

Greater Wellington Regional Council

# **Regional Passenger Transport Plan**

**2007-2016**

FINAL DRAFT

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## **Introduction**

The Regional Passenger Transport Plan sets out Greater Wellington's intentions for the regional passenger transport system over the next ten years.

Greater Wellington's view is that the Passenger Transport Plan must be consistent with and give effect to the Regional Land Transport Strategy ("the Strategy")<sup>1</sup>. The Strategy's vision is "*To deliver, through significant achievements in each period<sup>2</sup>, an integrated land transport system that supports the region's people and prosperity in a way that is economically, environmentally and socially sustainable.*"

The Passenger Transport Plan focuses on delivering the strategic outcomes identified in the Strategy for passenger transport (refer Vision and Outcomes section below). To this end the Plan provides a framework for the funding and provision of the passenger transport system. Detailed solutions, including guidelines and standards, are contained in a separate non-statutory Operational Plan. This enables the Passenger Transport Plan to focus on providing a robust policy framework that is responsive to changes in community needs and operating conditions. The Operational Plan will include a Regional Rail Plan identifying the needs and proposed actions for development of the rail network over the next 30 years.

Greater Wellington is committed to delivering a passenger transport system that gives effect to the Strategy's vision. Greater Wellington's Long Term Council Community Plan ("LTCCP") and Annual Plan identify regional funding which, in combination with significant Crown contributions, will ensure ongoing funding for the maintenance and improvement of the passenger transport system. Important principles in the development of this Plan included consultation and certainty. It is also important to note that neither the Strategy nor Plan can require Council to carry out any activity unless it has been approved by the full Council and incorporated in the Council's LTCCP and Annual Plan.

The Passenger Transport Plan is required by legislation to outline the passenger services provided in the region (both generally and in respect of the transport disadvantaged) and must be prepared in consultation with the public and territorial authorities. The Passenger Transport Plan may also cover services, routes, capacity, frequency, fares and any other matters considered appropriate. Extracts of the relevant legislation are contained in Appendix A.

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<sup>1</sup> Section 175 Land Transport Act 1998 requires the Strategy to include any Plan that has been prepared by Greater Wellington.

<sup>2</sup> Short term 0-3 years; medium term 4-10 years; long term beyond 10 years

## **Passenger transport overview**

### **Role of passenger transport**

The Regional Land Transport Strategy sets out the appropriate role for passenger transport in the region, which is to provide an alternative to private cars, particularly for longer journeys where active modes are less attractive.

- Passenger rail provides for the safe and efficient movement of many people at a time over medium to long distances, particularly for access between regional centres and commuting to and from the Wellington CBD.
- Buses provide for the safe and efficient movement of many people between many different origins and destinations, they also provide connector services to rail stations.
- Harbour ferries provide for the safe and efficient movement of many people between limited locations, particularly where they provide a quicker and more direct route than other modes.
- Taxis provide a transport alternative for those without access to a private vehicle where scheduled services or routes do not provide adequately for a particular trip.

A summary of Wellington's passenger transport assets is included in Appendix C.

### **Passenger transport services overview**

The pressures and issues facing the regional transport network and the role of passenger transport are outlined in the Strategy.

The main drivers for passenger transport in Wellington as set out in the vision are to:

- ensure access and mobility,
- reduce congestion, and
- support environmental sustainability.

The Wellington region has a strong passenger transport culture with most of the region's urban areas having easy access to passenger transport<sup>3</sup>. Greater Wellington's annual customer satisfaction survey for 2007 found that 33% of residents are regular users of public transport and that 69% had used public transport in the three months prior to the survey<sup>4</sup>.

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<sup>3</sup> Most of the urban population live within 400 metres of a bus stop or train station with an average service frequency of at least 30 minutes.

<sup>4</sup> Greater Wellington Public Transport Customer Satisfaction Monitor 2007 and 2006

Of all journey to work trips made in the region, 17% are by passenger transport compared to 68% by car and 13% by walking or cycling<sup>5</sup>. The number of people using passenger transport during peak periods is shown in Table 1.

**Table 1: Average AM peak-period trips by corridor by mode (2005/06)<sup>6</sup>**

	Train	Bus	Total train and bus	Private car <sup>7</sup>
CBD Corridor (all of Wellington City from Johnsonville South)	1,400	12,300	13,700	62,000
Western Corridor (Kapiti Coast, Porirua and Tawa)	5,100	2,900	8,000	36,000
Hutt/Wairarapa Corridor (Wairarapa, Upper Hutt and Hutt City)	5,700	2,600	8,300	48,000
<b>Total</b>	<b>12,200</b>	<b>17,800</b>	<b>30,000</b>	<b>146,000</b>

The number of passenger trips is also increasing with an estimated 34.76 million passenger trips made during 2006/07 compared to 28.19 million trips in 1999/2000 as shown in Table 2. This equates to an average increase of 3.3% per annum.

**Table 2: Number of passenger trips (millions) by mode (2000 – 2007)<sup>8</sup>**

	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07 (est.)
Bus	18.22	18.82	19.80	20.71	21.34	21.90	23.49	22.95
Train	9.70	9.98	10.16	10.01	10.11	10.34	11.32	11.39
Ferry	0.09	0.10	0.11	0.12	0.13	0.14	0.16	0.15
Total mobility	0.18	0.22 <sup>9</sup>	0.25	0.23	0.24	0.27	0.26	0.27
<b>Total</b>	<b>28.19</b>	<b>29.12</b>	<b>30.32</b>	<b>31.07</b>	<b>31.82</b>	<b>32.65</b>	<b>35.23</b>	<b>34.76</b>

The region will have to work hard to maintain and grow these figures. The Strategy identifies a number of outcomes (refer Vision and Outcomes section below) for passenger transport, which include a target of 50 million passenger transport trips by 2016/17. This target will require patronage to increase at an average rate of 4.4% per annum for the next ten years as shown in Figure 1.

<sup>5</sup> 2006 figures from Wellington Transport Strategic Model

<sup>6</sup> Source: Greater Wellington Regional Council (estimates only)

<sup>7</sup> Private car figures estimated using AM journey origin mode share figures from Wellington Transport Strategic Model 2006.

<sup>8</sup> Source: Greater Wellington Regional Council

<sup>9</sup> Estimate as data unavailable for 2000/01

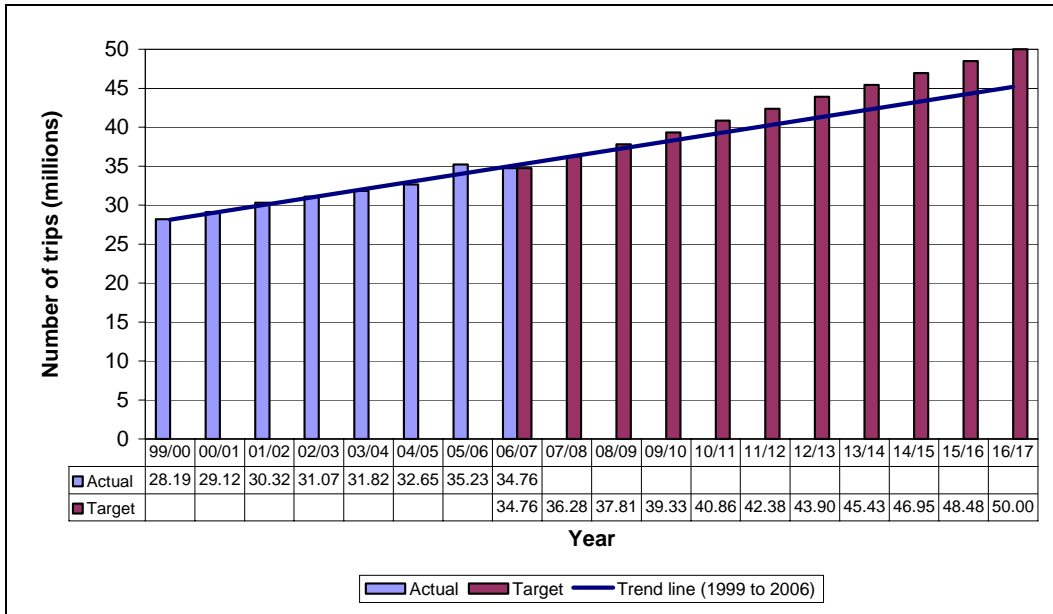


Figure 1: Total annual passenger transport patronage for the last seven years and targets for 2016/17<sup>10</sup>

Greater Wellington currently spends, and will need to continue spending, substantial amounts of money to achieve the desired outcomes of the Strategy and Passenger Transport Plan. Greater Wellington’s 2006/07 Annual Plan identified expenditure of \$160 million for transport activities. The funding required will come from a number of sources including regional ratepayers, government and users through fares.

