



Draft Regional Passenger Transport Plan

November 2006



Foreword

A Clear Direction in Changing Times

Our Council is launching its Regional Passenger Transport Plan in changing times. We saw a dramatic increase in the numbers of passengers on both trains and buses during the past year. Unusually, there was even more growth in peak times than at off-peak times. A big question is whether this kind of growth will be sustained?

The plan which follows sets a clear direction. Our Vision is for “a public transport network that helps people get around the region easily”. A key goal is to increase public transport’s share of all journeys. This is a testing target. Two other goals reinforce our vision. They seek an “accessible and integrated” network, and the “socially and environmentally sustainable economic development of the region.”

The New Zealand Transport Strategy – Responsiveness v Affordability

This strategy is the major Government transport policy document. It calls for a sustainable transport system that is also affordable, integrated, safe and responsive to our needs. The aim of the plan which follows is to be “responsive”. Our Council has the difficult task of determining how it may also be “affordable”.

We will continue monitoring passenger usage carefully; then act only where a clear and established trend indicates action is needed. Our ten year financial plan for 2006-16 does already provide for a very considerable investment in rail rolling stock and other infrastructure. The overall passenger transport expenditure allowed for in that plan has significant effects on fares, rates and borrowing.

When our Council undertook to take over the rail rolling stock from its previous owners it had been badly run down.

That ten year financial plan also does allow for a 1.7% compounding growth to occur in the capacity of the rolling stock which will be needed. Recent experience, however, has shown a much higher growth rate than that.

To be responsive we do need to be flexible. Even allowing, however, for a \$65million Government grant towards the rolling stock costs (and other Government funds which may be available), the cost to us of adding passenger capacity and of improving the infrastructure is still considerable. Additional expenditure will require a searching examination of all possible sources of revenue. It may also need a formal amendment to our Council’s financial plans.

The Place of Passenger Transport

A much clearer public understanding appears to be emerging about the importance and place of passenger transport. This emerged from the response to our recent public consultation on our strategic options. Unexpectedly, an advanced passenger transport option was heavily preferred over greater expenditure on roading.

Many valuable and considered submissions to our Council’s 2006-16 long-term community plan also called for a greater role for passenger transport.

Passenger transport is safer, less expensive than private cars and more environmentally friendly.

Where To From Here?

There is an unavoidable lag time in delivering improvements to the passenger transport network. New rail rolling stock which is to be ordered very soon cannot be operational before 2010. There is an even greater lag time before major improvements to our roading network, such as Transmission Gully, can be constructed.

The Regional Land Transport Strategy sets the priorities for all modes of transport in the Region. These include much needed investment on improved roads, new routes and greater capacity, as well as better facilities for cyclists and walkers. Passenger transport, nevertheless, has a unique contribution to make. This is because of:

- its general accessibility to all members of the public;
- its ability to deliver results more quickly than increased roading capacity can reduce congestion and
- higher oil prices making car usage more expensive.

Our Challenge

Passenger transport has a vital role to play in reducing greenhouse gases and combating climate change, as well as providing a universally available service.

It will be a challenge to deliver the standard of service that is required. We will need to communicate clearly which passenger transport improvements are needed, and how and when we propose to respond.

Getting our plans right, and ensuring that the Region's passenger system delivers the goods, may well be the most important task we face as a Council. This plan spells out our commitment to you – the people of our Region.



Cr Glen Evans
Chair of GWRC Passenger Transport Committee
6 September 2006

Executive summary

This Regional Passenger Transport Plan (RPTP) for the Greater Wellington region sets out a 10-year framework that supports the passenger transport component of the Regional Land Transport Strategy (RLTS) and the broader national transport objectives of the New Zealand Transport Strategy (NZTS) and Land Transport Management Act 2003.

The term “passenger transport” covers both public (eg, scheduled trains and buses) and private (eg, taxis) fare-paying transport. For the purposes of this document, it relates mainly to public passenger transport.

The framework for the RPTP is summarised in the diagram on the next page. The plan is directed by GWRC’s Vision for passenger transport – *A passenger transport network that helps people get around the region easily* – its passenger transport Strategic Goals, and five key Policy Areas which support the RLTS and the overriding objectives of the NZTS and LTMA.

Broadly, the plan seeks to retain Greater Wellington region’s passenger transport system and improve it by adopting best practice in terms of vehicles and rolling stock, infrastructure, accessibility, service levels and marketing and promotion.

How much we, as a community, maintain and enhance Greater Wellington region’s reputation for having New Zealand’s best utilised passenger transport, and how much we maximise patronage, is a function of how much we invest in making passenger transport accessible, frequent, reliable and well-integrated in terms of fares, ticketing and timetabling. It also depends on how much we spend on marketing, promotion and the provision of readily available and up-to-date information.

The extent of passenger transport’s contribution to the relief of road congestion is a function of all these things, as well as how much we invest in the capacity of the system by increasing the train and bus fleet, adding to passenger transport-specific infrastructure and, in the case of rail, projects such as extended double tracking and modern signalling.

Policy framework

The Vision is underpinned by a set of Strategic Goals, which provide guidance on moving towards the vision and which set the underlying basis on which the vision is built. Supporting the Strategic Goals are five Policy Areas, which act as the pillars underpinning the vision and the Strategic Goals. Each Policy Area is made up of objectives, policies, and targets which will guide the region in the actions it will take to ultimately achieve the Vision for passenger transport in the Wellington Region.

Strategic goals for passenger transport

1. To increase passenger transport's share of all journeys (Mode Share Goal)

The overall passenger transport goal is to grow passenger transport in order to increase passenger transport's share of all journeys – currently 30% of all peak period journeys to work in the Wellington CBD, and 4% of all trips at all times by all modes (car, bus, train, ferry, cycling, walking, etc.).

2. To develop an accessible and integrated passenger transport network (Accessibility Goal)

Fully accessible passenger transport will be safer, more comfortable and easier to recognise and use for all people, including those who have mobility impairments or who are travelling with young children, with bicycles or with luggage.

3. To support the socially and environmentally sustainable economic development of the region (Sustainability Goal)

Passenger transport is a key component of a highly functional transport system that enhances the natural and built environment and attracts creative businesses and knowledge workers.

Policy areas for passenger transport

Five policy areas support the strategic goals:

- **Servicing stakeholders:** servicing both customers (passenger transport users) and other stakeholders (ratepayers and the wider community). These are the principal focus of GWRC's transport business.
- **Service levels:** developing an accessible and integrated passenger transport network. The legal requirements of the RPTP (specification of the nature of passenger transport services to be purchased by GWRC) are detailed in this section.
- **Vehicles and infrastructure:** ensuring suitable vehicles and infrastructure support the network.
- **Fares, ticketing, and information:** providing appropriate support for the network.
- **Procurement philosophy:** the philosophy to be adopted in procuring bus services to ensure value for money.

A summary of planned activities to help achieve these goals and policies from 2006/07 through to 2015/16 is set out in Section 1.4 of this plan.

VISION

A passenger transport network that helps people get around the region easily

STRATEGIC GOALS

MODE SHARE

To increase passenger transport's share of all journeys.

ACCESSIBILITY

To develop an accessible and integrated passenger transport network.

SUSTAINABILITY

To support the socially and environmentally sustainable economic development of the region.

POLICY AREAS

Servicing Stakeholders

Servicing both customers (passenger transport users) and other stakeholders (ratepayers and the wider community).

Service Levels

Developing an accessible and integrated passenger transport network.

Vehicles and Infrastructure

Ensuring suitable vehicles and infrastructure support

Fares, Ticketing and Information

Providing appropriate support for the network.

Procurement Philosophy

The philosophy to be adopted in procuring bus services to ensure value for money.

Consultation on the draft Regional Passenger Transport Plan

GWRC is interested in your views on this draft Regional Passenger Transport Plan. Submissions close on **16 February 2007**.

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1. Introduction and background

Greater Wellington Regional Council (GWRC) is required to prepare a Regional Passenger Transport Plan (RPTP) under the Land Transport Act 1998 and the Transport Services Licensing Act 1989¹. The components specified for the RPTP include:

- services
- routes
- capacity
- frequency
- fare structures and
- special provisions for the transport disadvantaged.

The legislation also allows consideration of any other matters GWRC thinks fit.

The overall strategic context for this RPTP is found in the Regional Land Transport Strategy (RLTS) also prepared by GWRC. The RPTP, once completed, will form part of the RLTS. The RLTS is currently under review, and will be completed at the same time as the RPTP.

This RPTP covers both GWRC transport's activities and the wider passenger transport operations of the region, including assets and operations not necessarily owned or contracted by GWRC.

The legislation specifies a plan for "passenger transport" which is a term covering both public (eg, scheduled trains and buses) and private (eg, taxis) fare-paying transport. This document mainly relates to public passenger transport.

1.1 Duration of this plan

This RPTP will become operational once adopted by GWRC, and will continue as the RPTP for this region until replaced.

The Land Transport Act 1998 requires that a RLTS must be kept current for a period of three years, and not more than ten years, and must be renewed at least once every three years. Because the Act states that the RPTP forms a part of the RLTS, the same timeframes apply to the RPTP.

1.2 Passenger transport issues in Greater Wellington

The Greater Wellington region has a strong passenger transport culture relative to many other cities in New Zealand and Australia. Widespread coverage of both train and bus networks, the only New Zealand examples of electric urban buses, trains, and cable cars, established contracting processes, experienced

¹ Refer to Appendix 1.

staff and operators, and robust relationships with city and district councils provide a good foundation on which to build the passenger transport business.

The following passenger transport issues have been identified in this region:

- Inadequate funding of infrastructure and rolling stock renewal has led to increasing obsolescence and poor train and electric trolley bus reliability.
- There is a small proportion of entrenched non-passenger transport users with negative perceptions. Satisfaction levels among actual users however are high compared with other service businesses.
- Notwithstanding recent significant improvements in the scale of long-term funding, there is a risk that the passenger transport system will continue to be under-funded if overall transport demand continues to grow at current levels. The cost of upgrading infrastructure to meet current expectations for accessibility has also yet to be recognised by national funding agencies.

Passenger transport's competitive position against private cars is likely to be boosted by:

- The New Zealand Transport Strategy's creation of a more positive policy environment. However, this central government policy position could shift in a business that requires long-term investment horizons.
- Increasing consideration of traffic demand management initiatives, including road pricing. However, the prevailing car culture continues to expand, aided by ongoing reductions in the total cost of car ownership².
- A significant passenger transport component of recent new government funding initiatives will help to improve rail reliability and to kick-start initiatives such as integrated ticketing and real-time passenger information.
- The Ministry of Transport Review of the Transport Services Licensing Act and Procurement Procedures is likely to facilitate a new contracting environment.
- Signing of a long-term rail contract and resolution of rail track governance arrangements.
- Legislative provision for asset ownership by GWRC offering more procurement alternatives.
- Market opportunities emerging from:
 - general population growth
 - an ageing population and growing youth/adult education sector (both potentially high passenger transport users)
 - seeding of services with long-term growth potential (eg, Kapiti Coast)
 - off peak/weekend car congestion

² Clearly this may change if the fuel price increases during 2006 prove to be permanent.

- lower cost information technology enabling GWRC to develop one-to-one customer relationships
- environmental and economic pressures on cars including congestion, emission concerns and fuel price increases
- the recommendations of the Human Rights Commission Inquiry into Accessible Public Land Transport, which are likely to strengthen the case for improved access standards.

1.3 Strategies to address passenger transport issues

A number of strategies are being employed by GWRC to deal with the issues identified above:

- An increasingly integrated, region-wide, marketing-led approach under the new Metlink brand. This focuses on user needs and values and aims to maximise the performance of existing assets and operations.
- A balanced investment mix across infrastructure (track/roads, stations/stops, rolling stock and information systems).
- Increasing use of information technology to enhance customer service, including smartcard integrated ticketing and real time information.
- Longer-term strategies include lobbying for legislative change to secure a more favourable procurement environment and advocacy of passenger transport-friendly land use changes with territorial authorities.

1.3.1 Stakeholder strategies and partnerships

There are many passenger transport stakeholders in the region, and GWRC is working with these to improve services.

Major employers with a significant impact on passenger transport use include District Health Boards, the education sector and territorial authorities.

The Capital and Coast District Health Board, one of the largest employers in the region, is working with GWRC on travel planning for its staff. Approximately four hundred individual school bus services are provided each day, most of which are funded by GWRC.

There are now quality partnership agreements in place between GWRC and the passenger transport operators and the Wellington, Porirua, Hutt and Upper Hutt City Councils and Kapiti Coast District Council. A detailed transport strategy development has also been completed by Wellington City Council.

1.4 Current passenger transport operations and assets

Greater Wellington's passenger transport network consists of:

- Rail-based, long distance main trunk services with bus feeder routes in the northern corridors; and

- South and west of the CBD, trolleybuses on the busiest routes and diesel buses on secondary routes.

