



Land Transport NZ
Ikiiki Whenua Aotearoa

land transport *access and mobility*

*a comparison of the
passenger transport policies
of regional councils*



Purpose of this publication

This publication has been prepared to:

- pull together in one 'place', policy statements on key aspects of passenger transport, for the purpose of understanding the policy direction being taken by individual authorities;
- facilitate easy comparison of policy statements.

Enquiries

For enquiries on passenger transport policy please contact the manager of performance information at your local Land Transport NZ office OR Nick Hunter at Land Transport NZ's National office in Wellington (ph: 04 916 5608, email: nick.hunter@landtransport.govt.nz).

Feedback

Land Transport NZ is keen to receive your feedback so that improvements can continue to be made. Please contact the manager of performance information at your local Land Transport NZ office.

Northern Region 09 969 9800
Central Region 04 931 8900

Midland Region 07 958 8740
Southern Region 03 964 2866

Contents of this module

Mode

Policy issue

Bus	Service Frequency, capacity and reliability Accessibility Fares and ticketing Vehicles
Ferry	Service Frequency, capacity and reliability Accessibility Fares and ticketing Vehicles
Rail	Service Frequency, capacity and reliability Accessibility Fares and ticketing Vehicles
Total Mobility	Service Eligibility Vehicles

Bus : Service

Northland Regional Council

Policy	<p>The Whangarei Bus provides weekday and Saturday services on four routes.</p> <p>The Whangarei Bus Service consists of two buses and one backup van, provided under contract to the regional council. The buses have capacity for 35 seated passengers.</p> <p>Maximum normal service periods are approximately 07:15 to 19:00 for weekdays.</p> <p>Where passengers are required to transfer between services, timetables should be coordinated so as to minimise passenger waiting times.</p>
Reference	Regional Land Transport Strategy for Northland, section 1.4, & 5, Table 1, Appendix 1 & LTP Online

Auckland Regional Transport Authority

Policy	<p>The passenger transport network is based around contracted services.</p> <p>The Auckland Passenger Transport Network has 'four layers' that contribute towards an integrated network, serving the different needs of users. The four layers are:</p> <p>Rapid Transit Network (RTN) - a fast, high frequency service in its own right-of-way where it is unaffected by traffic congestion.</p> <p>Quality Transit Network (QTN) - a fast, high frequency service operating between centres and over major corridors.</p> <p>Local Connector Network (LCN) - bus, ferry and train services that provide access to local centres and connect with the RTN and/or QTN.</p> <p>Targeted Services—services for other groups, including Total Mobility Services, fare concession scheme and school bus services.</p> <p>Service period guidelines are:</p> <p><u>Rapid Transit Network (RTN)</u></p> <ul style="list-style-type: none"> • weekdays 5.30am to 12.00am • Saturday 7.00am to 12.00am • Sunday 8.00am to 10.00pm <p><u>Quality Transit Network (QTN)</u></p> <ul style="list-style-type: none"> • weekdays 5.30am to 12.30am • Saturday 7.00am to 12.00am • Sunday 8.00am to 10.00pm <p><u>Local Connector Network (LCN)</u></p> <ul style="list-style-type: none"> • weekdays 5.30am to 12.00am for feeder services; 6.30am to 11.00am for other services • Saturday 7.30am to 11.00am • Sunday 8.30am to 10.00pm
Reference	Draft Passenger Transport Network Plan April 2006-20016 - p15, Tables 3.1 and 3.2

Bus : Service

Environment Waikato

Policy	<p>[Appendix 2] Services are to be provided throughout the region subject to funding, suitable roads existing, and demand reaching minimum loadings and maximum access distances. Each route / area is to be assessed at least annually to ensure continual compliance with guidelines.</p> <p>[Policy 5.1.1] An analysis of demand, routes, and service frequency options will be undertaken on an ongoing bases to ensure the right levels of service will be delivered within budget constraints.</p> <p>Appendix 1 specifies the passenger transport services that are provided in the region and that Environment Waikato would like to see maintained. There are 33 specified services listed.</p> <p>[Section 5.1 (ii)] Any or all of the specified services may be provided commercially, in which case Environment Waikato would not normally contract for those services. The council will invite registrations for commercial services prior to commencing the tendering process.</p> <p>[Section 5] Currently (as at July 2003) Environment Waikato contracts for the provision of 19 urban bus services and seven inter-urban bus services.</p> <p>[Policy 5.8.1.1] Environment Waikato requires all operators of passenger transport services to register all services and complete the appropriate notification forms.</p> <p>[Policy 5.8.1.2] Environment Waikato's role, with regard to commercial services, will be limited to the registration of services and the supply of service information to the public.</p> <p>[Policy 5.1.2] To cater for changes in demand, routes and services may be altered through consultation with the operator and the community.</p> <p>[Policy 5.1.3] Environment Waikato will work with territorial authorities to ensure passenger transport routes are identified in District and Structure Plans at an early stage.</p> <p>[5.2] Environment Waikato will use the service level guidelines when specifying passenger transport services.</p> <p>[Appendix 2] Standard service periods are approximately:</p> <ul style="list-style-type: none"> • weekday 6:50 - 18:00 (extended to 19:00 on Thursday nights and 22:30 on Friday nights) • Saturday 8:50 - 17:15 (some routes) • Sunday no service <p>These are maximum normal periods: actual periods on any route are subject to demand levels</p>
Reference	Regional Passenger Transport Plan 2003, section 5 & appendix 1 & 2

Environment Bay Of Plenty

Policy	<p>The Bay of Plenty has a mix of contracted and commercial services.</p> <p>Environment Bay of Plenty will meet 90% of the local share cost of contracted bus services provided that 10% of the local share cost of any contracted passenger service is raised from the district in which the service operates.</p>
Reference	Regional Passenger Transport Plan 2006/01, policy 13

Gisborne District Council

Policy	The service runs between 7.00am and 5.00pm (when the last bus departs).
Reference	Gisborne Commuter Bus Service Timetable

Bus : Service

Hawke's Bay Regional Council

Policy

[Policy 12] Services (are) to be provided for Hastings, including Havelock North, and Napier subject to suitable roads existing and demand reaching the (specified) minimum loadings.

[Policy 12] Services should all be based on a centrally situated bus station in Napier and Hastings. Passengers should not need to transfer more than once to reach any destination within Napier or Hastings. Passengers should not need to transfer more than twice if travelling between Napier and Hastings. Transfer tickets should be available on all services and allow transfer between services within an hour of purchase of the ticket.

Where passengers are required to transfer between services, timetables should be coordinated so as to minimise passenger waiting times.

[Policy 10] The Hawkes Bay Regional Council will let contracts for the public transport services set out in the schedule of specified services (Appendix 1), unless those services are provided on a fully commercial basis or are participating in the concessionary fare scheme.

[Policy 11] As a general rule the Hawkes Bay Regional Council will use:

- long term net contracts for established passenger transport services; and
- short term gross contracts for new services, including trial services.

Maximum normal periods are approximately 07:30 to 17:30 hours for weekdays. Actual periods on any route will be subject to demand levels. Saturday services will be provided where sufficient demand exists.

Reference Regional Passenger Transport Plan 2002, section 5, policy 10 and 11

Taranaki Regional Council

Policy

[Policy 13] To promote the development of an interconnected public passenger transport network in New Plymouth and surrounding urban area which provides frequent and convenient access to key employment, education, shopping and recreational destinations.

The greater New Plymouth urban area is currently the only locality served by dedicated urban public passenger transport services. Commercial services are available. However there is a gap between the needs of the transport disadvantaged and the current provisions of urban bus services in New Plymouth. To address this gap, changes have been proposed to core services covering the following urban areas:

- New Plymouth
- Waitara / Bell Block
- Okato / Oakura

Reference Regional Passenger Transport Plan for Taranaki, 2006, section 6.2 and policy 13

Bus : Service

Horizons Manawatu

Policy

- Horizons Regional Council will financially support the provision of a passenger transport service that has a significant economic, environmental, access and mobility, health or safety benefit to the community (including the transport disadvantaged).
- Horizons Regional Council will, where possible, provide funding assistance for passenger transport services that meet the criteria and are not provided commercially.
- Horizons Regional Council will only intervene in a commercial service where it considers the service could be improved for the benefit of the community.

Table 3

- Public transport services are to be provided throughout the Palmerston North and Wanganui urban areas, subject to suitable roads / routes existing where demand reaches minimum levels.
- Horizons Regional Council will consider subsidising school special buses where existing routes are (or would be) overloaded by school students, the provision of such a service is at least as economic as use of regularly scheduled services and service criteria are met.
- The majority of passengers should not need to transfer more than once to reach destinations. Transfer tickets shall be available on all services and allow a maximum transfer time of 2 hours from the purchase of the ticket.