Table 3 shows the transport expenditure identified in the Council Annual Plans. It is important to note that variations will occur year to year depending on the timing of major capital projects.

Table 3: Greater Wellington Annual Plan passenger transport expenditure (\$000’s)<sup>11</sup>

	Actual 04/05	Actual 05/06	Planned 06/07
Fund and promote public transport services	45,554	57,660	57,787
Provide the infrastructure for public transport	3,514	5,693	94,313
Fund total mobility	1,924	2,294	3,370
Plan and monitor the transport network	4,144	2,710	4,722
<b>Total</b>	<b>55,136</b>	<b>68,357</b>	<b>160,192</b>

Table 4 shows how Council’s planned expenditure on funding and promoting public transport services was split between bus, rail and ferry services in 2006/07.

<sup>10</sup> The trend line shows the current trend based on actual number of trips between 1999/00 and 2006/07. This trend can be compared to the targets to 2016/17.

<sup>11</sup> Greater Wellington Regional Council, Annual Plan Transport Activities 2005/06, 2006/07

**Table 4: Greater Wellington 2006/07 planned expenditure on funding and promoting public transport services (\$000)<sup>12</sup>**

	Planned 06/07
Bus	31,947
Rail	19,480
Ferry	90
Other	6,270
<b>Total</b>	<b>57,787</b>

Table 5 compares passenger transport funding and trips in Auckland, Wellington and Christchurch during 2004/05. 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 that in the other cities (although when trip length is taken into account, Wellington's subsidy is lowest).

**Table 5: Passenger Transport Funding Comparison (2004/05)<sup>13</sup>**

	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	7.5km	12.5km	8.3km
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

<sup>12</sup> Greater Wellington Regional Council, Annual Plan 2006/07

<sup>13</sup> Source: Greater Wellington Regional Council



## Strategic overview

The relationship between the Passenger Transport Plan and other policy documents and plans is important to understand.

The Passenger Transport Plan sets out Greater Wellington's intentions for the regional passenger transport system over the next ten years. Greater Wellington's view is that the Passenger Transport Plan must be consistent with and give effect to the Regional Land Transport Strategy. The Passenger Transport Plan therefore focuses on delivering the strategic outcomes identified in the Strategy for passenger transport (refer Vision and Outcomes section).

The Strategy is prepared by the Regional Land Transport Committee and the Passenger Transport Plan by the Greater Wellington Passenger Transport Committee. The Strategy and the Passenger Transport Plan must be ratified by the full Regional Council.

The Passenger Transport Plan is also closely linked to Greater Wellington's Long Term Council Community Plan ("LTCCP") and Annual Plan. This is an important relationship as the objectives and policies of the Passenger Transport Plan can not be achieved unless passenger transport activities and funding are identified in the LTCCP or Annual Plan<sup>14</sup>.

The Operational Plan sets out operational guidelines and standards for how the Passenger Transport Plan will be implemented over time. The Passenger Transport Asset Management Plan ("the AMP") is a requirement of the Local Government Act and is closely aligned to the activity areas identified in the LTCCP and Annual Plan. The AMP is also guided by the Passenger Transport Plan's objectives and policies, and in particular the Operational Plan.

The Annual Monitoring Report and Annual Public Transport Customer Satisfaction Monitor provide monitoring feedback on the Strategy, Passenger Transport Plan and LTCCP. The monitoring outcomes will guide future reviews of these policy documents.

A summary of each of these documents is provided in Appendix E.

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<sup>14</sup> Greater Wellington funding is complemented by significant contributions from the Crown.

## **Vision, outcomes and targets**

### **Vision for passenger transport**

A sustainable passenger transport system that, through significant achievements in each period, is integrated, accessible and increasingly the mode of choice for a greater number of journeys<sup>15</sup>.

### **Values and drivers**

The main drivers for passenger transport in the region include the need to ensure access and mobility, reduce congestion and support environmental sustainability. These drivers are influenced by the following values or principles that are important in achieving the ideal passenger transport system for the region:

- **Equity**
- **Accessibility**
- **Reliability**
- **Quality**
- **Simplicity**
- **Affordability**

The ideal passenger transport system for the region should also include the following essential qualities or characteristics:

- **Convenience** Coverage, degree of integration, frequency and travel time of passenger transport services maximises convenience for passengers.
- **Reliability** Services, vehicles and information are reliable and deliver on passenger expectations.
- **Simplicity** Passenger transport services are easy to use and understand.
- **Quality** Passenger transport services are comfortable and clean as per user expectations.
- **Friendliness** Passenger transport is safe and provides a positive experience for passengers.

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<sup>15</sup> Refers to the following planning period: short term 0-3 years; medium term 4-10 years; long term beyond 10 years

## Our aim

The vision gives the region something to aim for in the development of its passenger transport network and also delivers on the broader vision of the Regional Land Transport Strategy *to deliver an integrated land transport system that supports, through significant achievements in each period, the region's people and prosperity in a way that is economically, environmentally and socially sustainable.*

## Key and related outcomes

The following “key outcomes” are identified in the Strategy as being of particular importance:

- Increased peak period passenger transport mode share
- Increased mode share for pedestrians and cyclists
- Reduced greenhouse gas emissions
- Reduced severe road congestion
- Improved regional road safety
- Improved land use and transport integration
- Improved regional freight efficiency

Each key outcome has a number of “related outcomes”. The main outcomes for passenger transport correspond to the key outcome of *increased peak period passenger transport mode share* and are as follows:

- Increased off-peak passenger transport use and community connectedness
- Improved passenger transport accessibility for all, including people with disabilities or from low income groups
- Reduced passenger transport journey times compared to travel by private car
- Increased passenger transport reliability

The Strategy also includes a number of policies that relate directly to passenger transport. These policies are picked up by the objectives and policies within each of the Passenger Transport Plan's Policy Areas. The Passenger Transport Plan does not identify any outcomes other than those in the broader Strategy as the Passenger Transport Plan's vision, objectives and policies all contribute to achievement of these broader strategy outcomes. Appendix F provides a summary of the links between the objectives and policies of the Passenger Transport Plan and the relevant outcomes and policies of the Strategy.

## Targets

The following targets are identified in the Regional Land Transport Strategy:

Key/related outcome	2016 Target
1.1 Increased peak period passenger transport mode share	<p>Passenger Transport accounts for at least 25 million peak period trips per annum. (18.3 million in 2005/06).</p> <p>Passenger Transport accounts for at least 21% of all region wide journey to work trips. (17% in 2006).</p>
1.2 Increased off-peak passenger transport use and community connectedness	<p>Passenger Transport accounts for at least 25 million off peak period trips per annum. (16.7 million trips in 2005/06).</p>
1.3 Improved passenger transport accessibility for all, including disabled people or from low income groups	<p>80% of passenger transport services are guaranteed to be wheelchair accessible. (11.8% in 2005/06).</p> <p>Most of the region's residents live within 400m (5 minutes walk) of a bus stop or train station with a service frequency of at least 30 minutes.</p> <p>Passenger transport services in the highest deprivation areas are more affordable.</p>
1.4 Reduced passenger transport journey times compared to travel by private car	<p>Peak period PT journey times are equal to or better than a similar journey undertaken by a private car for key selected corridors.</p>
1.5 Increased passenger transport reliability	<p>Nearly all bus and train services run on time.</p>
2.1 Increased mode share for pedestrians and cyclists	<p>Active modes account for at least 15% of region wide journey to work trips. (13% in 2006).</p>
2.2 Improved level of service for pedestrians and cyclists	<p>All of the strategic cycle network provides an acceptable level of service.</p> <p>Nearly all urban road frontages are served by a footpath.</p>
2.3 Increased safety for pedestrians and cyclists	<p>Fewer than 100 pedestrians injured in the region per annum. (150 injured in 2005).</p> <p>Fewer than 75 cyclists injured in the region per annum. (112 injured in 2005).</p>
3.1 Reduced greenhouse gas emissions	<p>Transport generated CO<sub>2</sub> emissions will remain below 1,065 kilotonnes per annum. (1,118 in 2005/06).</p>
3.2 Reduced private car mode share	<p>Private vehicles account for no more than 62% of region wide journey to work trips. (68% in 2006).</p>
3.3 Reduced fuel consumption	<p>No more than 442 mega litres of petrol and diesel per annum will be used for transport purposes. (464 mega litres in 2005).</p>
3.4 Increased private vehicle occupancy	<p>Vehicles entering the Wellington CBD during the 2 hour AM peak contain on average at least 1.5 people per vehicle. (1.37 people in 2006).</p>
4.1 Reduced severe road congestion	<p>Average congestion on selected roads will remain below 20 seconds delay per km travelled despite traffic growth. (21 seconds in 2006).</p>