Passenger transport services are managed by GWRC within the following seven sectors:

Sector		
1	Wellington City south of Ngaio Gorge	Eastern, Southern and Western Suburbs of Wellington City to Wellington CBD Intensive bus services. Cable car.
2	North Wellington	Wellington City northern suburbs except Tawa to Wellington CBD
3	Western Corridor (south)	Tawa and Porirua to Wellington CBD Commuter train service with connecting and local bus services.
4	Western Corridor (north)	Kapiti Coast to Wellington CBD Commuter train service with connecting and local bus services. Limited commuter bus services from Kapiti Coast.
5	East – West	Porirua to Hutt Valley Limited commercial bus services, mainly catering for children attending integrated or private schools in Hutt Valley
6	Hutt Valley	Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne to Wellington CBD Commuter train service with connecting and local bus services. Direct bus service from Eastern Bays to Wellington and limited commuter bus services from other suburbs. Ferry service from Days Bay.
7	Wairarapa	Commuter train service with limited connecting and local bus services

1.4.1 Summary of assets (including GWRC, territorial authorities and operators)

(a) Rail

The region's rail commuter services are provided on a network extending out to Palmerston North and Masterton, and terminating in Wellington. Electrified services are provided from Paraparaumu, Johnsonville, and Upper Hutt; diesel locomotive hauled carriages provide the services from Palmerston North and Masterton.

GWRC contract Toll NZ Consolidated Ltd (Toll) under the brand of Tranz Metro Wellington to provide the rail commuter services

(excluding the Palmerston North to Wellington services, which is a commercial i.e. non-contracted, service) for the region.

Government agency ONTRACK is owner and maintainer of track, signalling and platforms.

Rail issues include aging rolling stock, track condition and capacity, obsolescent signalling systems, and deteriorating stations with poor access, shelter, signage and lighting.

Overdue maintenance on both track and signalling has led to reduced reliability and average speeds. Capacity is constrained by single-track sections north of Trentham and MacKay's Crossing, and between Pukerua Bay and Paekakariki (known as the North-South junction), and Wellington and Johnsonville. Capacity is also constrained by both the number of tracks and the signalling system between Wellington Junction (Kaiwharawhara) and Wellington Railway Station, especially through the station throat.

(i) Rolling stock

Toll currently own and operate all the rail rolling stock which provide the region's rail commuter services. The operating fleet consists of 147 rail carriages comprising:

- 88 Ganz Mavag electric multiple unit cars (purchased in 1982)
- 36 English Electric cars (1955)
- 15 locomotive-hauled carriages used on the Wairarapa service (1940s; to be replaced from December 2006 onwards)
- 8 cars used on the Palmerston North "Capital Connection" service (originally built for British Rail in the early 1970s)

The English Electric cars have been undergoing a minor refurbishment which is due to be completed in 2006/7. This is to enable these cars to remain in service until new rolling stock is available. GWRC intends to let a contract by mid 2007 for the construction of up to 70 new electric multiple unit cars to replace the English Electric cars and to add to system capacity. It is intended that these new cars will be in service in 2010.

18 replacement Wairarapa cars are under construction and will enter service in 2007. GWRC will own these cars and Toll will operate them on its behalf. This will apply eventually to all rolling stock.

(ii) **Facilities**

Stations

There are 53 commuter train stations across the regional train network. GWRC owns two of these: Petone (new building completed in 2004, and Waterloo (built in 1989)). Toll owns the remaining station buildings in the network, and ONTRACK owns shelters and Wellington rail station.

Park and Ride facilities

There are 31 commuter Park and Ride facilities across the region and over 4000 parking spaces. The land these Park and Ride facilities occupy is owned by a number of organisations, the key ones being territorial authorities, ONTRACK, and Transit New Zealand. GWRC currently funds the upgrades, extensions and maintenance of these facilities. It is GWRC's intention to pursue opportunities to rationalise and secure ownership (or long term lease) rights in order to continue the development and funding of future projects to increase capacity and improve facility amenities.

Cycle lockers

GWRC provide 130 cycle lockers at 11 rail stations across the region. This contributes to the integration of cycling with passenger transport. GWRC intends to continue to provide the provision of these facilities and further improve capacity and the service provided.

(b) **Bus**

Buses are the main provider of public transport in Wellington City and the Northern Suburbs (in conjunction with the Johnsonville rail line). Outside Wellington City, buses provide local public transport and connections to the rail network.

GWRC contracts transport operators to provide the majority of the bus services that make up the region's bus network (other services are provided on a commercial i.e. unsubsidised basis). There are currently 69 contracts, which each have a maximum duration of five years.

(i) **Vehicles**

As at 30 June 2006 the regional bus fleet totalled 470 buses. This includes 55 electric trolley buses (owned by Stagecoach Wellington) which run on an overhead line network, owned

by Wellington Cable Car Limited on behalf of the Wellington City Council. 185 of these buses are Super Low Floor (SLF), of which 133 are wheelchair accessible.

(ii) **Facilities**

Bus stops

There are over 2800 bus stops in the region. Currently, all bus stop structures are owned and maintained by the territorial authorities, but are fully funded by GWRC.

Review of the spacing and location of bus stops will be a significant ongoing project for the quality partnership arrangement GWRC has with territorial authorities and bus operators. In some areas there are too many stops with the location often being the site of least resistance from adjoining landowners and occupiers, rather than the optimal site for users.

The strategy currently being pursued by GWRC is to significantly increase the percentage of sheltered boarding stops to 80% of all stops. Development of a bus shelter standard is required. The Adshel shelters (provided at no cost to GWRC by advertising company Adshel) in some areas are successful in terms of appearance and visibility, but provide inadequate shelter from adverse weather.

GWRC is also currently pursuing a programme to improve and increase the amount of public transport information provided at bus stops. With the launch of Metlink in 2005 there is now a standard brand which is being applied to all bus stop signage in the region.

Bus Interchanges

Wellington Bus Station is the region's only bus designated interchange. This has easy access to Wellington Railway Station. The remaining interchanges such as those at Johnsonville, Porirua, Paraparaumu, Waterloo and Upper Hutt, are multi modal i.e. rail/bus. Wellington Bus Station is owned by Wellington City Council and funded by GWRC.

Development options include an emphasis on improving the seamlessness of bus to train transfers (with integrated ticketing and service times) to reduce the need for major expansion of Park and Ride car parking spaces.

Bus Priority Measures

The region has a number of bus priority measures, such as bus only lanes ("green lanes") and the Mount Victoria bus

tunnel. These facilities are an essential means for buses to bypass city congestion, and the bus tunnel in particular provides a key connection between the Eastern Suburbs and Wellington City.

(c) Ferries

East by West Ltd provide ferry services between Days Bay and Queens Wharf using two ferries. This service is provided under a five-year contract with GWRC.

(d) Cable Car

The cable car is owned by Wellington Cable Car Limited on behalf of Wellington City Council. Its day-to-day management is contracted to Serco. The service is currently commercial i.e. it receives no GWRC funding support.

(e) Infrastructure Standards

GWRC is currently developing infrastructure standards for the assets it owns and for those that it funds. The 5 key elements that will drive the standard for the region's transport infrastructure are: *safety, reliability, accessibility, quality, maintainability*.

(i) Rail Stations

GWRC is developing a rail infrastructure development plan for each rail line on the Wellington network, which will define minimum standards and future projects of work.

(ii) Bus stops and shelters

Design standards for bus stop poles and signage have been developed and are currently being implemented with the roll-out of the Metlink branding at all of the network's bus stops. Region wide bus shelter designs and installation standards are being developed in consultation with territorial authorities.

(iii) Park and Ride facilities

Park and Ride facilities have grown and improved considerably over the last five years and continue to grow throughout the rail network. Standards to enhance capacity and amenities along with new builds are in development. The partnerships between GWRC and the existing property owners of these facilities are key to ensuring facilities improve and standards continue to be put in place.

(f) Total Mobility

The Total Mobility scheme provides a 50% taxi fare subsidy for people who have a disability which prevents them from using buses and trains. The scheme also assists with the provision of wheelchair accessible taxi-vans. The subsidy is funded by GWRC and Land Transport New Zealand.

As at 1 July 2006, there were approximately 7,500 registered members of the Total Mobility scheme in the region. This number has grown by 75% in six years.

1.5 Passenger transport funding

1.5.1 Funding sources

Passenger transport costs are funded by users, GWRC ratepayers and Land Transport NZ.

GWRC's funding policies are set out in its Revenue and Financing Policy, which is contained in the Long Term Council Community Plan. The key funding policy is for funding and promoting passenger transport services and providing the infrastructure for passenger transport services. This policy is set out below.

Revenue and financing policy	
<p>Recommended funding</p> <p>Greater Wellington recommends the following funding allocations for providing public transport:</p> <ul style="list-style-type: none"> • at least 50% user charges – collected and held by the providers • no more than 50% community contribution (national and regional) <p>This community contribution is funded:</p> <ul style="list-style-type: none"> • 47-60% (depending on the type of service) from Land Transport New Zealand transport grants reflecting the benefits to transport users and social services • The balance by a Council contribution funded via a targeted rate set as follows (with a discount factor to 25% applied to rural capital values) <ul style="list-style-type: none"> – <i>congestion relief</i>, 85%: Of this 20-25% of the inter-district costs are borne by the Wellington CBD and the remainder equally by ratepayers in the district of origin and the district of destination. Within districts, costs are allocated on rateable capital values. – <i>concessionary</i>, 10%: Borne equally by ratepayers in the district of origin and the district of destination. Within districts, costs are allocated on rateable capital values. – <i>social</i>, 5%: From ratepayers across the region with a reduction to 50% for Kapiti and a reduction to 25% for Wairarapa. 	<p>Note 1: Rail network costs, including infrastructure and rolling stock, are allocated on the total intra-district movements (with the Wairarapa being treated as one district).</p> <p>Note 2: Where bus services feed rail services, the costs are allocated to the origin and destination districts of the rail.</p> <p>Note 3: Bus costs are allocated directly to ratepayers in each district based on the routes that the buses travel. If a service runs through two territorial authorities a cost apportionment is made.</p> <p>Note 4: Call centre, marketing and administration costs are apportioned across ratepayer groups based on the weighted average of total allocated expenditure.</p>

1.5.2 Regional Transport Programme³

The Regional Transport Programme sets out the region’s expectations for expenditure on land transport over the next 10 years. It has been developed by the Regional Land Transport Committee with input from GWRC on expected passenger transport expenditure over a number of years and in parallel with a strategic roading programme.

Many of the activities in the Regional Transport Programme are designed to provide an alternative to car travel during peak periods, as well as off peak accessibility improvements for people who can’t or choose not to use a car. It also addresses long-standing under-investment issues to improve comfort, capacity and reliability. In addition, the RLTS’s proposed travel planning activity is aimed at proactively promoting public transport and active modes, and exploring opportunities to time trips outside the peak period and to reduce unnecessary trips.

The Regional Transport Programme is based on the best information available at the time of writing. By necessity, it is founded on a number of assumptions. These are set out in the Funding Plan (see chapter 11 of the RLTS). As activities and projects are developed the scope, cost and timing of programme elements will change to reflect newer information.

In addition, funding by GWRC is subject to its LTCCP and is subject to its annual plan processes. Major infrastructural improvements, such as double-tracking from Pukerua Bay to Paekakariki, are subject to special Government funding.

The table below sets out planned expenditure on passenger transport and roading projects in the region.

Regional Transport Programme Summary (\$M)

	Years 1-10	Years 11-20	To be confirmed
Passenger Transport	1330	1291	322 ⁴
Roading	1735	1018	252 ⁵
Total	3065	2309	574

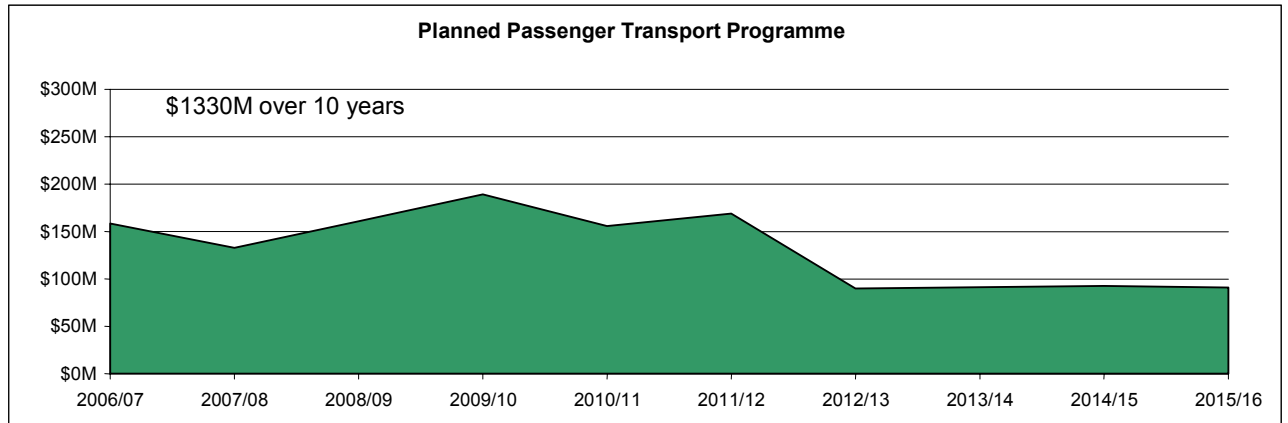
More information on the Regional Transport Programme is contained in section 11 of the draft RLTS.

The planned passenger transport expenditure is set out below. Note that this expenditure includes some “non-passenger transport” activities such as cycling.

³ The information in this section is derived from the Draft Regional Land Transport Strategy 2006

⁴ Western Corridor rail (projects 26,27,28).

⁵ Funding gap between forecast expenditure in years 11-20 and likely available funding.



