

Draft Policies	Draft GWRC Actions	Applies to:
<p>1 Network approach:</p> <p>An integrated approach to the public transport network – including the planning and provision of services, infrastructure, and information</p>		Services
<p>1.1 Provide a simple, layered network of public transport services that is easy to understand</p>	<ul style="list-style-type: none"> • Plan an integrated network using the following layers of services: <ul style="list-style-type: none"> ○ Core services – the urban rail network and frequent bus services, providing high capacity services between centres and along key corridors ○ Local services – medium to low frequency services connecting residential areas, town centres, activity centres, and feeding core routes ○ Targeted services to meet demand, including peak only services, school services, night bus services, and community services to provide access where local services are not viable • Ensure that public transport planning hierarchy is reflected in the Network Operating Framework 	Services
<p>1.2 Provide a public transport network that maximises the range of travel options and destinations available</p>	<ul style="list-style-type: none"> • Provide services, infrastructure, and fares that make it easy and safe to connect between services • Design routes, interchanges, and timetables to provide convenient connections between services to facilitate anywhere to anywhere travel • Work with local councils to integrated land use and public transport planning so that an increasing proportion of the urban population lives within 500m of a stop on a core bus or local service or 1km of a rail station 	
<p>1.3 Provide a consistent customer experience across the public transport network</p>	<ul style="list-style-type: none"> • Ensure information covers the complete network • Provide consistent network branding across information, infrastructure, services, and operators • Provide a standard level of customer service across modes and services • Provide consistent fare products across modes and services • Standardise levels of service for infrastructure (including stations, stops, and interchanges) through the asset management process 	Services and Units

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1.4 Improve the safety of the public transport system for customers, workers, and the general public	<ul style="list-style-type: none"> • Ensure safety is considered in the planning and provision of all services and infrastructure • Work with operators and infrastructure providers to ensure a safe system approach is developed and applied 	Services and Units
1.5 Consider environmental and health outcomes when planning the public transport network	<ul style="list-style-type: none"> • Ensure environmental and health outcomes are considered in the planning and provision of the public transport network 	
2 Services and infrastructure: High quality, reliable, safe, and customer focused public transport services using modern vehicles and infrastructure		Services and Units
2.1 Provide realistic, achievable timetables	<ul style="list-style-type: none"> • Ensure that timetables are realistic based on actual monitored travel times and provide adequate time for connections between services • Work with operators to implement operational practices that allow monitoring of journey times and modification of timetables as required, to provide customers with reliable services • When carrying out service reviews develop timetables providing, where possible, a service pattern where services depart at regular intervals 	Services and Units
2.2 Improve public transport journey times to provide a service that is competitive with car travel, particularly on core routes	<ul style="list-style-type: none"> • Implement improvements identified in the Regional Rail Plan [details to be added post Council consideration] • Implement the outcomes of the PT Spine Study [wording to be changed once outcome agreed] • Work with Wellington City Council to provide bus priority measures (bus lanes, signal priority) and rationalise bus stops on core bus routes, based on analysis of the level of service delays and passenger volumes • Maximise through routing through the Wellington CBD to minimise bus congestion on the Golden Mile • Include initiatives to reduce boarding times as part of the integrated fares and ticketing project 	

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2.3 Provide reliable, punctual and customer focused services	<ul style="list-style-type: none"> • Specify consistent standards for reliability and punctuality and incentivise good service performance through operator contracts • Make real time information available to operators for performance monitoring and fleet management • Work with operators to continually improve reliability, punctuality, and customer service • Require regular customer service skills and disability awareness training for all staff who are in regular contact with customers • Develop and improve processes for managing planned and unplanned service disruptions to minimise impacts on customers, including processes for communicating with customers • Work with KiwiRail (as track access provider) to improve reliability, punctuality, frequency, and speed of rail services • Ensure seamless transition between operators when change occurs by including consistent service transition and disengagement arrangements in PTOM contracts 	Services and Units
2.4 Ensure all vehicles and vessels meet vehicle and vessel quality standards	<ul style="list-style-type: none"> • Require all contracted bus services to comply with NZTA <i>Requirements for Urban Buses</i> and other relevant standards • Replace the aging Ganz Mavag EMUs with Matangi by July 2016 • Specify the required vehicle size for specific bus routes to match geography or demand, as appropriate • Require operators to provide clean and well maintained vehicles at all times • Investigate standards to ensure vehicle windows provide good visibility, for example controlling window tinting, and advertising and branding over windows to ensure visibility 	Services and Units

