Paraparaumu, Raumati and Paekakariki. The unit consists of four medium-frequency local routes, two low-frequency local and cross-district routes, one targeted shopper service and nine school services.

The Wairarapa bus units cover a wide area and consist of four low-frequency local town connectors, one low-frequency cross-district route with additional capacity to cater for school children in the morning and evening, and two low-frequency rail connector routes.

Detailed descriptions of the routes, hours of operation and frequency of service for the units are provided in Appendix 1.

Transition and timing

GWRC's arrangements for the transition to the PTOM contracting environment are under development, and detailed procurement timelines have yet to be developed.

At this stage GWRC's approach to the procurement of PTOM unit contracts for buses involves two tender rounds. It also allows for a transition period of at least 12 months following the award of tendered contracts, to give non-incumbent successful bidders enough time to secure assets and staff.

The indicative dates by which units are expected to start operating are set out in the table below. The timings are based on the first bus tender round commencing after the rail contract has been awarded, giving the successful rail operator (if it is also a bus operator) the opportunity to compete for bus units as well. Wellington City units (1-8) are to be contracted under PTOM from 1 July 2017 (after the end of the trolley bus contract).

GWRC will be working with the Transport Agency and public transport operators on the procurement approach and transition plan, including the allocation of 'like for like' contracts. GWRC will engage further with operators as the plan develops.

Table 5 Indicative timing for PTOM unit contracts.

Mode	Unit number and name	Indicative date for PTOM unit contract to start operating
Bus	1 North-South Spine	Q3 (July – September) 2017
	2 East-West Spine	
	3 University	
	4 Khandallah and Aro Valley	
	5 Central	
	6 Taranaki	
	7 Brooklyn and Owhiro Bay	
	8 Newlands and Evans Bay	
	9 Lower Hutt	Q2 (April – June) 2017
	10 Upper Hutt	
	11 Wainuiomata	
	12 Eastbourne	
	13 Porirua	Q3 (July – September) 2017
	14 Kapiti	Q2 (April – June) 2017
	15 Wairarapa	
Rail	16 Rail	Q3 (July – September) 2016
Ferry	17 Harbour ferry	Q3 (July – September) 2016

Any exempt service to be replaced by a unit is to be deregistered by the date on which the relevant unit is to start operating (as indicated above).

Information about the timing and scope of GWRC's PTOM procurement will be published on GWRC's website as the procurement strategy develops and decisions are made. Operators can also register through the GWRC website to receive notification of updates.

The following PT Plan policies apply to units:

Policies that apply to units

An integrated approach to the public transport network – including the planning and provision of services, infrastructure, and information
Provide a consistent customer experience across the public transport network
Improve the safety of the public transport system for customers, workers, and the general public
High-quality, reliable, safe, and customer-focused public transport services using modern vehicles and infrastructure
Provide realistic, achievable timetables
Provide reliable, punctual and customer focused services
Ensure that all vehicles and vessels meet vehicle and vessel quality standards
Integrate public transport with walking and cycling
Reduce the production of carbon emissions from the public transport network
A fares and ticketing system that attracts and retains customers
Implement a fares and ticketing system that supports the integration of the public transport network
Simplify the existing fare structure
Review fare levels annually to achieve farebox recovery targets with a preference for smaller regular adjustments rather than large infrequent ones
Ensure that all users pay the correct fare
An effective connection with customers
Use customer feedback to continually improve the public transport network
Provide a consistent brand for the Wellington public transport network
Develop uniform Conditions of Carriage
Provide simple, visible and intuitive information to customers
Providing for the transport disadvantaged: information, facilities and services that are increasingly available to all members of the public
Provide a public transport network that is accessible and safe
Work towards improved accessibility and standards of vehicles, infrastructure and facilities
A system of monitoring and review that supports continuous improvement
Monitor and continuously improve services
Review services to ensure they meet customer needs
Collect customer feedback
A procurement approach that supports the efficient delivery of services and provides value for money
Increase competition in the Wellington public transport market
Establish units – groups of services that are integral to the public transport network
Procure contracts for units using the 'partnering' delivery model
Phase procurement to achieve an orderly transition from the existing network and contracts, to the new network, with limited disruption for the travelling public
Ensure the appropriate allocation of roles, responsibilities, and risk between GWRC and operators within the PTOM contract framework
Apply a partnering approach to the planning and operation of services
Sustainable funding arrangements that balance user contributions (fares) with public funding
Improve value for money from existing public transport funding