Planned expenditure		Total Cost	1	2	3	4	5	6	7	8	9	10
		\$M	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Passenger transport activities												
1	Rail operating contract	137.9	17.7	18.0	18.2	14.8	14.7	11.4	11.3	11.3	11.3	9.1
2	Wairarapa rolling stock	26.5	26.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3	Rail rolling stock	356.9	57.3	44.8	64.9	91.4	30.6	30.6	9.3	9.3	9.3	9.3
4	Western Corridor rolling stock	40.0	0.0	0.0	0.0	0.0	24.0	16.0	0.0	0.0	0.0	0.0
5	Mackay's to Lindale double track	62.0	0.5	0.5	0.5	1.5	17.0	42.0	0.0	0.0	0.0	0.0
6	Kapiti rail stations	15.0	0.2	0.5	5.3	9.0	0.0	0.0	0.0	0.0	0.0	0.0
7	Rail station maintenance and upgrades	28.6	5.9	4.0	4.0	2.8	1.8	2.0	2.0	2.0	2.0	2.0
8	Park & ride carparks	10.1	0.8	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
9	Bus & ferry operating contracts	243.5	24.3	24.3	24.3	24.3	24.3	24.4	24.4	24.4	24.4	24.4
10	Trolley bus contracts	69.8	6.5	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.1
11	Bus stop & shelter maintenance	9.6	1.1	1.6	1.0	1.1	0.8	0.8	0.8	0.8	0.8	0.8
12	Transport information systems	2.3	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
13	Bus priority measures	21.3	1.0	1.6	1.6	1.6	2.1	2.1	2.1	2.6	3.1	3.1
14	Real time information	21.8	0.0	0.3	3.2	6.8	3.3	1.6	1.6	1.7	1.7	1.7
15	Integrated ticketing	13.3	0.6	4.0	3.6	0.9	0.8	0.7	0.6	0.6	0.6	0.6
16	Service improvements	44.5	1.9	2.5	3.1	3.7	4.2	4.8	5.3	5.8	6.3	6.8
17	Total Mobility	42.6	3.3	3.5	3.7	3.9	4.2	4.4	4.6	4.8	5.0	5.2
18	Rail administration	21.3	2.0	1.8	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2
19	Bus & ferry administration	33.0	3.9	3.4	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2
20	Transport planning	27.8	3.0	2.3	2.4	2.3	2.9	3.0	2.9	3.1	3.0	2.9
21	Cycle promotion	0.5	0.07	0.04	0.05	0.07	0.04	0.05	0.07	0.04	0.05	0.07
22	Travel Plan Programme	9.6	0.6	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
23	Road safety promotion	0.8	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08
24	Wairarapa log freight	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
25	Additional cost of access HRC review	90.0	0.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
26	Porirua interchange	10.0										To be confirmed
27	Electrification to Waikanae	40.0										To be confirmed
28	Pukerua Bay - Paekakariki double track	272.0										To be confirmed
29	Hutt Corridor rail improvements	173.0										Beyond 10 years
Total identified costs		1825	158	133	161	189	156	169	90	91	92	91
Less costs beyond 10 years		495										
Total 10 year costs		1330										

More information on each of these projects can be found in Appendix 2.

1.5.3 Subject to funding

As is always the case, all programmes and undertakings in this plan are subject to funding. This recognises the affordability constraint.

This document sets out the objectives, desired outcomes, policies, principles, and processes GWRC will apply in managing public passenger transport in the region during the plan's lifetime. As such it describes an intended direction. Once this document is adopted this direction remains in place until this document is reviewed.

The programme and other specific sections in this plan describe an intended pace, and these are aligned with undertakings already made in the Long Term Council-Community Plan (LTCCP), and already consulted upon through Local Government Act 2002 processes. The timetables outlined in this document are accurate at the time of writing, but are subject to change and review. Changes can be required when funding rules change (eg financial assistance rates applied by Land Transport New Zealand), when contracts are renegotiated, if there is an unexpected event elsewhere requiring priority action (such as a significant flood or major infrastructural breakdown), or some other unpredicted or unusual circumstance.

Review is required in normal local government process, through Council's Annual and Long-term Plans, taking into account ratepayer response and Councillors' views on that response. The actual allocation of specific funding and resources to specific projects is only formalised through Local Government Act 2002 processes. The appearance of any particular project at any particular year in the programme in this document is an indication of Council's intention, not a guarantee that it will happen.

It should be noted that change and review can lead to either acceleration or delay in pace.

Transport is an area where there are long lead times, unpredictable processes, evolving technologies, and numerous independent agencies. While GWRC may plan and allocate resources for particular results, it is not the only stakeholder involved in achieving those results.

It is important to know where we want to go and approximately when we want to get there. However, Council must continually balance the desirability of transport results with their practicality and their cost to the community.

1.6 Passenger transport usage

Passenger transport is relatively well patronised in the Greater Wellington region compared with the New Zealand average. In 2001, 4.3% of total trips made in the region were by passenger transport⁶. This compared with around 74% of all trips made by car and 17% by active modes (walking and cycling).

Passenger transport use in 2001 was split between 37.3% using train and 62.7% bus. Train trips are approximately evenly split between the Western and Hutt Corridors. More shorter bus trips were taken, compared with a smaller number of longer train journeys, consistent with the region's strategy of train-based trunk services and bus feeders.

The following table compares passenger transport funding and trips in Auckland, Wellington and Christchurch. It shows that, although Wellington spends more per resident on passenger transport, its residents make considerably more use of their system than do their counterparts in Auckland and Christchurch. Subsidy per passenger is approximately half-way between

⁶ Source: Wellington Transport Strategic Model

that in the other cities (although when trip length is taken into account, Wellington's subsidy is lowest).

Passenger Transport Funding Comparison, 2004/05

	Auckland	Wellington	Christchurch
Transport rate	\$73,356,000	\$27,088,000	\$10,355,000
Passenger trips	50,697,000	32,378,557	15,216,187
Average trip length	7.5 kms	12.5 kms	8.3 kms
Population	1,337,000	460,300	367,700
Ratepayer subsidy per passenger trip	\$1.51	\$0.84	\$0.68
Transport rates per capita	\$57.11	\$58.85	\$28.16
Passenger trips per capita	38	70	41

In 2001 passenger transport accounted for over 20% of all journey-to-work trips into Wellington City. Of those travelling out of Wellington City for work, only 8% use passenger transport. An increasing proportion of residents in outlying areas of the region are commuting to Wellington City for work and an increasing number of those are using passenger transport.

Cars are the main mode of travel to places of education, accounting for around 44% of all trips. Walking makes up the next largest segment (26%). School buses (13%) and public buses (6%) are the next most popular passenger transport modes, with trains accounting for only 4% of trips. Cycling accounts for only 2.5 %.

Compared with similar-sized international cities, Greater Wellington residents' use of passenger transport is average, with relatively more trips by passenger transport than in US and Australian cities, but significantly fewer than in European cities. The experience from Canadian cities, which are the most similar in character to New Zealand and Australian cities, suggest that greater use of passenger transport is possible if the following attributes are in place:

- Simple, legible networks
- high service frequencies
- high service reliability
- interconnection of routes
- co-ordination of timetables
- seamless inter-operator and inter-modal integrated ticketing
- traffic priority for passenger transport vehicles
- marketing of passenger transport and
- supportive land use and parking policies.

1.7 Passenger transport performance

In the five years from January 2000 to December 2004 total bus, train and ferry usage in the region has grown 12%. Growth has been greatest in the off peak period (19%), compared with peak times (7%), reflecting both population increase and the general trend towards greater travel outside peak periods. In 2006 however, greatest growth occurred during the peak period.

Surveys of user perceptions in 2004 showed 69% of respondents said they felt 'safe' on passenger transport (compared to 68% in 2003), and 7% 'unsafe' (compared to 9% in 2003)⁷. About 60% of people think Wellington's passenger transport services are reliable.

Access and mobility performance has improved in the last ten years. The Wellington bus fleet of 470 vehicles includes 185 (40%) super-low-floor (SLF) vehicles. Of these, 133 (29% of total, 72% of SLF buses) are wheelchair-accessible.

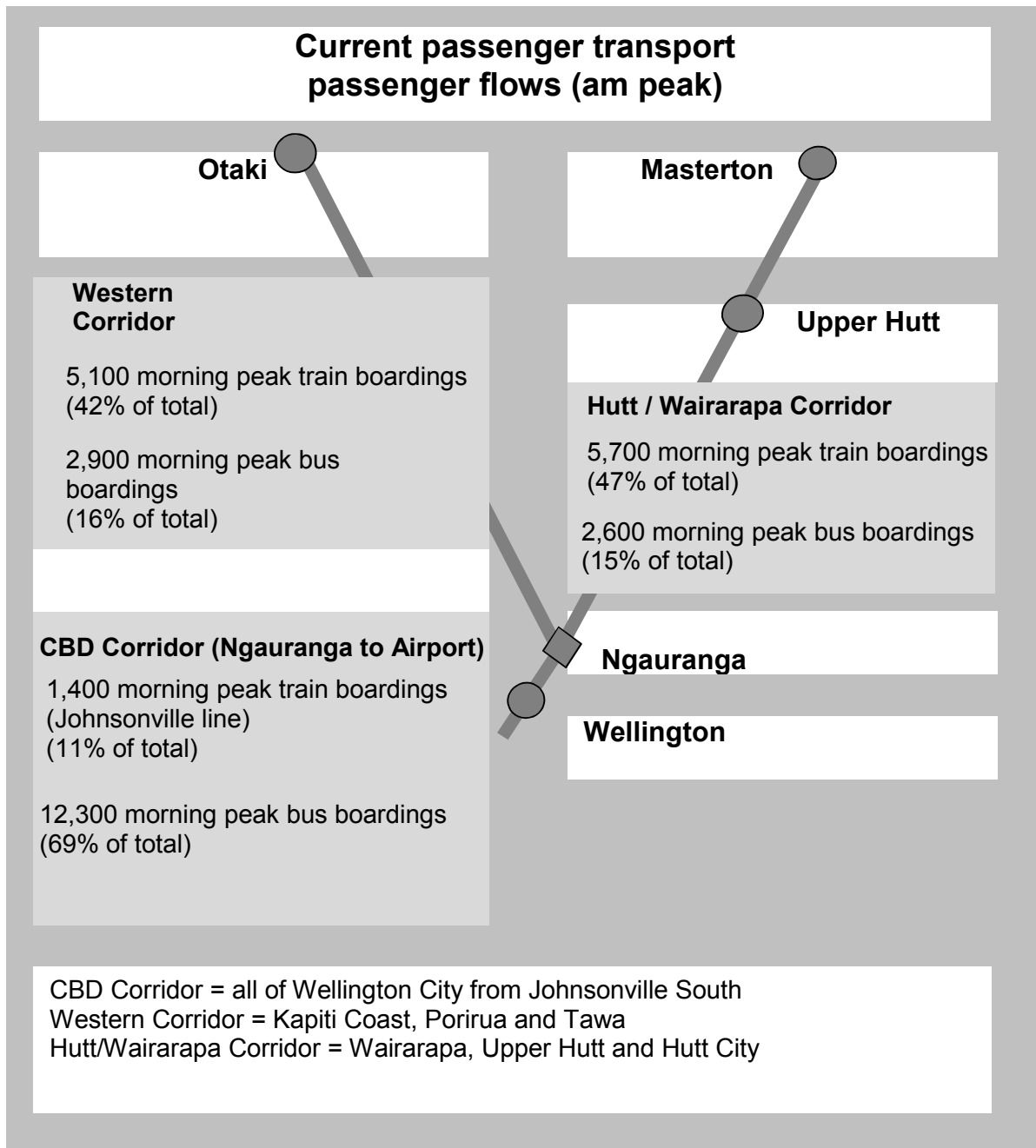
No trains are wheelchair accessible. However this issue is being addressed during the replacement of the system's rolling stock.

The issue of accessibility was addressed by the Human Rights Commission in its Inquiry into Accessible Public Land Transport. Its report, released in 2005, recommended that national accessibility standards should be co-ordinated by a central government agency.

1.7.1 Current morning peak passenger transport passenger flows

The following diagram shows current passenger transport boardings by corridor for the morning peak. It shows that 30,000 trips are made in this time, of which about 60% are by bus and 40% by train.

⁷ Surveys undertaken by TNS for GWRC.



1.8 Monitoring and review

The RLTS contains detailed monitoring and review sections that, because the RLTS includes the RPTP, also address the RPTP.

Section 13 of the RLTS sets out in detail a proposed monitoring programme, including how GWRC proposes to measure the performance of the RLTS and RPTP in achieving the objectives set out in those documents. This programme includes:

- Quarterly reporting to the Regional Land Transport Committee on progress in implementing the RLTS; and

- Producing an annual report on progress in implementing the RLTS. This report is a requirement of the Land Transport Act 1998, and the 2005/06 report contained 110 indicators measuring progress on achieving the objectives of the RLTS.

In addition, the policies in the RPTP will be reviewed annually by the Passenger Transport Committee to consider progress in their implementation.

Section 14 of the RLTS sets out a review process for the RLTS and RPTP. This process recognises that the RLTS and RPTP must be renewed at least once every three year. Thus the RPTP must be renewed by 2010, and will be reviewed prior to that date.

2. Purpose of the Regional Passenger Transport Plan

The purpose of the Regional Passenger Transport Plan is to set out Greater Wellington Regional Council's intentions for the region's passenger transport network over the period 2007–2010.

Under the terms of the Transport Services Licensing Act 1989 and the Land Transport Act 1998, a regional passenger transport plan forms a part of the Regional Land Transport Strategy. The RLTS, as the primary transport document for each region, contains the strategic context for this plan.