Reference Regional Passenger Transport Plan, September 2006, policy 1,2,3 & table 3

Greater Wellington Regional Council

Policy

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

[1.4.1] Greater Wellington Regional Council (GWRC) contracts transport operators to provide the majority of the bus services that make up the region's bus network. The other services are provided on a commercial basis. There are currently 69 contracts, which each have a maximum duration of 5 years.

Levels of service are:

- A and B levels of service provide high frequencies and extended hours of operation in key high density corridors;
- C and D levels of service provide 'clock face' regular interval services.

Since the 1980's patterns of work and entertainment have changed considerably. The popular and successful "After Midnight" bus service from the Courtenay Place entertainment district was first introduced in 1999, and now covers most parts of Wellington City, the Hutt Valley and Porirua.

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

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

[1.4.1] GWRC's current strategy is to significantly increase sheltered boarding stops to 80% of all stops.

[6.4] By 2010, for its 2800 bus stops Greater Wellington is targeting shelter at 100% of train stations and 35% of bus stops (approximately 115 extra shelters)

[1.4.1] Development of a bus shelter standard is required. The Adshel shelters (provided in some Territorial Authority areas at no cost to GWRC by advertising company Adshel) are successful in terms of appearance and visibility but provide inadequate shelter from adverse weather.

[1.4.1 (b) (ii)] The region has a number of bus priority measures such as bus only lanes ("green lanes") and the Mount Victoria bus tunnel. These facilities are essential means for buses to bypass city congestion, and the bus tunnel in particular provides a key connection between the Eastern Suburbs and Wellington City.

Reference Draft Regional Passenger Transport Plan, November 2006, section 1.4.1, 5.2 & 6.4

Bus : Service

Environment Canterbury

Policy

Contracted services include:

- core services;
- non-core services;
- purpose-specific services;
- trial services;
- regional connections.

Contracted services are:

- offered to operators as a complete package of morning and afternoon peaks as well as off-peak periods and weekends;
- awarded via a competitive tendering regime with tenders not called for more frequently than every six months;
- awarded for a maximum period of five years, with a 12 month roll-over period in exceptional circumstances;
- based on net funding contracts, used to provide financial incentives for contracted operators to increase patronage over base levels;
- varied where:
 - (a) performance standards are not met,
 - (b) cost recovery is low,
 - (c) a significant level of complaints are received,
 - (d) Land Transport NZ funding rules or procedures are changed,
 - (e) there is a need to rationalise or reorganise one or more services to meet passenger demand or to significantly improve the level of service.

Commercial services will be supported in selected cases, by integrating them into the network through common ticketing and provision of passenger information.

Reference Canterbury Regional Passenger Transport Plan 2006 - policy 3.4 and policy area 5

Marlborough District Council

Policy

In Marlborough there are at least 13 bus companies, with a combined fleet of more than 40 buses.

Council operates a subsidised public transport in Blenheim through 'The Blenheim Bus' service. This began in January 2005 and was initially targeted to meet the transport needs of older Marlborough residents.

The Blenheim Bus service operates two days a week (Tuesdays and Thursdays), on a south circuit and on a north circuit.

Reference Draft Regional Land Transport Strategy 2006-2010, section 9.2.5 & The Blenheim Bus website, January 2007

Nelson City Council

Policy

There are two local bus services:

- Nelson Suburban Bus Lines provides a commercial service between Richmond / Stoke and Nelson
- Nelson Lakes Transport ('The Bus') is a contracted service covering four routes in the inner city area.

Bus passenger numbers on 'The Bus' service are currently around 30 000 per annum (average of 82 per day), with around 65% of the passengers falling within the subsidised category (elderly, school pupil or disabled). These figures suggest that this service is being under-utilised by commuters.

A forecast aging population is expected to increase demand for public transport services.

Reference Nelson Regional Land Transport Strategy 2001-2006, section 2.3 & 4.3

Bus : Service

Tasman District Council

Policy	<p>Tasman District Council does not have an operative passenger transport plan.</p> <p>Existing public transport initiatives within Tasman District are largely commercial enterprises.</p> <p>Tasman District Council has supported Nelson City Council in sponsoring initiatives to provide late night bus services to urban areas.</p>
Reference	Regional Land Transport Strategy 2003 section 2.3.2 & 2.5.2

West Coast Regional Council

Policy	<p>The West Coast does not have a comprehensive public passenger transport network. This is primarily due to a small population dispersed throughout a large geographical area.</p> <p>(bus services that travel through the region are used for travel between communities)</p>
Reference	West Coast Regional Land Transport Strategy 2006, section 2.1 and 2.2

Otago Regional Council

Policy	<p>[RLTS 4.5] In Dunedin, where up to 10,000 passenger trips are made per week day, public transport services are largely based on historic routes. Bus services play an important role in transporting people to work, school, tertiary institutions, healthcare facilities, shopping and for sport and social activities. Given Dunedin's topography and established urban areas, which limits ability to cater to parking demand, buses provide a means to tackle congestion and parking difficulties around the central business district.</p> <p>[RPTP table 1] In Dunedin, public transport services are to be provided in the urban area subject to suitable roads / routes existing, where demand reaches minimum levels.</p> <p>[RPTP 1.1] Currently about 60% of Dunedin City's bus passengers use contracted bus services. The other 40% travel on services that are provided commercially. These commercial services are not under contract to the council nor are they subsidised or subject to the council's standards and procedures.</p> <p>[RLTS section 4.5] In Queenstown buses also have the potential to assist in tackling growing pressures on the Frankton Road into Queenstown and the forecast vehicle pressures and traffic and parking impacts within the shopping core.</p> <p>[RLTS 4.5] The majority of Otago's requirements for passenger services (urban, inter-city and tours) are provided by commercial operators without public subsidy. This has been a conscious policy decision as part of the adopted Regional Passenger Transport Plan (RPTP) (December 2003).</p> <p>[RPTP table 1] Priority for installation of shelters and seats is to be given to stops with high daily usage, long headways, a high proportion of elderly users and / or exposed sites.</p> <p>Normal Service periods are approximately:</p> <ul style="list-style-type: none"> • Monday to Saturday 7.00 am - midnight • Sunday 9.00 am - 6.30 pm <p>Actual periods on any route are subject to demand levels - some routes will not warrant evening / week-end services for this reason.</p> <p>Access to Dunedin's central business district (CBD) is desirable from all areas without transfers. Where transfers are necessary, timetables should be coordinated to minimise passenger waiting times. Services should be routed so as to minimise the overall travelling time of people using them, subject to satisfying the access distance requirement and levels of demand.</p>
Reference	Regional Land Transport Strategy 2005 & Regional Passenger Transport Plan for Otago 2003, Table 1

Bus : Service

Invercargill City Council

Policy A good proportion of services (which include taxis, vans, buses, trains, ferries) are provided by commercial operators.

The Invercargill City Council is currently the conduit for the public funding of:

- (1) scheduled passenger transport services within Invercargill City;
- (2) Total Mobility schemes for people in Invercargill City, Gore District and Southland District who are unable to use conventional scheduled buses due to an impairment.

Maximum normal service periods are approximately:

- Monday to Friday - 7.00am to 6.00pm
- Saturday - 9.00am to 3.00 pm

Access to Invercargill's central business district (CBD) is mandatory from all suburbs serviced by scheduled passenger transport services without transfers. All services arriving at the CBD from the suburbs must connect with all services departing the CBD for the suburbs. There is to be no more than 15 minutes waiting time between connections

Reference Southland Regional Passenger Transport Plan, May 2006, section 5.1 & 5.3

Bus : Frequency, capacity and reliability

Northland Regional Council

Policy The Whangarei bus service consists of two buses and one backup van, provided under contract to the Regional Council.

[LTP Online] The buses have capacity for 35 seated passengers.