4.2 Maintained vehicle travel times between communities and regional destinations	No decrease in average vehicle journey "speeds" shown in travel time surveys for selected key routes. (55km/h in 2006).
4.3 Improved reliability of the strategic roading network	Key routes are very rarely affected by closure for less than per year.
5.1 Improved regional road safety	There are no road crash fatalities attributable to roading network deficiencies.
6.1 Improved land use and transport integration (in line with the WRS and local authority urban development strategies)	All large subdivisions and developments include appropriate provision for walking, cycling and public transport.
6.2 Improved integration between transport modes	The majority of passenger transport services covered by integrated ticketing.
6.3 Sustainable economic development supported (in line with the WRS)	Reduced vehicle kilometres travelled per GDP.
6.4 Improved Transport Efficiency	Reduced passenger transport expenditure per passenger. Reduced roading expenditure per GDP.
7.1 Improved regional freight efficiency	Improved road journey times for freight traffic between key destinations.
7.2 Improved inter-regional freight efficiency	All infrastructure constraints to rail freight movements are removed.

The Passenger Transport Plan primarily contributes to the targets relating to passenger transport.

## **Policy framework**

The vision for passenger transport sets out a direction for passenger transport in the Wellington region. The policy framework consists of four Policy Areas setting out Objectives and Policies aimed at achieving the Passenger Transport Plan's vision. These Policy Areas are as follows:

1. Network standards
2. Vehicle and infrastructure standards
3. Fares, ticketing and information
4. Funding and Procurement

This policy framework is supported by a separate non-statutory Operational Plan providing detailed guidelines, methods and targets for achieving the vision, objectives and policies of the Passenger Transport Plan. While the Operational Plan does not form part of the Passenger Transport Plan in a statutory sense it is an important means of implementing the policies of the Passenger Transport Plan.

## Policy Area 1 – Network standards

The network standards policy area identifies the standards and levels of service required to support the passenger transport network.

### Objectives

- Objective 1.1: A sustainable passenger transport network where more people use passenger transport services for more journeys more often.
- Objective 1.2: Passenger transport services are accessible, reliable, frequent and responsive to the needs of users.
- Objective 1.3: Passenger transport journeys take no longer than similar journeys undertaken by private car, especially during peak periods.

**Deleted:** as well as being accessible, especially for the transport disadvantaged

### Policies

- Policy 1.1: Ensure the benefits of passenger transport in terms of a) reducing congestion, b) ensuring access and mobility, and c) supporting environmental sustainability are taken into account in setting levels of service.

#### *Explanation*

The above are important drivers for passenger transport services, as indicated in the vision, and must be considered when setting levels of service (frequency and hours of operation).

- Policy 1.2: Develop the passenger transport network to maximise the number of residents located within a reasonable walk of a bus stop, train station or ferry terminal with a high level of service.

#### *Explanation*

Passenger transport services must be located close to where people live and must provide an adequate level of service (frequency and hours of operation) to make using the service worthwhile. A reasonable walk is generally considered to be in the order of five minutes which is approximately 400m at an average walking speed on the flat. For suburban centres and other desirable destinations ten minutes is often considered a reasonable walk.

- Policy 1.3: Ensure the passenger transport network supports integrated land use development, including the growth and land use aspirations of the Wellington Regional Strategy

and Regional Policy Statement , Wellington City’s “growth spine”<sup>16</sup>, strong regional centres and passenger transport oriented development.

***Explanation***

The passenger transport network is most efficient when moving large numbers of people between relatively limited destinations. Integrating passenger transport services with land use development not only helps improve the efficiency of passenger transport services but also makes passenger transport a viable alternative for a greater number of people.

Policy 1.4: Maintain a hierarchy of services where rail is the key mode for long to medium distance and high volume passenger transport services, complemented by other passenger transport services.

***Explanation***

Maintaining a hierarchy of services ensures each mode serves the purpose it is best suited for and also ensures a more efficient operation of the passenger transport network. Rail is best suited to the movement of large numbers of people over medium to long distances. Buses are best at connecting people from diverse locations over shorter distances and therefore provide important connector services to rail stations. Ferries provide an alternative to buses where available.

Policy 1.5: Provide passenger transport services that meet the needs of current and future passengers by:  
a) specifying services in the Operational Plan that are required to meet these needs;  
b) defining level of service targets for all passenger transport services, with areas of greater demand having higher levels of service (greater frequency and longer hours of operation) than areas of lesser demand; and  
b) reviewing each scheduled passenger transport service at least once every five years.

***Explanation***

Passenger transport services along with level of service measures and targets are defined in the Operational Plan. Appendix D provides basic information on all the services operating in June 2007.

Policy 1.6: Provide night bus services where this is affordable and justified by demand, providing a safe and cost effective choice for travel home.

Deleted: from late night entertainment spots

***Explanation***

<sup>16</sup> Wellington City’s “growth spine” refers to the provision of a seamless passenger transport system between Johnsonville and the airport that is supported by intensification of employment and housing. For further information refer to the Regional Land Transport Strategy and Wellington City Council’s Urban Development Strategy and Transport Strategy.



Passenger transport services need to meet the demands of users to be considered a viable transport choice and should therefore provide for after hours travel where there is sufficient demand to justify a passenger transport service.

- Policy 1.7: Provide sufficient passenger transport capacity to meet current and future demand by adding new services and increasing the capacity of existing services in line with demand.

***Explanation***

Capacity will be provided where it is most required which means targeting capacity improvements to parts of the network where there is greater demand rather than spreading them across the entire network.

This provides for the provision of school bus services in line with guidelines set out in the Operational Plan.

- Policy 1.8: Ensure services are reliable and operate as scheduled and in line with user expectations, including the provision of reliable information about when services are not running as scheduled (refer Policy 3.7 regarding provision of information).

***Explanation***

Reliability of passenger transport is one of the most significant issues for users and is a major factor in deciding whether to use passenger transport services.

- Policy 1.9: Continuously improve access to and mobility around the passenger transport network, especially for the transport disadvantaged.

***Explanation***

The ability for people to get onto passenger transport services and travel to their destination is a fundamental element of any transport network. Greater Wellington will continuously improve the ability to access and move around the passenger transport network through appropriate infrastructure and service planning standards. Meeting the needs of the transport disadvantaged ensures the needs of everyone are also met.

- Policy 1.10: Support separate services for people who are mobility impaired and may have difficulty with using, or are unable to use, scheduled services

***Explanation***

An example of this is Greater Wellington's support of the Total Mobility Scheme which provides a 50% subsidy of taxi fares to those people who are unable to use conventional passenger transport due to a disability. Details of the Total Mobility Scheme are provided in the Operational Plan.

Policy 1.11: Support bus priority measures to improve journey times and service reliability, especially in and approaching the Wellington CBD.

***Explanation***

Bus priority measures, including bus lanes, are designed specifically to improve operation of scheduled bus services. This policy is not intended to allow for taxis to use bus lanes although it may be possible to allow taxis to use transit and high occupancy vehicle lanes. The issue of taxis is a matter for the Regional Land Transport Strategy and individual Territorial Authorities, not the Passenger Transport Plan.

Policy 1.12: Encourage integration between passenger transport services and with other transport modes, especially walking and cycling but also cars (through park'n'ride and passenger drop-off facilities).

***Explanation***

Passenger transport services cannot be provided between every origin and every destination for all journeys. It is therefore often necessary for people to change between passenger transport services and other modes as part of a journey. Making these changes as easy as possible is important if people are going to choose to use passenger transport.

Policy 1.13: Ensure that transfers between passenger transport services are fast, efficient and reliable (Refer Policy 3.3 regarding transfer costs).

***Explanation***

For door-to-door journey times to compete favourably with travel by private car it is important to ensure transfers are as fast and reliable as possible.