Appendix 4: Assisting the transport disadvantaged

The provision of travel options and access to basic community activities for all members of the community is one of the key roles and social benefits of the region's public transport system. This appendix provides a definition of transport-disadvantaged people and outlines specific initiatives to improve the accessibility of the public transport system for people with specific transport needs.

The Land Transport Management Act 2003 defines transport-disadvantaged people as: "people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)".

A range of personal, demographic, social and geographical attributes is likely to restrict accessibility to and the use of public transport services and facilities. Various reasons can impede people's mobility and access to basic community activities and services. These include:

- Age (youth and elderly)
- Physical and mental disabilities
- Health problems
- A lack of income
- Lack of access to a private vehicles
- Lack of accessible public transport services.

Taking these attributes into account, Greater Wellington Regional Council (GWRC) considers that the following groups are more likely to be transport disadvantaged than the average Wellington population:

- People with physical or mental disabilities
- Elderly people (aged 65 and above)
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People living in 'high deprivation' neighbourhoods
- People in households without private vehicles.

GWRC believes that the provision of a comprehensive network of public transport services, as described in this Wellington Regional Public Transport Plan (PT Plan), will go a substantial way towards providing for the access needs of the transport disadvantaged, as the network provides a high level of access to locations for work, education, health care, welfare services and shopping. The following provisions in the Plan will assist the transport disadvantaged:

1. Policies and methods that improve the accessibility of the public transport network as a whole removing barriers to public transport use for the transport disadvantaged, e.g. wheelchair-accessible and super-low-floor buses, access to trains and the provision of information
2. Incorporating accessibility and safety standards into the design and development of public transport facilities and infrastructure, with a particular focus on the location and design of drop-off and access points in park and ride facilities, interchanges and car parking areas

3. Increasing the provision of accessible information, including in formats tailored for specific needs
4. Providing concession fares for children and elderly people (the latter through the Government-funded SuperGold card scheme), and introducing off-peak fares
5. The provision of targeted services, including school bus services and community services to provide access to local centres where normal local services are not viable
6. The provision of targeted rural services linking outlying towns
7. Supporting specialised services and assistance for disabled people under the Total Mobility scheme, including the provision of specialist training to drivers of taxi services and the installation of appropriate signage and equipment
8. Introducing a requirement for disability awareness training for all operational staff who are in regular contact with customers
9. At the time of a service removal, supporting alternative travel options for transport-disadvantaged people who have previously relied on that service.

The following table sets out the how the key access needs of each transport disadvantage group are addressed.

Group	Access	Affordability	Other
People with physical or mental disabilities	Core network Total Mobility Scheme	Proposed off peak discount	Improving the accessibility of vehicles, infrastructure and information
Elderly people (aged 65 and above)	Core network	SuperGold concession	Improving the accessibility of vehicles and infrastructure
People without driver licences, including children under driving age	Core network School buses	Youth discount	
People on low incomes, including beneficiaries	Core network	Proposed off-peak discount	
People living in 'high deprivation' neighbourhoods	Core network Community services		
People in households without private vehicles.	Core network Community services		

The 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 GWRC in areas where the scheme transport providers operate.

Eligibility assessments are carried out by GWRC-approved assessors and identify whether people have impairments that qualify them for the Total Mobility scheme – that is, they have impairments that prevent 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 where transport departs
- Getting onto transport
- Riding securely
- Getting off transport
- Getting to the destination.

