

# Proposed Wellington Regional Public Transport Plan 2011-2021

Summary of consultation and submissions

August 2011

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## **1. Introduction**

This report provides an overview and analysis of submissions on the Proposed Regional Public Transport Plan 2011. It does not make any recommendations on changes to the proposed plan.

## **2. Previous consultation**

Development of the proposed plan has been undertaken in consultation with stakeholders since early 2010. Stakeholders include local authorities, public transport operators and public transport advocates.

A discussion document was sent to these stakeholder groups in March 2010 for feedback. Policies were subsequently developed and sent back out to the stakeholder groups towards the end of 2010.

In March 2011 a preliminary draft plan was sent to the stakeholder groups and feedback used to prepare the proposed plan that was the subject of this consultation..

## **3. Consultation process**

The consultation process was carried out in accordance with the special consultative procedure under the Local Government Act 2002.

Public consultation ran from 30 June 2011 to 2 August 2011. Public notices were placed in the Dominion post of 30 June and 2 July and also in local papers early in July.

Greater Wellington's website has a page dedicated to the proposed plan, with an electronic submission form. A summary document was made available at drop-boxes across the region including main rail stations and libraries.

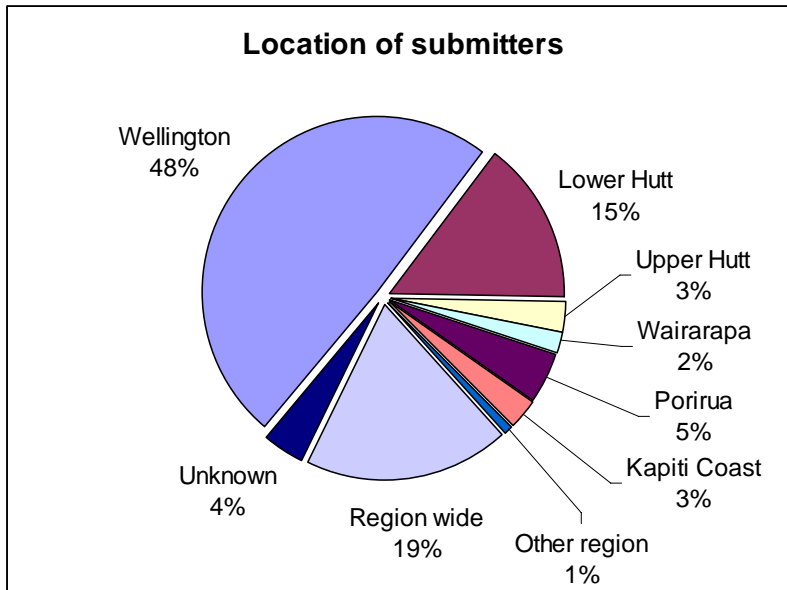
Letters and a summary document were sent to stakeholder groups, including local authorities, transport operators, residents associations and other interested parties. A letter and summary document was also sent to all schools in the region drawing their attention, in particular, to a proposed new school bus policy.

## **4. Overview of submissions**

### **4.1 Number of make up of submissions**

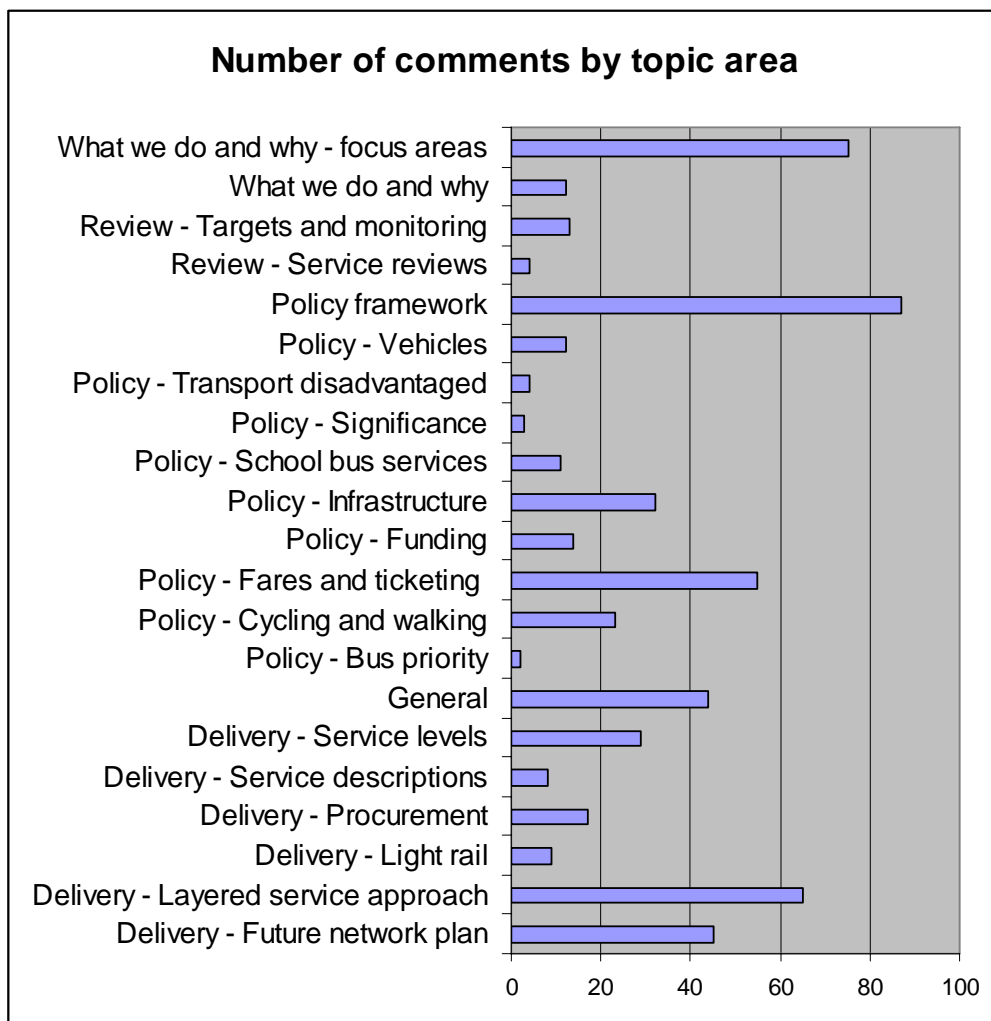
In total **106 submissions** were received on the Proposed Regional Public Transport Plan. 39 submissions were from organisations including local authorities, public transport operators, advocate groups and educational institutions. 22 submitters indicated a wish to be heard in support of their submission.

A breakdown of submitters by local authority area is provided below.



#### 4.2 Summary by topic area

All submissions have been analysed and summarised according to a number of topic areas are shown in the following figure.



Topic areas were primarily defined based on the sections of the proposed plan that received comments.

A feedback form was enclosed with the summary document and on the website which asked people to comment on the focus areas, policy framework, layered service approach, future network plan and guidelines for consistent service levels.

The officer summary of submissions is provided by submitter and topic in Appendix A and by topic in Appendix B.

### 4.3 Organisation submissions

The 39 organisations that made a submission are listed in the table below.

Type of organisation	Organisation	Submission Number
PT operators and unions	Classic Coaches Ltd	101
	East by West Ferries	46
	KiwiRail Ltd	108
	Mana Coach Services	48
	New Zealand Bus Limited	74
	New Zealand Tramways and Public Passenger Transport Employees	59
Local authorities	Horizons Regional Council	86
	Hutt City Council	107
	Kapiti Coast District Council	105
	South Wairarapa District Council	96
	Wellington City Council	109
Agencies	Energy Efficiency and Conservation Authority	77
	NZ Transport Agency	81
	Positively Wellington Tourism	69
	Regional Public Health	87
	Wellington City Council Accessibility Advisory Group	89
	Wellington Regional Transport Committee	22
Education	Bishop Viard College	12
	Chilton Saint James School	56
	Independent Schools of New Zealand (ISNZ)	104
	Onslow College	11

	Scots College	40
	WelTec Students Association	95
Advocate groups	Churton Park Community Association	58
	Community and Sustainable Transport Wellington	100
	Kapiti Coast Grey Power Association Inc	39
	Living Streets Lower Hutt	37
	Living Streets Wellington	78
	Public Transport Voice	76
	Royal New Zealand Foundation of the Blind (RNZFB)	29
	The City is Ours Inc	51
	The New Zealand Automobile Association Inc (AA)	106
	Trans-Action	79
	Upper Hutt Grey Power Association	99
	Wellington Architectural Centre	60
	Wellington Civic Trust	84
	Wellington Employers' Chamber of Commerce	71
Wellington Residents' Coalition	82	
Other	Kiwi Property Holdings Ltd	47



## Appendix A: Summary of submissions by submitter

<b>Submission Number: #1</b>	
What we do and why - focus areas	Supports
Delivery - Future network plan	The possible future connections should be made more definite and the RTN should be extended further into the suburbs, at least during peak hours.
Delivery - Layered service approach	More recognition is required of the large number of commuters travelling from areas outside the RTN. The majority of commuters would prefer to avoid nodes and related congestion and do not want to transfer. Any transfers need to be seamless and painless.
Review - Targets and monitoring	More specific actions are required as to how the PT Plan objectives and outcomes will be achieved over the next ten years.
<b>Submission Number: #2</b>	
What we do and why - focus areas	Supports
Policy - Fares and ticketing	Request for electronic ticketing on trains using Snapper so only required to carry one payment card
Policy - Vehicles	Request for more Matangi trains.
Delivery - Layered service approach	Supported
<b>Submission Number: #3</b>	
Delivery - Service levels	Provision of bus replacement services needs to be more timely. Rail infrastructure constraints should also be removed to allowed trains to travel at faster speeds.
	Request for changes to Wairarapa train services including express services, more weekend services, more daytime services and earlier Friday evening services.
<b>Submission Number: #4</b>	
Policy framework	Incremental change is inefficient. A modern metro system is required. The rail network should be extended to the airport as the current airport bus service is poor.
Delivery - Layered service approach	Too complicated and needs to be simplified.
Delivery - Service levels	Need to keep it simple
<b>Submission Number: #5</b>	
General	The RPTP is easy to read, seems sensible and provides a good balance between the needs of customers and transport operators.

What we do and why - focus areas	Supports
Policy framework	Supported - seems sensible.
Delivery - Future network plan	Karori should be included on the RTN to ensure current high service levels are maintained. The future network plan does not adequately consider the impacts of congestion in some suburbs such as Karori.
Delivery - Layered service approach	Supported
Delivery - Service levels	QTN service levels should be divided into two categories to reflect the needs of different communities. Some communities such as Karori may have only one route and therefore have lower service levels than other communities with multiple bus routes.
<b>Submission Number: #6</b>	
What we do and why - focus areas	Supports - top priority should be replacement of the unreliable Ganz Mavag units.
Policy framework	Tranz Metro should have to pay a fee to have their logo on the trains.
Policy - Fares and ticketing	Current fares are too high to encourage people to use public transport instead of the private car. Request for reduced fares during all off-peak periods including nights, weekends and public holidays.
	Request for integrated ticketing across all modes.
Delivery - Service descriptions	Buses between Porirua Station and Sievers Grove need to run every 15 minutes during peak periods and every 30 minutes during non-peak periods.
Delivery - Service levels	Better connections are required between bus and train services. Trains need to run on time i.e. within 3 minutes of scheduled times. Transport operators need to be fined if they do not operate services reliably.
<b>Submission Number: #7</b>	
General	Improved links required between Melling Station and Lower Hutt CBD to make better use of the available capacity on the Melling Line. Suggests that a covered walkway or pedestrian bridge could be placed over the Hutt River linking a possible new station to
What we do and why - focus areas	Supports
Delivery - Future network plan	Improved public transport links required between Courtenay Place and Wellington Railway Station. For example LRT following route from Bluebridge terminal, Civic Square, Blair Street and Courtenay Place to ease congestion along existing bus spine and which
Delivery - Service levels	More frequent rail services required, including a 20 minute frequency during off-peak periods.
<b>Submission Number: #8</b>	
General	No feedback provided.

<b>Submission Number: #9</b>	
What we do and why - focus areas	Supports - especially integrated ticketing
Delivery - Future network plan	Supports the idea of future connections between Porirua and the Hutt Valley.
Delivery - Layered service approach	Examples would be useful to explain the layers as current descriptions are confusing.
<b>Submission Number: #10</b>	
What we do and why - focus areas	Supports - Wellington needs a more integrated system so as to achieve a status of international capital.
Policy framework	Supported - the policy framework appears sustainable, energy efficient and should provide appropriate services to the public.
Delivery - Future network plan	Supports in principle - future changes need to be planned.
Delivery - Layered service approach	Supported - all services should connect including air, rail, ferry, bus, taxi and shuttles.
Delivery - Service levels	Guidelines need to be as flexible as possible.
<b>Submission Number: #11</b> <b>Organisation: Onslow College</b>	
What we do and why - focus areas	Supports
Policy - School bus services	The school bus policy and description is logical and sensible.
Delivery - Future network plan	Supports
Delivery - Layered service approach	Supported - sensible
<b>Submission Number: #12</b> <b>Organisation: Bishop Viard College</b>	
What we do and why - focus areas	Supports
Policy - School bus services	Service times should be considered in consultation with schools when carrying out service reviews. School bus services should be provided at a level that encourages their use in preference to public services or private cars.
Delivery - Future network plan	An efficient service is required between Porirua and the Hutt Valley as soon as possible.
Delivery - Layered service approach	Supported - focus should be on fast, direct services rather than long convoluted routes.
Delivery - Service levels	Crowding on buses means people are often left behind and have to wait too long for the next service, particularly on wet mornings.