2.1 RLTS outcomes

Section 5.3.2 of the draft RLTS sets out the following desired outcomes for passenger transport:

Passenger transport

- *Increased peak period mode share*
- *Enhanced off peak mode share and community connectedness*
- *Improved accessibility for all, including people with disabilities and low income groups*
- *Improved customer satisfaction*
- *Improved journey times relative to travel by private car.*

Travel demand management

- *Increased journey to work mode share by passenger transport and active modes*
- *Improved integration between transport modes.*

2.2 RLTS policies

Section 10 of the draft RLTS contains the following passenger transport policies within the various corridor plans:

Western Corridor Plan: Otaki to Ngauranga merge

- Maintain rail as the key passenger transport commuting service*
- Increase rail capacity in line with demand*
- Enhance accessibility to rail services*
- Extend rail services to the north in line with demand*

- e) *Improve efficiency of the existing service*
- f) *Improve reliability of the existing service*
- g) *Complement rail services with local bus networks*
- h) *Provide priority to buses in congested areas*
- i) *Integrate rail and bus services.*

Hutt Corridor Plan: Upper Hutt to Ngauranga merge

- a) *Allow additional direct bus services from the Hutt Valley to Wellington CBD where these services are commercial and can be shown achieve a mode shift from private vehicles rather than from train services.*

Wairarapa Corridor Plan: Masterton to Upper Hutt

- a) *Continuously improve the quality and accessibility of passenger rail services on the Upper Hutt-Masterton route to meet the needs of commuters, tourists and those engaging in recreation*
- b) *Provide connecting bus services as required.*

Ngauranga to Airport Corridor Plan

This corridor is currently under review.

3. Passenger Transport Vision, Strategic Goals and Policy Areas

The following are the vision, strategic goals and policy areas on which this plan is based.



3.1 Vision

A connected community where access is quick and easy is a key requirement for sustainable economic growth and the future prosperity of the Wellington region. The vision for passenger transport in this plan gives the region something to aim for in the development of its passenger transport network.

The word “easily” as used in the vision encompasses universal accessibility to services and information, including vehicles and infrastructure. The vision embraces the five objectives of the New Zealand Transport Strategy.

3.2 Strategic goals

Underpinning the vision are the strategic goals for passenger transport, which break the vision down into the three base requirements that GWRC has set for achieving the vision; in essence, the strategic goals create the foundation required to attain our vision of a passenger transport system that helps people get around the region easily.

The strategic goals are:

Mode share goal: To increase passenger transport’s share of all journeys

The overall passenger transport goal is to grow passenger transport in order to increase passenger transport’s share of all journeys – currently 30% of all peak period journeys to work in the Wellington CBD, and 4% of all trips at all times by all modes (car, bus, train, ferry, cycling, walking, etc).

Accessibility goal: To develop an accessible and integrated passenger transport network

Fully accessible passenger transport will be safer, more comfortable and easier to recognise and use for all people, including those who have disabilities or who are travelling with young children, with bicycles or with luggage.

An integrated network is one where transfers between services, including those between bus and train, are easily achieved in terms of timing and ticketing.

Sustainability goal: To support the socially and environmentally sustainable economic development of the region

Passenger transport is a key component of a highly functional transport system that enhances the natural and built environment and attracts businesses and workers.

These requirements form the base of what is an acceptable passenger transport system – all developments will contribute towards these goals in some way, and will not detract from them.

3.3 Policy areas

The vision and strategic goals are supported by five key policy areas:

- Servicing stakeholders
- Service levels
- Vehicles and infrastructure
- Fares, ticketing and information
- Procurement philosophy

These policy areas outline the scope within which passenger transport services will be delivered. Each one is made up of a series of policies that will be implemented in order to attain the vision, and targets which will guide the actions of GWRC and service providers in regard to passenger transport. These are discussed further in the following sections of this plan.

4. Policy area 1 – Servicing stakeholders

Two sets of stakeholders exist for the regional passenger transport business – *customers* or users, and the *wider community and ratepayers*. It is essential that both sets of stakeholders are considered when planning and delivering passenger transport outcomes. Whilst many ratepayers may not use passenger transport, they contribute to its funding, and gain from the congestion relief benefits it provides, as well as the improved access, economic and social cohesion benefits for the Wellington regional community as a whole.

Objectives

Objective 4.1: Increase patronage on the passenger transport network

Objective 4.2: Increase stakeholder satisfaction

4.1 Patronage and Stakeholder satisfaction

Policy 4.1.1

Grow passenger transport's share of all peak journeys to work in the Wellington CBD.

Policy 4.1.2

Increase off-peak patronage.

Policy 4.1.3

Improve accessibility to passenger transport services, particularly for the elderly and people with disabilities.

Policy 4.1.4

Maintain current levels of regional interconnectedness, defined as the ability to get to the nearest regional centre by passenger transport and to the Wellington CBD with no more than one change of vehicle.

Policy 4.1.5

Continuously improve customer satisfaction levels.

Policy 4.1.6

Increase the proportion of:

- a) **Business and community stakeholders who believe that their investment in passenger transport represents good value for money in terms of social, environmental and economic efficiency benefits.**
- b) **Road users rating the road congestion benefits of passenger transport favourably.**

Policy 4.1.7

Significantly improve perceptions of safety and security among existing and potential customers.

Explanation

Through on-going research GWRC will measure customer satisfaction against the following values and continuously seek to improve performance and customer perceptions:

- Reliability - includes reliability of services, fleets and information
- Convenience - including coverage, integration, frequency and travel time
- Friendliness – means providing a safe, positive experience
- Simplicity – means providing services and information which is easy to understand and use
- Quality - means providing comfortable, clean services that meet expectations.

Whilst the passenger transport system performs as a mass transit system at peak hours, it also functions as an essential service for those people in the Wellington Region for whom private car travel is not an option, for reasons of access, age, ability, income, choice, or due to a disability or injury. A well functioning passenger transport system which is accessible to as many residents and visitors as possible (and within the affordability constraint) increases participation in employment and the community.

Passenger transport stakeholders extend well beyond direct users. Motorists benefit from passenger transport use because of much lower levels of congestion than would exist if passenger transport were not available. The wider community has an interest in passenger transport's contribution to socially and environmentally sustainable economic development of the region.

Passenger transport makes both direct and indirect contributions to environmental performance by using low emission passenger transport vehicles and by reducing overall transport emissions through a reduction of private car trips.

From an economic development perspective, passenger transport is part of Greater Wellington's competitive advantage for attracting and retaining business. Passenger transport is an important component of the sense of place that drives business retention in an economy which is expected to become increasingly dependent upon the creative industries.

Targets

1. Grow passenger transport share of all peak journeys to work in the Wellington CBD beyond the current 30% mode share.
2. Increase off-peak patronage by 50% within 10 years.

5. Policy area 2 – Service levels

GWRC Transport's core business process involves a cycle of designing, procuring and evaluating passenger transport services. To this will soon be added the ownership of significant passenger transport operational assets, which is now permitted under the Local Government Act 2002. This is all aimed at improving services.

Objective

Objective 5.1: A network of services that meets the reasonable needs of passengers.

5.1 Route coverage — train, bus and ferry

Policy 5.1.1

- a) **Maintain current coverage of routes within reasonable walking distance of most of the region's residents and continue to provide useful connections for all trips.**
- b) **Maintain existing dedicated passenger transport corridors and facilities (rail, cable car, bus lanes, trolley bus lines, interchanges and Park and Ride facilities) and continue to add bus lanes.**

Explanation

Currently 90% of the resident population of Greater Wellington are within 500 metres of a bus stop or train station. We will aim to maintain at least this level of service coverage over the period of this plan. There will however continue to be areas of the region for which, due to low population density, steep hills or unsuitable local street design, regular scheduled services may not be practicable or affordable.

A distance of 500 metres from a bus route is equivalent to about five minutes normal walking time.

Policy 5.1.2

- a) **Consider requests for service extensions into new residential areas where development is consistent with the Wellington Regional Strategy or land-use development plans, and where such services can be provided efficiently and forecast loadings are likely to be achieved within five years.**
- b) **Consider providing special services for school children where volumes are sufficient for this to be a lower cost option than carriage on scheduled services, or where distance, safety or the comfort of adult passengers makes it desirable, or where no suitable public services are available. GWRC-funded school bus services will only be provided within (and not between) the urban**

areas of Wellington, Hutt Valley, Porirua Basin and Waikanae-Paraparaumu-Raumati.

Explanation

Any new service or major service alteration will normally be subject to a trial period of not less than two years.

School students have traditionally made extensive use of the region's train services and both public and special buses. The government makes no specific contribution to the cost of urban school bus travel. GWRC expects that the Ministry of Education will continue to fully fund rural school bus services.

5.2 Bus and train service levels

Policy 5.2.1

- a) **Maintain, and, where possible expand, services with A and B Levels of Service (high frequencies and extended hours of operation) in key high density corridors.**
- b) **Maintain existing high levels of regular interval (clockface) timetables.**
- c) **Improve integration between train and bus timetables.**

Explanation

Timetable standards detail the times passenger transport operates on each day of the week, and frequencies. The broadest possible operating timespan is important to enable people to rely on passenger transport for more than just their peak commuting needs (for instance, the ability to use passenger transport for work journeys when working hours are not strictly "nine to five", and also weekend services). Reliable, convenient, friendly, simple, quality services may enable young people to postpone the decision to buy their first car.

Delivery of a set of measurable timetable standards, covering both frequency and the timespan (operating hours) is set out in the Levels of Service table in policy 5.2.2 below.

Clockface timetables operate at the same minutes past each hour for easy memorisation.

Policy 5.2.2

GWRC will work with operators to fully implement the targeted Levels of Service subject to appropriate levels of community consultation before implementing route or timetable changes.

Explanation

The target standards for each Level of Service are set out below.

Targets

Target Bus Levels of Service:

Level of Service (LOS)	Target Frequencies	Target Timespans		
	Base frequency	Weekdays	Saturdays	Sundays
A	10 or 12 minutes	06:00 to 00:30	06:00 to 00:30	07:00 to 24:00
B	15 or 20 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
C	30 minutes	06:30 to 23:30	06:30 to 23:30	07:30 to 22:30
D	60 minutes	06:30 to 20:00	08:00 to 18:00	No service
E	Train connection service operating less than hourly, 7 days per week.			
Limited	Less than hourly			
Peak	Service operating in peak periods only, usually supplementing an A or B level service			

Base frequency – interpeak Monday to Friday and daytime Saturdays

The base frequency is the frequency which generally operates between 9:00am and 3:00pm, Monday to Friday, and between 8:00am and 6:00pm on Saturdays.

Peak periods

At least the base frequency will operate, with service on the busiest routes building up to approximately twice the base frequency at the “peak of the peak” (i.e., generally at 8:00am and 5:00pm), possibly supplemented by Peak only services.

Evenings, Sundays, public holidays

On routes with Level of Service A, B or C, the service will generally operate at half the base frequency, or an appropriate multiple of 15 minutes (ie, a service with a base frequency of 20 minutes will operate every 30 minutes rather than every 40 minutes). On Level of Service D routes, there will generally be no service at these times.

Target Timespans

Where the context requires, the timespans in the table above refer to morning arrival times and evening departure times in the Wellington central business district.

The targeted Levels of Service for each route are shown in Appendix 3.

Policy 5.2.3

Increase the Levels of Service for evening and night time buses where this is justified by demand and affordable.

Explanation

Evening service levels on a number of key Wellington City bus routes were reduced in the 1980s. Since then, patterns of work and entertainment have changed considerably; therefore it may be appropriate to increase levels of service. On train routes, concerns about personal safety and security are a deterrent to greater use of evening services. The level of service on weekday evenings affects patronage of morning peak services. The success of the “After Midnight” services on Friday and Saturday suggests that later evening services during the week may be justified.

The popular and successful “After Midnight” bus services from the Courtenay Place entertainment district to most parts of Wellington City, the Hutt Valley and Porirua⁸ will continue and, subject to funding, extensions to the hours and days of operation will be considered during the life of this plan.

Weekend services have been improved on many routes in recent years to reflect changed patterns of work and entertainment. Further improvements are likely to be justified; many routes still have no weekend services.

5.3 Capacity

Policy 5.3.1

Priority for increases in service capacity at peak times will be given to those changes that minimise passenger waiting time.

Explanation

In practice, where passenger numbers regularly exceed capacity, GWRC will give greater priority to increasing peak service frequency in cases where the existing service is relatively infrequent (15 minutes or greater). Where peak services already have a high frequency, it will not always be realistic to accommodate all passengers on the first service which passes their stop.

Policy 5.3.2

In cases where increased capacity is required at peak times, the capacity will be increased wherever possible through the use of larger vehicles rather than by adding to the number of vehicles used.

Explanation

GWRC will increase frequency or capacity to improve the comfort, safety and attractiveness of services in cases where, at the maximum loading point on a consistent basis, the following conditions are demonstrated:

⁸ After Midnight services were first introduced in 1999. A trial service to the Kapiti Coast was not successful.

- For services at peak times, patronage demand regularly exceeds the maximum permitted capacity on the available vehicles.
- For services in the inter-peak, evenings and weekends, patronage demand exceeds 50% of seating capacity.

“Capacity” refers to the ability of the scheduled service frequency to service peak demand.

The measures listed above will be applied to the average loading of all trips at the maximum loading point in the dominant direction of travel, during the period concerned.