Policy 1.14: Ensure ongoing development of new and existing park'n'ride and passenger drop-off facilities adjacent to rail stations and passenger transport interchanges, prioritising developments by demand, benefits and costs and catchment size<sup>17</sup>.

***Explanation***

Passenger transport services cannot be provided to every household in the region, especially in areas of low residential density, meaning provision of alternatives such as park'n'ride are necessary to enable such households to consider passenger transport, especially for longer-distance journeys.

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<sup>17</sup> Catchment size here refers to the number of people who could potentially walk or use other passenger transport services rather than drive.

## Policy Area 2 – Vehicle and infrastructure standards

The vehicle and infrastructure standards policy area identifies standards for passenger transport vehicles and infrastructure.

### Objectives

- Objective 2.1: Passenger transport infrastructure assets are accessible, sustainable and managed effectively in support of defined network standards.
- Objective 2.2: Passenger transport vehicles are accessible, sustainable and managed effectively in support of defined network standards.

### Policies

- Policy 2.1: Ensure new passenger transport infrastructure is consistent with the urban design principles as set out in the Regional Policy Statement, and takes into account the New Zealand Urban Design Protocol and the National Guidelines for Crime Prevention through Environmental Design in New Zealand.

#### *Explanation*

Passenger transport infrastructure forms an integral component of the urban environment and can significantly affect the character and amenity values of an area.

- Policy 2.2: Manage rail, bus and ferry infrastructure through Asset Management Plans and in accordance with Greater Wellington's Long Term Council Community Plan, to ensure assets are continuously improved.

#### *Explanation*

Greater Wellington will maintain and develop passenger transport assets at a level that continues to meet the needs of users.

- Policy 2.3: Continuously increase the number of bus stops, railway stations and ferry terminals with adequate shelter, prioritising improvements by the number of people boarding vehicles at each stop, whether each stop is an interchange and taking benefits and costs into account.

#### *Explanation*

This policy provides a policy context for local authorities to provide bus shelters. The ultimate goal is to have shelters at all stops where there is sufficient demand to board vehicles. This would encourage use of passenger transport which is competing with access to private car parking/garages which are often under cover.

Policy 2.4: Continuously improve the standard of vehicles by setting Vehicle Quality Standards for buses and other standards for trains and ferries.

***Explanation***

Ensuring high standards for passenger transport vehicles will help maintain and can enhance the position of passenger transport relative to travel by private vehicle. Greater Wellington and operators must also comply with Land Transport New Zealand and Maritime New Zealand passenger transport safety standards. Guidelines and standards are outlined in the Operational Plan.

Policy 2.5: Continuously improve the accessibility of trains and buses and at least maintain the accessibility of ferries.

***Explanation***

Greater Wellington will continue to increase the number of bus and rail services that have level access or wheelchair-accessible buses. Ferry accessibility is not a priority because of high costs relative to benefits and the existence of alternative bus services.

Level access refers to step free access between a station platform and 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.

Wheelchair accessible buses are now required on at least the base frequency for contracted services (unless there is a sound operational reason not to do so).

Guidelines and standards, including accessibility targets, are contained in the Operational Plan.

Policy 2.6: Support the use of environmentally friendly vehicles including trolley buses, electric trains, vehicles using alternative fuels and other low emission vehicles.

***Explanation***

Low emission vehicles include vehicles designed to EURO4/5 emission standards. Greater Wellington has the option of including improved vehicle emission specifications in operator contracts. Significant emission improvements will require tighter national vehicle standards. Guidelines and standards are contained in the Operational Plan.

Policy 2.7: Support the ongoing operation of trolley buses in Wellington City.

***Explanation***

Greater Wellington has agreed to support the ongoing operation and maintenance of trolley buses in Wellington City with the operator now upgrading the trolley bus fleet.

## **Policy Area 3 - Fares, ticketing and information**

The fares, ticketing and information policy area covers how fares are set and reviewed and identifies the role of ticketing and information in supporting the passenger transport network.

### **Objectives**

- Objective 3.1: Fares are competitive with the costs of using a private vehicle and are easy to understand, collect and administer taking into account the costs and benefits of services while recognising the needs of transport disadvantaged.
- Objective 3.2: A ticketing system that is simple to use, understand and administer and is integrated and transferable across all operators.
- Objective 3.3: Everyone knows where to find and has easy access to reliable, relevant and timely information about journeys they want to make.

### **Policies**

- Policy 3.1: Ensure fares on all passenger transport services are competitive with the cost of using a private vehicle for the same journey to encourage greater use of passenger transport (refer Policy 4.3 regarding funding contribution from fares).

#### ***Explanation***

To be viable, passenger transport services must be affordable and reasonably priced, compared to the alternatives (travel by private vehicle being the dominant alternative).

The level of fares influences the number of people using passenger transport compared to other forms of transport. The setting of fares can therefore be used to help manage demand to travel by passenger transport to meeting capacity provided.

- Policy 3.2: Set fares in accordance with the fare zone system and operational guidelines, with stakeholders consulted prior to any changes.

#### ***Explanation***

The fare zone system divides the region into a series of zones (currently fourteen) radiating out from Wellington city. The system is relatively easy to understand with fares based on the number of zones a user travels through.

Guidelines and standards for the setting and promotion of fares and zone boundaries are set out in the Operational Plan.

- Policy 3.3: Develop integrated fares based on the fare zone system where journeys are charged on the basis of how many fare zones are travelled with no additional cost

for transfers between passenger transport services or operators (refer Policy 1.13 regarding quality of transfers).

***Explanation***

Integrated fares means a journey involving several trips, regardless of mode or operator, is 'integrated' into a single fare for the journey without any transfer penalties. Greater Wellington intends to make integrated fare products available for all journeys with guidelines and targets set out in the Operational Plan.

Policy 3.4: Ensure standardised concessionary fares are available to enhance equity, including for the transport disadvantaged.

***Explanation***

Guidelines for concessionary fares are contained in the Operational Plan. These include guidelines on the provision of school term passes.

Policy 3.5: Ensure implementation of an integrated ticketing system based on the fare zone system that is effective and managed efficiently for the benefit of users as determined by Greater Wellington.

***Explanation***

An integrated ticketing system allows passengers to use one ticket regardless of operator or mode (bus, train, ferry, cable car). One of the main advantages of integrated ticketing is the ease and convenience for the public transport users, especially in electronic ticketing systems, where they only need one fare card.

Guidelines and standards for the integrated ticketing system are set out in the Operational Plan.

Policy 3.6: Ensure consistent application of Metlink as an "umbrella" brand across the passenger transport network, including infrastructure, vehicles and information services, to promote the benefits of and encourage use of passenger transport services.

***Explanation***

The Metlink brand has been developed by Greater Wellington to provide information and help integrate the passenger transport system to make it easier to use and understand.

Further detail on the Metlink brand and how it is applied is provided in the Operational Plan.

Policy 3.7: Provide reliable, relevant and timely information that is readily available and easily accessible to everyone, including information on when services are due to arrive or depart and any disruptions that may affect services.

***Explanation***

Information is provided through a range of mechanisms including timetables, information at bus stops, on the internet and through the Metlink call centre as part of the Metlink brand (refer Policy 3.6 regarding the Metlink brand).

Greater Wellington is also developing a real time information system which tracks vehicles in order to predict the real or actual arrival/departure time of that vehicle at various points along the route.

Policy 3.8: Advocate for improved personal safety for users of passenger transport and increased passenger transport road safety.

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***Explanation***

For people to choose to use passenger transport they need to feel safe and secure. Personal safety on passenger transport includes at bus stops, train stations, pedestrian and other areas people must use to access passenger transport services.

Policy 3.9: Require all operators to provide data to Greater Wellington, including any data collected through integrated ticketing or real time information systems, for passenger transport planning and monitoring.

***Explanation***

Good information is vital to ensure passenger transport services meet and continue to meet the needs of users. Data and information from operators helps identify when changes are required including increasing capacity as necessary and planning where transport routes should go.



## **Policy Area 4 – Funding and procurement**

The funding and procurement policy area covers how passenger transport services are funded and procured.

### **Objectives**

- Objective 4.1: A funding system for passenger transport services that recognises and balances the requirements of funders, providers and users while also providing incentives for patronage growth, efficiency and effectiveness.
- Objective 4.2: A contract procurement system that is fair to all involved and provides value for money to ratepayers.
- Objective 4.3: Full compliance with legislative requirements and Land Transport NZ rules.