<b>Submission Number: #13</b>	
What we do and why - focus areas	The top priorities should be (i) real time information accessible through cell phones, (ii) shorter travel times, (iii) timetable reliability, and (iv) affordability.
Policy framework	Supported - needs to link with local authority transport planning, especially bus lanes and parking restrictions.
Policy - Fares and ticketing	Consideration should be given to reducing fares during off-peak periods.
Policy - School bus services	Greater Wellington should have full responsibility for school bus services in areas where public transport is available. The Education Ministry should provide buses only in truly rural areas. The current arrangements are inefficient, with two separate ser
Delivery - Layered service approach	Supported - services have generally improved in recent years but bus reliability still needs improvement.
Delivery - Service levels	Supported - strong support
<b>Submission Number: #14</b>	
General	Wellington should become an international example of an interconnected public transport city.
What we do and why - focus areas	Supports - increasing use of public transport is good for the region and Wellington has the advantage of being compact and having natural corridors connecting nodes.
Policy - Fares and ticketing	Support integrated ticketing
Delivery - Future network plan	Good to see connections between important nodes. Question as to why there is no public transport in the Tirohanga Road area of Lower Hutt.
Delivery - Layered service approach	Supported - please identify if trains are RTN and buses QTN.
Delivery - Service levels	More incentives are required for people to use public transport, i.e. faster, more reliable and consistent services.
<b>Submission Number: #15</b>	
What we do and why - focus areas	Supports
Policy - Infrastructure	Request double-tracking of railway line between Trentham and Upper Hutt to improve reliability and ensure connections with buses. The Upper Hutt buses do not wait for late trains.
Delivery - Layered service approach	Supported
<b>Submission Number: #16</b>	
What we do and why - focus areas	Doesn't support - priority should be continued improvement of rail and bus network. Get the basics right.
Policy - Funding	Does not support the recent purchase of rail infrastructure and rolling stock from KiwiRail.

	The transfer of assets from KiwiRail to Greater Wellington does not appropriately focus on value for money or service quality but rather focuses on financial management and control between two public entities.
Policy - Vehicles	Request for quality, reliable vehicles and replacement of 1950s train units.
Delivery - Layered service approach	Not supported - should not use jargon. The RTN and strategic interchanges do not exist. Taita, Waikanae, airport and hospital are not interchanges. The only real interchange is Wellington Station.
<b>Submission Number: #17</b>	
General	We must lobby against the RONS proposals. The best way to do this is to explore and develop comprehensive public transport proposals and by supporting alternative travel options.
What we do and why - focus areas	Supports - an additional focus area should be to explore options that do not rely on fossil fuels and that support investment in low carbon industries.
Policy - Cycling and walking	Carriage of cycles on trains and buses would also help and being able to take dogs on public transport would encourage some people to use public transport.
Delivery - Layered service approach	Supports
<b>Submission Number: #18</b>	
What we do and why - focus areas	Supports - an additional focus area should be to increase the competitiveness of public transport compared to the private car. Many people find that private car operating costs and parking costs are still more economical than public transport.
	The attractiveness of public transport is important. Signs of success include more people using public transport for work, fewer people requiring second cars and falling car ownership in the CBD.
Policy framework	Supported - should also ensure that council policies in other areas support the RPTP.
Delivery - Future network plan	Supports - looks sound and easily understood.
Delivery - Layered service approach	Supported - seems a pragmatic way to structure services to get good value for money. The community should be closely consulted on targeted services to ensure they meet specific needs and support the workforce.
<b>Submission Number: #19</b>	
What we do and why - focus areas	Supports
Policy - Vehicles	Continued modernisation of buses and trains is required as well as more rigorous testing of drivers.
Delivery - Procurement	Contract penalties and bonuses should be revisited with a view to making them more effective. Adopting a system similar to Melbourne's public reporting of transport services would be beneficial.

<b>Submission Number: #20</b>	
What we do and why - focus areas	Supports - but need to address poor reliability due to faults and problems e.g. trolley bus outages reduce reliability and capacity and increase congestion.
Policy framework	The policy framework looks like four separate teams merging their issues with no public feedback or contribution. Question as to what "looking at service levels" means.
Delivery - Future network plan	Supports - but where is Hataitai?
Delivery - Layered service approach	Supported
Delivery - Service levels	Supported
<b>Submission Number: #21</b>	
What we do and why - focus areas	Supports
Policy framework	Technology needs to support use of public transport and not require a degree in logistics to use it. Integrated ticketing is required now. Real time information must be progressed as soon as possible.
Delivery - Future network plan	Questions where the areas not covered by the RTN are and what the trigger is to move areas to an RTN level of service.
Delivery - Layered service approach	The RTN needs to provide suitably high frequencies so that passengers do not need to refer to a timetable.
<b>Submission Number: #22</b> <b>Organisation: Wellington Regional Transport Committee</b>	
What we do and why - focus areas	Specific mention of the transport disadvantaged is required in the main activities section of the RPTP. Reliability is a key issue.
Policy framework	Supported - the objectives, policies and methods are consistent with the direction for public transport signalled in the RLTS. The RPTP should seek to achieve improved exhaust fume standards (i.e.. particulates) through transport operator contract negotiate
Delivery - Layered service approach	Supported - the layered service approach contributes to the RLTS objectives, outcomes and targets and is consistent with the RLTS policies.
Review - Service reviews	More explicit links are required between public transport service reviews and RLTS Corridor Plan reviews.
Review - Targets and monitoring	Both standard and targeted service levels should be measured when monitoring public transport activities. The RPTP needs to include interim milestone target dates towards achievement of long-term targets, in particular for the vehicle accessibility target.
<b>Submission Number: #23</b>	
What we do and why	Supports the further development of the public transport network, rather than additional roads.

What we do and why - focus areas	Supports - but physical constraints in the CBD means not much scope for improvements in the reliability and efficiency of bus services.
Policy framework	Comprehensive
Policy - Fares and ticketing	Public transport fares are already high and need to be managed so that public transport is more cost effective compared to travel by private car.
	The RPTP should provide for early adoption of an integrated ticketing system.
Delivery - Future network plan	The impact of Kilbirnie indoor sports centre on Courtenay Place to Airport section of RTN is not mentioned.
	The public transport network must become more grid structured. Possible future east-west connections (e.g. Porirua to Hutt Valley) should ideally be by rail but could be bus if rail is prohibitively expensive. These east-west connections would transform the public transport system in Wellington by making it feasible to undertake extended multi-leg journeys that are not excessively time consuming. The Courtenay Place to airport section of the RTN seems optimistic given NZTA lack of consideration of public transport improvements in this area.
Delivery - Layered service approach	Supported - seems realistic given the small population base of the Wellington region.
Delivery - Service levels	Guidelines should require more reliable services (adherence to timetables) and should address bunching of buses in the Wellington CBD.
<b>Submission Number: #24</b>	
Delivery - Service descriptions	More bus and train services required in Wairarapa
<b>Submission Number: #25</b>	
General	Opposed to proposed road improvements around Basin Reserve
<b>Submission Number: #26</b>	
General	Sees PT plans endangered by roading proposals for Basin Reserve and MT Vic tunnel
	Supports real time, and the introduction of congestion charging and provision of park-and-rides for buses.
What we do and why - focus areas	Supports, and suggests planning for a commuter network between Wellington and Palmerston North to link education centres
Policy framework	Support, especially providing PT for market failure and social reasons
Delivery - Layered service approach	Support, but some areas have special demands (such as school around Mt Cook/Mt Victoria area)
Delivery - Service levels	Supports
<b>Submission Number: #27</b>	
What we do and why - focus areas	Supports
	Unreliability of trains has forced him to use buses instead. Appreciates the Metlink Txt service

Delivery - Future network plan	Looks OK. But what about Lower Hutt-Newlands/J'Ville-VUW?
Delivery - Layered service approach	Supports
<b>Submission Number: #28</b>	
General	Congratulations GW on achievements to date, and for comprehensive PT Plan
	Need to improve training of bus and rail front-line staff
	Operate Johnsonville train line as a tourist attraction (similar to Cable Car)
Policy - Fares and ticketing	Introduce integrated ticketing, with no transfer penalties and capped daily charge
Policy - Infrastructure	Needs more robust rail infrastructure (such as more double tracking and passing loops, and extending network to Gracefield and Otaki)
Policy - Vehicles	Use trolley buses at weekends
Delivery - Future network plan	Reduce urge to reduce poorly patronised off-peak services - need to consider the network approach
Delivery - Layered service approach	Fully supports, and supports hub concept
Delivery - Service levels	Operate Flyer buses later at nights (to meet late international planes)
<b>Submission Number: #29</b>	
<b>Organisation: Royal New Zealand Foundation of the Blind (RNZFB)</b>	
General	Supports wide consultation with disability sector as they have experienced access problems
	Thanks GW for initiatives around braille signs at bus-stops
What we do and why - focus areas	Would like to see more focus on improving accessibility for disabled passengers (perhaps a specific focus on this)
Policy - Transport disadvantaged	Provide facilities for the disabled on the regular PT system as well as providing separate services for those who can't use it (suggests several new methods)
<b>Submission Number: #30</b>	
What we do and why - focus areas	Supports
Policy - Vehicles	Vehicle standards are critical. Maybe smaller buses on the hill routes?
Delivery - Layered service approach	Supports
Delivery - Light rail	Wants light-rail considered at some stage in future
Delivery - Service descriptions	Agrees with demand responsive services and use of mini-vans
Delivery - Service levels	Supports
Review - Targets and monitoring	Supports real time and reasonable reliability targets



<b>Submission Number: #31</b>	
What we do and why - focus areas	Supports
Policy - Fares and ticketing	Need integrated ticketing/fates (Brisbane approach is excellent)
Policy - Infrastructure	Not enough shelters
Policy - Vehicles	Too many old vehicles
Delivery - Future network plan	Supports
Delivery - Layered service approach	Supports
<b>Submission Number: #32</b>	
General	Impressed with draft plan
Policy - School bus services	More detail required on the distinction between the roles of MOE and regional councils
	More emphasis on safety (particularly around schools), and the role of other organisations such as the National Road Safety Committee and the Safer Journeys Strategy
<b>Submission Number: #33</b>	
What we do and why - focus areas	Improve bus network. Need a Karori shopper service, bus shelters in Manners St and at Otari, and more Snapper recharge points
Delivery - Light rail	If airport is extended, light rail between airport and CBD
<b>Submission Number: #34</b>	
What we do and why - focus areas	Supports, except for poorly performing services. Need to focus more on turning those into better performing services
Policy framework	Service levels and vehicles are the most important.
Delivery - Future network plan	Considers more suburbs, such as Whitby and Kingston, should be shown
Delivery - Layered service approach	Supports provided the local connector services are fully funded
Delivery - Service descriptions	Wants a service from Paraparaumu to the airport similar to the Airport Flyer
<b>Submission Number: #35</b>	
What we do and why - focus areas	Need to focus on assisting those who do not own cars
	Wants focus on affordability
Policy framework	Wants easy access at interchange points, easy to read timetables
<b>Submission Number: #36</b>	
Delivery - Service levels	Need more carriages on Wairarapa peak trains, and run off-peak trains only to Upper Hutt (but have more of them)

<b>Submission Number: #37</b> <b>Organisation: Living Streets Lower Hutt</b>	
What we do and why - focus areas	Supports, but Supports for bus services in Wellington shouldn't be at the expense of other places
Policy framework	Need improved driver training programmes to ensure better quality service
	Need to work quickly towards full wheelchair accessibility of network
	Support Metlink proactive marketing approach, and support initiatives such as real time.
Policy - Cycling and walking	Want more priority given to walking and cycling linkages to interchanges. Suggest "work proactively with local authorities and partners" rather than "advocate" in policy 2.3
	When developing park-and-rides, need to review walking/cycling routes to station and look to improve those. Also need more cycle parking at stations.
Policy - Infrastructure	Need to upgrade facilities at some Lower Hutt stations
Delivery - Future network plan	Lower Hutt is in the RLTS as a regionally significant area yet is omitted from the RTN layer
<b>Submission Number: #38</b>	
Policy - Cycling and walking	Wants better integration with bus/cycling/walking (including bike-racks on buses).
Policy - Fares and ticketing	Keep fares affordable, and introduce Snapper on other bus companies.
Delivery - Light rail	Wants to see light rail to airport (or at least an express bus to CBD)
<b>Submission Number: #39</b> <b>Organisation: Kapiti Coast Grey Power Association Inc</b>	
General	Believes the footnote on P5 about pricing mechanisms is misleading as no legislative provision exists for this
	Commends GW on wealth of information and statistics used to support the Plan
What we do and why - focus areas	Suggests statistics supporting the claim that the population is aging (section 2.4) be provided to identify the magnitude of the problem
	Supports
	Supports the focus on "improving accessibility for the transport disadvantaged and patrons with impaired mobility", but not just to Wellington CBD
	Wants affordability and reliability as focus areas
Policy framework	P14 - is the comment about trial services needed, specially for services that are performing poorly?
	Strongly supports Objectives 3, 4, 5 and 6
	Suggests an explanation of the layered service approach is included in Objective 1.
	Supports the bundling, controls and notice periods provisions

