

Performance Criteria and Reporting Requirements

Area	Service prior to Area-Wide Service Review	Service post Area-Wide Service Review	Timeframe – Post Implementation Review	Success Criteria	Measurement – Success Criteria	Contractor Reporting requirements
Masterton	R201 Masterton West, 4 trips per day; R202 Masterton South & East, 4 trips per day; R203 Masterton-Lansdowne Circuit, 4 trips per day Current annual passenger numbers are 15,000 (2010/11); average passengers per trip are 5.	New Route 206 Masterton East, 3 trips per day Routes 201, 202 & 203 are reduced from 4 to 3 trips per days Route 201 amended to include Marae Health centre in Cole St, and new Mitre 10 MegaCentre in Ngaumutawa Rd; Route 203 amended to extend to Lansdowne Village in Titoki St; Route 202 amended to run via Herbert St rather than Worksop Rd.	Monthly, then twelve months from implementation date and every 2 years thereafter	Route 206 Masterton East, average of 4 passengers per trip Average passengers on routes 201, 202, 203 should be greater than or equal to 5 per trip, being the average prior to implementation of changes. Route 201, at least an average of 2 passengers per day being picked up or dropped off at Mitre 10 MegaCentre. Route 203, an average of 2 passengers per day being picked up or dropped off at Lansdowne Village.	Measure monthly based on passenger counts by trip, by route from Transit. Additional monitoring may be carried out by GW. Any additional operational issues identified to be addressed. Monthly analysis will alert to whether or not additional efforts such as targeted marketing are required to increase patronage. At twelve months if success criteria have not been met a further review will be undertaken.	Routes 201, 202, 203, 206: Monthly passenger boarding counts by trip, by route provided to Greater Wellington by the 20 th of the following month.

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Greytown / Woodside	<p>3 weekday peak trains connections between Greytown and Woodside Station</p> <p>Average passengers per trip are 7.</p>	<p>New services introduced which means bus to and from Greytown meets all trains at Woodside Station Monday - Saturday (to / from Wellington only, except late night Friday)</p>	<p>Monthly, then twelve months from implementation date and every 2 years thereafter</p>	<p>At least an average of 3.5 passengers per trip on each new service i.e. half the current peak levels</p>	<p>Measure monthly based on passenger counts by trip, by route from Tiranzi. Additional monitoring may be carried out by GW.</p> <p>Any additional operational issues identified to be addressed.</p> <p>Monthly analysis will alert to whether or not additional efforts such as targeted marketing are required to increase patronage.</p> <p>At twelve months if success criteria have not been met a further review will be undertaken.</p>	<p>Routes 201, 202, 203, 206:</p> <p>Monthly passenger boarding counts by trip, by route provided to Greater Wellington by the 20th of the following month.</p>