Eligibility assessments also allow for:

- People with impairments who meet the criteria for the Total Mobility scheme and are able to use bus, train or ferry services some, but not all, of the time (e.g. people with fluctuating impairments such as epilepsy or arthritis)
- People who meet the criteria for the Total Mobility scheme and have impairments that have lasted, or are expected to last, for six months or more
- Children with impairments who meet the criteria for the Total Mobility scheme
- People with impairments who meet the criteria for the Total Mobility scheme and live in residential care.

Eligible users are required to carry photo identification cards. Passengers pay a portion of the taxi fares (currently 50%) and the taxi organisations or transport operators claim the balances from GWRC. The Total Mobility scheme has no minimum fare threshold, but there is a maximum fare subsidy, which is currently set at $40 per fare (i.e. GWRC subsidises half the fare up to a maximum of $80).

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

In addition to subsidising passenger trips, each year GWRC provides an opportunity for operators to apply for a subsidy for installing a limited number of wheelchair hoists and making the associated modifications to vehicles. An additional hoist subsidy of $11.50 (including GST) is paid by the Transport Agency each time a hoist is used, to compensate for the additional time required to load and unload the customer.

There are no restrictions on the purposes of trips for the Total Mobility scheme. However, the scheme is not available for travel already funded by other parties, e.g. the Accident Compensation Corporation (ACC) or the Ministry of Health.

The Total Mobility scheme is not intended to be a substitute for transport services that are the responsibility of:

> Other government agencies such as the Ministry of Education, which is responsible for school-related travel

> Residential care facilities, such as rest homes, which are responsible through subsidies for health and related service travel requirements.

The Total Mobility scheme is available wherever in the region that taxi services operate (see table in Appendix 1). Providers are contracted to provide services during the hours when public transport is available in an area, but this is subject to the number of vehicles available and driving-hour regulations. Public transport services generally operate within the hours of 6am and 10pm, and detailed information about the hours of service in particular areas is available in Appendix 1. Total Mobility services are most available in highly populated urban areas where the demand is high and in practice operators may also provide services at times when public transport is not available. As the availability and service hours of public transport are variable in different areas, customers may need to confirm with operators the availability and hours of taxi services in their areas.

Further information is available here: www.gw.govt.nz/total-mobility, or by calling Metlink 0800 801 700.

Appendix 5: Farebox recovery policy

This appendix provides detail on the regional farebox recovery policy, which has been developed in accordance with the NZ Transport Agency's (Transport Agency's) National Farebox Recovery Policy, which forms part of the General Circular-Policy No 10/03.

At a high level, the farebox recovery policy concerns the extent to which the costs of providing public transport should be met by public transport users through fare revenue.

All regional councils are required to prepare farebox recovery policies and include them in their Regional Public Transport Plans. The policies must:

> Set farebox recovery targets for the network and each mode and describe how the targets were chosen

> Identify strategies for achieving the targets

> Describe how the policies will be applied

> Describe how the policies contribute to other national and regional policies.

Each of these points is expanded on below.

Farebox recovery targets for the network and each mode

The farebox recovery targets are:

> For the public transport network as a whole: 55-60%

> For buses and rail: 55-60%

> For ferries: 80-90%.

In applying the farebox recovery policy, Greater Wellington Regional Council (GWRC) has:

> Set target ranges rather than specific targets

> Set network-wide and modal targets rather than targets for individual routes or services

> Decided to measure each target over a whole year.

The fare structure review outlined in the Wellington Regional Public Transport Plan (PT Plan) signals a range of changes to the fare structure that would decrease farebox recovery. Once the fare transition plan for the fare structure review has been developed, the farebox recovery policy target will be reviewed. We expect that the target for the public transport network as a whole will be set at 50%.

We have used target ranges rather than specific targets to allow for annual variations in revenue and costs. Network-wide and modal targets have been used to allow for individual routes and services with lower rates of farebox recovery. This is appropriate, as many services (e.g. school bus services, community transport services and rural connections) are provided for a range of policy reasons. Other services aim to ensure the delivery of an effective, efficient and integrated public transport network. Targets are measured over the course of a year to allow for seasonal variations and to reduce administrative costs.