Policy - Fares and ticketing	"National farebox recovery policy" needs to be defined
	Concerned about impact of Govt farebox recovery policy
	Support Objective 8, and the need for an integrated ticketing system
	Supports extension of the "Kapiti Plus" scheme to reduce need for park-and-ride facilities
Policy - Funding	Concerned about GW rail purchase, and the impact on fixed or low income ratepayers. Wants more consultation on that
Policy - Significance	Supports intention to consult, particularly at a local community board level, even if significance threshold has not been met
Delivery - Procurement	Supports the trial of the new "PTOM" framework
Delivery - Layered service approach	Supports
<b>Submission Number: #40</b> <b>Organisation: Scots College</b>	
Policy - School bus services	Concerned about negative impact of school bus policy
<b>Submission Number: #41</b>	
Policy - Fares and ticketing	Want a fare discount for tertiary students (or as a second best option a peak/off-peak fare structure)
	Wants an integrated ticketing system (and is prepared to participate in a trial)
Delivery - Future network plan	Supports the proposed connection between VUW and Johnsonville, and between VUW and Hataitai and Brooklyn
Delivery - Layered service approach	Supports
<b>Submission Number: #42</b>	
What we do and why - focus areas	Supports
Policy - Fares and ticketing	Believes passengers pay more than the farebox policy requires them to
Delivery - Layered service approach	Supports
Delivery - Light rail	Suggests investigation of light rail to improve reliability and efficiency as addition to focus areas
	Wants light rail investigated
<b>Submission Number: #43</b>	
What we do and why - focus areas	Reliability is important, and buses should not run early
	Supports
Policy - Fares and ticketing	Wants free buses between Courtenay Place and Railway station, with suburban buses departing from those points (but not running between them)

	Wants integrated ticketing
Review - Targets and monitoring	Wants a clear action plan with a timeframe for each
<b>Submission Number: #44</b>	
Policy - Fares and ticketing	Considers integrated ticketing is the key
Delivery - Procurement	Need better SLAs and KiwiRail need to be penalised for delays
Delivery - Future network plan	Supports, especially the hubs and layering as focus area
Review - Targets and monitoring	Considers this is ambiguous and short on details and timeframes
<b>Submission Number: #45</b>	
Policy - Cycling and walking	Needs better integration with cycling/rail
Policy - Fares and ticketing	Wants family tickets to be available
Policy - Infrastructure	More priority should be given to installing bus shelters and seats at stops used by elderly (such as at Kapiti)
Delivery - Future network plan	Preserve Capital Connection, and extend rail network to Levin
Delivery - Layered service approach	Supports
Delivery - Service levels	Access to waiting rooms at stations needs to better suit customer needs
<b>Submission Number: #46</b> <b>Organisation: East by West Ferries</b>	
General	Wants more prominence given to PT options that don't use roads (and thus don't contribute to road congestion)
What we do and why - focus areas	Change to give more prominence to non-road options
Delivery - Layered service approach	Concerned about how the ferry fits within the layered approach - should be a QTN, and QTN criteria need to be amended to take account of exceptional characteristics of premium services
<b>Submission Number: #47</b> <b>Organisation: Kiwi Property Holdings Ltd</b>	
What we do and why	Supports the Plan, in particular section 3.1.2b (regional form, design and function aspirations), and policy 1.2.
<b>Submission Number: #48</b> <b>Organisation: Mana Coach Services</b>	
Policy - Fares and ticketing	Policy 7.1 needs to better consider the impact of fares on patronage
Policy - Infrastructure	Include NZTA in Policy 3.5 method 4 regarding bus priority measures (as may be needed on state highways)
	Plan Should provide for charging at park and rides
Policy - Significance	Considers threshold for triggering significance policy to be too high, thus allowing changes to be made without consultation

Delivery - Procurement	Does not support the minimum notice period of 120 days - should use PTMA notice periods
	Policy 10.3 - does not support GW going beyond PTMA and PTOM requirements
Review - Targets and monitoring	Process for reviewing and varying the RPTP needs to be clearer
<b>Submission Number: #49</b>	
What we do and why - focus areas	Supports
Policy framework	Supports
Delivery - Layered service approach	Supports, but needs to distinguish between peak and off-peak.
Delivery - Light rail	Need to consider light rail in future
	RTN must include a light rail option in future
<b>Submission Number: #50</b>	
General	Use GPS data from buses to design timetables and integrate services
What we do and why - focus areas	Focus on the fundamentals of reliability, efficient, enough seats, integrated etc
	Supports
Policy framework	Supports, but need more focus on the fundamentals of reliability, efficient, enough seats, integrated etc
Policy - Infrastructure	Improve quality of Hutt rail stations (especially Naenae) and Hutt Valley buses
Delivery - Future network plan	Supports ideal of an integrated network, but the current network, particularly Hutt Valley, lacks integration now
Delivery - Layered service approach	Support, but concerned about ability of connecting services to be able to actually connect
<b>Submission Number: #51</b> <b>Organisation: The City is Ours Inc</b>	
General	Should use Wakefield St rather than Manners St
What we do and why - focus areas	Doesn't support - the Golden Mile improvements are unsatisfactory and need to be addressed
Policy framework	Has not worked in the past (e.g. Manners St)
Delivery - Future network plan	Dissatisfied with arrangements on Golden Mile
<b>Submission Number: #52</b>	
Policy - Cycling and walking	Should be more linkages with cycling, including having bike racks on buses, bikes on trains at peak times, and bike storage facilities at station

<b>Submission Number: #53</b>	
What we do and why - focus areas	Supports
Policy - Infrastructure	Need to cater for the overflow from the Paremata station car-park
Delivery - Service descriptions	Supports, but notes that areas such as Whitby, Papakowhai and Paremata are not mentioned. Asks if when Transmission Gully and Paraparaumu by-pass is operative, will GW run a fast limited stop bus from Otaki to Wgtn?
Delivery - Service levels	Reliability plus consistent price will maintain consistent service levels
<b>Submission Number: #54</b>	
What we do and why - focus areas	Supports
Policy - Fares and ticketing	Would like the now discontinued all day Discovery Pass re-instated
Delivery - Service descriptions	Would like a Porirua to Airport bus
<b>Submission Number: #55</b>	
Policy - School bus services	Concerned at GW intentions not to provide buses for private schools
<b>Submission Number: #56</b> <b>Organisation: Chilton Saint James School</b>	
Policy - School bus services	Concerned at GW intentions not to provide buses for private schools
<b>Submission Number: #57</b>	
Policy - Cycling and walking	Wants to see bike racks on buses, a revisiting of the policy regarding bikes on peak trains, and more bike facilities at stations
<b>Submission Number: #58</b> <b>Organisation: Churton Park Community Association</b>	
Delivery - Service descriptions	Wants the Churton Park bus re-routed or have multiple routes at peak times to save journey time - amend "targeted services" definition to allow for this
<b>Submission Number: #59</b> <b>Organisation: New Zealand Tramways and Public Passenger Transport Employees</b>	
Policy - Fares and ticketing	Concerned that electronic ticketing systems must be safe and easy to use
Policy - Funding	GW should lobby central government for more funding of public transport
Policy - Infrastructure	Believes GW should ensure roads used by buses are "fit for purpose", and can play a more pro-active role in preventing bus/pedestrian accidents on Golden Mile
	Supports investment in rail, but also sees need for investment in bus network, particularly in trolley bus infrastructure
	Supports moves to reduce bus numbers using the Golden Mile
Delivery - Procurement	GW should set minimum wage levels and higher bus standards when it tenders

Review - Targets and monitoring	Would like to be involved in any discussions about changes to poorly performing services
<b>Submission Number: #60</b> <b>Organisation: Wellington Architectural Centre</b>	
General	Need to work towards better integration of the various transport decision makers
What we do and why	Concept of value-for-money needs to be widened to include the passengers perspective
	Would find a PT comparison between Wellington and other cities useful
Policy framework	Disappointed that no funding will be targeted for increased coverage (P10)
	Plan should address "wet weather contingencies", such as higher frequencies in winter, and better placement and design of shelters. Also need to have pedestrian crossings close to busy stops to ensure better safety environment
	Support references to need for good urban design
Policy - Cycling and walking	Want more bikes (non-folding ones) able to be carried on peak trains
Policy - Fares and ticketing	Integrated ticketing is required for the layered service approach to work
	Supports integrated ticketing, and a flat fare system (as is popular in overseas cities)
Policy - Funding	Supports congestion charging
Policy - Infrastructure	Need more park-and-ride facilities, including for cyclists
Delivery - Layered service approach	Support, but it needs integrated ticketing to work
Delivery - Light rail	Support light rail
<b>Submission Number: #61</b>	
Policy - Cycling and walking	More integration of cycling with public transport, including bike racks on buses, better cycle storage at stations, better cycle access to station, and revisit cycle carriage on peak trains
<b>Submission Number: #62</b>	
What we do and why - focus areas	Needs to focus more on climate change, and the role PT can play.
Policy - Fares and ticketing	Supports integrated ticketing.
<b>Submission Number: #63</b>	
What we do and why - focus areas	Prefer investment in existing network rather than try and fund a new one
	Supports integrated ticketing and real time information
Policy - Cycling and walking	Need a link between active transport and related health benefits and traffic reduction
	Should mention better integration with cycling and walking, such as putting bike racks on buses, and allowing bikes on peak trains

<b>Submission Number: #64</b>	
Delivery - Procurement	Needs to be more prescriptive about GW enforcing bus contract performance (Objective 5), and relating payment to performance
<b>Submission Number: #65</b>	
Policy - Cycling and walking	Need better integration between PT and cycling, including being able to take bikes on peak trains, cycle racks on buses and bike racks at stations
<b>Submission Number: #66</b>	
Policy - Cycling and walking	Need to provide for cyclists who also use PT
<b>Submission Number: #67</b>	
Policy - Cycling and walking	Need to provide for bike racks on buses, more bike on peak trains, and more cycle storage facilities
	Support in general, but ignore how people get to nearest PT stop/station - need more emphasis on walking and cycling
<b>Submission Number: #68</b>	
What we do and why - focus areas	Enhance existing facilities rather than focussing on big projects
	Supports
Policy - Bus priority	Give buses priority at traffic lights, enhance existing facilities rather than focussing on big projects
	Give buses priority, especially when leaving stops
Policy - Cycling and walking	Integrate PT more with cycling and walking, install bike racks on buses
Delivery - Layered service approach	Support
<b>Submission Number: #69</b>	
<b>Organisation: Positively Wellington Tourism</b>	
Policy - Cycling and walking	Supports plans to better integrate PT with cycling and walking
Delivery - Future network plan	Supports improving access to airport
<b>Submission Number: #70</b>	
General	Plan is a very poor piece of work; GW is not capable of delivering a good PT system, and the responsibility should be given to another body
What we do and why	GW needs to justify many of the comments it makes in section 3.
	Table 1 should show the subsidy and capital costs per passenger/Km to get better comparison of efficiency of each mode
	There are contradictions on P7 relating to urban form v. urban sprawl
What we do and why - focus areas	GW should demonstrate how it is contributing to economic growth with its public transport management



	The marketing of PT is a waste of time and money whilst the fundamentals of good service provision remain unaddressed
Policy framework	Are the social service aspiration on in section 6.1 affordable, effective and good use of public money?
	Objective 10, Value for Money, needs to be better defined so it can be measured
Policy - Fares and ticketing	Electronic integrated ticketing is long overdue
	GW should set fares at revenue maximising level
	Need to justify why reduced fares are provided for children and the over 65's
Policy - Funding	GW must demonstrate that the funding requirements of the policies are achievable
Policy - Infrastructure	Need more park-and-ride facilities and real time at rail stations
	Need to recognise that park-and-ride is a form of interchange (Objective 2)
	The quality of train station in the Hutt Valley is poor
Policy - Significance	Significance policy is too vague
Review - Targets and monitoring	No programmes are provided for the many actions listed
	Should be clear performance measures and costs reported so that performance can be measured (section 3.2 Outcomes Sought)
<b>Submission Number: #71</b>	
<b>Organisation: Wellington Employers' Chamber of Commerce</b>	
Policy - Fares and ticketing	need to get the right balance between maximising patronage and maximising revenue
Policy - Funding	Concerned about large costs of providing PT
	Need to lobby Government to consider providing for congestion charging
	Supports rail services but becoming increasingly concerned at cost to ratepayers. Concerned at GW ownership of rail, and possible bias now that it owns rail
	Would like to see more transparency in transport rates
Policy - Infrastructure	Supports initiatives such as real time, and Snapper
	Supports initiatives such as traffic signal pre-emption to improve bus flow and encourage more research on these issues
	Supports the introduction of peak-time bus lanes (which should be able to be used by taxis, cyclists and service vehicles but with priority for buses) but only as need arises rather than as a tool to force people onto buses
<b>Submission Number: #72</b>	
General	Language is difficult to understand
	Plan shows little evidence of prior consultation