Headways are:

- peak 30 to 45 minutes
- inter-peak 45 to 60 minutes
- Saturday 90 minutes

Reference Regional Land Transport Strategy for Northland, section 5, Table 1 and appendix 1 & LTP Online 2006

Auckland Regional Transport Authority

Policy Service level guidelines for **Frequency** are:

Rapid Transit Network (RTN)

- peak 5-15 mins
- inter-peak 20-30 mins
- evening 30 mins
- weekend 30 mins
- connections non-timed

Quality Transit Network (QTN)

- peak 10 mins (15 mins for new services/ferry)
- inter-peak 20 mins (30 mins for new services/ferry)
- evening 30 mins (60 mins for new services/ferry)
- weekend 30 mins (60 mins for new services/ferry)
- connections arrive within 10 mins of drop-off

Local Connector Network (LCN)

- peak 20-30 mins
- inter-peak 40-60 mins
- evening 60 mins
- weekend 60 mins
- connections drop-off within 10 mins of arrival of Rapid Transit Network (RTN) /QTN

Minimum loading **trigger levels** - to decrease frequencies or lower capacity

- peak 50% of seated capacity
- other 30% of seated capacity

Maximum loading trigger levels - to increase frequencies or expand capacity

- peak 100% of total capacity (15 minute services)
- 70% of total capacity (30 minute services)
- other 60% of total capacity

Service level guidelines for **Reliability** are:

- no services to leave early
- 99.9% of all service trips are (actually) operated
- 95% are within 5 mins of schedule

Reference Draft Passenger Transport Network Plan April 2006-20016 - Table 3.2

Bus : Frequency, capacity and reliability

Environment Waikato

Policy	<p>Service frequency has been a key issue identified in the Public Perception Survey responses and the comments at the Stakeholder Workshop.</p> <p>Minimum loadings are:</p> <ul style="list-style-type: none"> • peak: 30 passengers / bus • inter-peak: 15 passengers / bus (average both directions over period 0900-1500) • evening / weekend: 10 passengers / bus (average both directions for relevant periods) <p>Threshold loadings—for off-peak services, increases in service frequency should be considered when maximum load point on an average day exceeds:</p> <ul style="list-style-type: none"> • inter-peak: 30 passengers / bus (average both directions over relevant period) • evening / weekend: 20 passengers / bus (average both directions over relevant period) <p>Maximum loadings are:</p> <ul style="list-style-type: none"> • peak: 55 passengers / bus, provided no passenger has to stand more than 10 minutes on the average day • other periods: all seated loads (that is 40-45 passengers / bus) <p>Reliability—at each timing point:</p> <ul style="list-style-type: none"> • no services should leave early • at least 90% of services should be no more than three minutes late • at least 85% of services should be no more than five minutes late
Reference	Regional Passenger Transport Plan 2003, appendix 2, section 5.1 & 5.2

Environment Bay Of Plenty

Policy	<p>The service schedules may be summarised as:</p> <ul style="list-style-type: none"> • Rotorua Urban: A bus every 30 minutes on all routes and greater service frequencies as required • Tauranga Urban: Peak 10 minutes; inter-peak 15 minutes; other 20 minutes • between Whakatane and Ohope: minimum 6 trips / weekday; minimum four trips Saturday • a (single) service between specified centres within the region
Reference	Regional Passenger Transport Plan 2006/01, Appendix 1

Gisborne District Council

Policy	<ul style="list-style-type: none"> • peak periods 30 minutes • other periods 60 to 90 minutes
Reference	Gisborne Commuter Bus Service Timetable

Hawke's Bay Regional Council

Policy	<p>Services will be provided according to demand. On busy routes the aim will be:</p> <ul style="list-style-type: none"> • peak periods 30 minutes • other periods 60 minutes <p>The average loading level to be achieved for each route is at least 15 passengers per trip. If this loading is not attained then the service frequency may be reduced, the service stopped, or a smaller vehicle used for the service.</p>
Reference	Regional Passenger Transport Plan 2002, section 5, policy 12

Bus : Frequency, capacity and reliability

Taranaki Regional Council

Policy New Plymouth city services - headways are:

- peak - 30 minutes
- inter-peak - 45 minutes
- Saturday - 2 services

Waitara - 4 services per day

Okato / Oakura - 2 services per day

Reference Regional Passenger Transport Plan for Taranaki, 2006, section 6.2

Horizons Manawatu

Policy Frequencies are to be as follows:

- peak periods - approximately every 30 minutes, on high demand routes;
- off-peak periods - approximately every 60 minutes.;
- actual service frequencies on any route are subject to demand assessments.

Loadings are to be as follows:

- during peak periods buses should achieve an average loading of 50% of seated capacity. Where average loadings exceed 90% of seated capacity, then consideration should be given to increasing the frequency of services;
- during off-peak periods buses should achieve a minimum average loading of 6 passengers. Where average loadings are higher than 50% of seated capacity, then consideration should be given to increasing the frequency of services.

Reference Regional Passenger Transport Plan, September 2006, Table 3

Greater Wellington Regional Council

Policy Schedules (setting levels of service for **frequency**) may be summarised as:

- A and B 10 to 20 minutes headway between about 6.00 am and midnight
- C and D 30 and 60 minute headways between 6.30 am and 11.30 pm
- E and Limited Services (such as train connection service) operating less than hourly
- peak service operating in peak periods only, usually supplementing an A or B level service

[5.3] Greater Wellington Regional Council (GWRC) will increase frequency or capacity where, at maximum **loading** point on a consistent basis:

- patronage demand regularly exceeds the maximum permitted capacity on the available vehicles, at peak times;
- patronage demand exceeds 50% of seating capacity, at inter-peak periods, in evening or weekend periods.

[5.4] **Journey time** on passenger transport relative to travel by car is an important decision-making factor for potential users. Policy 5.4.1 seeks to improve journey times relative to travel by car by:

- increasing the scope and provision of bus priority measures especially in and approaching the Wellington central business district;
- implementing simplified fare structures and improved ticketing systems in order to reduce average passenger boarding times;
- providing for express services during the peak time periods;
- reviewing the spacing, location and accessibility of all rail stations and bus stops

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

- no bus services leave any terminus or timing point earlier than the advertised time;
- 99% of bus services depart the originating terminus no more than 10 minutes later than the advertised time.

Reference Draft Regional Passenger Transport Plan, November 2006, section 5.2 & 5.3 & 5.4

Bus : Frequency, capacity and reliability

Environment Canterbury

Policy

Schedules can be summarised as:

Core services

- peak periods 10 minutes
- daytime 15 minutes
- evenings 30 minutes

•

Non-core services

- peak periods 30 minutes
- daytime 30 minutes
- evenings based on demand assessments

•

Other services

- all periods based on demand assessments

Capacity will be provided within the following constraints:

- peak periods: maximum of 25% of passengers standing
- daytime: no passengers standing
- evenings: no passengers standing
- school buses: maximum of 25% of passengers standing

Reliability of services will be such that:

- (a) at least 90% of trips shall arrive within 3 minutes of scheduled arrival times at timetable timing points;
- (b) at least 95% of trips shall arrive within 5 minutes of scheduled arrival times at timetable timing points;
- (c) no trips shall depart a timetable timing point before the scheduled departure time;
- (d) where necessary alternative transport shall be provided by the contracted operator to maintain all services to avoid any passenger being stranded.

Reference Canterbury Regional Passenger Transport Plan 2006 - policy 2.4, 2.5 & 2.7

Marlborough District Council

Policy

The Blenheim bus service operates two days a week (Tuesdays and Thursdays), once per hour on a south circuit and once per hour on a north circuit. Five circuits are completed, the first starting at 9.00am (South) and 9.30am (North) and the last starting at 2.30pm (South) and 3.00pm (North) with a one hour break around noon.

Reference The Blenheim Bus website, January 2007

Nelson City Council

Policy

The bus schedules are:

- weekday - morning peak - headway 30 minutes
- weekday - inter-peak - headway 60 to 120 minutes
- weekday - afternoon peak - headway 30 to 60 minutes
- Saturday - 60 to 120 minutes
- Sundays and Public Holidays - no service

Reference SBL and 'The Bus' websites 2007

Bus : Frequency, capacity and reliability

Otago Regional Council

Policy

Headways are:

- peak period maximum headway - 25 to 45 minutes
- inter-peak period maximum headway - 30 - 80 minutes
- evening period maximum headway - 60 minutes or no service
- weekends and public holidays maximum headway - 60 minutes or no service

All services pass through Dunedin's Central Business District (CBD) allowing transfer to buses travelling to other suburbs.

Minimum loadings are:

- morning peak (up to 9.00am) - at least 10 passengers per trip in peak direction
- afternoon peak (3.00pm to 6.00pm) - at least 15 passengers per trip in peak direction
- inter peak (9.00am to 3.00pm) - at least 10 passengers per return trip
- evening / weekend - at least 5 passengers per return trip
- if guidelines are not reached then frequencies may be reduced.