### **Policies**

- Policy 4.1: Ensure funding decisions for passenger transport services and infrastructure are consistent with Greater Wellington's current Long Term Council Community Plan and Annual Plan (including the Revenue and Financing Policy) and the programme prioritisation and funding policies of the Regional Land Transport Strategy.

#### ***Explanation***

The Revenue and financing policy identifies the contribution required from fares. The current Revenue and financing policy at time of publication is provided in Appendix B.

- Policy 4.2: Develop an agreed prioritisation process and methodology for passenger transport services and projects that is consistent with and can provide input into the Regional Transport Programme prioritisation process, ensuring that prioritisation decisions take into account the drivers and planning periods required for implementation of passenger transport projects and service improvements.

#### ***Explanation***

The drivers for passenger transport identified in the Vision for passenger transport include: ensuring access and mobility, reducing roading congestion (including the potential to offset or delay the need for investment in roading) and supporting environmental sustainability.

The planning period influences the timing of passenger transport projects and service improvements. Within the short-term projects should focus on maintaining the existing network and carrying out projects that if delayed could compromise future use of passenger transport. Within the medium-term planning period projects should focus on improving levels of service and encouraging greater use

of passenger transport. In the longer-term projects should focus on improving network quality and coverage.

Policy 4.3: Ensure passenger transport users make a sustainable contribution towards funding the operational and capital costs of current and future passenger transport services (refer Policy 3.1 regarding fare levels compared to private car use).

***Explanation***

While fares must be affordable and reasonably priced they must also be priced at a level that supports the ongoing operation and maintenance of the passenger transport system. The Revenue and financing policy referred to Policy 4.1 identifies the contribution required from fares.

Policy 4.4: Advocate for a higher Financial Assistance Ratio for passenger transport service and network improvements.

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***Explanation***

Government funding, through Land Transport NZ, is important to ensure passenger transport investment is affordable for the region. Land Transport current contributes 50% of bus and 60% of rail costs.

Policy 4.5: Advocate for alternative funding sources.

***Explanation***

Alternative funding sources include but are not limited to: fuel taxes, congestion and road charging, public private partnerships, operator contributions, developer and financial contributions.

Policy 4.6: Award contracts with operators in accordance with a Bus Procurement Strategy and Plan.

***Explanation***

Further information on the Bus Procurement Strategy and Plan is provided in the Operational Plan.

Policy 4.7: Manage passenger transport registrations in accordance with legislative requirements and Land Transport NZ rules.

***Explanation***

Passenger transport services are required by legislation to be registered with regional councils, which have limited grounds on which to refuse registration. Taxi services must also be registered. Further information is provided in the Operational Plan.

Policy 4.8: Ensure processes are in place to maintain close and structured relationships with local authorities, operators and government agencies.

***Explanation***

Good working relationships and communication channels, such as provided by the Quality Partnership Agreements, are important to ensure the best possible passenger transport outcomes for the region. Further information is provided in the Operational Plan.

## **Monitoring and review**

The Regional Land Transport Strategy contains monitoring and review sections that also cover the Passenger Transport Plan. The Strategy sets out a proposed monitoring programme, including how Greater Wellington proposes to measure the performance of the Strategy and the Passenger Transport Plan in achieving the objectives and outcomes set out in those documents. This programme includes:

- Quarterly reporting to the Regional Land Transport Committee on progress in implementing the Strategy;
- Producing an Annual Monitoring Report on progress in implementing the Strategy. This report is a requirement of the Land Transport Act 1998; and
- Producing an Annual Public Transport Customer Satisfaction Monitor.

In addition, the Operational Plan will include operational targets agreed to by the Passenger Transport Committee and will be updated regularly with the Passenger Transport Plan reviewed annually.

The Strategy sets out the Strategy and Passenger Transport Plan review process, which must be renewed at least once every three years.

## **Glossary**

Terms are used in this document as follows.

<b>Term</b>	<b>Definition</b>
Access	<p>Access is the opportunity to use passenger transport services based upon a users' proximity to these services and their cost.</p> <p>RLTS definition: The ability to obtain desired goods, services and activities.</p>
Accessibility	<p>Accessibility is the suitability of the public transport network to get individuals from their system entry point to their system exit point in a reasonable amount of time.</p> <p>RLTS definition: The ability to reach a destination by a mode. Another meaning often used more narrowly in relation to public transport is "the ease with which all categories of passenger can use public transport" (as defined by the Human Rights Commission "The Accessible Journey" 2005).</p>
Bus priority measures	<p>Measures designed to improve the efficiency of scheduled bus services by giving priority to buses over general traffic. Measures include: signal pre-emption at traffic lights, bus lanes, high occupancy vehicle lanes.</p>
Commercial service	<p>A passenger transport service that is provided on a commercial basis with no subsidy from Greater Wellington.</p>
Contracted service	<p>A passenger transport service that is contracted and paid for or subsidised by Greater Wellington.</p>
Disability	<p>"Any restriction or lack (resulting from impairment) of ability to perform any activity in the manner or within the range considered normal for a human being" (World Health Organisation. Document A29/INFDOCI/1, Geneva, Switzerland, 1976).</p>
Journey	<p>Door to door from origin to destination.</p>
Level of service	<p>A qualitative measure of travel conditions experienced by users.</p> <p>Level of service is generally described in terms of factors such as speed and travel time, freedom to manoeuvre, traffic interruptions, comfort and convenience and safety.</p> <p>Level of service can also refer to the frequency, capacity, and hours of operation of passenger transport services and may also refer to features such as vehicle type.</p>
Mobility	<p>The ability for people and goods to move from one place to another.</p>

Mobility impaired	Those who have a disability that restricts their mobility.
Park'n'ride	A service that allows people to park their personal vehicle (i.e. car, motorbike, cycle) and catch a public passenger transport service.
Planning period	A period of time within which projects or activities are planned to take place. The Passenger Transport Plan focuses on three planning periods being short term 0-3 years; medium term 4-10 years; long term beyond 10 years.
Transport disadvantaged	Those who for reasons of age, income or disability have limited access to essential services and amenities. Groups of people traditionally classified as transport disadvantaged include children, students, the seniors/elderly, beneficiaries, and people with disabilities.
Trip	One segment of a journey, for example a journey may involve two or more trips, each on a different PT service.
Vehicles	Includes trains, buses and ferries.

## **Appendices**

## Appendix A: Legislative References to Regional Passenger Transport Plans

### Transport Services Licensing Act 1989 (amended 1990 and 1992)

#### *Part 2 Registration of road, rail, and other passenger services (s 47 to s 60)*

#### 47 Interpretation

- (1) In this Part of this Act, unless the context otherwise requires,—

**Contracted service**, in respect of a passenger service, means a specified service in respect of which a regional council has contracted to pay for the supply of that service, and, to the extent that a regional council has contracted to pay for the supply of part only of a specified service, means that part:

**Passenger service**,—

- (a) Subject to paragraph (b) of this definition, means—
- (i) Any “passenger service” within the meaning of section 2(1) of this Act; and
  - (ii) Except in section 57 of this Act (other than to the extent specified in subsection (3) of that section), any harbour ferry service, passenger rail service, cable car, hovercraft, monorail, tramway, or other form of public transport (other than air transport) that is available to the public generally; but
- (b) Does not include an ambulance service:

**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 the 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:



**Registered service means—**

- (a) In respect of a passenger service, a passenger service registered under section 49 of this Act; and
- (b) In respect of a specified service, any part of the service that is so registered;— and includes a contracted service:

**Specified service** means a passenger service specified in a regional passenger transport plan.

- (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

### *Part 13 Land transport strategies (s 170 to s 183)*

#### **175 Regional land transport strategies**

- (1) Every regional council must prepare a land transport strategy for its region.
- [(2) Every regional land transport strategy must—
  - (a) contribute to the overall aim of achieving an integrated, safe, responsive, and sustainable land transport system; and
  - ...
  - (j) identify an appropriate role for each land transport mode in the region, including freight traffic, public passenger transport, cycling, and pedestrian traffic; and
  - (k) 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; and
  - ...

## Appendix B: LTCCP Revenue and financing policy

Greater Wellington Regional Council's ten-year plan 2006-16 incorporating the 2006/07 Annual Plan identifies the following funding allocations for passenger transport.