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2.5 Ensure all public transport infrastructure and facilities meet quality and safety standards	<ul style="list-style-type: none"> • Manage GWRC and GWRL owned assets in accordance with the GWRC Public Transport Asset Management Plan • Encourage and coordinate improvements in design and capacity of stops, stations and terminals to meet demand • Follow New Zealand Urban Design Protocol and New Zealand Crime Prevention through Environmental Design (CPTED) guidelines and accessibility standards when developing public transport facilities • Use consistent and clear signage and branding at stops, stations and terminals, and at interchanges and connection points to facilitate easy transfers between services • Work with local councils to locate and design facilities to provide safe and easy access to all passengers with particular attention to the mobility impaired 	
2.6 Provide park and ride facilities at appropriate sites	<ul style="list-style-type: none"> • Maintain existing park and ride and passenger drop-off facilities in accordance with the GWRC Public Transport Asset Management Plan • Provide additional park and ride facilities where there is insufficient capacity to meet catchment demand and providing park and ride is the most cost effective solution. Park and ride capacity may be provided on-street or off-street, and may require land development (for details, see the Park and Ride Capacity Strategy included in the regional rail plan) • Provide cycle parking (e.g., cycle stands) at selected interchanges and railway stations, and increase cycle parking facilities where current supply is insufficient to meet demand 	

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2.7 Integrate public transport with walking and cycling	<ul style="list-style-type: none"> • Ensure integration between walking and cycling and public transport services is considered during the design and delivery of interchanges and other facilities • Work with local councils to provide convenient connections and visible signage between public transport and walking and cycling networks • Require operators to provide for the safe carriage of cycles on appropriate rail and ferry services. A trial of the provision of bike racks on buses is scheduled for 2017/18. • Advocate for and work with local councils and developers to ensure street networks are designed to accommodate public transport services, and are well connected with walking and cycling facilities • Work with stakeholders where possible to provide bus services, bus stops and other appropriate infrastructure in new development areas early on to provide more certainty to new residents and employees 	Units
2.8 Reduce the production of carbon emissions from the public transport network	<ul style="list-style-type: none"> • Design an efficient public transport network which minimises route duplication • Continue to provide an electric rail network for urban services • [add policy related to future emissions profile based on future bus vehicle types subject to council decisions] • Improve energy efficiency of public transport service delivery by: <ul style="list-style-type: none"> ○ Ensuring operators provide high quality, low emission vehicles complying with environmental standards ○ Improving the fuel efficiency of the bus fleet over time ○ Replacing the Ganz Mavag trains with Matangi ○ Investigating new technologies to enable regular and real-time monitoring of vehicle performance ○ Ensuring that vehicles are well maintained 	Units

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<p>3 Fares and Ticketing:</p> <p>A fares and ticketing system that attracts and retains customers</p>		Units
<p>3.1 Implement a fares and ticketing system that supports the integration of the public transport network</p>	<ul style="list-style-type: none"> • Subject to a satisfactory business case, implement an integrated branded fares and ticketing system across all public transport operators for rail, bus, and ferry services that allows the use of a single smartcard for all public transport services • Through the Wellington integrated fares and ticketing project, implement the following recommendations of the 2013 fare structure review: <ul style="list-style-type: none"> ○ Maintain a zonal fare structure ○ Simplify and standardise fare products across modes and services ○ Remove transfer penalties, so that a trip between two points has the same fare irrespective of the number of vehicles used ○ Provide discounts to reward regular users through fare capping, rather than 10 trip and monthly passes ○ Provide an off-peak discount to spread peak demand and increase access to affordable services, subject to affordability 	Units
<p>3.2 Simplify the existing fare structure</p>	<ul style="list-style-type: none"> • Work with operators to develop a fare transition plan for the fares and ticketing system, including: <ul style="list-style-type: none"> ○ Prior to the implementation of a new fares and ticketing system, reduce the number of fare products, particularly products that are used infrequently ○ Removing transfer penalties, so that a trip between two points has the same fare irrespective of the number of vehicles used • Review the fare structure at least once every six years 	Units
<p>3.3 Provide concession fares targeted group</p>	<ul style="list-style-type: none"> • Continue to provide free services for children under five • Provide concessions for children and young people under 19 • Support the government scheme providing free off peak travel for SuperGold card holders 	Units