Policy 5.3.3

Where a passenger service is withdrawn, leaving no service in the middle of the day on weekdays, GWRC may provide limited taxi fare subsidies to elderly people (and other categories of user where appropriate in cases of significant hardship) who have regularly used the service.

Explanation

These schemes, known as “*Taxi Fair*”, are similar to, but more restrictive than, Total Mobility and are only used where there is a clear financial advantage to GWRC, relative to maintaining the service. This policy has been in place since 1997 and has cost GWRC an average of just under \$3,000 per year.

5.4 Journey time and reliability

Policy 5.4.1

Improve journey times relative to travel by car by:

- Increasing the scope and provision of bus priority measures, especially in and approaching the Wellington CBD.**
- Implementing simplified fare structures and improved ticketing systems in order to reduce average passenger boarding times.**
- Providing for express services during the peak time periods.**
- Reviewing the spacing, location and accessibility of all rail stations and bus stops.**

Explanation

Journey time on passenger transport relative to travel by car is an important decision-making factor for potential users. This set of policies will target the maintenance of existing travel times and, where possible, improve passenger transport journey times relative to travel by car.

Policy 5.4.2

Improve service reliability by:

- a) **Continuing to work with local and national roading authorities on traffic management to improve service reliability.**
- b) **Investing in rail infrastructure such as double-tracking, passing loops and signalling.**
- c) **The gradual updating of the transport fleet.**

Explanation

Reliability is an important factor in maintaining or increasing passenger transport usage. Reliability standards that are included in current bus contracts are set out below:

- 99% of bus services depart their originating terminus either at or no less than 10 minutes later than the advertised time.
- No bus services leave any terminus or timing point earlier than the advertised time.
- At least 90% of rail services depart from their originating station within three minutes of the advertised departure time as measured on a calendar month basis.
- At least 90% of rail services arrive at Wellington station within three minutes of the timetabled time.
- No scheduled rail service runs early.

5.5 Special events

Policy 5.5.1

Develop a strategy to ensure that services assist in meeting demand for travel to and from special events, and to encourage greater use of passenger transport for this purpose.

Explanation

It is anticipated that this strategy will include later scheduled bus services on core bus routes and the possible introduction of a Westpac Stadium event ticket that includes unlimited use of the passenger transport system on that day.

GWRC will continue to encourage commercial operation of event based services.

5.6 Monitoring

Policy 5.6.1

Ensure that measurable aspects of GWRC's service procurement objectives are monitored.

Explanation

Effective monitoring of contracted operator performance is an important business process for GWRC, the purpose of which is to ensure that operators are performing their obligations and that opportunities for improvement are identified.

The procurement objectives are listed below and are intended to be consistent with identified key customer values.

- Reliability
- Safety
- Quality
- Interconnectivity
- Friendliness of staff

General monitoring will occur as part of the annual review of progress on implementing the Regional Land Transport Strategy.

5.7 Reviews of level of service – train and bus

Policy 5.7.1

Review the level of service on train and bus services at least every five years.

Explanation

These reviews will be carried out by GWRC in conjunction with operators and in consultation with users, residents and territorial authorities. The timetable for the reviews is set out in Appendix 4.

5.8 Total Mobility and other paratransit services

Policy 5.8.1

Maintain the contribution to the funding of the Total Mobility Scheme in real terms.

Policy 5.8.2

Investigate alternative transport solutions for people who meet the Total Mobility eligibility criteria, especially in areas where taxi companies are unwilling or unable to provide service.

Policy 5.8.3

Work with Total Mobility users, disability agencies and taxi organisations to implement:

- a) **Any upgrading that might result from new national standards**
- b) **Agreed customer service standards which taxi companies will be required to achieve in order to provide Total Mobility services**
- c) **Photo identification for users**
- d) **Electronic fare payment systems**
- e) **An expanded fleet of wheelchair-accessible Total Mobility vehicles.**

Explanation

The Total Mobility Scheme provides a 50% subsidy of taxi fares to those people who are unable to use conventional passenger transport due to a disability. The scheme also provides wheelchair accessible taxi-vans.

In many cases, half-price taxi travel may not provide the most cost-effective transport solution for either the user or the funder and in some small towns and in most rural areas, taxi services are not available. GWRC will investigate alternative transport services for disabled people who satisfy the above criteria, where such services have the potential to provide better value for money.

It is expected that targeted accessibility enhancements identified earlier in this plan will reduce demand for Total Mobility services as the network becomes accessible to a wider group of users.

The Total Mobility scheme is currently being reviewed by the Ministry of Transport. This review is likely to result in an expanded scheme which will impact on how the scheme operates in the Wellington region. The review is also likely to affect the level of Land Transport NZ funding.

5.9 Taxis

Policy 5.9.1

Approved taxi organisations:

- a) **Will not be exempted from the requirement to provide a 24-hour, seven-day-a-week taxi service in large urban areas, including Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley and Masterton.**
- b) **May be exempted from the requirement to provide a 24-hour, seven-day-a-week taxi service in rural areas, including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough.**

Policy 5.9.2

Consider the use by taxis of passenger transport priority schemes such as bus lanes.

Explanation

GWRC has only a limited role in relation to taxis.

Taxis provide an important passenger transport service. With the important exception of the Total Mobility scheme for people with disabilities, taxi travel is not publicly funded or subsidised.

The Transport Services Licensing Act 1989, allows regional councils to exempt taxi organisations from the requirement to provide a 24 hour, seven day a week taxi service if, in their opinion, the public does not demand such a service. GWRC believes that the public expects 24/7 taxi service in main urban areas. No exemptions will therefore be granted in Wellington, Porirua, Paraparaumu-Raumati-Waikanae, the Hutt Valley and Masterton. In rural areas (including the towns of Otaki, Featherston, Greytown, Carterton and Martinborough) GWRC will consider exemptions from the continuous service requirement.

GWRC believes that there is a case for taxi drivers and their customers to use or benefit from passenger transport priority schemes such as bus lanes. However, it is the road controlling authorities (in this case the territorial authorities) role to manage bus lanes and GWRC's role in this area is limited.

5.10 Strategic market research

Policy 5.10.1

Undertake strategic market research into future demand, with increasing emphasis on needs of the elderly and people with disabilities.

Explanation

Passenger transport infrastructure investment often requires single large projects with life spans of many decades. Ensuring that investment will meet future market demands requires a particular business focus on the long-term nature of customer demands. Elderly people are not currently large users of passenger transport but, as the population ages, as passenger transport becomes more accessible, as increasing numbers are no longer able to drive, and as more people work (often part-time) later in their lives, they represent an area of considerable potential for patronage growth, particularly off-peak.

6. Policy area 3 – Vehicles and infrastructure

Vehicles and infrastructure (train stations, bus stops and shelters etc) are an important part of the transport network. High quality vehicles and infrastructure are a necessary component of an attractive network.

Objective

Objective 6.1: Vehicles and infrastructure that fully support the service network

6.1 Vehicle quality

Policy 6.6.1

Improve the standard of passenger transport vehicles by:

- a) **Continuing to use Vehicle Quality Standards (VQS) for urban passenger transport services.**
- b) **Completing a minor review of the VQS at least every three years and carrying out a zero-based review by 2015.**
- c) **Reviewing standards in the VQS relating to accessibility.**
- d) **If necessary, amending the VQS to impose standards relating to environmental factors and advertising on vehicles.**
- e) **If necessary, “contracting over” commercial services which do not meet equivalent vehicle quality standards required for contracted services.**

Explanation

High quality vehicles will assist in maintaining the position of passenger transport relative to the private motor vehicle.

GWRC reviewed its VQS for urban bus services in 2004. Amongst other things, the VQS require contracted passenger transport operators’ fleets to have no vehicle being in service more than 20 years (except for vehicles used exclusively for school bus services, in which case the maximum age is 25 years). Age is used as an indicator of the quality of the image projected by the service, but in addition, emphasis is placed on accessibility, safety and presentation.

6.2 Vessel quality – ferry

Policy 6.2.1

Maintain quality standards for vessels.

Explanation

GWRC has developed a set of standards for vessels used on harbour ferry services. These are available on request.

GWRC contracted operators must comply with Land Transport New Zealand and Maritime New Zealand passenger transport safety standards.

6.3 Rail track and signalling

Policy 6.3.1

Review the spacing, location and accessibility of all stations to achieve overall improvements in system accessibility, capacity and journey times.

Policy 6.3.2

Improve the capacity and reliability of the rail system overall, but particularly at the Kaiwharawhara ‘throat’, and maintain safety standards.

Explanation

Upgrading the rail system infrastructure is essential to improve capacity, journey speed and reliability on the rail network. This is a key strategy for improving rail’s ability to relieve road congestion by providing an attractive alternative to private car travel, especially in the critical Western Corridor between Wellington CBD and the Kapiti Coast.

A major upgrade of track and signalling equipment may be required in order to improve capacity through the Kaiwharawhara ‘throat’ – the section of track from the junction of the Paraparaumu and Hutt Valley lines to Wellington station.

6.4 Infrastructure standards – station, bus stop and wharf

Policy 6.4.1

Significantly improve infrastructure quality to achieve level access, flat hard-standing areas, seating, shelter, good lighting and fully accessible information.

Explanation

GWRC is developing a rail infrastructure development plan for each rail line which will define standards and projects. Further issues to be addressed in the development plan include the number, spacing and location of stations. A target of improvements for 50% of stops and stations by 2010 has been set.

Policy 6.4.2

In association with territorial authorities:

- a) **Develop appropriate standards for accessibility, shelter and information for wharves used by harbour ferry services.**
- b) **Develop a process for establishing new or relocated bus stops where routes or service requirements change.**

Explanation

The targeted standard for bus routes is three stops per kilometre in built-up areas. The review of the spacing and location of bus stops will be a significant ongoing project for the quality partnerships between GWRC, territorial authorities and bus operators. In some areas there are too many stops with the location often being the site of least resistance from adjoining landowners and occupiers, rather than the optimal user servicing point. The strategy being pursued is to significantly increase the percentage of sheltered boarding stops to 80%.

Development of a bus shelter standard is a required project. The Adshel shelters provided in some territorial authority areas are successful in terms of appearance and visibility, but provide inadequate shelter from adverse weather.

Wharf accessibility will however not be a top priority given that fully accessible buses are used on the parallel bus service.

Targets

By 2010, targets for Greater Wellington's 2,800 bus stops are:

1. Shelter at all train stations and 35% of bus stops (approximately 115 extra shelters, assuming the number of stops do not increase markedly).
2. Timetable information at all train stations and 80% of bus stops (approximately 750 extra timetable displays assuming the number of stops do not increase markedly).

6.5 Asset monitoring

Policy 6.5.1

Ensure that the following aspects of GWRC's transport infrastructure assets are monitored for the users of the transport network and ratepayers contributions:

- **Safety**
- **Reliability**
- **Accessibility**
- **Quality**
- **Maintainability**

Explanation

Effective monitoring of GWRC transport infrastructure assets will be incorporated into the Asset Management Information System. This system is currently in the development stage and will allow for procurement procedures to be followed, and for those procedures to be adapted for future needs.

6.6 Vehicle accessibility

Policy 6.6.1

Introduce level access trains so that any person who is able to make their own way to or from a station will be able to board, travel securely and alight independently.

Policy 6.6.2

Complete the transition to a level access bus fleet so that any person who is able to make their own way to or from a stop will be able to board, travel securely and alight independently.

Policy 6.6.3

Require passenger transport operators to provide for disabled people on ordinary services in line with any agreed national standards which may be developed (with GWRC's input) as a result of the Human Rights Commission's Inquiry into Accessible Public Land Transport.

Policy 6.6.4

Work with representatives of disability communities to establish and manage appropriate processes for improving the accessibility of passenger transport infrastructure and services.

Policy 6.6.5

GWRC will not prioritise the development of improved harbour ferry accessibility in the next 10 years.

Explanation

“Level access” means step free access between a station platform and part or all of the interior of a train, such that passengers in a wheelchair or with other mobility impairments, or with prams and buggies can board a train unassisted. In relation to a station, level access means a platform which is built to the standard height above the top of the rail. In relation to a train, level access is unlikely to be possible throughout the train itself; the aim will be to maximise the proportion of passenger space at the level of the standard platform height.

GWRC will specify wheelchair-accessible Super Low Floor buses on at least the base frequency of all contracts put out to tender from now on, unless there is a sound operational reason not to do so.

The year by which each individual route is expected to be fully accessible at its base frequency is shown in Appendix 3. In practice many routes may be fully accessible well in advance of these dates.

GWRC will amend its Vehicle Quality Standards to ensure that any national standards for accessibility are implemented within the agreed timeframes.

A basic bus accessibility standard would include provision, where possible, of concrete pads to around half of the region's bus stops (such pads are already in place at approximately 25% of stops, and are unlikely to be feasible at another 25%).

GWRC believes that the infrastructure component of a fully accessible passenger transport network may cost in the order of \$100 million, therefore, it is necessarily a long-term project, which will take up to 20 years to implement.

Elements of the accessible PT project include:

- vehicles – buses, trains and ferries
- bus stops
- train stations, including access from the street to the platform as well as platform to train
- shelter
- lighting
- information
- safety and security.

In establishing and managing appropriate processes for improving accessibility, GWRC will as much as possible work through structures already established by territorial authorities (such as WCC's Disability Reference Group), district health boards and central government agencies. In particular, GWRC will seek input into the development and implementation of customer service standards and the design of:

- routes and timetables
- trains and buses
- stops, stations and other infrastructure
- information.