Formula used to calculate farebox recovery targets

The farebox recovery targets have been calculated using the formula prescribed in the National Farebox Recovery Policy[18]: which is set out in detail below, but is essentially total fare revenue divided by total direct operating costs.

Total fare revenue includes:

> Fares paid on contracted and commercial services, including school bus services

> Payments in lieu of fares, e.g. university payments to support discounted travel

> Subsidies paid for SuperGold card travel.

Non-public transport services are excluded from the calculation. These include long-distance and inter-city services, Ministry of Education-funded school bus services, tourist services and charter services.

Total costs include only direct operating payments, i.e. contract and concessionary fare payments. Capital, administration and network-wide system costs, such as those associated with real-time and passenger information, are not included in the calculations.

The farebox recovery rate (FRR) is calculated using the following formula:

FRR = (FT+S3)/(FT+ST)

Where:

FT (total farebox revenues) = FN + FG

FN = Farebox revenues on net contract services and commercial services

FG = Farebox revenues on gross contract services

ST (total subsidy payments) = S1 + S2 + S3

S1 = Operating subsidies on contracted services

S2 = Concession fare payments on contracted and commercial services (as applicable)

S3 = SuperGold card payments on contracted and commercial services

The definitions of costs and revenues used to calculate FRR are set out in the Transport Agency policy guidelines.

The Transport Agency is reviewing the National Farebox Recovery Policy, so this policy may need to be reviewed if changes are made.

[18] See www.nzta.govt.nz/resources/national-farebox-recovery-policy/

How targets were chosen

The targets are based on at least maintaining current farebox recovery levels, which in recent years in Wellington have been around 55%.

The network-wide target range is set at 55%-60% as this is the current level. The target ranges for rail and buses are set at 55%-60% as these are the current levels. The range for ferries is set at 80%-90% as this is the current level and ferry services traditionally have higher farebox recovery rates.

Once the fare transition plan for the fare structure plan has been developed, the farebox recovery policy targets will be reviewed. We expect to see a reduction in the farebox recovery target for the public transport network as a whole.

The target ranges were also chosen to meet the National Farebox Recovery Policy's requirement for fares nationally to cover at least 50% of the national public transport costs.

We considered setting higher targets but concluded that they are not appropriate as GWRC is already achieving a higher farebox recovery rate than other cities in New Zealand, and customer feedback has shown a declining level of satisfaction with the affordability of public transport. Our current farebox recovery rate is already higher than the Transport Agency's national target.

Strategies for achieving the targets

While farebox recovery rates are currently within the target range, they may not be in the future unless there are interventions to increase revenue and/or reduce costs.

The strategies in Table 6 have been developed to help maintain our farebox recovery rate. They will require us to work with transport operators and local councils to achieve the necessary outcomes.

Table 6 Strategies to maintain farebox recovery rates

Strategy	Explanation
Improve operating efficiencies	By operating more efficiently we can reduce our costs and increase our farebox recovery rates. Operating efficiencies will be addressed primarily as part of our rolling programme of area-wide service reviews, as well as through targeted service reviews and service procurement. Service reviews will identify routes with low farebox recovery rates and assess whether any changes are required. They will also consider the guidelines for consistent service levels, particularly those for frequency, hours of operation and route-level farebox recovery rates. Methods to achieve this strategy include: 1. Considering farebox recovery when carrying out service reviews 2. Identifying services with poor farebox recovery rates and trying to improve their performance (e.g. with increased advertising or timetable changes).
Increase patronage	Increasing patronage can increase revenue and farebox recovery rates. Methods to achieve this strategy include: 1. Undertaking general and targeted publicity 2. Improving service quality with improved infrastructure such as stations, shelters and bus lanes and improved vehicle quality 3. Improving service quality through network enhancements such as more direct and express routes 4. Improving service quality through network-wide features such as real-time information and integrated ticketing 5. Changing fares to encourage an increase in patronage.
Reduce poorly performing services	Reducing poorly performing services can reduce costs and increase farebox recovery rates. Methods to achieve this strategy include: 1. Identifying and undertaking targeted service reviews of poorly performing services, i.e. those services with high costs and/or low patronage 2. Reducing costs through reductions in service frequency and routes and assessing vehicle sizes/suitability 3. Investigating alternative ways of providing services, such as dial-a-ride, Taxi Fair and the Total Mobility scheme. Before reducing any services we will consider the needs of the transport disadvantaged and the guidelines for consistent service levels.