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3.4 Review fare levels to achieve farebox recovery targets annually, with a preference for smaller regular adjustments rather than large infrequent ones	<ul style="list-style-type: none"> • Forecast and review the level of fares and operating costs annually through the Long Term Plan / Annual Plan process to determine the extent of any fare adjustment required to achieve farebox recovery targets • Implement an annual fare adjustment on 1 November 	Units
3.5 Ensure that all users pay the correct fare	<ul style="list-style-type: none"> • Incentivise operators to collect fares • Advocate for legislative change to allow Police to delegate enforcement powers for fare evasion • Implement a fare inspection, enforcement, and auditing regime where fare evasion is occurring 	Units
4 Customer Connection: An effective connection with customers		
4.1 Use customer feedback to continually improve the public transport network	<ul style="list-style-type: none"> • Provide a range of opportunities for solicited and unsolicited customer feedback, including surveys and focus groups • Develop a robust system for recording, reporting, and responding to customer feedback, compliments and complaints, providing a 'one stop shop' approach and ensuring clarity on the respective responsibilities of GWRC and operators 	Units
4.2 Provide a consistent brand for the Wellington public transport network	<ul style="list-style-type: none"> • Develop, implement, and manage the Metlink branding so that it covers all public transport services, information and infrastructure to assist customers to identify and use the public transport network • Provide for the Metlink and operator brands to be co-branded as appropriate 	Units
4.3 Uniform Conditions of Carriage	<ul style="list-style-type: none"> • Develop consistent Conditions of Carriage for use by all operators across all modes, i.e. rail, bus and ferry. • Require new operators to adopt standardised Conditions of Carriage 	

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4.4 Market the public transport network to encourage more people to use public transport more often.	<ul style="list-style-type: none"> • Work with transport operators, tourism agencies and local councils in developing promotions • Ensure that appropriate marketing resources are put in place to meet the requirements of the public transport network • Prioritise promotion of public transport to customer segments with the highest potential to increase their public transport use • Ensure that service changes are well communicated through a variety of channels • Promote the use of public transport through business and school travel plans 	
4.5 Provide simple, visible, and intuitive information to customers	<ul style="list-style-type: none"> • Manage customer information channels to provide consistent and clear information • Provide up to date timetable information at stops, stations, and terminals, with real time displays at stations and major stops • Provide way-finding signs at stations, major stops and harbour ferry wharves • Maintain and improve the Metlink public transport information and journey planner website • Provide a call centre that provides public transport information and feedback • Improve the range of information that is produced in formats that are accessible for people with impaired vision or hearing • Improve the provision of information and maps inside public transport vehicles • Continue to use technology to develop and provide public transport network and fare schedule information, including providing network and fare schedule information to third party information suppliers 	Units
5 Assisting the transport disadvantaged: Information, facilities, and services that are increasingly available to all members of the public		Services and Units
5.1 Provide a public transport network that is accessible and safe	<ul style="list-style-type: none"> • Work with stakeholders to identify and resolve accessibility and safety issues • Specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups who may find the changes difficult to adapt to 	

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5.2 Work towards improved accessibility and standards of vehicles, infrastructure and facilities	<ul style="list-style-type: none"> • Require operators to ensure that vehicles comply with vehicle quality standards and meet standard accessibility requirements • Work to improve the accessibility of public transport services including by providing priority seating, low floor access on trains, access to bus stop curbs and standing pads • Provide a bus fleet that is 100 % wheelchair accessible by 2016 [note existing target is 2020] excluding school services [note rail fleet already 100% accessible], • Provide (or work with local councils to provide) ongoing improvements to the accessibility of rail stations • Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual • Provide (or work with local councils to provide) appropriate drop-off and access facilities in parking areas to assist people with limited mobility 	Units
5.3 Continue to support provision of Total Mobility services for people with disabilities and limited mobility and limited access to regular public transport services	<ul style="list-style-type: none"> • Continue to support the Total Mobility scheme, including contracting all operators of the Total Mobility scheme to provide adequate and appropriate assistance to mobility impaired people including provision of specialist training to drivers of taxi services and installation of appropriate signage and equipment 	
5.4 Provide safe public transport services for school students	<ul style="list-style-type: none"> • Where there is sufficient demand, provide school buses in urban areas to schools not served by the regular bus network, or where capacity on that network cannot meet demand. Services generally provide access for children to their nearest or zoned school. 	Units