Ferry accessibility is not a funded priority in the next ten years because of high cost relative to benefits and the existence of alternative bus services.

Targets (Buses)

1. Super Low Floor (SLF) buses required on all new contracts.
2. All new buses required to be pram-friendly and wheelchair accessible through the front door, with sufficient space (otherwise available to standing passengers) for two wheelchairs or three prams.
3. All community services and peak services at the base frequency for each route are to use SLF buses by 2010.
4. All commuter services are to use SLF buses by 2012.
5. SLF buses on all offpeak services by 2010 and on all services by 2015.
6. All school bus services are to use SLF buses by 2020.
7. Fully accessible information in accordance with adopted accessible information strategy at 80% of boarding stops by 2015.
8. Formed pad at 75% of stops by 2015.

Targets (Trains)

1. All offpeak trains to have maximum possible level access for wheelchairs, pushchairs and cycles by 2010, and all trains by 2025.
2. 40% of peak trains to have level access by 2015.
3. Top five busiest train stations, as well as Masterton, Carterton and Featherston to have level access by 2010.
4. Top 15 busiest train stations to have level access by 2020.
5. 80% of all train stations to have level access by 2025.

All objectives and targets in this section in relation to the rail system are subject to change to take into account:

- Final GWRC rail business plan and associated work programmes for rolling stock and fixed infrastructure.
- Specification of new EMU trains in consultation with all stakeholders and representatives of disabled communities in particular.
- Negotiations with On Track (New Zealand Railways Corporation) and Toll Rail concerning the upgrading of the system's station platforms and buildings.
- Any decisions taken by central Government agencies in response to the Human Rights Commission's report *The Accessible Journey – Report of the Inquiry into Accessible Public Land Transport*.

6.7 Emissions from passenger transport vehicles

Policy 6.7.1

- a) **Increase the percentage of services operated by low emission vehicles.**
- b) **Continue supporting use of low emission vehicles such as trolley buses and electric trains where economically practicable.**
- c) **Investigate the potential for alternative fuels.**
- d) **Investigate noise reduction initiatives on new vehicles.**

Explanation

GWRC has the option of including improved vehicle emission specifications in operator contracts. It should be noted however that significant emission improvements are most effectively addressed by tightening national vehicle standards.

6.8 Enabling technology

Policy 6.8.1

Implement technological improvements as they develop and as needs and funding permit, to improve the ease of use of the passenger transport network.

Explanation

Enabling technology should become a core GWRC function. Objectives of meeting the needs of customers and maximising use of assets will increasingly be supported by technology. For instance, real time information will provide information on the actual operation of the network (when the next bus is likely to arrive) and improve accessibility.

7. Policy area 4 - Fares, ticketing and information

Fares, ticketing systems, and information systems are major components of the passenger transport network.

Objectives

Objective 7.1: Fares that are competitive with the costs of running private cars, and that take into account the costs of the service.

Objection 7.2: A ticketing system that is integrated and transferable across all operators.

Objective 7.3: Information that is easily accessible to all.

7.1 Fares

Policy 7.1.1

Review fares regularly to maintain equity and consistency, simplicity (ease of understanding and calculation), integration for journeys involving transfers between vehicles (ie, no penalty for transfer) and an appropriate balance between maximising patronage and revenue and ensuring value for money for customers, ratepayers and taxpayers.

Policy 7.1.2

Round up cash fares to the next multiple of 50 cents for ease of cash handling, and maintain non cash fares at a consistent relationship with the equivalent cash fare.

Policy 7.1.3

Investigate the introduction of universal concession fares for young people and the elderly, including the use of a standardised Metlink-branded photo ID card to identify those persons eligible for concessionary fares.

Policy 7.1.4

When developing integrated fares policy and fare changes, consultation will be undertaken with stakeholders, and a balance sought between the current respective contribution ratios of ratepayers, Government, and fare-box recovery.

Policy 7.1.5

All multi-modal fare offers in the region will be Metlink branded to improve communication and patronage.

Policy 7.1.6

Continue the availability of term passes for train travel. Price these relative to other fares from the beginning of the 2008 school year.

Policy 7.1.7

Maintain fares on all urban passenger services at a level that compares favourably with the perceived cost of using a private car for the same journey.

Policy 7.1.8

Progressively adjust fare levels to ensure fares (absolute and per kilometre) are equitable within the region, and make a reasonable contribution to the upgrading of passenger transport services during the period covered by this plan.

Policy 7.1.9

Undertake work with operators to expand the range of integrated multi-operator fare products pending the implementation of fully automated integrated ticketing.

Explanation

Fares need to be uniform and consistent across the region.

Fare levels will be reviewed annually to take into account changes in the cost of car travel and in the transport consumer price index as well as the ability of GWRC and other funding authorities to pay for passenger transport, and ensure consistency with the GWRC revenue and finance policy. Any fare changes arising from these reviews will be implemented at least every three years.

GWRC's vision for fares and ticketing is for one simple and consistent set of Metlink fares and fare products, with terms and conditions available to all travellers, irrespective of where they live or which operators' services they use.

Concession fares are currently being reviewed. Concession fares are likely to be available to the following:

- those over 65 years of age
- those from the age of five until 31 December in the year in which they turn 18

Those aged under five will travel free.

The final decision on concession fare availability will be dependent on affordability (recognising that there is a cost to GWRC of providing concession fares).

Integrated multi-operator fare products will be designed particularly to encourage and facilitate off-peak travel. Integrated fare products for peak travel will have to wait until there is sufficient additional peak capacity to accommodate any generated demand.

7.2 Integrated ticketing

Policy 7.2.1

Support the implementation as funding permits of an integrated ticketing system under GWRC or other public agency control which enables all train, bus and ferry journeys to be paid for with a single smart card.

Any integrated ticketing system must satisfy the following conditions:

- a) The system must be operated independently of any operator so that all operators have confidence in the integrity of the system, and such that the patronage and revenue information in the system is secure from any other commercial interest.**
- b) Entry to the system will be open and equitable to all operators, with minimised cost barriers to encourage new operator entry and open competition for services within the Wellington region passenger transport marketplace.**
- c) The system will have an open interface to allow for the integration of all operator ticketing systems.**
- d) The system must be operated in a manner that protects customer information privacy.**
- e) All ticketing pre-payments must be secured in a manner that protects the financial interest of passenger pre-payments from undue commercial risk.**
- f) The system must enable ready implementation of new fares arrangements. These might include off-peak, capped fares, continuous, through journey and differential fares policies as Greater Wellington might decide from time to time.**

Where possible any integrated ticketing system will satisfy the following conditions:

- g) The system will be offered as a Metlink branded service and will include introduction of a Metlink branded integrated ticketing payment card.**
- h) The ticketing card will be a modern generation contactless smartcard capable of handling a pre-loaded cash “e-purse” as well as pre-purchased “products” (e.g. monthly passes).**
- i) The ticketing card will be easy to use and load with extra funds (including automated, online, vending machine, and agency options) and will offer personalisation options and other advanced features. A last ride credit facility will be available.**

- j) **The system will require users to “tag-on” and “tag-off” all passenger transport services using their Metlink smartcard to enable integrated fares, capture specific patronage information, and minimise fare evasion by deducting the full route fare when boarding a service and crediting any unused fare portion on exiting.**

Policy 7.2.2

Require all GWRC contracted passenger transport operators to accept any Metlink branded payment card.

Policy 7.2.3

Establish an operator ticketing and fares reference group. All operators contracted to provide passenger transport services in the Wellington region will be entitled to be a member of the group.

Policy 7.2.4

Use both detailed and aggregated patronage and fare-box information gathered through the integrated ticketing system for passenger transport planning and policy considerations.

Explanation

Integrated ticketing will allow passengers to use a single ticket for a journey that may involve several modes.

The customer values of reliability, convenience, friendliness, simplicity and quality will ultimately result in a system of fares and ticketing which is easy to understand and to use, zone-based and integrated, with no penalty for transfers and with incentives for regular use (for example, by capping daily, weekly and monthly fares)⁹.

“Tag-on, tag-off” involves the passenger “tagging on” at the beginning and “tagging off” at the end of each leg of their journey, so that their smartcard, rather than the driver or train guard, calculates the correct fare.

The overall objective of the project will be to maintain or increase patronage and revenue of the passenger transport system in the long term¹⁰, while making fares easier to understand and use for people whose travel needs regularly require the use of more than one mode (bus or train), operator or journey leg.

7.3 Customer information and passenger transport promotion

Policy 7.3.1

Continuously improve the legibility, accessibility and availability of passenger transport information through the development of the Metlink brand.

⁹ As is now common in the telecommunications sector, for example.

¹⁰ Short term reductions in revenue may be unavoidable under some fare policy scenarios.

Policy 7.3.2

Develop the Metlink brand to assist customer understanding of Greater Wellington's passenger transport network and promote passenger transport.

Policy 7.3.3

Apply the Metlink brand to all parts of the passenger transport network, including fleets/ferries, infrastructure and customer information so that the Metlink brand is strongly visible.

Policy 7.3.4

Introduce, as funding permits, a widely accessible real-time passenger information service.

Explanation

Metlink is the brand name for Greater Wellington's passenger transport network that was launched in October 2005.

Metlink was developed by GWRC and the region's passenger transport operators and city and district councils to bring together the region's bus, train and harbour ferry services under one name. This was to help integrate the network and make it easier to recognise and use.

The Metlink brand provides information, co-ordinates and promotes Greater Wellington's passenger transport network.

This includes providing the following services:

- the Metlink service centre (formerly Ridewell)
- the Metlink website – www.metlink.org.nz
- production of timetable information – printed timetable leaflets, as well as timetable information at bus stops/station timetables.
- production of passenger transport information, such as maps, guides and leaflets, plus new methods of providing information, including providing bus timetable information via text messages (SMS); a service called txtBUS. In 2007 this service is likely to be extended to train services.
- production of Metlink signage – signage at bus stops, stations, Park & Ride car parks and on buses, trains, and the harbour ferry.
- production of promotional material and specific promotional campaigns, including advertising, leaflets, posters and newsletter.

GWRC will develop and implement a comprehensive Metlink marketing and information strategy. This will aim to: improve information delivery; increase marketing and promotional activities, with a particular emphasis on promoting enhancements to the Metlink network; and improve Metlink's performance

against the five key customer values of reliability, convenience, friendliness, simplicity and quality.

By responding to on-going feedback GWRC will seek to improve performance and customer perceptions. This will be measured through annual market research.

GWRC will liaise with representatives of elderly and disabled communities to improve the accessibility of information.

GWRC will develop and implement a comprehensive real-time passenger information strategy aimed at increasing the overall reliability of the passenger transport system. This will, as one of its outputs, provide real-time information displays at key points in the network. Real-time information at all departure points will be available through the text-messaging service (SMS). Although this project is yet to be scoped and costed in detail, it is likely that the implementation will take place in the following order:

Information projects

Stage	Component	Indicative Timeline
1	Comprehensive database of all passenger transport stops and trips.	Completed
2	Database accessible through call centre and website (timetables and journey planning function) and text messaging (next three services from each stop).	Completed
3	Equip passenger transport vehicles with GPS equipment and automated "Next stop" visual displays and announcements.	Piloted on new Wairarapa trains from 2007. All buses and trains equipped by end of 2009
4	Real-time information displays available at CBD stops, principal stations and some other key points in the network.	End of 2010
5	Establish real-time information exchange from onboard GPS to central operations centre(s). Limited real-time information available to Metlink call centre.	
6	Real-time information for all stops/stations by cellphone.	

8. Policy area 5 – Procurement philosophy

GWRC contracts operators to provide the services it requires. This contract process must ensure the needs of all parties, including the funders, operators and passengers, are met.

Objective

Objective 8.1: A contract procurement system that is fair to all involved and provides value for money.

8.1 Bus service procurement

Policy 8.1.1

Prepare a Bus Procurement Strategy and Plan (BPSP) to assist and guide the bus contracting process.

Explanation

The objective of the BPSP is to:

- Enable the achievement of this RPTP and the NZTS vision through facilitating service integration and the implementation of network-wide initiatives such as integrated fares and ticketing.
- Achieve value for money for GWRC (and Land Transport NZ), and a sustainable outcome for the parties involved, having regard to the policy objectives set out in this RPTP and the requirements of the LTMA (including the risk of not achieving those objectives);
- Procure bus services through a process which:
 - Promotes partnership, openness and trust with service providers
 - Encourages competitive and efficient markets and enables persons to compete fairly
 - Mitigates risks of an interruption in service continuity.

The BPSP will be developed based on the policies in this section of the RPTP in advance of the next major round of bus contracting (which is expected to occur in 2008).

8.2 Procurement process

Policy 8.2.1

In developing its BPSP, GWRC will evaluate options ranging from competitive tender – either open or limited – to negotiation with existing service providers (in conjunction with financial transparency).

Explanation

The procurement options will be evaluated against the procurement objectives set out above and will take into account factors such as the level of market interest and availability and cost of assets for potential bidders.

8.3 Contract design

Policy 8.3.1

Contract design will be guided by the procurement objectives.