	Terms like "increased", "reliability" and "community connectedness" need to be better defined
What we do and why	Mission statement/statement of purpose is not clear
What we do and why - focus areas	Key issues need to be better justified and explained
Policy framework	Relatively little attention is paid to social, cultural and environmental impacts
Policy - Infrastructure	Bus shelters need to be improved
	Park-and-ride facilities should be provided for bus services as well as trains services
Delivery - Service levels	Need more weekend services (some routes do not operate at weekends)
	The tourist value of running weekend routes should be considered
<b>Submission Number: #74</b>	
<b>Organisation: New Zealand Bus Limited</b>	
General	Appreciated the opportunity to have input into earlier drafts of the Plan
	Supports the Plan generally
What we do and why - focus areas	Supports
Policy framework	Criteria 2 and 3 are missing from the discussion of policy 10.3
	Notes that Plan does not reflect RLTS in terms of service coverage, and that it is unambitious in terms of improving coverage. Suggests that coverage is based on RLTS policy, and is measured to enable comparison with other centres
	Strengthen objective 1 to ensure capacity is provided ahead of demand
	Welcome emphasis on safety, and suggests the inclusion of targets for reducing personal PT related accidents
Policy - School bus services	Better define school bus policy, and criteria to be used to provide school buses
Delivery - Procurement	Supports/likes the PTOM approach
Delivery - Layered service approach	Add a new priority 1 in layered service approach "maintenance of services", and change standard service frequency levels for QTN and LCN to better reflect current service levels
	General support
	In table 7, service level priorities 9, 10, and 11 should refer to "service coverage levels"
	The Plan should better reflect existing long-established service levels - it actually proposes reductions in service levels in some areas (see detailed example in submission)
<b>Submission Number: #75</b>	
What we do and why - focus areas	Supports generally

Policy - Fares and ticketing	Concerned that fares policy will perpetuate an inefficient system that doesn't achieve TDM needs
Delivery - Future network plan	Lower Hutt CBD should be included. Treatment of rural towns is inappropriate
Delivery - Layered service approach	Supports, but concerned that GW will not implement it.
Delivery - Service levels	Target what we should have rather than what we think we can afford. Service levels must make PT an attractive option
<b>Submission Number: #76</b> <b>Organisation: Public Transport Voice</b>	
General	A major problem with the Plan is how the new network approach is to be implemented. It won't work through service reviews. Suggest a 3 pronged approach (see submission)
What we do and why	Statistical info is useful, but trend info would be better
What we do and why - focus areas	Believe that improving the efficiency of the network through improved network design should be the key aim
	Need to reflect the RLTS goal of increasing attractiveness of PT
	The importance of customer feedback is under-recognised - should be better recognised through a range of mechanisms such as use of groups such as PT Voice and various audits
Policy framework	Objective 10 - status of PTOM is unclear (its referred to as under-development but also its framework is outlined)
	Objective 3 - should include reference to reliable fixed infrastructure. And attractiveness of the service has been forgotten
	Objective 6 - Wellington railway station is branded differently to everything else and has no info on connecting bus services
	Policy 1.4 - Two additional services should be added - express services and services to suburbs that don't get services
	Policy 1.5 - should be broadened to include other benefits of PT, such as public health benefits, better fuel efficiency etc
	Policy 1.6 - ignores safety considerations. And should provide for the Golden Mile to be used as a ceremonial route
	Policy 1.7 - should provide for GW to make submissions on consent applications that have transport effects
	Policy 1.8 - should include potential demand as well as actual demand
	Policy 10.3 - criteria 2 and 3 (in first criterion) are missing
	Policy 11.1 - subsidies should reflect public benefit and achieve TDM objectives; seeking to minimise them may not be appropriate
	Policy 11.2 - list is unhelpful. Propose an alternative (see submission for detail)
Policy 11.4 - needs to be improvement in the quality of procurement	

	Policy 2.2, method 5 should include eliminating the cost of transferring
	Policy 2.3 - Cycles stands should be more widely available
	Policy 2.4 - should include a clear statement on how decisions will be made regarding provision of park-and-ride, feeder buses or active mode.
	Policy 3.1 - traffic congestion should be minimised first, rather than just taken into account
	Policy 3.2 - real time signs should be placed where people need to make choices
	Policy 3.4 - operational information should be published
	Policy 3.5 - Use RPS to assist with advocacy. Add other authorities to method 4
	Policy 4.3, method 1 - what is "appropriate" PT?
	Policy 5.1 - visibility to and from inside of bus needs to be considered (all over advertising)
	Policy 5.3 - should also consider safety levels compared to cars when riding on PT
	Policy 6.2 - contracts are a good place to start with ensuring quality
	Policy 9.1 - Metlink brand should be used consistently across the region, and company names (such as Valley Flyer) should not be used
	Policy 9.2, method 5 - area timetables should also be considered
	Policy 9.3 - what is needed to help customers is consistency between all services, such as how to pay, what to pay, how to get off, what is peak and off-peak etc. Training for potential users is important.
	Supports generally, but could be less repetitive and clearer
Policy - Fares and ticketing	Confuses electronic and integrated ticketing. Needs a timeframe when integrated ticketing will be introduced
	Fares need to have a travel demand effect, spreading peak loads and overall increasing patronage
	Policy 7.1 - also needs to reflect level of public benefit. Unclear why GW has a higher farebox recovery target than the national level. And why is the target for each mode different?
	Questions emphasis on zones. Policy should include principles of what the fare system is trying to achieve (see submission for details)
Policy - Funding	Funding levels and the funding environment needs more focus
Delivery - Future network plan	Need to develop a network map. Lower Hutt CBD should be in RTN. Need to show some rationale for the proposed network. Rural towns should have their own standards
Delivery - Layered service approach	Support

Delivery - Service levels	Policy 1.1 - this approach is sub-optimal and parts are meaningless. Needs standards that combine distance to stop and the type of service at that stop. Also ignores the efficiency benefits. Methods should include defining routes.
	Service quality not well addressed
	Standards need to be consistent across regions (they aren't now). Variations are OK if they are explained and are logical. A detailed suggestion is contained in the submission.
Review - Targets and monitoring	Need to provide of a detailed network review to enable layered service approach to be introduced.
<b>Submission Number: #77</b> <b>Organisation: Energy Efficiency and Conservation Authority</b>	
What we do and why	Supports purpose of Plan
Policy - Vehicles	Supports/welcomes use of vehicles which have minimal effect on the environment
<b>Submission Number: #78</b> <b>Organisation: Living Streets Wellington</b>	
Delivery - Layered service approach	Support, provided interchanges and other facilities are designed and operated to accommodate needs of pedestrians
<b>Submission Number: #79</b> <b>Organisation: Trans-Action</b>	
Delivery - Layered service approach	RTN also serves local journeys and therefore close stop spacing is needed
	RTN and QTN routes need to be identified in detail
	RTN frequencies should be increased
	Support RTN running the length of the Golden Mile. Suggest that Lower Hutt CBD also be on RTN (considers justification for leaving it out is deficient)
<b>Submission Number: #80</b>	
What we do and why - focus areas	Supports, but should recognise role of walking, cycling etc in PT
Policy - Cycling and walking	Should recognise role of walking, cycling etc in PT in focus areas
	Would like to see more focus on Walking and cycling
Delivery - Procurement	More accountability on service providers of contractual requirements
Delivery - Layered service approach	Supports
<b>Submission Number: #81</b> <b>Organisation: NZ Transport Agency</b>	
Policy framework	Policy 3.3 - suggest a method to add customer complaint/compliment process
Policy - Infrastructure	Be aware that the final RUB will be available in Aug/Sept which may have an impact on Plan

Policy - School bus services	Clarify intentions regarding school services
Delivery - Procurement	Clearly identify the current registration process as it applies to commercial services. Signal that registration process may change with PTOM
	Important to distinguish between current operating environment (under the PTMA) and that proposed by PTOM (which will be the subject of new legislation)
	Should mention PTOM earlier in Plan
	The unit identification process is too details as it has not yet been finalised nationally
Review - Targets and monitoring	Review the wording relating to controls, and remove references to bundling
	Suggest alteration to Table 11 to measure patronage instead of trips
<b>Submission Number: #82</b>	
<b>Organisation: Wellington Residents' Coalition</b>	
General	GW should have had meetings with communities during the development of the Plan
What we do and why	PT is provided as a means of allaying the threat of global warming, and as a buffer against increasing oil prices
Policy framework	Support greater coverage of the region
Policy - Fares and ticketing	Fares should be based on affordability rather than a share of costs
	GW should experiment with free services
Policy - Funding	Regional councils should own bus services (should push for such a legislative change) and the trolley overhead
Policy - Infrastructure	More bus priority lanes in CBD are needed
	Pixilation on bus windows should be prohibited
	Waiting facilities at interchange points needs to be improved
Policy - Vehicles	Trolley buses should be used more and more routes converted to run trolleys
Delivery - Layered service approach	Hours of service and headway should be increased
	Supports, but concerned that a hub and spoke approach will cause delays
Delivery - Light rail	More engagement with community is needed on light rail
<b>Submission Number: #83</b>	
What we do and why - focus areas	Supports
Delivery - Future network plan	Need to consider seasonal differences in demand
	Need to review the need to include airport as part of RTN
Delivery - Layered service approach	Supports, but better to identify an under-served area and fix that first

<b>Submission Number: #84</b> <b>Organisation: Wellington Civic Trust</b>	
What we do and why	Statistical info is useful, but trend info would be better
What we do and why - focus areas	Supports, but would like area 4 widened, and funding should be a focus area
Policy framework	Generally support, but numbering is confusing and there is some repetition
	Objective 2 should include reference to pedestrians
	Objective 6 - Wellington railway station is branded differently to everything else and has no info on connecting bus services
	Policy 1.5 should be broadened to include other benefits such as better fuel efficiency
	Policy 1.6 should include reference to the Golden Mile as being a ceremonial route
	Policy 1.7 should require GW to make submissions on consent applications that have PT affects
	Policy 1.8 - should include potential demand as well as actual demand
	Policy 2.2, method 5 should include eliminating the cost of transferring
	Policy 2.4 - all interchange facilities should be maintained to a certain standards, and opportunities identified
	Policy 3.1 - traffic congestion should be minimised first, rather than just taken into account
	Policy 3.2 - real time signs should be placed where people need to make choices
	Policy 3.4 - operational information should be published
	Policy 3.5 - Add other authorities to method 4
	Policy 5.1 - visibility to and from inside of bus needs to be considered (all over advertising)
	Policy 5.3 - should also consider safety levels compared to cars when riding on PT
	Policy 9.1 - Metlink brand should be used consistently across the region, and company names (such as Valley Flyer) should not be used
	Policy 9.2, method 5 - area timetables should also be considered
Supports the need for controls over branding, fares and real time	
Policy - Fares and ticketing	Appendix 6 - fares can be revised down as well as up
	Policy 7.1 - also needs to reflect level of public benefit. Unclear why GW has a higher farebox recovery target than the national level. And why is the target for each mode different?
	policy 7.2 - fare system needs to be reviewed

Policy - Funding	Policy 11.1 - subsidies should reflect public benefit and achieve TDM objectives; seeking to minimise them may not be appropriate
Delivery - Procurement	Objective 10 - status of PTOM is unclear (its referred to as under-development but also its framework is outlined)
Delivery - Future network plan	Should include Lower Hutt CBD on the RTN
Delivery - Layered service approach	Supports, provided connections are of high quality
	The classifying layers section (Appendix 3) is confusing
Delivery - Service descriptions	Why (Table 8) should Lower Hutt, Porirua East and Wainuiomata have lower service levels than the regional average?
Delivery - Service levels	Services should be consistent across the region, and where this doesn't occur it should be explained and be for good reasons
	Why should trains have service levels lower than buses?
<b>Submission Number: #85</b>	
What we do and why - focus areas	Supports generally, but concerned that for "poorly performing" services the economic imperative will over-rule all others
Policy - Cycling and walking	Wants increase in cycle and luggage lockers
Policy - Fares and ticketing	Supports policy 3.2 (no transfer penalty)
Policy - Vehicles	Consider smaller vehicles for routes not suitable for larger vehicles
Delivery - Layered service approach	Supports, but needs to be well integrated. Has concerns for the disabled and those with bikes or prams that need to transfer
<b>Submission Number: #86</b> <b>Organisation: Horizons Regional Council</b>	
Policy framework	Wants recognition of the role of the Capital Connection train service
<b>Submission Number: #87</b> <b>Organisation: Regional Public Health</b>	
General	Some minor spelling and other mistakes - see P 3 of submission
Policy framework	Recommends the Canterbury DHB planning guide be used to ensure all health implications are considered
Policy - Cycling and walking	Recommends facilities for cycles be available at all interchanges
Policy - Fares and ticketing	GW should assess the impact of the fare recovery policy on the transport disadvantaged
Policy - Transport disadvantaged	Recommends that GW develop a transport disadvantaged index based on the deprivation index
	Transport disadvantaged should be included in network classification criteria (Appendix 3)
Delivery - Future network plan	The "other connections" link should be extended to Levin
	The proposed Maymorn development should be included in the network map