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5.5 Provide community transport services	<ul style="list-style-type: none"> • Provide community transport services, including demand responsive and shopper services (running two or three times a week to local shops) where regular scheduled local public transport services are not viable • When public transport services are removed, consider providing support to people who are transport disadvantaged and previously relied on that service. Support will normally be discounted taxi travel equivalent to the Total Mobility Scheme concession for no more than two years. The purpose of the support is to enable affected people sufficient time to make alternative travel arrangements. 	
6 Monitoring and review: A system of monitoring and review that supports continuous improvement		Services and Units
6.1 Monitor and continuously improve services	<ul style="list-style-type: none"> • Work with operators to ensure they collect sufficient performance information so that they can continually improve the services provided to customers • Under PTOM contracts, require operators to provide timely operational information as required, including: <ul style="list-style-type: none"> ○ Reliability and punctuality ○ Patronage ○ Passenger kilometres ○ Farebox revenue ○ Safety and security ○ Driver training ○ Compliance with vehicle quality standards • Improve data management and analysis systems • Publish service performance information • Provide contractual mechanisms to vary and improve standards 	Services and Units
6.2 Review services to ensure they meet customer needs	<ul style="list-style-type: none"> • Undertake targeted reviews of services within units (or groups of units) triggered by issues such as changing patronage patterns, low patronage, customer complaints, new opportunities • Review routes and timetables prior to the expiry of contracts 	Services and Units

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6.3 Monitor and continuously improve infrastructure	<ul style="list-style-type: none"> • Monitor and manage GWRC and GWRL owned assets in accordance with GWRC's Public Transport Asset Management Plan • Continue to consolidate monitoring and management of public transport infrastructure 	
6.4 Collect customer feedback	<ul style="list-style-type: none"> • Collect customer feedback, including through an annual on board survey 	
7 Procurement approach: A procurement approach that supports the efficient delivery of services and provides value for money		Units
7.1 Increase competition in the Wellington public transport market	<ul style="list-style-type: none"> • Ensure the PTOM procurement strategy and transition measures take into account the impact on competition • Investigate the extent to which access to land for bus depots is a barrier to entry to the Wellington market for new operators, and if appropriate develop remedies 	Units
7.2 Procure contracts for units using the 'partnering' delivery model	<ul style="list-style-type: none"> • Comply with Transport Agency Procurement requirements and GWRC PTOM procurement strategy 	Units
7.3 Phase procurement to achieve an orderly transition from existing network and contracts, to the new network, with limited disruption to the travelling public	<ul style="list-style-type: none"> • Develop a detailed transition plan, including: <ul style="list-style-type: none"> ○ Any contract variations required to better reflect the new (unit based) network design ○ 2 or more phases of procurement of PTOM units ○ Timing of placement of "like for like" contracts and negotiated contracts (if any) • New PTOM unit contracts to be in place by the dates specified in xxx [timing still being developed] 	Units

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7.4 Ensure the appropriate allocation of roles, responsibilities, and risk between GWRC and operators within the PTOM contract framework	<ul style="list-style-type: none"> • Implement a performance based contract • Develop an appropriate financial model incorporating the following concepts: <ul style="list-style-type: none"> ○ Contract price will be the total cost of the providing the service (as tendered or negotiated) ○ Fare revenue will be held by GWRC ○ Revenue will be shared based on a financial incentive mechanism ○ Payment to operator will be contract price as adjusted by application of financial incentive mechanism and Key Performance Indicator (KPI) regime • Develop a KPI regime to reflect NZTA requirements and incentivise contract performance 	Units
7.5 Apply a partnering approach to the ongoing planning and operation of services	<ul style="list-style-type: none"> • Include annual business planning regime in contracts 	Units
8 Funding: Sustainable funding arrangements that balance user contributions (fares) against public funding		
8.1 Improve value for money from existing public transport funding	<ul style="list-style-type: none"> • Implement the procurement policies outlined in section 7 • Undertake regular reviews of service effectiveness and value for money • Implement the new network structure developed through the Wellington city bus review • Promote and market existing services 	
8.2 Achieve farebox recovery targets	<ul style="list-style-type: none"> • Achieve an overall farebox recovery of 55-60% [maintains existing target range, details of policy to be set out in appendix] • Review compliance with farebox recovery targets annually • Increase the efficiency and cost effectiveness of the public transport network to reduce operating costs, and increase patronage 	

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8.3 Advocate for sustainable funding for the Wellington public transport network	<ul style="list-style-type: none"> • Advocate for recognition of the economic, social, and environmental benefits of public transport in the Government Policy Statement on Land Transport and in the Transport Agency planning and investment decisions • Advocate for a clear funding framework for rail network infrastructure that supports rail passenger transport • Support the examination of potential new funding and financing mechanisms for public transport 	

Note: The RPTP will also include a policy defining the process to be undertaken in making changes to the RPTP (also known as the Significance Policy).