Reference Regional Passenger Transport Plan for Otago, 2003, Table 1 and Appendix 1

Invercargill City Council

Policy

Frequencies are specified as:

- morning peak period maximum headway - 40 minutes
- inter-peak period maximum headway - 60 minutes

Capacities are specified as:

- morning peak period - minimum 3 passengers per trip
- inter-peak period - minimum 5 passengers per trip
- school services - minimum 12 passengers per trip

Reference Southland Regional Passenger Transport Plan, May 2006, section 5.3

Bus : Accessibility

Auckland Regional Transport Authority

Policy

The specific objectives for the four layers are:

- Rapid Transit Network (RTN) - Train and station accessibility consistent with NZ Disability Strategy
- Quality Transit Network (QTN) - vehicle, stop and station accessibility consistent with NZ Disability Strategy
- Local Connector Network (LCN) - vehicle accessibility consistent with NZ Disability Strategy
- targeted services - assessed on a case by case basis

Passenger transport services should be available within a reasonable walking distance, especially in higher density residential and employment areas, from the origin and destination of a journey:

- at least 70% of all residents and employees should be within 800m of a RTN or QTN
- at least 95% of all residents and employees should be within 500m of a stop on the passenger transport network

Reference Draft Passenger Transport Network Plan April 2006-20016 - p17 and Table 3.2

Environment Waikato

Policy

90 % of residents in urban areas are to be within the following walking distances of a bus stop:

- 500m - normal conditions
- 400m - transport disadvantaged areas
- 600m - low density / outer areas

Bus stop spacing shall be:

- (in normal density areas) minimum 250 - 300 metres
- in lower density areas typical stop spacing 300-350 metres, or more if appropriate

Access to the nearest major shopping centre should be possible from all areas without transfer.

Where passengers are transferring between services the maximum waiting times between service should be five minutes for 10 or more persons.

No bus travel distance should exceed 140 % of the travel distance if the trip were made by private car.

Shelters are to be provided at all stops where there are at least 200 boarding / transfer passengers per week. Priority is to be given to stops with long headways or high proportion of elderly users.

As a general principle, people with disabilities should have no lesser access to public transport than able-bodied persons. The number of fully accessible services available for people with disabilities is dependent on the amount of funding available.

Reference Regional Passenger Transport Plan 2003, appendix 2, 8 and section 6.5

Environment Bay Of Plenty

Policy

By 1 July 2008 all buses operating contracted urban bus services in the Bay of Plenty must be wheelchair accessible with low entry and exit areas without steps and without internal steps between the front and rear doors.

Reference Regional Passenger Transport Plan 2006/01, policy 12

Bus : Accessibility

Hawke's Bay Regional Council

Policy	<p>[Policy 12] At least 90% of residences are to be within the following walking distances of a bus-stop:</p> <ul style="list-style-type: none"> • normal conditions 500m • low density / outer areas 600m <p>The maximum distance between stops in urban areas should be 300m.</p> <p>[Policy 14] The Regional council will make vehicle access provision for people with disabilities on services which it provides financial support where this can be achieved economically, and measures don't detract from the comfort and convenience of other passengers.</p> <p>Vehicle accessibility is very important for many users, particularly the elderly and people with disabilities. If possible the Regional Council will provide wheelchair accessible vehicles. However the Council recognises that the cost of doing so may prove prohibitive.</p>
Reference	Regional Passenger Transport Plan 2002, section 5, policy 12 and 14

Horizons Manawatu

Policy	<p>[Policy 24] Horizons Regional Council will encourage the provision of accessible services through the weighting given to vehicle access in its contract tender documents.</p> <p>[Table 3] At least 90% of residences within the urban area are to be within 500m of a bus stop in normal conditions and 600m in low density or outer areas</p> <p>[Table 3] Bus stops are to be generally located where they best meet passenger needs and safety, while still maintaining efficient operating times. Placement of all bus stops is subject to traffic considerations and in coordination with relevant road controlling authority.</p>
Reference	Regional Passenger Transport Plan, September 2006, policy 24 & table 3

Greater Wellington Regional Council

Policy	<p>[5.1] Currently 90% of the resident population of Greater Wellington are within 500m of a bus stop or train station. There will however continue to be areas for which regular scheduled services may not be practicable or affordable.</p> <p>[Policy 5.3.3] Where a passenger service is withdrawn, leaving no service in the middle of the day on weekends, Greater Wellington Regional Council may provide limited taxi fare subsidies to elderly people and others (where appropriate, in cases of significant hardship) who have regularly used the service. This is only done where there is a clear advantage to Greater Wellington Regional Council relative to maintaining the service. The policy has been in place since 1997 and has cost an average of just under \$3,000 per year.</p> <p>[6.4] The targeted standard for bus routes is three stops per kilometre in built-up areas.</p> <p>[1.4.1] In some areas there are too many stops. Review of the spacing and location of bus stops will be a significant ongoing project.</p> <p>[6.6] A basic bus accessibility standard would include provision, where possible, of concrete pads to around 50% of the region's bus stops. Such pads are already in place in approximately 25% of stops and are unlikely to be feasible at another 25%.</p> <p>[6.6] Targets for buses include formed pads at 75% of stops by 2015.</p>
Reference	Draft Regional Passenger Transport Plan, November 2006, section 1.4.1, 5.1, 6.4, 6.6 and policy 5.3.3

Bus : Accessibility

Environment Canterbury

Policy	<p>Environment Canterbury shall work with and encourage road controlling authorities to support public passenger transport by:</p> <ul style="list-style-type: none"> encouraging and supporting developers to ensure that development and associated transport infrastructure are located, designed, built and managed to be accessible and functional for people with special transport needs. <p>Environment Canterbury shall work with and encourage road controlling authorities to integrate public passenger transport networks with land use development by:</p> <ul style="list-style-type: none"> encouraging and supporting developers to ensure that the design, location and access arrangements of developments facilitate easy and safe access to public passenger transport services.
Reference	Canterbury Regional Passenger Transport Plan 2006 - policy 5.8 and 5.11

Otago Regional Council

Policy	<p>At least 90% of residences in each suburb are to be within the following walking distances of a bus stop:</p> <ul style="list-style-type: none"> 500 metres - normal conditions 400 metres - transport disadvantaged areas 600 metres - low density / outer areas <p>These distances are reduced by 25% in higher density or hilly areas. It should be noted that bus stops are moveable.</p> <p>Maximum stop spacing on new routes 400 metres. In lower density areas typical stop spacing 400-500 metres or more if appropriate, subject to traffic safety considerations.</p>
Reference	Regional Passenger Transport Plan for Otago, 2003, Table 1

Invercargill City Council

Policy	In Invercargill, at least 90% of residences in each suburb are to be within 300 metres of a bus route.
Reference	Southland Regional Passenger Transport Plan, May 2006, section 5.3

Environment Southland

Policy	<p>In April 2001 responsibility for regional passenger transport within Southland was transferred from Environment Southland to the Invercargill City Council. The transfer included the responsibility to prepare a Regional Passenger Transport Plan and to manage public bus and total mobility services within the region.</p> <p>Public bus services only operate within Invercargill as this is the only centre in Southland of the size and density to attract sufficient patrons.</p>
Reference	Proposed Southland Regional Land Transport Strategy, November 2006, section 5.4

Bus : Fares and ticketing

Northland Regional Council

Policy [Policy 13] - Fares for services contracted by Council.
The Northland Regional Council will set maximum fares for contracted passenger services at a level commensurate with a commercial registered service. If a similar service does not exist, fares will be set at such a level as to produce sufficient revenue to meet at least half the costs of providing the service unless the benefits of a lower level clearly outweigh the costs.

Currently the fares are:

- adult fare \$2.00
- student fare \$1.00

[Policy 14] - Concessionary fare scheme.

The Northland Regional Council presently offers the following concessionary fare scheme on its bus service:

- (1) students = 50% of the adult fare
- (2) 10 trip adult fare = 75% of the equivalent adult cash fare
- (3) 10 trip scholar fare = 80% of the equivalent scholar cash fare

Reference Regional Land Transport Strategy for Northland, Appendix 6 and LTP Online, July 2006

Auckland Regional Transport Authority

Policy The current fare system involves over 100 fare products, different fares for bus and train, and fare stages every three to five kms (with no consistency in spacing across the region).

The main components of the Auckland Regional Transport Authority's preferred fare and ticketing strategy are:

- a zonal fare structure of 10 zones;
- one fare for all travel within a zone, apart from short trips (up to about three km) which would attract a short distance fare;
- uniform fare products across all operators (ie remove all operator specific products);
- integrated fares for bus and train;
- niche service fares as appropriate;
- an integrated multi-modal smart card ticket system.