	Upper Hutt to Masterton should be reclassified as a QTN
Review - Service reviews	Should involve health stakeholders early in review process
<b>Submission Number: #88</b>	
What we do and why - focus areas	Supports
Policy - Cycling and walking	Integrate PT with walking and cycling, including installing bike racks on buses and be able to take bikes on peak trains
Delivery - Layered service approach	Supports
Delivery - Service levels	Buses that bunch destroy attempts at even frequencies. Penalise companies that do this
<b>Submission Number: #89</b> <b>Organisation: Wellington City Council Accessibility Advisory Group</b>	
General	A specific area relating to improving the accessibility of public transport for disabled passengers should be included in the Plan
What we do and why - focus areas	Should include a specific focus area for disability access issues
Policy framework	Accessibility issues and outcomes should be incorporated across all relevant objectives and policies
Policy - Infrastructure	Commends GW on initiatives such as concrete standing pads at bus-stops, braille signs at bus-stops, "talking" real time information, and the Matangi trains.
Policy - Transport disadvantaged	All public transport initiatives should include wide consultation with disability groups
<b>Submission Number: #90</b>	
What we do and why - focus areas	Supports generally, but concerned about definition of "poorly performing services", and assumption that integrated ticketing relies on electronic ticketing when it does not.
Policy - Fares and ticketing	Opposes farebox recovery levels - should be lower
Delivery - Future network plan	Should include a spine from Wellington CBD to Hospital to Kilbirnie to domestic and international Airport
Delivery - Layered service approach	Supports
<b>Submission Number: #91</b>	
General	Improve visibility of bus destination numbers
What we do and why - focus areas	Add enhancing passenger (such as no advertising on windows) and staff satisfaction (through driver training and more competent managers))
Policy - Cycling and walking	Cycles on trains and buses
Policy - Fares and ticketing	Reduce fares

Policy - Vehicles	Alternative fuels needs to be given more prominence
	More stringent emission standards
	More toilets on trains
Delivery - Procurement	Standards and service levels need incentives and penalties
Delivery - Layered service approach	Supports assuming less buses in inner city
Delivery - Service levels	Firmer approach needs to be taken with KiwiRail
<b>Submission Number: #92</b>	
What we do and why - focus areas	Reduction in greenhouse gases must be paramount in transport planning
Policy - Fares and ticketing	Fare concessions for the unemployed and those on low income, and family tickets
Delivery - Future network plan	Expand services into areas with no service, such as Owhiro Bay
<b>Submission Number: #93</b>	
What we do and why - focus areas	Supports, but need to prioritise given current resources
Policy - Fares and ticketing	Support. Move towards integrated ticketing is very important
Delivery - Future network plan	Supports
Delivery - Layered service approach	Supports. Likes the idea of the route 47 bus
<b>Submission Number: #94</b>	
Policy framework	Bus scheduling and reliability need to improve
<b>Submission Number: #95</b> <b>Organisation: WelTec Students Association</b>	
Policy - Fares and ticketing	Concession fares should be provided for students
<b>Submission Number: #96</b> <b>Organisation: South Wairarapa District Council</b>	
What we do and why - focus areas	Supports
Policy framework	Supports
Delivery - Future network plan	Martinborough and Woodside should be shown on the plan
	Masterton is a regionally significant centre, and the link between Masterton and Upper Hutt has many of the characteristics of a RTN. Have a separate classification for this link
Delivery - Layered service approach	Supports

Delivery - Service levels	Need additional peak and off-peak Wairarapa train service
<b>Submission Number: #97</b>	
What we do and why - focus areas	Supports
Policy - Fares and ticketing	Need to focus on integrated ticketing
Delivery - Future network plan	Supports. Like route 47 type service
Delivery - Layered service approach	Supports
<b>Submission Number: #99</b>	
<b>Organisation: Upper Hutt Grey Power Association</b>	
General	No comments made
<b>Submission Number: #100</b>	
<b>Organisation: Community and Sustainable Transport Wellington</b>	
General	More emphasis on investigating opportunities for bus park-and-ride and associated express buses
Policy - Fares and ticketing	Encourage PT use through fare structure
Delivery - Future network plan	Suggest more emphasis be given to the Wellington CBD-Hospital-Airport link, including investigation of light rail
<b>Submission Number: #101</b>	
<b>Organisation: Classic Coaches Ltd</b>	
Policy - Infrastructure	Concerned that the new bus quality standards will force small operators out of business
Delivery - Procurement	Important to have some small tender packages to maintain existence of small operators
<b>Submission Number: #102</b>	
General	4.2.4 - add that where users make useful suggestions, these should be implemented and the user advised.
	i.e. and e.g. should be i.e. and e.g. and compound objectives should be hyphenated
	P6 - add reference to PT being safer than travel by car or motorcycle
	P6 Social benefits - add PT provides transport for people with cars who choose from time to time not to use them
	Suggests addition to chairs foreword - "public transport provides for those with cars and motorbikes but who choose from time to time not to use them" and "travel by public transport is much safer than travel by private car so encouraging its use is a core responsibility of the regional council"
What we do and why - focus areas	P5 - suggests a replacement for the use of the term "strengthening east-west connection"

	P6 - suggests replacing the word "subsidies" with "funding"
	Reword focus area 6 (suggestion supplied in submissions)
Review - Service reviews	Should carry out a region wide service review first to establish benchmarks
<b>Submission Number: #104</b>	
<b>Organisation: Independent Schools of New Zealand (ISNZ)</b>	
Policy - School bus services	Considers 8.1.2b proposal discriminatory. Reasons for policy should be explained
<b>Submission Number: #105</b>	
<b>Organisation: Kapiti Coast District Council</b>	
General	Appreciates investment in rail in Kapiti
Policy - Fares and ticketing	Supports continuation of the SuperGold Card free travel scheme
Policy - Infrastructure	Wants provision made for a Raumati rail station included in rail plan when it is revised
Delivery - Future network plan	Suggest that plan provides that rail be extended to Otaki
	Suggests GW work with Horizons to ensure PN-Wellington connection remains
	Want Otaki and Kapiti hospital shuttle subsidised by GW in same way as Wairarapa shuttle is subsidised
	Wants better rail connections from peak Waikanae services
	Wants re-instatement of bus services between Waikanae/Otaki and Paraparaumu
Delivery - Layered service approach	Believes it is flawed as it is largely based on what now exists rather than future changes. Otaki should be shown as QTN. Suggests an amendment stating that the future network plan sets out the desired network without consideration of funding constraints or pressures. Also suggest setting out implementation stages in the 10 year plan
Review - Service reviews	Wants a review of Waikanae bus services because of recent rail changes
<b>Submission Number: #106</b>	
<b>Organisation: The New Zealand Automobile Association Inc (AA)</b>	
General	Concerned that fare increases and poor operator performance will result in the objectives not be achieved.
	Plan should acknowledge that achievements of RLTS targets has been limited, particularly patronage growth, and should outline how this will be rectified
Policy - Fares and ticketing	Fares objective and requirements of national farebox recovery policy conflict with aim of increasing patronage
Policy - Funding	More consideration should be given to the conflicting situation where national funding is likely to be reducing, but GW wants to improve services
Delivery - Procurement	Urge caution with this new untried approach
Delivery - Layered service	Need to ensure there are connections between the layers

approach	Service level guidelines need to be guidelines and not rigidly enforced
Review - Targets and monitoring	Should address reasons why patronage is not increasing
<b>Submission Number: #107</b> <b>Organisation: Hutt City Council</b>	
General	Concerned at growing costs to users and ratepayers, which are not matched by improvements in services levels or standards. Focus should be on efficiencies
	Improve personal safety by linking CCTV coverage with HCC facility
What we do and why - focus areas	Concerned about capacity and performance issues with rail, and these issues should be considered in the Plan
Policy - Fares and ticketing	GW needs to take a stronger lead on introducing integrated ticketing
Policy - Infrastructure	Need a new CBD transport "hub"
	The standard of some stations (e.g. Naenae) and bus-stops needs to be improved. GW needs to take over responsibility for installing bus-stops
Delivery - Future network plan	Developing more park-and-rides should be a priority
Delivery - Layered service approach	Concerned that Melling line is not part of RTN, and western suburbs buses are not QTN
<b>Submission Number: #108</b> <b>Organisation: KiwiRail Ltd</b>	
General	Support direction in which GW is going. Welcome the real-time and integrated ticketing initiatives. Wonders about the potential conflict between "service optimisation" and some of the targets - perhaps need to be more open about that?
<b>Submission Number: #109</b> <b>Organisation: Wellington City Council</b>	
Policy framework	A definition of "accessibility" is needed, together with a concrete programme of how GW will make PT more accessible. Standards for stops should be developed with the disability community
	In respect of Policy 1.8 Council does not think the only means of improving the efficiency of the bus network is by redeploying resources from poorly performing services. Rather can improve efficiency through a combination of improving operating efficiencies, increasing patronage, reducing poorly performing services and reviewing fare products and fare levels as set out in Policy 7.1. Peak spreading should be considered as a means of generating improved efficiency
	Recommends that safety objectives be included in operator contracts and monitoring framework
Policy - Fares and ticketing	Suggest consideration be given to introducing a concession fare for students
	Suggest farebox policy be lowered to "not less than 50%"
Policy – Funding	Public transport funding priorities should include improving services on the rapid transit network and quality transit network where standard service levels are insufficient to meet demand but ensures that this considers both revenue opportunities and does not just focus on cutting costs

Policy - Infrastructure	Better definition of "appropriate" standards for vehicles is required
	Recommends GW provide in Plan for infrastructure owners to be provided with information needed for planning for infrastructure (such as trolley overhead)
	Wellington City Council will continue to contribute to operating efficiencies through further bus priority work.
Delivery - Layered service approach	Appendices 2 and 3 (role and functions and classification of network service layers) don't align well leading to confusion in which services should be defined as 'rapid' or 'quality'
	Concerned that the suggested service levels (Table 5) represent a significant reduction in service frequencies on many city bus routes. For example the major Island Bay (#1), Miramar (#2), and Karori Park (#3) routes are highly patronised and currently run at greater frequencies than set out in Table 5
	Seeking a review of the classification of routes and service levels to ensure that existing service levels are at least maintained where possible enhanced
	Supports, but is seeking review of the classification of routes and service levels for the rapid transit network, quality transit network, and local connector network to ensure that existing service levels are at least maintained where possible enhanced

## Appendix B: Summary of submissions by topic

Sub No	Summary
Topic area: General	
5	The RPTP is easy to read, seems sensible and provides a good balance between the needs of customers and transport operators.
7	Public transport funding priorities should include improving services on the rapid transit network and quality transit network where standard service levels are insufficient to meet demand but ensures that this considers both revenue opportunities and does not just focus on cutting costs
8	No feedback provided.
14	Wellington should become an international example of an interconnected public transport city.
17	We must lobby against the RONS proposals. The best way to do this is to explore and develop comprehensive public transport proposals and by supporting alternative travel options.
25	Opposed to proposed road improvements around Basin Reserve
26	Sees PT plans endangered by roading proposals for Basin Reserve and MT Vic tunnel Supports real time, and the introduction of congestion charging and provision of park-and-rides for buses.
28	Congratulations GW on achievements to date, and for comprehensive PT Plan Need to improve training of bus and rail front-line staff Operate Johnsonville train line as a tourist attraction (similar to Cable Car)
29	Supports wide consultation with disability sector as they have experienced access problems Thanks GW for initiatives around braille signs at bus-stops
32	Impressed with draft plan
39	Believes the footnote on P5 about pricing mechanisms is misleading as no legislative provision exists for this Commends GW on wealth of information and statistics used to support the Plan
46	Wants more prominence given to PT options that don't use roads (and thus don't contribute to road congestion)
50	Use GPS data from buses to design timetables and integrate services
51	Should use Wakefield St rather than Manners St
60	Need to work towards better integration of the various transport decision makers
70	Plan is a very poor piece of work; GW is not capable of delivering a good PT system, and the responsibility should be given to another body
72	Language is difficult to understand Plan shows little evidence of prior consultation Terms like "increased", "reliability" and "community connectedness" need to be better defined
74	Appreciated the opportunity to have input into earlier drafts of the Plan