### *Revenue and financing policy – recommended funding*

Greater Wellington recommends the following funding allocations for providing public transport:

- at least 50% user charges – collected and held by the providers
- no more than 50% community contribution (national and regional)

This community contribution is funded:

- 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)
  - congestion relief, 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.
  - concessionary, 10%: Borne equally by ratepayers in the district of origin and the district of destination. Within districts, costs are allocated on rateable capital values.
  - social, 5%: From ratepayers across the region with a reduction to 50% for Kapiti and a reduction to 25% for Wairarapa.

## Appendix C: Summary of Wellington's passenger transport 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 Wellington CBD, trolleybuses on the busiest routes and diesel buses on secondary routes.

### 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.

Greater Wellington contracts Toll NZ Consolidated Ltd (Toll) under the brand of Tranz Metro Wellington to provide the rail commuter services (excluding the Palmerston North to Wellington service which is a commercial 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.

#### *Rail rolling stock*

Toll 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; due to be replaced before December 2007)
- 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 2007. This is to enable these cars to remain in service until new rolling stock is available.

Greater Wellington is letting a contract for the construction of 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. Greater Wellington will own these cars and Toll will operate them on its behalf. This will apply eventually to all rolling stock.

### ***Rail facilities***

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

Park and Ride facilities: There are 39 commuter Park and Ride facilities across the region and 4,091 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. Greater Wellington currently funds the upgrades, extensions and maintenance of these facilities.

Cycle lockers: Greater Wellington provides 146 cycle lockers at 12 rail stations across the region. This contributes to the integration of cycling with passenger transport.

## **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.

The majority of bus services are contracted services with other services provided as commercial services. There are 65 contracts all with a maximum duration of five years and approximately 20% of bus services are commercial.

### ***Bus vehicles***

The regional bus fleet consists of approximately 470 buses. This includes 55 electric trolley buses owned by Stagecoach Wellington. Trolley buses 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.

Greater Wellington has recently contracted Stagecoach Wellington to provide 61 new trolley buses by November 2009.

### ***Bus facilities***

Bus stops: There are over 2,800 bus stops in the region. Currently, all bus stop structures are owned and maintained by the territorial authorities but are fully funded by Greater Wellington.

Bus Interchanges: Wellington's Lambton Quay bus interchange is the region's only designated bus interchange providing 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's Lambton Quay bus interchange is owned by Wellington City Council and funded by Greater Wellington.

### **Ferries**

There are two ferries providing services between Days Bay Wharf and Queens Wharf. Additional commercial services stop at Petone Wharf and Seatoun Wharf. Ferries also stop on request at Matiu Somes Island outside of peak hours.

### **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. This is a commercial service.

### **Taxis / Total Mobility**

Greater Wellington also provides the Total Mobility scheme for people with disabilities. The scheme provides a 50% taxi fare subsidy for people who have a disability which prevents them from using buses or trains. The scheme also assists with the provision of wheelchair accessible taxi-vans.

There are approximately 7,500 registered members of the Total Mobility scheme in the region.

## Appendix D: Existing passenger transport services

The follow table shows daily passenger transport services currently operating as of June 2007<sup>18</sup>. Please note the frequencies provided are calculated from a database using a number of assumptions and may not reflect actual frequencies due to averaging and rounding calculations.

Up to date service information is maintained in the Operational Plan which specifies those services necessary to meet the needs of current and future passengers and defines level of service targets for those services. Services operated will vary from time to time as a result of service reviews and ongoing planning.

Route number and description	Service Area	Average base <sup>19</sup> / peak <sup>20</sup> frequency (minutes)	First departure time <sup>21</sup>	Last departure time <sup>22</sup>
<b>Trains</b>				
Hutt Valley Line (Wellington - Upper Hutt)	Hutt Valley	28 / 19	4:30am	11:05pm
Johnsonville Line (Wellington - Johnsonville)	Wellington	27 / 24	6:04am	11:30pm
Melling Line (Wellington - Melling)	Hutt Valley	48 / 34	6:22am	6:28pm
Paraparaumu Line (Wellington - Paraparaumu)	Kapiti	28 / 16	6:20am	5:17pm
Wairarapa Line (Wellington - Masterton)	Wairarapa	Peak only / Limited	5:50am	6:18pm
<b>Cable Car and Ferry</b>				
Cable Car (Wellington - Kelburn)	Wellington	10 / 10	7:00am	10:00pm
Wellington Harbour Ferry (Queens Wharf - Days Bay)	Wellington	28 / 20	6:25am	7:20pm
<b>Buses</b>				
1. Wellington - Island Bay	Wellington	12 / 12	5:45am	11:40pm
2. Wellington - Miramar	Wellington	14 / 15	5:47am	11:45pm
3. The Green Route (Lyal Bay - Wellington - Karori)	Wellington	10 / 10	6:10am	11:40pm
3S. Wellington - Karori South	Wellington	Peak only / 21	7:20am	5:55pm
3W. Wellington - Karori West	Wellington	53 / 45	7:20am	6:17pm
4. Wellington - Happy Valley	Wellington	Peak only / 12	7:08am	6:30pm
5. Wellington - Hataitai	Wellington	Peak only / 34	6:30am	6:20pm
6. Wellington - Lyall Bay	Wellington	Peak only / 12	7:25am	5:50pm
7. Wellington - Kingston	Wellington	19 / 17	6:30am	11:26pm
8. Wellington - Kowhai Park	Wellington	49 / 32	6:40am	8:15pm
9. Wellington - Aro Street	Wellington	28 / 24	6:30am	6:35pm
10. Wellington - Newtown	Wellington	28 / 26	6:40am	6:15pm
11. Wellington - Seatoun	Wellington	14 / 16	6:02am	11:50pm
13. Mairangi - Wellington	Wellington	Peak only / 14	7:00am	5:38pm
14. The Silver Route (Wilton - Wellington - Kilbirnie)	Wellington	27 / 21	6:20am	11:30pm
17. Wellington - Victoria University	Wellington	Peak only / 26	7:10am	6:35pm

<sup>18</sup> This list does not include routes such as the Waiti Shopper, Otaihangā Shopper and Masterton West which only operate certain days of the week and excludes routes originating from outside the region such as the Capital Connection train service.

<sup>19</sup> The base frequency is the average frequency between 9am and 3pm Monday to Friday (averaging inbound and outbound frequencies). Figures given are average number of minutes between services.

<sup>20</sup> The peak frequency is the average frequency between 7am and 9am Monday to Friday (uses highest of either inbound or outbound frequencies). Figures given are average number of minutes between services.

<sup>21</sup> First departure time is the earliest departure (either inbound or outbound) during Monday to Friday

<sup>22</sup> Last departure time is the last departure (either inbound or outbound) during Monday to Friday excluding late nights