Reference Draft Passenger Transport Network Plan April 2006-2016 - Section 4.8

Environment Waikato

Policy [Policy 5.4.1] Environment Waikato will recommend fares for a tendered service at a level comparable to a commercially registered service. Should a similar service not exist, then fares will be set at such a level as to produce sufficient revenue to meet a significant proportion of operating costs.

[Policy 5.4.2] Environment Waikato will operate a fare structure with the following categories:

- Pre-school children - free
- Primary, intermediate and secondary school children (with school ID) - 50 % of adult fare

[Policy 5.5.2] Environment Waikato will enter into service level agreements with commercial operators on routes where the need for a concessionary fare structure has been identified and where funding is available.

[Appendix 8] Concessionary Fare Scheme for people with intellectual disabilities.

This is a concessionary fare scheme in Hamilton for transport of people with intellectual disabilities. Environment Waikato will provide these people with a BUSpass that records the trip and enables them to travel without carrying money. Environment Waikato will pay the operator for this travel and then invoice the person's agency for their 50 % share.

Reference Regional passenger Transport Plan 2003, section 5, appendix 8

Bus : Fares and ticketing

Environment Bay of Plenty

Policy	<p>[Policy 17] When setting adult fares for services contracted by Environment Bay of Plenty, Council will generally adopt fare levels that:</p> <ul style="list-style-type: none"> • are lower than comparable car travel costs; • encourage use of the service; • cover a significant proportion of the operating costs; • are comparable with other similar services. <p>[Policy 14] Environment Bay of Plenty will implement the following concession fare scheme in Tauranga:</p> <ul style="list-style-type: none"> • 40% concession for children 5 to 15 years of age, secondary school students between 16 and 19 years of age, tertiary students, people with disabilities, elderly people and beneficiaries; • concessions for all eligible groups will be available at all times; • eligible groups must meet additional criteria to access the concession (eg secondary students require ID or must be in school uniform); • commercial services will be reimbursed the difference between the concession and the full adult fare, with a cap on the amount of subsidy available in a financial year. <p>[Policy 15] In order to participate in a concession fare scheme, operators must enter into an agreement to:</p> <ul style="list-style-type: none"> • use vehicles that comply with a minimum standard set by the council; • charge fares no higher than those specified by the council; • provide monthly key factor reports; • support concession fare scheme claims for reimbursement with auditable data; • fit and use electronic ticketing machines in all vehicles participating in the concession fare scheme. <p>[Policy 19] Operators of services contracted to Environment Bay of Plenty are free to offer additional concessions, provided any new concession does not exceed the per trip fares or maximum fares determined by the council and is provided at the contractor's own cost.</p>
---------------	--

Reference Regional Passenger Transport Plan 2006/01, policies 14, 15, 17, 19

Gisborne District Council

Policy \$1.20 for adults
\$1.00 for children

Reference Annual Return 2006 to LTP Online (Land Transport NZ)

Hawke's Bay Regional Council

Policy [Policy 16] The regional council will set maximum fares for contracted passenger services at a level commensurate with a commercial registered service. If a similar service does not exist, fares will be set at such a level as to produce sufficient revenue to meet at least half the costs of providing the service unless the benefits of a lower level clearly outweigh the costs.

[Policy 17] The Regional Council will implement a concessionary fare scheme for contracted services and those commercial services where the Regional Council considers that the fare levels are a barrier to those who are transport disadvantaged. For the purposes of this Plan, the transport disadvantaged are defined within the following categories : children, tertiary students, beneficiaries, senior citizens and people with disabilities. The maximum fares under the concessionary fare scheme (as a % of the full cash fare) are:

adult	single trip	100%	10 trip	80%
child & senior citizen		50%		45%
tertiary student / beneficiary / people with disabilities		75%		67.5%

Reference Regional Passenger Transport Plan 2002, section 6, policy 16 and 17

Bus : Fares and ticketing

Taranaki Regional Council

Policy	<p>[Policy 17] To encourage the provision of concessionary travel where it is practicable and cost-effective to do so.</p> <p>Fare changes are proposed, to simplify the fare structure, offer concessions to a wider range of transport disadvantages and reward regular users. The fare changes proposed for the New Plymouth urban (including Bell Block) and Waitara / Oakura services are as follows:</p> <ul style="list-style-type: none"> • fares types will be single, 10 trip and return ticket • adults will pay full fares • concession fares will be available to children, senior, disabled, beneficiaries and tertiary students <p>It is proposed that a free travel scheme be considered for tertiary students, where the tertiary institution agrees to pay a reasonable share of the cost.</p>
---------------	---

Reference Regional Passenger Transport Plan 2006, section 6.2 and policy 17

Horizons Manawatu

Policy	<p>[Policy 8] Fares should:</p> <ul style="list-style-type: none"> • cover 40% - 60% of the costs of providing the service unless the benefits of a lower ratio clearly outweigh the extra subsidy costs incurred; • be set at a consistent level across the region; • be set at a price that is competitive with private vehicle operating costs. <p>[Policy 11] Horizons Regional Council favours a fixed fare system for short distance services (such as urban services), where the fare is the same regardless of distance travelled. For longer services, fares should be linked to distance travelled and competitive with private, single-occupant vehicle operating costs.</p> <p>[Policy 12] Horizons Regional Council will ensure that, where appropriate, on contracted services, lower than full adult fares are in place for children, the elderly, beneficiaries, students and people with disabilities.</p> <p>[Policy 13] As a general principle, the amount of discount should be as follows:</p> <ul style="list-style-type: none"> • students, beneficiaries, the elderly, and people with disabilities - one third • children - half • children under 5 years of age - free (provided they sit on their caregiver's lap) <p>[Policy 14] A concessionary fare scheme may be implemented where Horizons Regional Council considers that the fare levels on an otherwise unsubsidised service are a barrier to those who are transport disadvantaged.</p>
---------------	---

Reference Regional Passenger Transport Plan, September 2006, policy 8, 11, 12, 13, 14

Bus : Fares and ticketing

Greater Wellington Regional Council

Policy	<p>[Objective 7.1] Fares that are competitive with the costs of running private cars and that take into account the costs of the service.</p> <p>[Objective 7.2] A ticketing system that is integrated and transferable across all operators.</p> <p>[Section 7.1] Fare levels will be reviewed annually to take into account changes in the cost of car travel and in the transport consumer price index as well as the ability of Greater Wellington Regional Council (GWRC) and other funding authorities to pay for passenger transport. Any fare changes arising from these reviews will be implemented at least every three years.</p> <p>[Section 7.1] GWRC's vision for fares and ticketing is for one simple and consistent set of fares and fare products with terms and conditions available to all travellers irrespective of where they live or which operator's services they use.</p> <p>[Section 7.1] Integrated multi-operator fare products will be designed particularly to encourage and facilitate off-peak travel. Integrated fare products for peak travel will have to wait until there is sufficient additional peak capacity to accommodate any generated demand.</p> <p>[Section 7.2] The overall objective of the integrated ticketing project will be to maintain or increase patronage and revenue of the passenger transport system in the long term while making fares easier to understand and use for people whose travel needs regularly require the use of more than one mode (bus or train), operator or journey leg.</p> <p>[Section 7.1] Concession fares are likely to be available to the following:</p> <ul style="list-style-type: none"> • those over 65 years of age • those from the age of five until 31 December in the year in which they turn 18 • those aged under five will travel free
---------------	--

Reference Draft Regional Passenger Transport Plan, November 2006, section 7

Environment Canterbury

Policy	<p>The fare system shall:</p> <ul style="list-style-type: none"> • be electronic for the Christchurch network and paper based in Timaru (with electronic to be investigated); • primarily be used to support the patronage target subject to achieving the overall cost recovery from fare revenue of at least 50%; • provide incentives for frequent use of the network; • provide for reduced fares only for persons under 18, and no fare shall be charged for persons under five accompanied by a fare-paying passenger; • provide for transfers within reasonable timeframes between routes and contracted operators without financial penalty; • not include peak period pricing; • allow for lower, but not higher fares than the maximums specified by Environment Canterbury.
---------------	---

Reference Canterbury Regional Passenger Transport Plan 2006 - policy area 4

Marlborough District Council

Policy	<p>Fares on each circuit are:</p> <ul style="list-style-type: none"> • adults \$2.00 • school children \$1.00 • children under 5 - Free
---------------	--

Reference The Blenheim Bus website, January 2007

Bus : Fares and ticketing

Nelson City Council

Policy Both bus services offer concessions for beneficiaries, pensioners, children, students and the disabled. Concessions are also available with 10 trip tickets.

'The Bus' fares are:

- full adult fare - \$2,00
- children under 4 years old free
- children (4 to 15 years inclusive) \$1,00
- all others \$1.50

Reference Public Transport Contract, 'The Bus' website 2007

Otago Regional Council

Policy Fares are paid for travel in up to seven zones.