	Supports the Plan generally
76	A major problem with the Plan is how the new network approach is to be implemented. It won't work through service reviews. Suggest a 3 pronged approach (see submission)
82	GW should have had meetings with communities during the development of the Plan
87	Some minor spelling and other mistakes - see P 3 of submission
89	A specific area relating to improving the accessibility of public transport for disabled passengers should be included in the Plan
91	Improve visibility of bus destination numbers
99	No comments made
100	More emphasis on investigating opportunities for bus park-and-ride and associated express buses
102	4.2.4 - add that where users make useful suggestions, these should be implemented and the user advised.
	i.e. and e.g. should be i.e. and e.g. and compound objectives should be hyphenated
	P6 - add reference to PT being safer than travel by car or motorcycle
	P6 Social benefits - add PT provides transport for people with cars who choose from time to time not to use them
	Suggests addition to chairs foreword - "public transport provides for those with cars and motorbikes but who choose from time to time not to use them" and "travel by public transport is much safer than travel by private car so encouraging its use is a core responsibility of the regional council"
105	Appreciates investment in rail in Kapiti
106	Concerned that fare increases and poor operator performance will result in the objectives not be achieved.
	Plan should acknowledge that achievements of RLTS targets has been limited, particularly patronage growth, and should outline how this will be rectified
107	Concerned at growing costs to users and ratepayers, which are not matched by improvements in services levels or standards. Focus should be on efficiencies
	Improve personal safety by linking CCTV coverage with HCC facility
108	Support direction in which GW is going. Welcome the real-time and integrated ticketing initiatives. Wonders about the potential conflict between "service optimisation" and some of the targets - perhaps need to be more open about that?
<b>Topic area: What we do and why</b>	
23	Supports the further development of the public transport network, rather than additional roads.
47	Supports the Plan, in particular section 3.1.2b (regional form, design and function aspirations), and policy 1.2.
60	Concept of value-for-money needs to be widened to include the passengers perspective
	Would find a PT comparison between Wellington and other cities useful
70	GW needs to justify many of the comments it makes in section 3.
	Table 1 should show the subsidy and capital costs per passenger/Km to get better comparison of efficiency of each mode



	There are contradictions on P7 relating to urban form v. urban sprawl
72	Mission statement/statement of purpose is not clear
76	Statistical info is useful, but trend info would be better
77	Supports purpose of Plan
82	PT is provided as a means of allaying the threat of global warming, and as a buffer against increasing oil prices
84	Statistical info is useful, but trend info would be better
<b>Topic area: What we do and why - focus areas</b>	
1	Supports
2	Supports
5	Supports
6	Supports - top priority should be replacement of the unreliable Ganz Mavag units.
7	Supports
9	Supports - especially integrated ticketing
10	Supports - Wellington needs a more integrated system so as to achieve a status of international capital.
11	Supports
12	Supports
13	The top priorities should be (i) real time information accessible through cell phones, (ii) shorter travel times, (iii) timetable reliability, and (iv) affordability.
14	Supports - increasing use of public transport is good for the region and Wellington has the advantage of being compact and having natural corridors connecting nodes.
15	Supports
16	Doesn't support - priority should be continued improvement of rail and bus network. Get the basics right.
17	Supports - an additional focus area should be to explore options that do not rely on fossil fuels and that support investment in low carbon industries.
18	Supports - an additional focus area should be to increase the competitiveness of public transport compared to the private car. Many people find that private car operating costs and parking costs are still more economical than public transport.
	The attractiveness of public transport is important. Signs of success include more people using public transport for work, fewer people requiring second cars and falling car ownership in the CBD.
19	Supports
20	Supports - but need to address poor reliability due to faults and problems e.g. trolley bus outages reduce reliability and capacity and increase congestion.
21	Supports
22	Specific mention of the transport disadvantaged is required in the main activities section of the RPTP. Reliability is a key issue.

23	Supports - but physical constraints in the CBD means not much scope for improvements in the reliability and efficiency of bus services.
26	Supports, and suggests planning for a commuter network between Wellington and Palmerston North to link education centres
27	Supports
	Unreliability of trains has forced him to use buses instead. Appreciates the Metlink Txt service
29	Would like to see more focus on improving accessibility for disabled passengers (perhaps a specific focus on this)
30	Supports
31	Supports
33	Improve bus network. Need a Karori shopper service, bus shelters in Manners St and at Otari, and more Snapper recharge points
34	Supports, except for poorly performing services. Need to focus more on turning those into better performing services
35	Need to focus on assisting those who do not own cars
	Wants focus on affordability
37	Supports, but Supports for bus services in Wellington shouldn't be at the expense of other places
39	Suggests statistics supporting the claim that the population is aging (section 2.4) be provided to identify the magnitude of the problem
	Supports
	Supports the focus on "improving accessibility for the transport disadvantaged and patrons with impaired mobility", but not just to Wellington CBD
	Wants affordability and reliability as focus areas
42	Supports
43	Reliability is important, and buses should not run early
	Supports
46	Change to give more prominence to non-road options
49	Supports
50	Focus on the fundamentals of reliability, efficient, enough seats, integrated etc
	Supports
51	Doesn't support - the Golden Mile improvements are unsatisfactory and need to be addressed
53	Supports
54	Supports
62	Needs to focus more on climate change, and the role PT can play.
63	Prefer investment in existing network rather than try and fund a new one
	Supports integrated ticketing and real time information

68	Enhance existing facilities rather than focussing on big projects
	Supports
70	GW should demonstrate how it is contributing to economic growth with its public transport management
	The marketing of PT is a waste of time and money whilst the fundamentals of good service provision remain unaddressed
72	Key issues need to be better justified and explained
74	Supports
75	Supports generally
76	Believe that improving the efficiency of the network through improved network design should be the key aim
	Need to reflect the RLTS goal of increasing attractiveness of PT
	The importance of customer feedback is under-recognised - should be better recognised through a range of mechanisms such as use of groups such as PT Voice and various audits
80	Supports, but should recognise role of walking, cycling etc in PT
83	Supports
84	Supports, but would like area 4 widened, and funding should be a focus area
85	Supports generally, but concerned that for "poorly performing" services the economic imperative will over-rule all others
88	Supports
89	Should include a specific focus area for disability access issues
90	Supports generally, but concerned about definition of "poorly performing services", and assumption that integrated ticketing relies on electronic ticketing when it does not.
91	Add enhancing passenger (such as no advertising on windows) and staff satisfaction (through driver training and more competent managers))
92	Reduction in greenhouse gases must be paramount in transport planning
93	Supports, but need to prioritise given current resources
96	Supports
97	Supports
102	P5 - suggests a replacement for the use of the term "strengthening east-west connection"
	P6 - suggests replacing the word "subsidies" with "funding"
	Reword focus area 6 (suggestion supplied in submissions)
107	Concerned about capacity and performance issues with rail, and these issues should be considered in the Plan
<b>Topic area: Policy framework</b>	
4	Incremental change is inefficient. A modern metro system is required. The rail network should be extended to the airport as the current airport bus service is poor.
5	Supported - seems sensible.

6	Tranz Metro should have to pay a fee to have their logo on the trains.
10	Supported - the policy framework appears sustainable, energy efficient and should provide appropriate services to the public.
13	Supported - needs to link with local authority transport planning, especially bus lanes and parking restrictions.
18	Supported - should also ensure that council policies in other areas support the RPTP.
20	The policy framework looks like four separate teams merging their issues with no public feedback or contribution. Question as to what "looking at service levels" means.
21	Technology needs to support use of public transport and not require a degree in logistics to use it. Integrated ticketing is required now. Real time information must be progressed as soon as possible.
22	Supported - the objectives, policies and methods are consistent with the direction for public transport signalled in the RLTS. The RPTP should seek to achieve improved exhaust fume standards (i.e.. particulates) through transport operator contract negotiate
23	Comprehensive
26	Support, especially providing PT for market failure and social reasons
34	Service levels and vehicles are the most important.
35	Wants easy access at interchange points, easy to read timetables
37	Need improved driver training programmes to ensure better quality service
	Need to work quickly towards full wheelchair accessibility of network
	Support Metlink proactive marketing approach, and support initiatives such as real time.
39	P14 - is the comment about trial services needed, specially for services that are performing poorly?
	Strongly supports Objectives 3, 4, 5 and 6
	Suggests an explanation of the layered service approach is included in Objective 1.
	Supports the bundling, controls and notice periods provisions
49	Supports
50	Supports, but need more focus on the fundamentals of reliability, efficient, enough seats, integrated etc
51	Has not worked in the past (e.g. Manners St)
60	Disappointed that no funding will be targeted for increased coverage (P10)
	Plan should address "wet weather contingencies", such as higher frequencies in winter, and better placement and design of shelters. Also need to have pedestrian crossings close to busy stops to ensure better safety environment
	Support references to need for good urban design
70	Are the social service aspiration on in section 6.1 affordable, effective and good use of public money?
	Objective 10, Value for Money, needs to be better defined so it can be measured
72	Relatively little attention is paid to social, cultural and environmental impacts
74	Criteria 2 and 3 are missing from the discussion of policy 10.3

	Notes that Plan does not reflect RLTS in terms of service coverage, and that it is unambitious in terms of improving coverage. Suggests that coverage is based on RLTS policy, and is measured to enable comparison with other centres
	Strengthen objective 1 to ensure capacity is provided ahead of demand
	Welcome emphasis on safety, and suggests the inclusion of targets for reducing personal PT related accidents
76	Objective 10 - status of PTOM is unclear (its referred to as under-development but also its framework is outlined)
	Objective 3 - should include reference to reliable fixed infrastructure. And attractiveness of the service has been forgotten
	Objective 6 - Wellington railway station is branded differently to everything else and has no info on connecting bus services
	Policy 1.4 - Two additional services should be added - express services and services to suburbs that don't get services
	Policy 1.5 - should be broadened to include other benefits of PT, such as public health benefits, better fuel efficiency etc
	Policy 1.6 - ignores safety considerations. And should provide for the Golden Mile to be used as a ceremonial route
	Policy 1.7 - should provide for GW to make submissions on consent applications that have transport effects
	Policy 1.8 - should include potential demand as well as actual demand
	Policy 10.3 - criteria 2 and 3 (in first criterion) are missing
	Policy 11.1 - subsidies should reflect public benefit and achieve TDM objectives; seeking to minimise them may not be appropriate
	Policy 11.2 - list is unhelpful. Propose an alternative (see submission for detail)
	Policy 11.4 - needs to be improvement in the quality of procurement
	Policy 2.2, method 5 should include eliminating the cost of transferring
	Policy 2.3 - Cycles stands should be more widely available
	Policy 2.4 - should include a clear statement on how decisions will be made regarding provision of park-and-ride, feeder buses or active mode.
	Policy 3.1 - traffic congestion should be minimised first, rather than just taken into account
	Policy 3.2 - real time signs should be placed where people need to make choices
	Policy 3.4 - operational information should be published
	Policy 3.5 - Use RPS to assist with advocacy. Add other authorities to method 4
	Policy 4.3, method 1 - what is "appropriate" PT?
	Policy 5.1 - visibility to and from inside of bus needs to be considered (all over advertising)
	Policy 5.3 - should also consider safety levels compared to cars when riding on PT
	Policy 6.2 - contracts are a good place to start with ensuring quality

	Policy 9.1 - Metlink brand should be used consistently across the region, and company names (such as Valley Flyer) should not be used
	Policy 9.2, method 5 - area timetables should also be considered
	Policy 9.3 - what is needed to help customers is consistency between all services, such as how to pay, what to pay, how to get off, what is peak and off-peak etc. Training for potential users is important.
	Supports generally, but could be less repetitive and clearer
81	Policy 3.3 - suggest a method to add customer complaint/compliment process
82	Support greater coverage of the region
84	Generally support, but numbering is confusing and there is some repetition
	Objective 2 should include reference to pedestrians
	Objective 6 - Wellington railway station is branded differently to everything else and has no info on connecting bus services
	Policy 1.5 should be broadened to include other benefits such as better fuel efficiency
	Policy 1.6 should include reference to the Golden Mile as being a ceremonial route
	Policy 1.7 should require GW to make submissions on consent applications that have PT affects
	Policy 1.8 - should include potential demand as well as actual demand
	Policy 2.2, method 5 should include eliminating the cost of transferring
	Policy 2.4 - all interchange facilities should be maintained to a certain standards, and opportunities identified
	Policy 3.1 - traffic congestion should be minimised first, rather than just taken into account
	Policy 3.2 - real time signs should be placed where people need to make choices
	Policy 3.4 - operational information should be published
	Policy 3.5 - Add other authorities to method 4
	Policy 5.1 - visibility to and from inside of bus needs to be considered (all over advertising)
	Policy 5.3 - should also consider safety levels compared to cars when riding on PT
	Policy 9.1 - Metlink brand should be used consistently across the region, and company names (such as Valley Flyer) should not be used
	Policy 9.2, method 5 - area timetables should also be considered
	Supports the need for controls over branding, fares and real time
86	Wants recognition of the role of the Capital Connection train service
87	Recommends the Canterbury DHB planning guide be used to ensure all health implications are considered
89	Accessibility issues and outcomes should be incorporated across all relevant objectives and policies
94	Bus scheduling and reliability need to improve
96	Supports
109	A definition of "accessibility" is needed, together with a concrete programme of how GW will make PT more accessible. Standards for stops should be developed with the disability community