18. Campus Connection (Karori - Miramar)	Wellington	28 / 27	7:12am	5:57pm
20. Mt Victoria - Wellington - Highbury	Wellington	47 / 37	7:00am	6:15pm
21. Karori - Wellington - Vogeltown	Wellington	50 / 38	7:05am	7:05pm
22. Mairangi - Wellington - Southgate	Wellington	52 / 34	6:35am	6:55pm
23. Mairangi - Wellington - Houghton Bay/Southgate	Wellington	52 / 39	6:15am	10:55pm
24. Wellington - Miramar Heights	Wellington	50 / 40	6:40am	7:42pm
25. Strathmore - Wellington	Wellington	Peak only / 11	6:40am	8:05am
28. Beacon Hill Shuttle to Beacon Hill	Wellington	Peak only / 13	6:55am	6:15pm
29. Southern Shopper (Newtown - Brooklyn - Island Bay)	Wellington	70 / 61	9:00am	5:50pm
30. Seatoun Express (Wellington - Breaker Bay)	Wellington	Peak only / 15	6:36am	6:40pm
31. Miramar North Express (Wellington - Miramar)	Wellington	Peak only / 15	6:55am	5:55pm
32. Island Bay Express (Wellington - Island Bay)	Wellington	Peak only / 18	7:05am	5:30pm
43. Khandallah - Wellington - Strathmore	Wellington	50 / 34	6:15am	11:01pm
44. Khandallah - Wellington - Strathmore	Wellington	50 / 35	6:35am	6:43pm
45. Ngaio - Wellington	Wellington	Peak only / 46	6:40am	6:29pm
46. Wellington - Broadmeadows	Wellington	Peak only / 15	7:05am	6:10pm
50. Broadmeadows Shopper	Wellington	60 / 52	9:00am	4:00pm
53. Johnsonville West - Johnsonville/Wellington	Wellington	50 / 30	6:40am	6:28pm
54. Wellington - Churton Park	Wellington	25 / 17	6:05am	11:25pm
55. Wellington - Grenada Village - Johnsonville	Wellington	27 / 25	6:20am	8:28pm
56. Wellington - Newlands - Johnsonville	Wellington	27 / 26	6:01am	11:06pm
57. Wellington - Woodridge	Wellington	Peak only / 11	6:47am	5:43pm
59. Johnsonville - Tawa - Porirua	Porirua	28 / 27	6:50am	8:45pm
61. Porirua Station - Ascot Park	Porirua	15 / 17	5:30am	11:30pm
62. Porirua Station - Ranui Heights	Porirua	60 / 40	6:45am	6:30pm
63. Porirua Station - Sievers Grove	Porirua	50 / 40	6:11am	6:25pm
64. Porirua Station - Castor Crescent	Porirua	50 / 44	7:10am	2:25pm
65. Porirua Station - Whitby	Porirua	50 / 46	6:50am	6:40pm
66. Paremata Station - Whitby	Porirua	Peak only / 5	6:18am	7:27pm
67. Porirua Station - Whitby	Porirua	29 / 31	6:35am	10:00pm
68. Porirua Station - Titahi Bay	Porirua	28 / 27	6:15am	9:05pm
69. Porirua Station - Titahi Bay	Porirua	28 / 27	6:00am	9:05pm
70. Paraparaumu - Otaki	Kapiti	Limited / 96	6:25am	6:46pm
71. Paraparaumu - Paraparaumu Beach (via Mazengarb Road)	Kapiti	28 / 26	6:10am	8:35pm
72. Paraparaumu - Paraparaumu Beach (via Guildford Drive)	Kapiti	28 / 27	6:10am	8:35pm
73. Paraparaumu - Paraparaumu Beach (via Raumati)	Kapiti	49 / 34	6:10am	6:35pm
74. Paraparaumu - Raumati Beach	Kapiti	49 / 34	6:09am	8:21pm
77. Paraparaumu - Waikanae Beach	Kapiti	28 / 25	5:25am	7:15pm
77K. Kapiti Commuter (Wellington - Waikanae)	Kapiti	Limited / 23	5:25am	5:07pm
79. Paekakariki Shopper (to Paekakariki)	Kapiti	Limited	9:50am	1:30pm
80. Wainuiomata Commuter (Wellington - Wainuiomata)	Hutt Valley	Limited / 20	6:35am	5:30pm
81. Wellington - Eastbourne	Hutt Valley	Limited / 35	5:55am	6:45pm
83. Wellington - Lower Hutt - Eastbourne	Hutt Valley	28 / 30	6:05am	11:30pm
84. Wellington - Gracefield	Hutt Valley	Limited / 13	6:40am	5:43pm
85. Eastbourne Express (Wellington - Eastbourne)	Hutt Valley	Limited / 18	6:50am	5:15pm
90. Wellington - Stokes Valley	Hutt Valley	Limited	6:45am	5:00pm
91. Flyer (Airport - Wellington - Upper Hutt)	Hutt Valley	28 / 29	5:25am	8:20pm



92. Upper Hutt Commuter (Wellington - Te Marua)	Hutt Valley	Limited	6:43am	5:02pm
93. Upper Hutt Commuter (Wellington - Timberlea)	Hutt Valley	Limited	6:43am	4:55pm
98. Upper Hutt - Porirua	Hutt Valley	Limited	6:50am	4:30pm
99. Taita - Tawa	Hutt Valley	Limited	7:00am	4:30pm
110. Upper Hutt (Petone - Emerald Hill)	Hutt Valley	13 / 16	5:43am	10:03pm
111. Upper Hutt - Totara Park	Hutt Valley	50 / 35	6:17am	6:39pm
112. Upper Hutt - Te Marua	Hutt Valley	51 / 38	6:10am	6:34pm
114. Poets Block (Upper Hutt - Trentham)	Hutt Valley	48 / 48	6:20am	6:30pm
115. Upper Hutt - Pinehaven	Hutt Valley	51 / 41	6:32am	6:05pm
120. Petone - Stokes Valley	Hutt Valley	14 / 17	5:55am	9:10pm
121. Valley Heights (Stokes Valley - Gracefield)	Hutt Valley	26 / 20	5:50am	6:15pm
130. Naenae - Petone	Hutt Valley	14 / 16	6:00am	10:10pm
145. Lower Hutt - Belmont	Hutt Valley	Peak only / 56	6:21am	6:25pm
150. Western Hills (Maungaraki - Lower Hutt - Kelson)	Hutt Valley	28 / 29	6:00am	8:28pm
154. Lower Hutt - Korokoro	Hutt Valley	Peak only / 115	7:35am	6:12pm
160. Lower Hutt - Wainuiomata North	Hutt Valley	50 / 40	6:10am	11:25pm
165. Lower Hutt - Wainuiomata Village	Hutt Valley	50 / 47	5:40am	6:55pm
170. Lower Hutt - Wainuiomata South	Hutt Valley	28 / 24	5:55am	11:25pm
200. Featherston - Masterton	Wairarapa	Limited / 83	7:00am	5:10pm
200M. Martinborough - Featherston - Masterton	Wairarapa	Limited	1:00pm	1:00pm
204. Woodside Station - Greytown	Wairarapa	Peak only / 33	5:50am	7:26pm
205. Martinborough - Featherston	Wairarapa	Peak only / 34	6:00am	7:19pm
Otaki - Levin	Kapiti	Limited	7:20am	5:10pm
Masterton - Palmerston North	Wairarapa	Limited	8:40am	3:20pm
School buses – 166 different services (not listed)				

## **Appendix E: Related strategy and policy documents**

### **Wellington Regional Strategy**

The Wellington Regional Strategy is a sustainable growth strategy that has been developed by greater Wellington's nine local authorities, in conjunction with central government and the region's business, education, research and voluntary sector interests. Its aim is to make greater Wellington "internationally competitive" – in other words a region which offers the competitive package of a great lifestyle and job opportunities, supported by a strong economy.

### **Regional Land Transport Strategy**

The Wellington Regional Land Transport Strategy is a statutory document prepared in accordance with the Land Transport Act 1998. It has been developed by the Regional Land Transport Committee of the Greater Wellington Regional Council. The Land Transport Act requires the strategy to contribute to the overall aim of achieving an integrated, safe, responsive and sustainable land transport system. To meet this requirement the strategy has a long term vision and outlines regional objectives, outcomes and policies covering the period 2007 to 2016 for the region's land transport system.

### **Regional Policy Statement**

Under the Resource Management Act 1991, all regional councils must prepare a regional policy statement for their region. The concept underlying these policy statements is "sustainable management". This means managing the resources in the Wellington Region in a way which provides for the needs of future generations, as well as for the needs of our generation.

Sustainable management is not an anti-development concept. Development can and should take place. Indeed, sound resource management policies and sound economic policies go hand in hand. By managing New Zealand's resources in a sustainable fashion we can provide a firm framework for economic development.

What we do with our Region today will influence the sort of Region our children's children and their children will inherit in the future. We are merely caretakers who have a responsibility to leave our Region in a way which will enable future generations to meet their needs.

The Regional Policy Statement for the Wellington Region will help us carry out this important task.

### **Greater Wellington Long Term Council Community Plan (2006-2016)**

Greater Wellington has a lead role in funding and implementing the passenger transport and non-roading elements of the Regional Land Transport Strategy. Roading agencies and Land Transport New Zealand are responsible for other elements of the strategy.

Greater Wellington is one of a number of organisations working to achieve outcomes identified by the community. The LTCCP identifies a number of activity groups that contribute in different ways

to the achievement of these community outcomes. Transport is one of these activity groups and contributes to the following community outcomes:

- *Prosperous community.* Fund rail, bus and local harbour ferry passenger services.
- *Connected community.* Provide passenger service information through a call centre, website and paper timetables.
- *Essential services.* Provide and maintain urban passenger trains, “Park and Ride” facilities, train stations, bus-rail interchanges, bus lanes and bus shelters. Develop an affordable Regional Land Transport Strategy and monitor its implementation.
- *Healthy environment / healthy community.* Encourage people to use public transport
- *Quality lifestyle.* Part fund taxi services for people with disabilities.