Review of fare products and levels	Increasing fares can increase revenue and farebox recovery rates. Fare changes could include general increases to fares. Methods to achieve this strategy include: 1. Reviewing the eligibility criteria for concession fares and the level of multi-trip discounts 2. Seeking supplementary funding sources 3. Targeting fare increases or introducing premium fares aimed at services that are not meeting targets 4. Implementing general fare increases to address general inflation increases 5. Implementing general fare increases to bring farebox recovery rates within the target range. We have already assumed a 3% annual fare revenue increase in our Long Term Plan 2012, both to offset expected cost increases and to maintain farebox recovery rates within the target ranges; however this is reviewed on an annual basis. We may increase fares for reasons other than the farebox recovery policy, e.g. to address increases in costs that are not part of farebox recovery, such as capital costs.

How we will apply the farebox recovery policy

This section provides some information on how we will apply the regional farebox recovery policy.

> No timeframe is required to achieve the farebox recovery targets as the rates are currently within the target ranges.

> The farebox recovery policy is applied by way of an annual farebox policy compliance review, an annual fare-level review and six-yearly fare structure reviews.

Other reviews and refinement

This policy, including the target ranges and timeframes, will be reviewed at least every three years as part of preparing the Long Term Plan or as part of reviewing the PT Plan. We may also need to review it immediately if the Transport Agency's policy or practices change.

We have calculated the farebox recovery targets in this PT Plan using patronage, cost and revenue figures supplied by transport operators. However, some of this information will likely change in the future due to:

> Refinements of the list of services whose costs and revenues should be included in the farebox recovery calculation

> Changes to the way services are delivered and procured

> Changes to the Transport Agency's policies and funding

> Improved checking and understanding of the cost and revenue information that operators supply to GWRC

This PT Plan will be amended, as appropriate, to incorporate any necessary revisions to the regional farebox recovery policy or targets.

The regional farebox recovery policy's contribution to other national and regional policies is outlined below.

Government Policy Statement on Land Transport Funding:

This policy maintains the high level of user contribution to the funding of public transport, compared with other regions in New Zealand. It recognises the need for efficiency and "value for money" and the restrictions on the availability of national funding.

Regional Land Transport Strategy (RLTS):

This policy maintains the level of local contribution to the funding of public transport, thus helping to achieve the patronage targets set in the RLTS.

Regional Public Transport Plan:

This policy aims to improve efficiency and value for money, and contribute to achieving PTOM objectives.

Appendix 6: Legislative requirements – summary

The statutory requirements for preparing the Wellington Regional Public Transport Plan (PT Plan) are set out in Part 5 of the Land Transport Management Act 2003 (LTMA). The statutory purpose of the PT Plan is to provide:

> "a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure; and

> an instrument for engaging with the public in the region on the design and operation of the public transport network; and

> a statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services".

Section 124 of the LTMA requires the Greater Wellington Regional Council (GWRC), before it adopts the PT Plan, to be satisfied that the Plan:

> Contributes to the purpose of the LTMA

> Has been prepared in accordance with any relevant guidelines issued by the Transport Agency

> Is consistent with the Regional Land Transport Plan

> Has applied the principles specified in section 115 (1) of the LTMA, including:

- GWRC and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
- Incentives should exist to reduce a reliance on public subsidies to cover the cost of providing services
- The planning and procurement of services should be transparent.

Section 124 of the LTMA also requires GWRC to take account of the following matters when preparing the PT Plan:

- Any National Energy Efficiency and Conservation Strategy
- The guidelines issued by the Transport Agency for the purposes of developing Regional Public Transport Plans
- Any relevant regional policy statement, regional plan, district plan or proposed regional or district plan under the Resource Management Act 1991
- The public transport funding likely to be available within the region
- The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services
- The views of public transport operators in the region.