	In respect of Policy 1.8 Council does not think the only means of improving the efficiency of the bus network is by redeploying resources from poorly performing services. Rather can improve efficiency through a combination of improving operating efficiencies, increasing patronage, reducing poorly performing services and reviewing fare products and fare levels as set out in Policy 7.1. Peak spreading should be considered as a means of generating improved efficiency
	Recommends that safety objectives be included in operator contracts and monitoring framework
<b>Topic area: Policy - Bus priority</b>	
68	Give buses priority at traffic lights, enhance existing facilities rather than focussing on big projects
	Give buses priority, especially when leaving stops
<b>Topic area: Policy - Cycling and walking</b>	
17	Carriage of cycles on trains and buses would also help and being able to take dogs on public transport would encourage some people to use public transport.
37	Want more priority given to walking and cycling linkages to interchanges. Suggest "work proactively with local authorities and partners" rather than "advocate" in policy 2.3
	When developing park-and-rides, need to review walking/cycling routes to station and look to improve those. Also need more cycle parking at stations.
38	Wants better integration with bus/cycling/walking (including bike-racks on buses).
45	Needs better integration with cycling/rail
52	Should be more linkages with cycling, including having bike racks on buses, bikes on trains at peak times, and bike storage facilities at station
57	Wants to see bike racks on buses, a revisiting of the policy regarding bikes on peak trains, and more bike facilities at stations
60	Want more bikes (non-folding ones) able to be carried on peak trains
61	More integration of cycling with public transport, including bike racks on buses, better cycle storage at stations, better cycle access to station, and revisit cycle carriage on peak trains
63	Need a link between active transport and related health benefits and traffic reduction
	Should mention better integration with cycling and walking, such as putting bike racks on buses, and allowing bikes on peak trains
65	Need better integration between PT and cycling, including being able to take bikes on peak trains, cycle racks on buses and bike racks at stations
66	Need to provide for cyclists who also use PT
67	Need to provide for bike racks on buses, more bike on peak trains, and more cycle storage facilities
	Support in general, but ignore how people get to nearest PT stop/station - need more emphasis on walking and cycling
68	Integrate PT more with cycling and walking, install bike racks on buses
69	Supports plans to better integrate PT with cycling and walking
80	Should recognise role of walking, cycling etc in PT in focus areas
	Would like to see more focus on Walking and cycling

85	Wants increase in cycle and luggage lockers
87	Recommends facilities for cycles be available at all interchanges
88	Integrate PT with walking and cycling, including installing bike racks on buses and be able to take bikes on peak trains
91	Cycles on trains and buses
<b>Topic area: Policy - Fares and ticketing</b>	
2	Request for electronic ticketing on trains using Snapper so only required to carry one payment card
6	Current fares are too high to encourage people to use public transport instead of the private car. Request for reduced fares during all off-peak periods including nights, weekends and public holidays.
	Request for integrated ticketing across all modes.
13	Consideration should be given to reducing fares during off-peak periods.
14	Support integrated ticketing
23	Public transport fares are already high and need to be managed so that public transport is more cost effective compared to travel by private car.
	The RPTP should provide for early adoption of an integrated ticketing system.
28	Introduce integrated ticketing, with no transfer penalties and capped daily charge
31	Need integrated ticketing/fares (Brisbane approach is excellent)
38	Keep fares affordable, and introduce Snapper on other bus companies.
39	"National farebox recovery policy" needs to be defined
	Concerned about impact of Govt farebox recovery policy
	Support Objective 8, and the need for an integrated ticketing system
	Supports extension of the "Kapiti Plus" scheme to reduce need for park-and-ride facilities
41	Want a fare discount for tertiary students (or as a second best option a peak/off-peak fare structure)
	Wants an integrated ticketing system (and is prepared to participate in a trial)
42	Believes passengers pay more than the farebox policy requires them to
43	Wants free buses between Courtenay Place and Railway station, with suburban buses departing from those points (but not running between them)
	Wants integrated ticketing
44	Considers integrated ticketing is the key
45	Wants family tickets to be available
48	Policy 7.1 needs to better consider the impact of fares on patronage
54	Would like the now discontinued all day Discovery Pass re-instated
59	Concerned that electronic ticketing systems must be safe and easy to use
60	Integrated ticketing is required for the layered service approach to work
	Supports integrated ticketing, and a flat fare system (as is popular in overseas cities)



62	Supports integrated ticketing.
70	Electronic integrated ticketing is long overdue
	GW should set fares at revenue maximising level
	Need to justify why reduced fares are provided for children and the over 65's
71	need to get the right balance between maximising patronage and maximising revenue
75	Concerned that fares policy will perpetuate an inefficient system that doesn't achieve TDM needs
76	Confuses electronic and integrated ticketing. Needs a timeframe when integrated ticketing will be introduced
	Fares need to have a travel demand effect, spreading peak loads and overall increasing patronage
	Policy 7.1 - also needs to reflect level of public benefit. Unclear why GW has a higher farebox recovery target than the national level. And why is the target for each mode different?
	Questions emphasis on zones. Policy should include principles of what the fare system is trying to achieve (see submission for details)
82	Fares should be based on affordability rather than a share of costs
	GW should experiment with free services
84	Appendix 6 - fares can be revised down as well as up
	Policy 7.1 - also needs to reflect level of public benefit. Unclear why GW has a higher farebox recovery target than the national level. And why is the target for each mode different?
	policy 7.2 - fare system needs to be reviewed
85	Supports policy 3.2 (no transfer penalty)
87	GW should assess the impact of the fare recovery policy on the transport disadvantaged
90	Opposes farebox recovery levels - should be lower
91	Reduce fares
92	Fare concessions for the unemployed and those on low income, and family tickets
93	Support. Move towards integrated ticketing is very important
95	Concession fares should be provided for students
97	Need to focus on integrated ticketing
100	Encourage PT use through fare structure
105	Supports continuation of the SuperGold Card free travel scheme
106	Fares objective and requirements of national farebox recovery policy conflict with aim of increasing patronage
107	GW needs to take a stronger lead on introducing integrated ticketing
109	Suggest consideration be given to introducing a concession fare for students
	Suggest farebox policy be lowered to "not less than 50%"

<b>Topic area: Policy - Funding</b>	
16	Does not support the recent purchase of rail infrastructure and rolling stock from KiwiRail. The transfer of assets from KiwiRail to Greater Wellington does not appropriately focus on value for money or service quality but rather focuses on financial management and control between two public entities.
39	Concerned about GW rail purchase, and the impact on fixed or low income ratepayers. Wants more consultation on that
59	GW should lobby central government for more funding of public transport
60	Supports congestion charging
70	GW must demonstrate that the funding requirements of the policies are achievable
71	Concerned about large costs of providing PT Need to lobby Government to consider providing for congestion charging Supports rail services but becoming increasingly concerned at cost to ratepayers. Concerned at GW ownership of rail, and possible bias now that it owns rail Would like to see more transparency in transport rates
76	Funding levels and the funding environment needs more focus
82	Regional councils should own bus services (should push for such a legislative change) and the trolley overhead
84	Policy 11.1 - subsidies should reflect public benefit and achieve TDM objectives; seeking to minimise them may not be appropriate
106	More consideration should be given to the conflicting situation where national funding is likely to be reducing, but GW wants to improve services
109	Public transport funding priorities should include improving services on the rapid transit network and quality transit network where standard service levels are insufficient to meet demand but ensures that this considers both revenue opportunities and does not just focus on cutting costs
<b>Topic area: Policy - Infrastructure</b>	
15	Request double-tracking of railway line between Trentham and Upper Hutt to improve reliability and ensure connections with buses. The Upper Hutt buses do not wait for late trains.
28	Needs more robust rail infrastructure (such as more double tracking and passing loops, and extending network to Gracefield and Otaki)
31	Not enough shelters
37	Need to upgrade facilities at some Lower Hutt stations
45	More priority should be given to installing bus shelters and seats at stops used by elderly (such as at Kapiti)
48	Include NZTA in Policy 3.5 method 4 regarding bus priority measures (as may be needed on state highways) Plan Should provide for charging at park and rides
50	Improve quality of Hutt rail stations (especially Naenae) and Hutt Valley buses
53	Need to cater for the overflow from the Paremata station car-park

59	Believes GW should ensure roads used by buses are "fit for purpose", and can play a more pro-active role in preventing bus/pedestrian accidents on Golden Mile
	Supports investment in rail, but also sees need for investment in bus network, particularly in trolley bus infrastructure
	Supports moves to reduce bus numbers using the Golden Mile
60	Need more park-and-ride facilities, including for cyclists
70	Need more park-and-ride facilities and real time at rail stations
	Need to recognise that park-and-ride is a form of interchange (Objective 2)
	The quality of train station in the Hutt Valley is poor
71	Supports initiatives such as real time, and Snapper
	Supports initiatives such as traffic signal pre-emption to improve bus flow and encourage more research on these issues
	Supports the introduction of peak-time bus lanes (which should be able to be used by taxis, cyclists and service vehicles but with priority for buses) but only as need arises rather than as a tool to force people onto buses
72	Bus shelters need to be improved
	Park-and-ride facilities should be provided for bus services as well as trains services
81	Be aware that the final RUB will be available in Aug/Sept which may have an impact on Plan
82	More bus priority lanes in CBD are needed
	Pixilation on bus windows should be prohibited
	Waiting facilities at interchange points needs to be improved
89	Commends GW on initiatives such as concrete standing pads at bus-stops, braille signs at bus-stops, "talking" real time information, and the Matangi trains.
101	Concerned that the new bus quality standards will force small operators out of business
105	Wants provision made for a Raumati rail station included in rail plan when it is revised
107	Need a new CBD transport "hub"
	The standard of some stations (e.g. Naenae) and bus-stops needs to be improved. GW needs to take over responsibility for installing bus-stops
109	Better definition of "appropriate" standards for vehicles is required
	Recommends GW provide in Plan for infrastructure owners to be provided with information needed for planning for infrastructure (such as trolley overhead)
	Wellington City Council will continue to contribute to operating efficiencies through further bus priority work.
<b>Topic area: Policy - School bus services</b>	
11	The school bus policy and description is logical and sensible.
12	Service times should be considered in consultation with schools when carrying out service reviews. School bus services should be provided at a level that encourages their use in preference to public services or private cars.

13	Greater Wellington should have full responsibility for school bus services in areas where public transport is available. The Education Ministry should provide buses only in truly rural areas. The current arrangements are inefficient, with two separate services operating in parallel. Also, some children get completely free services while others don't. In smaller towns schools buses could provide a kick-start to the wider provision of public transport.
32	More detail required on the distinction between the roles of MOE and regional councils
	More emphasis on safety (particularly around schools), and the role of other organisations such as the National Road Safety Committee and the Safer Journeys Strategy
40	Concerned about negative impact of school bus policy
55	Concerned at GW intentions not to provide buses for private schools
56	Concerned at GW intentions not to provide buses for private schools
74	Better define school bus policy, and criteria to be used to provide school buses
81	Clarify intentions regarding school services
104	Considers 8.1.2b proposal discriminatory. Reasons for policy should be explained
<b>Topic area: Policy - Significance</b>	
39	Supports intention to consult, particularly at a local community board level, even if significance threshold has not been met
48	Considers threshold for triggering significance policy to be too high, thus allowing changes to be made without consultation
70	Significance policy is too vague
<b>Topic area: Policy - Transport disadvantaged</b>	
29	Provide facilities for the disabled on the regular PT system as well as providing separate services for those who can't use it (suggests several new methods)
87	Recommends that GW develop a transport disadvantaged index based on the deprivation index
	Transport disadvantaged should be included in network classification criteria (Appendix 3)
89	All public transport initiatives should include wide consultation with disability groups
<b>Topic area: Policy - Vehicles</b>	
2	Request for more Matangi trains.
16	Request for quality, reliable vehicles and replacement of 1950s train units.
19	Continued modernisation of buses and trains is required as well as more rigorous testing of drivers.
28	Use trolley buses at weekends
30	Vehicle standards are critical. Maybe smaller buses on the hill routes?
31	Too many old vehicles
77	Supports/welcomes use of vehicles which have minimal effect on the environment
82	Trolley buses should be used more and more routes converted to run trolleys
85	Consider smaller vehicles for routes not suitable for larger vehicles

91	Alternative fuels needs to be given more prominence
	More stringent emission standards
	More toilets on trains
<b>Topic area: Delivery - Procurement</b>	
19	Contract penalties and bonuses should be revisited with a view to making them more effective. Adopting a system similar to Melbourne's public reporting of transport services would be beneficial.
39	Supports the trial of the new "PTOM" framework
44	Need better SLAs and KiwiRail need to be penalised for delays
48	Does not support the minimum notice period of 120 days - should use PTMA notice periods
	Policy 10.3 - does not support GW going beyond PTMA and PTOM requirements
59	GW should set minimum wage levels and higher bus standards when it tenders
64	Needs to be more prescriptive about GW enforcing bus contract performance (Objective 5), and relating payment to performance
74	Supports/likes the PTOM approach
80	More accountability on service providers of contractual requirements
81	Clearly identify the current registration process as it applies to commercial services. Signal that registration process may change with PTOM
	Important to distinguish between current operating environment (under the PTMA) and that proposed by PTOM (which will be the subject of new legislation)
	Should mention PTOM earlier in Plan
	The unit identification process is too details as it has not yet been finalised nationally
84	Objective 10 - status of PTOM is unclear (its referred to as under-development but also its framework is outlined)
91	Standards and service levels need incentives and penalties
101	Important to have some small tender packages to maintain existence of small operators
106	Urge caution with this new untried approach
<b>Topic area: Delivery - Future network plan</b>	
1	The possible future connections should be made more definite and the RTN should be extended further into the suburbs, at least during peak hours.
5	Karori should be included on the RTN to ensure current high service levels are maintained. The future network plan does not adequately consider the impacts of congestion in some suburbs such as Karori.
7	Improved public transport links required between Courtenay Place and Wellington Railway Station. For example LRT following route from Bluebridge terminal, Civic Square, Blair Street and Courtenay Place to ease congestion along existing bus spine and which could be extended to the Basin Reserve or Wellington Hospital in the future.
9	Supports the idea of future connections between Porirua and the Hutt Valley.
10	Supports in principle - future changes need to be planned.