The following activities are identified in the LTCCP:

- *Plan and monitor the transport network.* Develop an affordable Regional Land Transport Strategy and monitor its implementation.
- *Provide the infrastructure for public transport.* Provide and maintain the urban passenger trains, “Park and Ride” facilities, stations, bus-rail interchanges, bus lanes, and bus shelters.
- *Fund and promote public transport services.* Fund rail, bus and local harbour ferry passenger services.
- *Fund total mobility.* Part fund taxi services for people with disabilities.

The Passenger Transport Plan supports these transport activities and provides the policy framework for their implementation.

### **Public Transport Asset Management Plan**

The Public Transport Asset Management Plan will provide a long-term planning approach of the management of assets. This is necessary given the large capital and operating expenditure, the long lives of the assets and the lead times in planning for upgraded, replacements and the purchase or building of new public transport assets.

The Asset Management Plan is currently under development. It will meet requirements of the LTCCP and help implement the objectives and policies of the Passenger Transport Plan.

### **Wellington Regional Rail Plan**

A Regional Rail Plan identifying the needs and proposed actions for development of the rail network over the next 30 years will be prepared and incorporated into the Operational Plan.

## **Annual Monitoring Report**

An Annual Monitoring Report must be prepared to report on progress towards implementing the Regional Land Transport Strategy (including Passenger Transport Plan). The report must be available within three months of the end of the financial year to which it relates.

## **Public Transport Customer Satisfaction Monitor**

The purpose of this document is to examine public satisfaction with public transport services in the Wellington region. It is carried out annually with the latest report dated 2007. The monitor currently reports on objectives and values identified through market research carried out in 2003. The objectives are:

- To grow patronage of the Wellington region's passenger transport network
- To make public transport easier to understand and use
- To improve the promotion of public transport
- To improve the public perception of the image and integration of the public transport network.

The monitor currently also reports on the following "core values": reliable, convenient, friendly, simple, quality. In the future the document will report on the values and objectives of the Passenger Transport Plan.

## Appendix F: Relationship between the Passenger Transport Plan and Regional Land Transport Strategy

The following tables show how the objectives and policies of the Passenger Transport Plan correspond to relevant outcomes and policies of the Regional Land Transport Strategy.

### Relationship between Strategy Outcomes and Plan Objectives

Plan Policy Areas and Objectives  Strategy Outcomes	Network standards			Vehicle and infrastructure standards		Fares, ticketing and information			Funding and procurement		
	Objective 1.1	Objective 1.2	Objective 1.3	Objective 2.1	Objective 2.2	Objective 3.1	Objective 3.2	Objective 3.3	Objective 4.1	Objective 4.2	Objective 4.3
<b>1.1 Increased peak period passenger transport mode share</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
1.2 Increased off-peak passenger transport use and community connectedness	✓	✓		✓	✓	✓	✓	✓	✓	✓	
1.3 Improved passenger transport accessibility for all	✓	✓		✓	✓	✓		✓	✓	✓	✓
1.4 Reduced passenger transport journey times compared to car	✓		✓				✓				
1.5 Increased passenger transport reliability	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>2.1 Increased mode share for pedestrians and cyclists</b>				✓	✓			✓			
<b>3.1 Reduced greenhouse gas emissions</b>	✓	✓		✓	✓						
<b>4.1 Reduced severe road congestion</b>	✓	✓	✓			✓	✓	✓	✓		
<b>5.1 Improved regional road safety</b>	✓			✓	✓				✓		
<b>6.1 Improved land use and transport integration</b>		✓	✓	✓		✓		✓	✓		

7.1 Improved freight efficiency	✓								✓		
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### Relationship between Strategy Policies and Plan Policies

RLTS Policy	PT Policy
<b>8.1 Network Management</b>	
Policy 8.1a: Ensure the critical role of the regional transport network in providing national and regional accessibility is protected.	P1.2, P1.3, P1.4
Policy 8.1b: Ensure the regional transport network provides effective connections to Wellington’s Port and International Airport.	P1.3
Policy 8.1c: Ensure that the level of service of the regional transport network is continuously monitored and where necessary improved.	P1.5
Policy 8.1f: Ensure the role of the urban passenger rail network is maintained as the key long to medium distance and high volume service.	P1.4
Policy 8.1g: Increase rail capacity and coverage in line with current and future demand, and complement rail services with bus services.	P1.4, P1.7
Policy 8.1h: Ensure a high passenger rail level of service with regard to rolling stock and rail infrastructure reliability. <b>PT Plan interpretation:</b> Ensure high quality and reliable passenger rail rolling stock and rail infrastructure.	P1.8, P2.2, P2.5
Policy 8.1i: Support enhanced accessibility to rail services including, where appropriate, new stations and extending electrification of commuter rail lines (in particular north of Paraparaumu and Upper Hutt). <b>PT Plan interpretation:</b> Policy has two components: a) Support enhanced accessibility of rail services for everyone, including the transport disadvantaged, and b) Support making rail services available to a greater number of people, including development of new stations and extending electrification of commuter rail lines (in particular north of Paraparaumu and Upper Hutt).	a) P1.9, P2.5 b) P1.2, P1.4, P1.14, P2.2
Policy 8.1j: Support the ongoing development of new and existing park and ride facilities.	P1.14
Policy 8.1k: Ensure the continuous review and improvement of bus services.	P1.5
Policy 8.1l: Support the use of bus priority measures in congested areas.	P1.11
Policy 8.1m: Support trolley buses in Wellington City and their ongoing upgrade.	P2.7
Policy 8.1n: Ensure the provision of public transport services and concessions that recognise the needs of the transport disadvantaged (e.g., people on low	P3.4

incomes and people with disabilities) to enhance equity.	
Policy 8.1q: Support road and rail maintenance expenditure that provides appropriate service levels.	P4.2
<b>8.2 Travel demand management</b>	
Policy 8.2a: Ensure the availability of reliable information on the transport system and the choices available.	P3.7, P3.6
Policy 8.2b: Support reduced reliance on private motor vehicles, particularly single occupancy vehicle use and use for short trips.	Vision
Policy 8.2c: Support the increased use of passenger transport.	Vision
Policy 8.2e: Encourage appropriately located land development and ensure integration with transport infrastructure.	P1.3
<b>8.3 Safety</b>	
Policy 8.3d: Support improved safety and personal security (perceived and real) of passenger transport users.	P3.8
<b>8.4 Environment and public health</b>	
Policy 8.4a: Support best practice in design, construction and maintenance of transport projects to avoid, to the extent reasonable in the circumstances, adverse impacts on the environment.	P2.1
Policy 8.4b: Support continuous improvement in air quality through reduction in harmful vehicle emissions.	P2.6, P2.7
Policy 8.4c: Support the reduction of greenhouse gas emissions arising from the operation of the regional transport network.	P2.6, P2.7
Policy 8.4e: Ensure the transport network is developed in a way that minimises the use of non-renewable resources.	P2.1, P2.6, P2.7
Policy 8.4f: Support the use of transport modes that are not dependent on fossil fuels, including active transport modes.	P1.2, P1.12 P2.6, P2.7
<b>8.5 Planning and integration</b>	
Policy 8.5a: Support the growth and land use aspirations of the Wellington Regional Strategy and the Regional Policy Statement, particularly in relation to compact regional form, supporting a strong Wellington City CBD and regional centres, and densification around passenger transport nodes.	P1.3
Policy 8.5b: Ensure new transport infrastructure is consistent with the region's urban design principles as set out in the Regional Policy Statement.	P2.1
Policy 8.5c: Support land use principles that minimises dependence on the private car.	P1.3
Policy 8.5f: Ensure that land use and transport decisions take into account the	P1.5

diverse transport needs and views of the region's community.	
<b>8.6 Securing transport funds</b>	
Policy 8.6a: Support investigation or mechanisms for addressing funding gaps in the Regional Transport Programme, including but not limited to: ...	P4.4, P4.5
<b>8.7 Implementation policies</b>	
Policy 8.7b: To prepare and review implementation plans for ... Passenger Transport ... in accordance with the regional framework provided by this strategy, that identifies the needs and proposed actions specific to each mode.	NA
Policy 8.7c: To prepare a Regional Rail Plan that identifies the needs and proposed actions for development of the rail network over the next 30 years.	P1.4
<b>8.8 Programme Prioritisation &amp; Funding policies</b>	
Refer to Regional Land Transport Strategy for detail of these policies.	P4.1, P4.2