[4.1.1] Maximum fare levels.

In setting the maximum level of fares the Council takes regard to:

- low fares encourage increased patronage of passenger transport ;
- fares are less than the real or perceived costs of operating a private vehicle;
- fare and other revenue is sufficient to cover a significant proportion of total operating costs;
- fares should be reasonable taking into account the Council's objectives relating to the promotion of mobility and accessibility for transport disadvantaged members of the community.

As at 1 July 2003, full adult fares were \$1.20 (1 zone), \$1.60 (2 zones), \$2.00 (3 zones), \$2.30 (4 zones), \$2.80 (5 zones), \$3.40 (6 zones), \$4.00 (7 zones).

[4.1.3] Concessions.

The Council requires three mandatory concessions:

- at least 10% discount for multi-trip tickets
- at least 25% discount for beneficiary tickets (widow's, invalid or age benefit, or qualifying members of societies for blind persons)
- children less than five years old - free

[4.1.5] Child concessions approximately 33 to 43%.

Reference Regional Passenger Transport Plan for Otago 2003, section 4

Invercargill City Council

Policy [Policy 5.5.1] In setting maximum fares the Invercargill City Council will have regard to (1) lower or free fares to encourage increased usage of the passenger transport network; and (2) fares being reasonable, taking into account the Invercargill City Council's objectives for passenger transport.

[Policy 5.5.2.1] To review the mandatory concession fares on contracted passenger services for specified groups of transport disadvantaged people to travel at a discounted price within the region.

[Policy 5.5.2.2] The fare concessions which apply to all contracted passenger services are:

- children up to and including the age of four will travel free;
- children from five to 15 years inclusive will receive up to 47% discount on the standard adult fare;
- senior citizens - people 60 years and over will receive up to 33% discount on the standard adult fare.

[Policy 5.5.2.3] All contracted services will offer a multi-trip ticket for children, adults and senior citizens, with at least a 10% discount from the equivalent number of trips for a single-trip standard fare for each group.

Reference Southland Regional Passenger Transport Plan, May 2006

Bus : Vehicles

Auckland Regional Transport Authority

Policy	<p>Specific objectives for the four layers are</p> <ul style="list-style-type: none"> • Rapid Transit Network (RTN) - Modern vehicles • Quality Transit Network (QTN) - Modern vehicles • Local Connector Network (LCN) - meet vehicle quality standards • Targeted Services - assessed on a case by case basis
---------------	---

Reference Draft Passenger Transport Network Plan April 2006-20016 - Table 3.2

Environment Waikato

Policy	<p>[6.1] Environment Waikato will use the Environment Waikato Vehicle Quality Standards for evaluation purposes during the tendering process.</p> <p>[6.2] Environment Waikato will encourage the regular maintenance, upgrading and replacement of older vehicles</p> <p>[6.4] Environment Waikato will continue to give preference to low emission passenger transport vehicles</p> <p>[6.5] Environment Waikato acknowledges its obligations under the Human Rights Act, and (iii) will address the needs of all passengers including those with a disability by:</p> <ul style="list-style-type: none"> • specifying a preference for low floor buses; • consulting with groups who represent people with disabilities.
---------------	---

Reference Regional Passenger Transport Plan 2003, section 6.1, 6.2, 6.4 & 6.5

Environment Bay Of Plenty

Policy	<p>[Policy 25] Environment Bay of Plenty will prepare new vehicle quality standards for urban passenger transport services based on the standards used in regions adjacent to the Bay of Plenty. Environment Bay of Plenty will consult with both disability support organisations and the Bus and Coach Association when preparing those standards.</p>
---------------	--

Reference Regional Passenger Transport Plan 2006/01, policy 25

Hawke's Bay Regional Council

Policy	<p>Hawke's Bay Regional Council will apply the Bus and Coach Association 'Vehicle Quality Standards' (or similar standards) to all vehicles operated under its contracts and will also, where possible, apply these standards to services operated under any concession fare agreement.</p> <p>The regional council is keen to see modern vehicles operating the services in Napier and Hastings. Such vehicles are more attractive for the users and are generally easier to access than older vehicles.</p>
---------------	---

Reference Regional Passenger Transport Plan 2002, section 5, policy 13

Bus : Vehicles

Taranaki Regional Council

Policy [Policy 1] To avoid and mitigate, to the extent reasonable in the circumstances, the adverse effects of the land transport system on the natural environment.

Currently the operator uses 25 year old, 50 seat vehicles. He has no plans to introduce new vehicles and will not do so without financial assistance.

[Policy 15] To consider the introduction of low floor buses on urban public passenger transport services in New Plymouth subsequent to other service improvements being introduced.

The current operator has identified the cost of introducing low floor vehicles as prohibitive so there are no plans to implement this policy.

Reference Regional Passenger Transport Plan for Taranaki, 2006, section 6.2 and policy 15

Horizons Manawatu

Policy [Policy 24] Horizons Regional Council will encourage the provision of accessible services through the weighting given to vehicle access in its contract tender documents.

[Table 3] Except in exceptional circumstances at least 50% of services are to be provided by vehicles with low floored entranceways.

[6.4.1] Horizons Regional Council will use the Bus and Coach Association 'Vehicle Quality Standards', or similar, in its tender documents, to ensure a high standard of vehicle is used on contracted services. The standards apply to the individual vehicles and to the vehicle fleet. The fleet profile requires at least a certain percentage of the fleet to meet higher standards than the minimum vehicle requirement.

[6.4.1] Horizons Regional Council will take into account emissions standards through the quality assessment portion of its tender evaluation process.

[6.4.2] Horizons Regional Council will encourage the regular maintenance, upgrading and replacement of older vehicles.

[6.4.2] It is unlikely that a minimum vehicle age will be specified in contracts. While age can be a useful proxy for quality, age is a factor measured in the Vehicle Quality Standards and this method of control is preferred.

Reference Regional Passenger Transport Plan, September 2006, policy 24, section 6.4 & table 3

Bus : Vehicles

Greater Wellington Regional Council

Policy

[1.4.1 (b) (i)] As at 30 June 2006 the regional bus fleet totalled 470 buses. This includes 55 electric trolley buses which run on an overhead line network owned by the Wellington City Council. 185 of the buses are Super Low Floor (SLF) of which 133 are wheelchair accessible.

[6.1] Greater Wellington Regional Council (GWRC) reviewed its Vehicle Quality Standards for urban bus services in 2004. Policy 6.1 indicates that GWRC will complete a minor review of the VQS at least every three years and carry out a zero-based review by 2015.

Age is used as an indicator of the quality of the image projected by the service but, in addition, emphasis is placed on accessibility, safety and presentation.

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

[6.6] Targets for buses include:

- super low floor buses required on all new contracts;
- all new buses required to be pram-friendly and wheelchair accessible through the front door, with sufficient space for two wheelchairs or three prams;
- all community services and peak services at the base frequency for each route are to use Super Low Floor buses by 2010;
- all commuter services are to use Super Low Floor buses by 2012;
- super Low Floor bus services on all off-peak services by 2010 and on all services by 2015;
- all school bus services are to use Super Low Floor buses by 2020.

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

[Policy 6.7.1] Increase the % of services operated by low emission vehicles

Reference Draft Regional Passenger Transport Plan, November 2006, section 1.4.1, 6.1, 6.6, 6.7 & policy 6.7.1

Environment Canterbury

Policy

Wheelchair accessible super low floor buses shall be provided for:

- all scheduled core and non-core services for all trips outside the peak travel period on weekdays;
- during the peak period on weekdays at no less a frequency than that required outside the peak times.

Allowable chassis age:

- | | |
|---|--|
| • under 16 years | allowed on all services |
| • under 21 years | allowed as supplementary vehicles at peak times;
not allowed off-peak |
| • under 26 years | allowed only for school bus services |
| • over 26 years or "scratch-built" vehicles | not allowed on any contracted services |

Reference Canterbury Regional Passenger Transport Plan 2006 - policy 2.8 & 2.10

Bus : Vehicles

Otago Regional Council

Policy

[Appendix 1, A] Vehicle Quality Standards (VQS) are applied to bus services contracted to the Otago Regional Council. Each vehicle is graded individually and assigned points in terms of defined parameters. All vehicles must score at least one point in each category and a minimum of 40 points. The essential categories are: age, appearance, step dimensions and visibility, aisle width and leg room, support rails, signalling devices, luggage and pram facilities, destination displays, travel comfort (transmission and suspension).