11	Supports
12	An efficient service is required between Porirua and the Hutt Valley as soon as possible.
14	Good to see connections between important nodes. Question as to why there is no public transport in the Tirohanga Road area of Lower Hutt.
18	Supports - looks sound and easily understood.
20	Supports - but where is Hataitai?
21	Questions where the areas not covered by the RTN are and what the trigger is to move areas to an RTN level of service.
23	The impact of Kilbirnie indoor sports centre on Courtenay Place to Airport section of RTN is not mentioned. The public transport network must become more grid structured. Possible future east-west connections (e.g. Porirua to Hutt Valley) should ideally be by rail but could be bus if rail is prohibitively expensive. These east-west connections would transform the public transport system in Wellington by making it feasible to undertake extended multi-leg journeys that are not excessively time consuming. The Courtenay Place to airport section of the RTN seems optimistic given NZTA lack of consideration of public transport improvements in this area.
27	Looks OK. But what about Lower Hutt-Newlands/J'Ville-VUW?
28	Reduce urge to reduce poorly patronised off-peak services - need to consider the network approach
31	Supports
34	Considers more suburbs, such as Whitby and Kingston, should be shown
37	Lower Hutt is in the RLTS as a regionally significant area yet is omitted from the RTN layer
41	Supports the proposed connection between VUW and Johnsonville, and between VUW and Hataitai and Brooklyn
44	Supports, especially the hubs and layering as focus area
45	Preserve Capital Connection, and extend rail network to Levin
50	Supports ideal of an integrated network, but the current network, particularly Hutt Valley, lacks integration now
51	Dissatisfied with arrangements on Golden Mile
69	Supports improving access to airport
75	Lower Hutt CBD should be included. Treatment of rural towns is inappropriate
76	Need to develop a network map. Lower Hutt CBD should be in RTN. Need to show some rationale for the proposed network. Rural towns should have their own standards
83	Need to consider seasonal differences in demand Need to review the need to include airport as part of RTN
84	Should include Lower Hutt CBD on the RTN
87	The "other connections" link should be extended to Levin The proposed Maymorn development should be included in the network map Upper Hutt to Masterton should be reclassified as a QTN

90	Should include a spine from Wellington CBD to Hospital to Kilbirnie to domestic and international Airport
92	Expand services into areas with no service, such as Owhiro Bay
93	Supports
96	Martinborough and Woodside should be shown on the plan
	Masterton is a regionally significant centre, and the link between Masterton and Upper Hutt has many of the characteristics of a RTN. Have a separate classification for this link
97	Supports. Like route 47 type service
100	Suggest more emphasis be given to the Wellington CBD-Hospital-Airport link, including investigation of light rail
105	Suggest that plan provides that rail be extended to Otaki
	Suggests GW work with Horizons to ensure PN-Wellington connection remains
	Want Otaki and Kapiti hospital shuttle subsidised by GW in same way as Wairarapa shuttle is subsidised
	Wants better rail connections from peak Waikanae services
	Wants re-instatement of bus services between Waikanae/Otaki and Paraparaumu
107	Developing more park-and-rides should be a priority
<b>Topic area: Delivery - Layered service approach</b>	
1	More recognition is required of the large number of commuters travelling from areas outside the RTN. The majority of commuters would prefer to avoid nodes and related congestion and do not want to transfer. Any transfers need to be seamless and painless.
2	Supported
4	Too complicated and needs to be simplified.
5	Supported
9	Examples would be useful to explain the layers as current descriptions are confusing.
10	Supported - all services should connect including air, rail, ferry, bus, taxi and shuttles.
11	Supported - sensible
12	Supported - focus should be on fast, direct services rather than long convoluted routes.
13	Supported - services have generally improved in recent years but bus reliability still needs improvement.
14	Supported - please identify if trains are RTN and buses QTN.
15	Supported
16	Not supported - should not use jargon. The RTN and strategic interchanges do not exist. Taita, Waikanae, airport and hospital are not interchanges. The only real interchange is Wellington Station.
17	Supports
18	Supported - seems a pragmatic way to structure services to get good value for money. The community should be closely consulted on targeted services to ensure they meet specific needs and support the workforce.
20	Supported

21	The RTN needs to provide suitably high frequencies so that passengers do not need to refer to a timetable.
22	Supported - the layered service approach contributes to the RLTS objectives, outcomes and targets and is consistent with the RLTS policies.
23	Supported - seems realistic given the small population base of the Wellington region.
26	Support, but some areas have special demands (such as school around Mt Cook/Mt Victoria area)
27	Supports
28	Fully supports, and supports hub concept
30	Supports
31	Supports
34	Supports provided the local connector services are fully funded
39	Supports
41	Supports
42	Supports
45	Supports
46	Concerned about how the ferry fits within the layered approach - should be a QTN, and QTN criteria need to be amended to take account of exceptional characteristics of premium services
49	Supports, but needs to distinguish between peak and off-peak.
50	Support, but concerned about ability of connecting services to be able to actually connect
60	Support, but it needs integrated ticketing to work
68	Support
74	Add a new priority 1 in layered service approach "maintenance of services", and change standard service frequency levels for QTN and LCN to better reflect current service levels
	General support
	In table 7, service level priorities 9, 10, and 11 should refer to "service coverage levels"
	The Plan should better reflect existing long-established service levels - it actually proposes reductions in service levels in some areas (see detailed example in submission)
75	Supports, but concerned that GW will not implement it.
76	Support
78	Support, provided interchanges and other facilities are designed and operated to accommodate needs of pedestrians
79	RTN also serves local journeys and therefore close stop spacing is needed
	RTN and QTN routes need to be identified in detail
	RTN frequencies should be increased
	Support RTN running the length of the Golden Mile. Suggest that Lower Hutt CBD also be on RTN (considers justification for leaving it out is deficient)
80	Supports



82	Hours of service and headway should be increased
	Supports, but concerned that a hub and spoke approach will cause delays
83	Supports, but better to identify an under-served area and fix that first
84	Supports, provided connections are of high quality
	The classifying layers section (Appendix 3) is confusing
85	Supports, but needs to be well integrated. Has concerns for the disabled and those with bikes or prams that need to transfer
88	Supports
90	Supports
91	Supports assuming less buses in inner city
93	Supports. Likes the idea of the route 47 bus
96	Supports
97	Supports
105	Believes it is flawed as it is largely based on what now exists rather than future changes. Otaki should be shown as QTN. Suggests an amendment stating that the future network plan sets out the desired network without consideration of funding constraints or pressures. Also suggest setting out implementation stages in the 10 year plan
106	Need to ensure there are connections between the layers
	Service level guidelines need to be guidelines and not rigidly enforced
107	Concerned that Melling line is not part of RTN, and western suburbs buses are not QTN
109	Appendices 2 and 3 (role and functions and classification of network service layers) don't align well leading to confusion in which services should be defined as 'rapid' or 'quality'
	Concerned that the suggested service levels (Table 5) represent a significant reduction in service frequencies on many city bus routes. For example the major Island Bay (#1), Miramar (#2), and Karori Park (#3) routes are highly patronised and currently run at greater frequencies than set out in Table 5
	Seeking a review of the classification of routes and service levels to ensure that existing service levels are at least maintained where possible enhanced
	Supports, but is seeking review of the classification of routes and service levels for the rapid transit network, quality transit network, and local connector network to ensure that existing service levels are at least maintained where possible enhanced
<b>Topic area: Delivery - Light rail</b>	
30	Wants light-rail considered at some stage in future
33	If airport is extended, light rail between airport and CBD
38	Wants to see light rail to airport (or at least an express bus to CBD)
42	Suggests investigation of light rail to improve reliability and efficiency as addition to focus areas
	Wants light rail investigated
49	Need to consider light rail in future

	RTN must include a light rail option in future
60	Support light rail
82	More engagement with community is needed on light rail
<b>Topic area: Delivery - Service descriptions</b>	
6	Buses between Porirua Station and Sievers Grove need to run every 15 minutes during peak periods and every 30 minutes during non-peak periods.
24	More bus and train services required in Wairarapa
30	Agrees with demand responsive services and use of mini-vans
34	Wants a service from Paraparaumu to the airport similar to the Airport Flyer
53	Supports, but notes that areas such as Whitby, Papakowhai and Paremata are not mentioned. Asks if when Transmission Gully and Paraparaumu by-pass is operative, will GW run a fast limited stop bus from Otaki to Wgtn?
54	Would like a Porirua to Airport bus
58	Wants the Churton Park bus re-routed or have multiple routes at peak times to save journey time - amend "targeted services" definition to allow for this
84	Why (Table 8) should Lower Hutt, Porirua East and Wainuiomata have lower service levels than the regional average?
<b>Topic area: Delivery - Service levels</b>	
3	Provision of bus replacement services needs to be more timely. Rail infrastructure constraints should also be removed to allowed trains to travel at faster speeds.
	Request for changes to Wairarapa train services including express services, more weekend services, more daytime services and earlier Friday evening services.
4	Need to keep it simple
5	QTN service levels should be divided into two categories to reflect the needs of different communities. Some communities such as Karori may have only one route and therefore have lower service levels than other communities with multiple bus routes.
6	Better connections are required between bus and train services. Trains need to run on time i.e. within 3 minutes of scheduled times. Transport operators need to be fined if they do not operate services reliably.
7	More frequent rail services required, including a 20 minute frequency during off-peak periods.
10	Guidelines need to be as flexible as possible.
12	Crowding on buses means people are often left behind and have to wait too long for the next service, particularly on wet mornings.
13	Supported - strong support
14	More incentives are required for people to use public transport, i.e. faster, more reliable and consistent services.
20	Supported
23	Guidelines should require more reliable services (adherence to timetables) and should address bunching of buses in the Wellington CBD.

26	Supports
28	Operate Flyer buses later at nights (to meet late international planes)
30	Supports
36	Need more carriages on Wairarapa peak trains, and run off-peak trains only to Upper Hutt (but have more of them)
45	Access to waiting rooms at stations needs to better suit customer needs
53	Reliability plus consistent price will maintain consistent service levels
72	Need more weekend services (some routes do not operate at weekends)
	The tourist value of running weekend routes should be considered
75	Target what we should have rather than what we think we can afford. Service levels must make PT an attractive option
76	Policy 1.1 - this approach is sub-optimal and parts are meaningless. Needs standards that combine distance to stop and the type of service at that stop. Also ignores the efficiency benefits. Methods should include defining routes.
	Service quality not well addressed
	Standards need to be consistent across regions (they aren't now). Variations are OK if they are explained and are logical. A detailed suggestion is contained in the submission.
84	Services should be consistent across the region, and where this doesn't occur it should be explained and be for good reasons
	Why should trains have service levels lower than buses?
88	Buses that bunch destroy attempts at even frequencies. Penalise companies that do this
91	Firmer approach needs to be taken with KiwiRail
96	Need additional peak and off-peak Wairarapa train service
<b>Topic area: Review - Service reviews</b>	
22	More explicit links are required between public transport service reviews and RLTS Corridor Plan reviews.
87	Should involve health stakeholders early in review process
102	Should carry out a region wide service review first to establish benchmarks
105	Wants a review of Waikanae bus services because of recent rail changes
<b>Topic area: Review - Targets and monitoring</b>	
1	More specific actions are required as to how the PT Plan objectives and outcomes will be achieved over the next ten years.
22	Both standard and targeted service levels should be measured when monitoring public transport activities. The RPTP needs to include interim milestone target dates towards achievement of long-term targets, in particular for the vehicle accessibility target
30	Supports real time and reasonable reliability targets
43	Wants a clear action plan with a timeframe for each

44	Considers this is ambiguous and short on details and timeframes
48	Process for reviewing and varying the RPTP needs to be clearer
59	Would like to be involved in any discussions about changes to poorly performing services
70	No programmes are provided for the many actions listed
	Should be clear performance measures and costs reported so that performance can be measured (section 3.2 Outcomes Sought)
76	Need to provide of a detailed network review to enable layered service approach to be introduced.
81	Review the wording relating to controls, and remove references to bundling
	Suggest alteration to Table 11 to measure patronage instead of trips
106	Should address reasons why patronage is not increasing