See below for further information about how these requirements have been met.

GWRC is also required to consider the needs of people who are transport disadvantaged.

Under the transitional provisions in section 156 (2) of the LTMA, any Regional Public Transport Plan that is adopted or varied before 30 June 2015 must take the public transport components of the Regional Land Transport Strategy into account, and must not be inconsistent with the Regional Land Transport Programme.

In preparing the PT Plan GWRC has complied with section 125 of the LTMA in consulting:

- The Regional Transport Committee
- The Transport Agency
- Wellington public transport service operators
- The Ministry of Education
- Local councils
- KiwiRail, which is the relevant railway line access provider.

The PT Plan must:	Comment
Contribute to the purpose of the LTMA The purpose of the LTMA is 'to contribute to an effective, efficient and safe land transport system in the public interest'.	The PT Plan sets out objectives and policies that will contribute to the provision of an integrated system of public transport that: > provides for greater access and mobility > efficiently utilises existing capacity and resources > improves operational performance > grows public transport patronage > supports environmental and health outcomes by reducing congestion and encouraging growth in public transport mode share. The PT Plan includes objectives and actions to improve the safety of the public transport system.
Be prepared in accordance with the guidelines issued by the New Zealand Transport Agency (Transport Agency)	The 2013 Transport Agency guidelines for preparing regional public transport plans have been complied with in the preparation of the PT Plan. Regular meetings have been held with Transport Agency staff to review the process and proposed content of the PT Plan, and the guidelines have been used to determine the core requirements for the establishment of units within the new PTOM.
Be consistent with the Regional Land Transport Plan	There will not be a Regional Land Transport Plan until 2015. In the interim, the PT Plan must take into account the RLTS (LTMA section 156(2)). The RLTS was adopted in 2010 and sets out the long-term strategic objectives and outcomes for land transport in the region. The RLTS provides the overall strategic framework for investment in the region's land transport network and is the basis for: > Identifying, selecting and prioritising regional projects and activities > Monitoring actual network performance > Reviewing implementation and corridor plans. The RLTS sets out the transport vision for the region, which is: "To deliver an integrated land transport network that supports the region's people and prosperity in a way that is economically, environmentally and socially sustainable." The PT Plan provides for public transport services to fulfil the role of public transport as defined in section 9 of the RLTS and to contribute to the achievement of the RLTS vision.

The PT Plan must apply the principles specified in Section 115(1) of the LTMA, which are:	Comment
GWRC and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers	GWRC has worked with public transport operators in the development of PTOM, and in its specific application to the Wellington public transport network. Operators were consulted in the preparation of the draft PT Plan, including on the design of the network, allocation of services to Units, and the policies, and have also submitted through the formal consultation process. The policies in the PT Plan, especially in relation to procurement reflect the ongoing commitment to a partnering approach. The PT Plan emphasises the importance of collaboration including between GWRC and local councils, particularly in relation to public transport infrastructure, the introduction of BRT, and accessibility.
The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth	A central theme of the PT Plan is the development of an integrated approach to the public transport network, with policies and actions in section 6 focusing on improving integration and reliability. Once in place, the major initiatives in the PT Plan are expected to better meet travel demands, and result in patronage growth.
Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently	The adoption of PTOM in the PT Plan, including in the way in which Units have been arranged, and the approach to competitive tendering, will provide good opportunities for competitors to access the Wellington public transport market. The PT Plan is therefore expected to deliver efficient pricing of services.
Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services	GWRC has adopted the PTOM approach which is intended to provide incentives for operators to improve the commerciality of services, and reduce the reliance on subsidies. In particular, the publication of PTOM "league tables" and the linking of contract performance to contract tenure will encourage operators to grow patronage and increase commerciality, thereby reducing reliance on subsidies.
The planning and procurement of public transport services should be transparent	GWRC has adopted a clear and transparent process for planning and procuring services, which is reflected in the public consultation undertaken as part of the service review process and in the procurement policies outlined in section 5. GWRC will carry out an open, fair and transparent process to procure new contacts in order to ensure best value for money for customers, ratepayers and taxpayers, as well as to establish effective commercial partnering relationship between GWRC and public transport operators.