Explanation

Other key contract design parameters are as follows:

- A preference for area-wide contracts rather than route or service based contracts in order to facilitate service integration and planning (subject to allowing through services along strategic corridors).
- A mix of contract size and geographic boundaries which takes into account travel patterns, operational factors (e.g. dead running and economies of scale) and input from service providers (current and potential).
- The results of GWRC's strategic planning of the passenger transport network, in consultation with service providers.
- A preference for performance-based contracts under which there is clear reporting requirements and contract obligations and incentives linked to achievement of agreed and measurable performance benchmarks.
- An allocation of risk which reflects value for money for GWRC and a sustainable outcome for all parties involved. In particular, given the objective to implement integrated ticketing and fares, mechanisms for sharing of revenue and patronage risk will be explored.
- The safeguarding of service continuity through a combination of contract mechanisms relating to access to assets and business critical information, step-in and financial undertakings.

8.4 Other procurement philosophies

Policy 8.4.1

Procurement philosophies for rail services, infrastructure and other passenger transport activities will be considered during the course of this plan.

Explanation

Once the BPSP has been developed, a similar approach will be considered for rail services, infrastructure and other transport activities.

Glossary of Terms and Appendices

Glossary of Terms

BPSP	Bus Procurement Strategy and Plan
CBD	Wellington Central Business District
Community Services	All services other than commuter services. See also off-peak and interpeak.
Commuter Services	Services timed to arrive in Wellington CBD between 07:00 and 09:00 and to depart between 16:00 and 18:00 Monday to Friday. Depending on the context, may also include afternoon school to home journeys.
EMU	Electric multiple unit. An electrically-powered passenger train which does not require a separate locomotive.
FTEs	Full time employees
Greater Wellington	Greater Wellington region comprising Kapiti Coast, Porirua, Hutt Valley, Wairarapa and Wellington.
GWRC	Greater Wellington Regional Council – specifically the GWRC Transport Division which is responsible for regional passenger transport planning and the procurement, administration and promotion of public transport services.
Inter-peak	All services between the commuter peak periods, Monday to Friday.
Level Access	Step free access between a station platform and part or all of the interior of a train, such that passengers in a wheelchair or with other mobility impairments, or with prams and buggies can board a train unassisted. In relation to a station, level access means a platform which is built to the standard height above the top of the rail. ¹¹ In relation to a train, level access is unlikely to be possible throughout the train itself; the aim will be to maximise the proportion of passenger space at the level of the standard platform height.
Level of Service	The frequency, capacity, hours of operation of any particular service. May also refer to features such as the type of vehicle used (especially in relation to accessibility). See Sections 5.2 and 5.3
LTCCP	Long-term Council Community Plan

¹¹ As agreed between GWRC, Toll Rail, On Track and other relevant central Government agencies.

LTMA	Land Transport Management Act 2003
Mode Share	The proportion of trips in a particular corridor and/or time period which are carried by different modes, such as private car, public transport, walking and cycling.
NZTS	New Zealand Transport Strategy
Off-peak	All services other than commuter services, including inter-peak. See also Community Services.
Operators	Public transport operating companies, including Tranz Metro, Stagecoach Wellington, Cityline Hutt Valley, Mana Coach Services and Newlands Coach Services.
Paratransit	Fare paying passenger transport services which are not conventional bus, train or ferry services. Paratransit services often target particular sectors of the population. Total Mobility is an example of paratransit.
Passenger transport	Fare paying private and passenger transport
Peak	Monday to Fridays, generally between 7:00am and 9:00am towards the CBD and between 4:30pm and 6:30pm away from the CBD.
PT	Passenger transport
Public transport	Schedule fare-paying bus, train and ferry services operating on routes which both start and finish within the Greater Wellington region.
“Quality for Life”	GWRC’s vision
Quality partnerships	Informal agreements between GWRC, passenger transport operators and territorial authorities which set targets for passenger transport development in various parts of the region
RLTS	Regional Land Transport Strategy
RPS	Regional Policy Statement
RPTP	Regional Passenger Transport Plan
Subject to Funding	Refer to Section 1.4.3

Super low floor bus	Means a bus which is able to “kneel” to within 200mm vertical distance of the road surface, has a front-door ramp for the use of passengers travelling with wheelchairs, luggage or children in prams or buggies, which is step-free between the front and back doors and over at least 60% of the length of the bus, and includes general purpose clear space for the use of standing passengers and, when required, for at least two buggies or wheelchairs to be parked out of the way of passengers moving on or off the bus.
Territorial Authorities	City and district councils, namely Wellington, Porirua, Hutt and Upper Hutt City Councils and Kapiti Coast, South Wairarapa, Carterton and Masterton District Councils
WRS	Wellington Regional Strategy

Appendix 1: Legislative References to Regional Passenger Transport Plans

Transport Services Licensing Act 1989 as amended in 1990 and 1992

Section 47. Interpretation

1. *“Regional passenger transport plan” means a plan (identified as a regional passenger transport plan) –*
 - (a) *Prepared by a regional council or a territorial authority that has the functions, powers, and duties of a regional council under this Act; and*
 - (b) *Prepared in consultation with the public and constituent authorities (if any) in the region concerned; and*
 - (c) *Made available to the public; and*
 - (d) *Specifying the passenger services the regional council or territorial authority proposes to be provided in its region or district, both generally and in respect of the transport disadvantaged.*
2. *In addition to the matters described in paragraph (d) of the definition (in subsection (1) of this section) of the term ‘regional passenger transport plan’, such a plan -*
 - (a) *May specify the conditions of the services the regional council or territorial authority concerned proposes to be provided in its region; and*
 - (b) *Without limiting the generality of paragraph (a) of this subsection, may specify all or any of the following matters:*
 - i. *Routes, capacity, frequency of service, and fare structure;*
 - ii. *Any special provisions for users of a specified class or description of the services or any of them; and*
 - (c) *May specify any other matters the regional council or territorial authority thinks fit.*

Land Transport Act 1998

Section 175. Regional Land Transport Strategies-

- (2) *Every regional land transport strategy ... must-*
...
 - (d) *Include any regional passenger transport plan (within the meaning of section 47 of the Transport Services Licensing Act 1989) that has been prepared by the regional council that has prepared the strategy.*

Appendix 2: Passenger Transport Programme – activity descriptions

Corridor	Ref.	Activity	Total 10 Year Cost	Description
Regional	1	Rail operating contract	\$137.9M	The net cost (after fare revenues are deducted) of the TranzMetro contract which supplies all contracted passenger rail services for the region.
Wairarapa	2	Wairarapa rolling stock	\$26.5M	Purchase of 18 new passenger rail carriages for the Wairarapa Line to replace existing rolling stock which has reached the end of its useful service life.
Regional	3	Rail rolling stock	\$384.9M	<p>Purchase of 58 new electric multiple units (EMUs) and refurbishment of 88 existing Ganz Mavag units. This will increase rail capacity in line with a forecast demand growth of 1.7% pa.</p> <p>Maintenance of rolling stock necessary to ensure the reliable operation of the urban passenger rail system.</p> <p>Signal and power system upgrades to accommodate new EMUs.</p> <p>Improvements to the Johnsonville line (subject to the outcome of the current Northern Suburbs Passenger Transport Study).</p>
Western	4	Western Corridor rolling stock	\$40M	Purchase of 12 new electric multiple units to increase rail capacity on the Western Corridor.
Western	5	MacKay's to Lindale double track	\$62M	Provision of double tracking between MacKay's and Raumati to enable reduction of the timetable frequency from 20 minutes to 15 minutes in the peak periods.
Western	6	Kapiti rail stations	\$15M	Provision of new rail stations at Raumati and Lindale including pedestrian access, security, bus interchange and park and ride facilities.
Regional	7	Rail station maintenance and upgrades	\$30.7M	Allowance to undertake cyclic replacement, refurbishment and minor upgrading of rail stations including security improvements.
Regional	8	Park and Ride carparks	\$10.1M	Includes park and ride leases, maintenance and extensions.
Regional	9	Bus and ferry operations contracts	\$243.5M	Contracted baseline bus and ferry services, including school bus services and Days Bay ferry.
CBD	10	Trolley bus contracts	\$69.8M	Operation of contracted trolley bus services and maintenance of the overhead wires.
Regional	11	Bus stop and shelter maintenance	\$9.6M	Provision for the ongoing maintenance of bus stops and shelters. Provision of new Metlink signage and its maintenance. New shelters.
Regional	12	Transport information systems	\$2.3M	Ongoing maintenance of Metlink website, call centre information system and text messaging services.
Regional	13	Bus priority measures	\$18.3M	Provision of bus lanes and priority measures particularly in Wellington CBD.
Regional	14	Real Time information	\$22.4M	Establishment and maintenance of bus and rail real time information systems.

Corridor	Ref.	Activity	Total 10 Year Cost	Description
Regional	15	Integrated ticketing	\$13.7M	Establishment and maintenance of the bus and rail integrated ticketing system.
Regional	16	Service improvements	\$45.3M	Allowance for the provision of additional bus services to meet patronage growth. Potential enhancements to rail services resulting from the Wairarapa service review.
Regional	17	Total Mobility	\$42.6M	Provision of a half priced taxi scheme, available to people with a permanent disability who, because of that disability, cannot access normal PT services - users currently number around 8000. Includes additional funding to provide for improved information and management system and for increasing use of this scheme by eligible persons. Maintenance of the 29 strong hoist fleet as part of the total mobility scheme.
Regional	18	Rail administration	\$21.3M	Timetables, call centre, website, signage, administrative support, customer satisfaction monitoring for passenger rail services.
Regional	19	Bus and ferry administration	\$33.0M	Timetables, call centre, website, signage, administrative support, customer satisfaction monitoring for contracted bus services.
Regional	20	Transport planning	\$27.9M	Development, monitoring, review and reporting of the Regional Land Transport Strategy and RLTS Plans.
Regional	25	Additional cost of access HRC Review	\$90M	Allowance for access improvements to PT infrastructure, to be separately funded by a Crown agent.
Western	26	Porirua interchange	To be confirmed	Allowance for a comprehensive upgrading rail station facilities at Porirua, including pedestrian access, bus interchange, security and park and ride facilities.
Western	27	Electrification to Waikanae	To be confirmed	Allowance for extension of urban passenger rail services from Lindale to Waikanae.
Western	28	Pukerua Bay - Paekakariki double track	To be confirmed	Allowance for double rail track between Pukerua Bay and Paekakariki to assist freight movements during commuter peaks thereby increasing service reliability for both freight and passenger services.
Hutt	29	Hutt Corridor rail improvements	To be confirmed	Allowance for increasing Upper Hutt - Wellington rail frequency at peak from 20 minutes to 10 minutes and interpeak frequency from 30 minutes to 15 minutes. Increasing Upper Hutt to Wellington rail operating speed. Design and implementation of electrification and services northward beyond Upper Hutt, including new stations at Timberlea and Cruickshank Road.

Appendix 3: Sector strategies

Level of Service

Level of Service (LOS)	Base frequency
A	10 or 12 minutes
B	15 or 20 minutes
C	30 minutes
D	60 minutes
Limited	Less than hourly
Peak	Service operating in peak periods only

Base frequency – interpeak Monday to Friday and daytime Saturdays

The base frequency is the frequency which generally operates between 9:00am and 3:00pm, Monday to Friday, and between 8:00am and 6:00pm on Saturdays.

Peak periods

At least the base frequency will operate, with service on the busiest routes building up to approximately twice the base frequency at the “peak of the peak” (i.e., generally at 8:00am and 5:00pm), possibly supplemented by Peak only services.

Evenings, Sundays, public holidays

On routes with Level of Service A, B or C, the service will generally operate at half the base frequency, or an appropriate multiple of 15 minutes (ie, a service with a base frequency of 20 minutes will operate every 30 minutes rather than every 40 minutes). On Level of Service D routes, there will generally be no service at these times.

In the following tables for each sector, the stated Level of Service reflects the current Monday to Friday interpeak service. Some improvements to the evening and weekend service levels may be necessary to meet the Level of Service outlined.

Sector 1 - Wellington City south of Ngaio Gorge (Eastern, Southern and Western Suburbs of Wellington City to Wellington CBD)

Service summary

Route No	Places Served	Level of Service	Fully accessible buses at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
1	Island Bay, Berhampore, Newtown, CBD	A	2010	
2	Miramar, Kilbirnie, Hataitai, CBD	B	2010	GWRC will investigate the case for upgrading to Level of Service A.
3	Karori Park, Karori, Glenmore Street, CBD, Newtown, Kilbirnie, Lyall Bay	A	2010	
3 South	Karori South (Hazelwood)	Peak	2008	GWRC will consider full-time service as alternating extensions of Campus Connection (see 18) or Wrights Hill route (see 21)
3 West	Karori West (Montgomery)	D	2008	
4	Happy Valley, Island Bay, Berhampore, CBD	Peak	2008	GWRC will consider route and timetable options for routes 4 and 32 (also see 29).
5	Hataitai, CBD	Peak	2010	
6	Lyall Bay, Hataitai, CBD	Peak	2010	
7	Kingston, Brooklyn, CBD	B	2010	
8	Kowhai Park, Brooklyn, CBD	D	2010	
9	Aro Street, CBD	C	2008	
10	Newtown Park, Massey University, CBD	C	2010	
11	Seatoun, Strathmore Broadway, Kilbirnie, Newtown, Massey University, CBD	B	2010	
13	Mairangi, Northland, Glenmore Street, CBD	Peak	2008	
14	Wilton, Wadestown, Thorndon, CBD	C	2008	GWRC will investigate the case for upgrading to Level of Service B. Currently through-routed to Kilbirnie via Roseneath. GWRC will investigate through routing to Strathmore to improve one-bus access to Wellington Hospital.