[Passenger Services Procedures Appendix 1, B 1.1] The maximum age for a large passenger service vehicle is 15 years.

[Section 5.5.2] Urban commercial services will be encouraged to meet Council's vehicle quality standards. The Council will consider contracting over any commercial service which fails to meet the vehicle quality standards.

[5.5.1] In response to public complaints the Council, in 2001, decided that all buses used on contracted services (are) to have an emission test every 6 months. Any buses that fail 2 consecutive emission tests are required to be tested at 3 monthly intervals.

[Section 5] On routes that travel through the central business district the Council will consider proposals for hybrid-electric and / or alternative fuel powered buses. Diesel powered buses would not be eligible.

Reference Regional Passenger Transport Plan for Otago 2003 & Passenger Services Procedures 2003, Appendix 1

Invercargill City Council

Policy

Vehicles used on Invercargill City passenger transport services will meet Invercargill City Council's Vehicle Quality Standards of Urban Passenger Transport Services.

The Invercargill City Council's Vehicle Quality Standards of Urban Passenger Transport Services are set out in a separate publication. The standards ensure that:

- the general condition of buses used on contracted public transport services meet passenger needs in terms of level of safety and comfort;
- the Invercargill City Council's standards are consistent with adjoining regions, particularly Otago;
- the quality of vehicle used on contracted public transport service will be maintained and enhanced over time.

The Invercargill City Council will favour the use of super low-floor over conventional buses on contracted passenger transport services.

Reference Southland Regional Passenger Transport Plan, May 2006, section 5.7

Ferry : Service

Northland Regional Council

Policy	<p>In Northland the following ferry services which also form part of the passenger transport network:</p> <ul style="list-style-type: none"> • a passenger and vehicular ferry service operates between Opuia and Okaito Point, in the Bay of Islands • a passenger ferry service operates between Paihia and Russell, in the Bay of Islands • a passenger and vehicular ferry service operates between Rawene and Rangiora, in the Hokianga • a passenger ferry service operates between Marsden Point and Whangarei Heads, at Whangarei, for scholars only.
---------------	---

Reference Regional Land Transport Strategy for Northland, September 2003, section 1.4

Auckland Regional Transport Authority

Policy	<p>There are currently nine commuter ferry services in Auckland.</p> <p>The Auckland Passenger Transport Network has 'four layers' that contribute towards an integrated network, serving the different needs of users. The ferry services operate under the Local Connector Network (LCN), which provide access to local centres and connect with the Rapid Transit Network (RTN) and/or Quality Transit Network (QTN) services.</p> <p>The ferry passenger transport network includes both commercial and contracted services.</p> <p>Although the ferry services have small catchments they cater for coastal communities and are often preferred over buses. Customer satisfaction surveys show that ferries are the most popular mode of passenger transport and are generally regarded as a premium service.</p> <p>Service period guidelines are: <u>Local Connector Network (LCN)</u></p> <ul style="list-style-type: none"> • weekdays 6.30 am to 11.00 am • Saturday 7.30 am to 11.00 am • Sunday 8.30 am to 10.00 pm
---------------	--

Reference Draft Passenger Transport Network Plan April 2006-2016 , Table 3.2 and p22

Environment Bay Of Plenty

Policy	<p>Environment Bay of Plenty proposes:</p> <ul style="list-style-type: none"> • a scheduled service between Matakana Island and Omokoroa; • a scheduled service between Tauranga and Mt Maunganui.
---------------	--

Reference Regional Passenger Transport Plan 2006/01, Appendix 1, section 7

Greater Wellington Regional Council

Policy	<p>East by West Ltd provide ferry services between Days Bay and Wellington City using two ferries. This service is provided under a five year contract with Greater Wellington Regional Council.</p>
---------------	--

Reference Draft Regional Passenger Transport Plan, November 2006, section 1.4.1

Environment Canterbury

Policy	<p>There is a ferry service from Lyttelton to Diamond Harbour.</p>
---------------	--

Reference

Ferry : Frequency, capacity and reliability

Auckland Regional Transport Authority

Policy

Service guidelines for the **frequency** of Quality Transit Network (QTN) and Local Connector Network (LCN) services (of which ferries are a part) are:

- peak 15-30 mins
- inter-peak 30-60 mins
- evening 60 mins
- weekend 60 mins
- connections drop-off within 10 mins of arrival of RTN or QTN

For the existing nine commuter ferry services in Auckland, the current frequencies vary as follows:

- peak: typically from two to four trips each peak period; some at intervals between 15 to 30 minutes
- inter-peak: typically from zero to 14 inter-peak trips; some at intervals between 30 to 120 minutes
- evenings: typically zero trips; some at intervals between 60 to 90 minutes when running
- weekends: typically from zero to 10 trips; Devonport at intervals 30 minutes

Minimum loading **trigger levels** (to decrease frequencies or lower capacity) are determined by demand analysis from patronage surveys.

Maximum loading trigger levels - to increase frequencies or expand capacity are:

- peak 100% of total capacity (15 minute services) and 70% of total capacity (30 minute services)
- other 60% of total capacity

Service level guidelines for **Reliability** are:

- no services to leave early
- 90% of arrivals are within 5 mins of schedule

Reference

Draft Passenger Transport Network Plan April 2006-2016 - p22 and Table 3.2

Ferry : Accessibility

Auckland Regional Transport Authority

Policy Vehicle, stop and station accessibility are to be consistent with the NZ Disability Strategy (for Quality Transit Network (QTN) and Local Connector Network (LCN) vehicles).

Reference Draft Passenger Transport Network Plan April 2006-2016 - Table 3.2

Greater Wellington Regional Council

Policy Wharf accessibility is not a top priority given that fully accessible buses are in use on a parallel bus service.

Ferry accessibility is not a funded priority in the next 10 years because of high cost relative to benefits and the existence of alternative bus services.

Reference Draft Regional Passenger Transport Plan, November 2006, section 6.4 & 6.6

Ferry : Fares and ticketing

Auckland Regional Transport Authority

Policy The current fare system involves over 100 fare products, different fares for bus and train, and fare stages every three to five kms (with no consistency in spacing across the region).

The main components of the Auckland Regional Transport Authority's preferred fare and ticketing strategy are:

- point to point fares retained for ferries;
- an integrated multi-modal smart card ticket system.

Reference Draft Passenger Transport Network Plan April 2006-20016 - Section 4.8

Environment Bay Of Plenty

Policy [Policy 17] When setting adult fares for services contracted by Environment Bay of Plenty, council will generally adopt fare levels that:

- are lower than comparable car travel costs
- encourage use of the service
- cover a significant proportion of the operating costs
- are comparable with other similar services

[Policy 14] Environment Bay of Plenty will implement the following concession fare scheme in Tauranga:

- 40% concession for children five to 15 years of age, secondary school students between 16 and 19 years of age, tertiary students, people with disabilities, elderly people and beneficiaries;
- concessions for all eligible groups will be available at all times;
- eligible groups must meet additional criteria to access the concession (eg secondary students require ID or must be in school uniform);
- commercial services will be reimbursed the difference between the concession and the full adult fare, with a cap on the amount of subsidy available in a financial year.

[Policy 15] In order to participate in a concession fare scheme, operators must enter into an agreement to:

- use vehicles that comply with a minimum standard set by the council;
- charge fares no higher than those specified by the council;
- provide monthly key factor reports;
- support concession fare scheme claims for reimbursement with auditable data;
- fit and use electronic ticketing machines in all vehicles participating in the concession fare scheme.

[Policy 19] Operators of services contracted to Environment Bay of Plenty are free to offer additional concessions, provided any new concession does not exceed the per trip fares or maximum fares determined by the council and is provided at the contractor's own cost.

Reference Regional Passenger Transport Plan 2006/01, policy 14, 15, 17 & 19

Ferry : Vehicles

Auckland Regional Transport Authority

Policy Local Connector Network (LCN) vehicles shall meet vehicle quality standards.
The Auckland Regional Transport Authority will encourage modern and comfortable vehicles.

Reference Draft Passenger Transport Network Plan April 2006-2016 - Table 3.2

Environment Bay Of Plenty

Policy Environment Bay of Plenty will prepare new vehicle quality standards for urban passenger transport services based on the standards used in regions adjacent to the Bay of Plenty. Environment Bay of Plenty will consult with both disability support organisations and the Bus and Coach Association when preparing those standards.

Reference Regional Land Transport Plan 2006/01, policy 25

Greater Wellington Regional Council

Policy Greater Wellington Regional Council has developed a set of standards for vessels used on harbour ferry services. Greater Wellington Regional Council contracted operators must comply with Land Transport NZ and Maritime NZ passenger transport safety standards.