The PT Plan must take into account:	Comments
The National Energy Efficiency and Conservation Strategy	The RLTS includes an evaluation of the National Energy Efficiency and Conservation Strategy (EECS 2007) and has the strategy's transport objectives in the RLTS vision, objectives and outcomes. The EECS 2007 has since been updated, and the National Energy Efficiency and Conservation Strategy 2011-2016 (EECS 2011) sets out objectives and policies to improve energy intensity and support greater levels of investment in renewable energies. The EECS 2011 sets an objective of a more energy-efficient transport system, with a greater diversity of fuels and renewable energy technologies. The PT Plan will contribute to this aim by ensuring a more effective and efficient public transport network, with particular actions to: > design an efficient public transport network that minimises route duplication > continue to provide an electric rail network for urban services > improve energy efficiency of public transport service delivery by: • ensuring operators provide high-quality, low-emission vehicles complying with environmental standards • improving the fuel efficiency of the bus fleet over time, moving towards an electric bus fleet for Wellington with a transitional stage of diesel-hybrid buses • replacing the Ganz Mavag trains with Matangi • investigating new technologies to enable regular and real-time monitoring of vehicle performance • ensuring that vehicles are well maintained.
RMA policy statements and plans	The Regional Policy Statement (RPS), Regional Plan and local authority district plans have been considered in preparing this PT Plan. The RPS sets out the framework and priorities for managing the region's resource in a sustainable way. The RPS gives effect to National Policy Statements, and regional and district plans and the RLTS are required to give effect to the policies of the RPS. These plans contain a range of policies and provisions that encourage mutually supportive land-use and public transport development. The RPS emphasises the importance of land-use planning in managing demand for travel and supports connectivity between and within settlements to optimise walking, cycling and public transport. It also provides for a transit-oriented and energy-efficient urban design approach and principles that support improved access to frequent and reliable public transport services especially along corridors with high demand. These requirements support the policies and actions in the PT Plan, in particular the integrated approach to the planning and provision of public transport services, the development of the layered service hierarchy and networkof core services, and the integration of public transport with walking and cycling.

The PT Plan must take into account:	Comments
Available funding	The public transport funding likely to be available has been a key consideration in preparing the PT Plan. The funding likely to be available for public transport in identified in the Government Policy Statement on Land Transport Funding and in council Long Term Plans. The PT Plan has been prepared in line with the financial forecasts prepared as part of the GWRC Long Term Plan 2012-22 and the development of the next Regional Land Transport Plan. Where projects are not funded in the current plans, this is identified in the PT Plan.
Value for money and competition	In preparing the PT Plan, GWRC has taken account of the need to obtain the best value for money having regard to the desirability of encouraging a competitive and efficient market for public transport services. The policies and actions in the PT Plan focus on the opportunities for public transport operators to compete fairly in an efficient market within the limits of existing resources. GWRC will carefully monitor the transition to the new operational units to ensure that the market is competitive and delivers maximum value for the money spent.
Views of public transport operators	The views of public transport operators have been considered in the preparation of the PT Plan. Specific operator feedback has been sought from incumbent and potential public transport operators on the proposed future network, the arrangement of the operational service units and the proposed policies to apply to those units and services. Incumbent and potential operators also made formal submissions to the PT Plan.
Consideration of the needs of persons who are transport disadvantaged	The provision of travel options and access to basic community activities for all members of the community is one of the key social benefits of the public transport system. While the provision of a comprehensive network of public transport services goes a long way towards the access needs of the transport disadvantaged, Appendix 4 of the PT Plan outlines specific initiatives that will assist the transport disadvantaged.

The Greater Wellington Regional Council promotes **Quality for Life** by ensuring our environment is protected while meeting the economic, social and cultural needs of the community

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