14	CBD, Oriental Bay, Roseneath, Hataitai, Kilbirnie	C	2008	Currently through-routed to Wilton via Wadestown. GWRC will investigate through routing to Mairangi to improve one-bus access to Victoria University Kelburn Campus.
17	Karori Park, Karori, Kelburn, Victoria University Kelburn Campus, Victoria University Pipitea Campus	B	2008	
18	Karori Park, Karori, Kelburn, Victoria University Kelburn and Te Aro Campuses, Massey University, Newtown, Kilbirnie, Miramar	C	2008	
20	Highbury, Kelburn, Victoria University Kelburn Campus, CBD	C	2008	GWRC will investigate optimum through-route options.
20	CBD, Mount Victoria	D	2008	
21	Wrights Hill, Glenmore Street, CBD	D	Already designated wheelchair accessible	GWRC will investigate optimum through-route options (eg, Mt Victoria)
21	CBD, Massey University, Vogeltown	D	Already designated wheelchair accessible	GWRC will investigate optimum through-route options (eg, Broadmeadows)
22	CBD, Newtown, Southgate	D	2007	GWRC will investigate optimum through-route options (eg, Wrights Hill)
23	CBD, Newtown, Newtown Park, Melrose, Houghton Bay	D	2007	GWRC will investigate optimum through-route options (eg, Khandallah)
22, 23	Mairangi, Northland, Kelburn, Victoria University Kelburn Campus, CBD	C	2007	GWRC will investigate optimum through-route options (eg, Kilbirnie via Roseneath)
24	Miramar Heights, Kilbirnie, Evans Bay, Oriental Bay, CBD	D	2007	
25	Strathmore, Kilbirnie, Hataitai, CBD	Peak	2012	Investigate pm peak service to Strathmore
28	Beacon Hill Shuttle	Peak	2012	

29	Island Bay, Happy Valley, Brooklyn, Kingston, Berhampore, Newtown (Wellington Hospital)	Limited	2012	GWRC will investigate route options which provide better offpeak service to Happy Valley, and better cross-town link between Brooklyn, Newtown and possibly Kilbirnie, possibly at full Level of Service D.
30	Scorching Bay, Breaker Bay, Seatoun Express	Peak	2012	
31	Miramar North, Miramar Express	Peak	2012	
32	Island Bay Express	Peak	2012	See 4.
43, 44	Strathmore, Miramar Shops, Kilbirnie, Newtown, CBD	C	Already designated wheelchair accessible	GWRC will investigate case for upgrading to Level of Service B. GWRC will investigate through-routing to Wilton to simplify route network and for more appropriate match of service levels.

Sector 2 – North Wellington (Wellington City Northern Suburbs (except Tawa) to Wellington CBD)

Service summary

Route No	Places Served	Level of Service	Fully accessible buses/trains at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
Train JVL	CBD to Johnsonville	C	See notes and issues	Future of the Johnsonville rail service subject to the North Wellington public transport study.
43, 44	Khandallah, CBD	C	Already designated wheelchair accessible	GWRC will investigate route and timetable options for replacing 43/44 loop route with single "out and back" route via Ngaio Gorge with a terminus in the Cashmere area, with Onslow Road served by an upgraded 46 route.
45	Khandallah, Ngaio, CBD	Peak	2009	
46	Broadmeadows, Khandallah, CBD	Peak	2009	GWRC will investigate upgrade to Level of Service D in association with changes to 43/44 service.
50	Broadmeadows, Johnsonville Hub (Shopper)	Limited	2009	GWRC will investigate options in conjunction with review of route 46 and possible completion of John Sims Drive.
53	Johnsonville West, Johnsonville Hub	D	2009	GWRC will investigate options in conjunction with possible completion of John Sims Drive and extension of McLintock Street to Cortina Avenue.
54	Churton Park, Johnsonville Hub, CBD	C	2009	GWRC will investigate route and timetable options which enable extended route coverage as Churton Park expands, possibly requiring a second route or extension of extra route 59 services to CBD in peak periods.
55	Johnsonville Hub, Grenada Village, Paparangi, Newlands (to/from CBD in peak periods, transfer to 56 at other times).	C	2009	GWRC will investigate extension of route 55 offpeak services to CBD to create Level of Service B on Newlands Road.
56	Johnsonville Hub, Woodridge, Baylands, Newlands, CBD	C	2009	
57	Woodridge, Newlands, CBD	Peak	2012	

Sector 3 – Western Corridor (south)

Tawa and Porirua to Wellington CBD

Service summary

Route No	Places Served	Level of Service	Fully accessible buses/trains at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
Train PPL	CBD to Paraparaumu	C	2012	Service upgrades will be part of Western Corridor plan
59	Johnsonville Hub, Tawa, Porirua Station	C	2009	GWRC will investigate extension to Whitireia Polytechnic as part of Porirua City Centre route revision. See also 54.
60	City Link (Porirua Station, City Centre, Mega Centre, Whitireia Polytechnic)	Limited	N/A	Commercial Service. Operator has indicated this is likely to be discontinued if routes 59 – 67 are extended to Whitireia Polytechnic
61	Ascot Park, Waitangirua, Cannons Creek, Porirua Station	B	2007	GWRC will investigation extension of all Eastern Porirua routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
62	Ranui Heights, Porirua Station	D	2008	
63	Sievers Grove, Cannons Creek, Porirua Station	D	2008	
64	Castor Crescent, Cannons Creek, Porirua Station	D	2008	
65	Whitby, Whitford Brown Ave, Porirua Station	D	2007	GWRC will investigation extension of Whitby routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
66	Whitby, Paremata Station	Peak	2009	
67	Whitby, Papakowhai, Porirua Station	C	2007	GWRC will investigation extension of Whitby routes to Whitireia Polytechnic to better serve central Porirua businesses and community facilities, and to improve attractiveness of bus-train journeys for commuters to Wellington.
68	Titahi Bay (Richard St), Elsdon, Porirua Station	C	2008	Review of routes and timetables in conjunction with possible Porirua CBD changes.

69	Titahi Bay (Pikarere St), Porirua Station	C	2008	
300	Whenua Tapu Cemetery, Ascot Park, Cannons Creek, Porirua Central, Titahi Bay	Limited	2008	Service operates only on the last Sunday of each month.
301	Karehana Bay, Plimmerton, Camborne, Mana, Porirua Central (Shopper)	Limited	2008	Service operates two days per week only.

Sector 4 – Kapiti Coast to Wellington CBD

Service summary

Route No	Places Served	Level of Service	Fully accessible buses/trains at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
Train PPL	CBD to Paraparaumu	C	2012	Service upgrades will be part of Western Corridor plan
70	Otaki Beach, Otaki, Waikanae, Paraparaumu Station	Limited	Already designated “easy access super low	
71	Paraparaumu Beach, Mazengarb Road, Paraparaumu Station	C	Already designated “easy access super low floor bus”	GWRC to investigate route and service options in anticipation of proposed Lindale and Raumati stations and new Waikanae River crossing.
72	Paraparaumu Beach, Golf Road, Guildford Drive, Paraparaumu Station	C		
73	Paraparaumu Beach, Raumati Road, Paraparaumu Station	D		
74	Raumati Beach, Raumati South, Paraparaumu Station	C		
77	Waikanae Beach, Waikanae, Paraparaumu Station	C	Already designated “easy access super low floor bus”	GWRC to investigate route and service options in anticipation of proposed Lindale station and new Waikanae River crossing.
77K	Waikanae Beach, Waikanae, Paraparaumu, CBD	Peak		Commercial service.
78	Otaihanga – Paraparaumu Shopper	Limited		
79	Paekakariki – Paraparaumu Shopper	Limited		

Porirua to Hutt Valley Sector

Service summary

Peak only commercial bus services, mainly catering for children attending integrated or private schools in Hutt Valley. No improvements are planned.

Sector 6 – Hutt Valley (Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne) to Wellington CBD

Commuter train service with connecting and local bus services. Direct bus service from Eastern Bays to Wellington and limited commuter bus services from other suburbs. Ferry service from Days Bay.

Service summary

Route No.	Places Served	Level of Service	Will use fully accessible vehicles by end of	Notes and Issues to be addressed in Service Reviews
Train HVL	CBD to Upper Hutt	C	2012	
Train MEL	CBD to Melling	D		
Ferry EBF	Days Bay, Matiu Somes Island (some trips only), CBD	Limited	N/A	Accessibly vehicles not planned for this service as fully accessible buses are provided on the Eastbourne bus service
80	Wainuiomata, Gracefield, Seaview, Petone, CBD	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service.
81/83	Eastbourne, Petone, CBD	C	Already equipped with wheelchair accessible vehicles.	Commercial service except for evenings and weekends
84	Gracefield, Petone, CBD	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service
85	Eastbourne, CBD Express	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service
90	Stokes Valley, CBD	Peak	Already equipped with wheelchair accessible vehicles.	Commercial service.

91	Upper Hutt, Lower Hutt, Petone, CBD, Hataitai, Kilbirnie, Rongotai, Airport	C	Already equipped with wheelchair accessible vehicles.	Commercial service.
92	Te Marua, Totara Park, CBD	Peak		Commercial service.
93	Timberlea, Upper Hutt Station, CBD	Peak		Commercial service.
110	Emerald Hill, Upper Hutt, Lower Hutt, Petone	B (south of Upper Hutt) C (north of Upper Hutt)	2007	
111	Totara Park, Upper Hutt Station	D	2012	
112	Te Marua (Plateau), Timberlea, Upper Hutt Station	D	2012	
114	Trentham, Poets Block, Upper Hutt Station	D	2012	
115	Pinehaven, Silverstream Station, Trentham, Wallaceville, Upper Hutt Station	D	2012	
120	Stokes Valley, Taita Station, Lower Hutt, Petone	B	2007	
121	Stokes Valley, Naenae, Lower Hutt, Waterloo Station, Waiwhetu, Gracefield	D	2012	
130	Naenae, Waterloo Station, Lower Hutt, Moera, Petone	B	2007	

145	Belmont Hill Road, Park Road, Melling Station, Lower Hutt	Peak	2012	
150	Kelson, Epuni, Waterloo Station, Lower Hutt, Normandale, Maungaraki, Petone Station	C	2007	
159	Wai-iti Crescent Shopper			Service to be discontinued at conclusion of current contract.
160/165	Wainuiomata Shopping Centre, Wise Street, Wellington Road, Parkway, Waterloo Station, Lower Hutt	D	2007	Further community consultation needed to fine-tune Wainuiomata North routes and service coverage.
170	Wainuiomata South, Waterloo Station, Lower Hutt	C	2007	

Sector 7 – Wairarapa

Commuter train service with limited connecting and local bus services

Service summary

Route No	Places Served	Level of Service	Fully accessible buses/trains at base frequency by end of:	Notes and Issues to be addressed in Service Reviews
Train WRL	CBD to Masterton	Limited	2007	
200	Masterton, Carterton, Greytown, Featherston	Limited	2012	GWRC to investigate extending all trips to Masterton Hospital.
201	Masterton West	Limited	2010	GWRC to investigate Level of Service D which would mean daily service instead of two days per week currently.
202	Masterton South and East			
203	Masterton Hospital and Landsdowne			
204	Greytown, Woodside Station	Peak	2012	
205	Martinborough, Featherston Station	Peak	2012	

Appendix 4: Programme for review of services

Review period	Area for review of procurement specifications
Trains	
Beginning in 2006/07	GWRC will carry out zero based reviews of infrastructure and service levels on the Wairarapa, Johnsonville, Kapiti Coast ,Hutt and Melling lines (in that order). This process will result in a comprehensive 20-year Rail Business Plan which will determine the refurbishment of existing rolling stock, purchase of new rolling stock, upgrading of track, signalling and stations and accessibility levels.
2007/08	Wairarapa Possible service improvements to coincide with introduction of new trains.
Beginning in 2006/07	Kapiti Coast Major review of infrastructure upgrade options to enable a fast and reliable 15-minute peak train frequency between Waikanae and Wellington.
Buses	
2006/07	Porirua A major review of Porirua City bus services has been implemented in stages. The last stage will consist of reviewing Titahi Bay services in conjunction with creation of a Porirua Central bus route spine between Porirua Railway Station and Whitireia Polytechnic for all Porirua City bus routes.
2006/07	Wairarapa GWRC councillors commissioned a review of Wairarapa passenger transport needs which was commenced in early 2005. This project will be completed in 2006/07. Consultation on expansion of Masterton town bus service and minor improvements to inter-town bus services including service extension to Masterton Hospital and better integration with train services especially for Martinborough and Greytown.
2006/07	Wellington City North Wellington passenger transport study including short-term review of Khandallah, Churton Park and Johnsonville West bus routes to take into account operational constraints and new roading and subdivisions.
Beginning in 2007/08	Wellington City Major review of through-route options to maximise access to Victoria University Kelburn, Massey University Wellington and Wellington Hospital. Implement full A, B or C Level of Service on Wellington routes as appropriate.
Beginning in 2008/09 (implementation 20/10/11)	Kapiti Coast Test bus network options against possible train service improvements (Waikanae, Lindale, Raumati station proposals in particular) and Waikanae River bridge options. Implement full Level of Service B (extend evening services in particular).
Beginning in 2010/11 (implementation 2012/13)	Hutt Valley A minor review may be required by 2008, given that the Hutt Valley improvements will have been in place for five years.

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FOR FURTHER INFORMATION

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