Reference Draft Regional Passenger Transport Plan, November 2006, section 6.2

Rail : Service

Auckland Regional Transport Authority

Policy The rail passenger transport network is based around contracted services.

The four rail corridors (eastern, western, southern and isthmus) are part of the Rapid Transit Network (RTN).

Coverage of Auckland residential areas is limited, with less than 15% of Auckland's population within walking distance of a train station.

Service period guidelines are:

- weekdays 5.30am to 12.00am
- Saturday 7.00am to 12.00am
- Sunday 8.00am to 10.00pm

Reference Draft Passenger Transport Network Plan April 2006-20016 - p15, Tables 3.1 & 3.2

Greater Wellington Regional Council

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

The Palmerston North service is a commercial service; all other services are provided under contract to the Greater Wellington Regional Council.

There are 53 commuter train stations across the regional train network, the Greater Wellington Regional Council owns two of these. Toll owns the remaining station buildings in the network and Ontrack owns shelters and the Wellington railway station.

There are 31 commuter Park and Ride facilities across the region and over 4000 parking spaces. The land is owned by a number of organisations. Greater Wellington Regional Council currently funds the upgrades, extensions and maintenance of these facilities. It is Greater Wellington Regional Council's intention to pursue opportunities to rationalise and secure ownership (or long term lease) rights.

Greater Wellington Regional Council provides 130 cycle lockers at 11 rail stations across the region.

Reference Draft Regional Passenger Transport Plan, November 2006, section 1.4.1

Rail : Frequency, capacity and reliability

Auckland Regional Transport Authority

Policy Improvements to rail capacity and more and better trains (measures that are already underway in Auckland) will allow the heavy rail system to be a real alternative to the private car for trips to work, shop and study and to take on the role of the Rapid Transit Network (RTN) envisaged in the Regional Land Transport Strategy for much of Auckland south of the Waitemata Harbour.

Minimum loading **trigger levels** (to decrease frequencies or lower capacity) are determined by demand analysis from patronage surveys.

Maximum loading trigger levels (to increase frequencies or expand capacity) are:

- peak 100% of total capacity (15 minute services) and 70% of total capacity (30 minute services)
- other 60% of total capacity

Service level guidelines for **Reliability** are:

- no services to leave early
- 90% of arrivals are within 5 mins of schedule

Reference aft Passenger Transport Network Plan April 2006-20016 - Section 3 & Table 3.2

Greater Wellington Regional Council

Policy The Levels of Service are:

- peak 20 to 30 minute headway
- inter-peak 30 minute headway
- weekend 30 to 60 minute headway

Reliability is an important factor in maintaining or increasing passenger transport use. Reliability standards are:

- no scheduled rail service runs early
- at least 90% of rail services depart from their originating station within 3 minutes of the advertised departure time as measured on a calendar month basis
- at least 90% of rail services arrive at Wellington station within 3 minutes of the timetabled time.

Reference Draft Regional Passenger Transport Plan, November 2006, section 5.2 & 5.4

Rail : Accessibility

Auckland Regional Transport Authority

Policy Less than 15% of Auckland's population is within walking distance of a train station.

Vehicle, stop and station accessibility are to be consistent with the NZ Disability Strategy (for Quality Transit Network (QTN) and Local Connector Network (LCN) vehicles).

Reference Draft Passenger Transport Network Plan April 2006-20016 - Table 3.2

Greater Wellington Regional Council

Policy [Policy 6.6.1 is to] introduce level access trains so that any person who is able to make their own way to or from a station will be able to board, travel securely and alight independently

'Level access' means step free access between a station platform and part of all of the interior of a train. In relation to a station 'level access' means a platform that is built to the standard height above the top of the rail.

Targets for trains include:

- all off-peak trains to have maximum possible level access for wheelchairs, pushchairs and cycles by 2015 and all trains by 2025;
- 40% of peak trains to have level access by 2015;
- top five busiest train stations to have level access by 2010 , as well as Masterton, Carterton and Featherston;
- top 15 busiest train stations to have level access by 2020;
- 80% of all train stations to have level access by 2025.

Reference Draft Regional Passenger Transport Plan, November 2006, policy 6.6.1 and section 6.6

Rail : Fares and ticketing

Auckland Regional Transport Authority

Policy The current fare system involves over 100 fare products, different fares for bus and train, and fare stages every three to five kms (with no consistency in spacing across the region).

The main components of the Auckland Regional Transport Authority's preferred fare and ticketing strategy are:

- integrated fares for bus and train;
- an integrated multi-modal smart card ticket system.

Reference Draft Passenger Transport Network Plan April 2006-20016 - Section 4.8

Greater Wellington Regional Council

Policy [Objective 7.1 is for] fares that are competitive with the costs of running private cars and that take into account the costs of the service

[Objective 7.2 is for] a ticketing system that is integrated and transferable across all operators

Greater Wellington Regional Council's vision for fares and ticketing is for one simple and consistent set of fares and fare products with terms and conditions available to all travellers irrespective of where they live or which operator's services they use.

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

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

Fare levels will be reviewed annually to take into account changes in the cost of car travel and in the transport consumer price index as well as the ability of Greater Wellington Regional Council and other funding authorities to pay for passenger transport. Any fare changes arising from these reviews will be implemented at least every 3 years.

Concession fares are (likely to be) available to the following:

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

Reference Draft Regional Passenger Transport Plan, November 2006, section 7.1 & 7.2

Rail : Vehicles

Auckland Regional Transport Authority

Policy Local Connector Network (LCN) vehicles shall meet vehicle quality standards.
The Auckland Regional Transport Authority will encourage modern and comfortable vehicles.

Reference Draft Passenger Transport Network Plan April 2006-20016 - Table 3.2

Greater Wellington Regional Council

Policy Toll (a private operator) currently owns and operates all the rail rolling stock which provide the region's rail commuter services.

The operating fleet consists of 147 rail carriages brought into services between the 1940s and 1982, with only some minor refurbishment undertaken since.

18 replacement Wairarapa cars will enter service in 2007. Greater Wellington Regional Council will own these cars and Toll will operate them on its behalf. This (ownership arrangement) will apply eventually to all rolling stock.

Greater Wellington Regional Council intends to let a contract by mid 2007 for the construction of up to 70 new electric multiple unit cars - it is intended that these new cars will be in service by 2010.

Reference Draft Regional Passenger Transport Plan, November 2006, section 1.4.1

Total Mobility : Service

Northland Regional Council

Policy In the Northland Region the Total Mobility Scheme operates in Whangarei only.

There are three taxi companies providing the total mobility service in Whangarei (only), with a minimum of one van per provider.

Vouchers entitle users to a 50% discount on taxi fares in the Whangarei urban area. There is a minimum fare policy in place.

Reference Regional Land Transport Strategy, Appendix 4; Northland Regional Council website, January 2007 and LTP Online (Land Transport NZ), July 2006

Auckland Regional Transport Authority

Policy The Auckland Passenger Transport Network has 'four layers'. Total mobility services are included within the 'Targeted Services' layer.

Total mobility services are provided by commercial taxi services.

The Total Mobility Scheme is only available for travel within the boundaries of the Auckland region. It may not be used for inter-regional travel

The maximum gross fare of which discount will be paid is \$60.00. The maximum amount that will be reimbursed for any 1 trip is 50% of the full fare or \$30.00 whichever is the lesser. If a total mobility passenger wishes to travel further, the balance of the fare must be paid by the total mobility passenger.

Total mobility is a transport service. A trip is travel time only; it includes time taken reaching, boarding and alighting from the vehicle. It does not include using driver assistance for other purposes.

A return trip is acceptable on the same transaction provided the waiting time between the two trips does not exceed five minutes and the reimbursable portion of the fare for the return trip is no more than the maximum claimable.

Every time a total mobility passenger undertakes a trip they must produce their total mobility ID card.

Reference Draft Passenger Transport Network Plan April 2006-20016 - Table 3.1 & ARTA, Concessionary fare scheme, Total Mobility, July 2006, section 4

Environment Waikato

Policy Environment Waikato supports the operation of Total Mobility Schemes where local communities are prepared to fund and Environment Waikato resources permit.

Environment Waikato will require approved taxi organisations to operate a 24 hour, seven days a week service unless an exemption has been granted. The council may grant an exemption from this requirement and allow a lesser period if "in the opinion of the Regional Council" public demand does not require such a level of service".

In centres where a Total Mobility Scheme is operating, people with disabilities who meet the Environment Waikato eligibility criteria shall receive concession travel of up to 50 % of the normal taxi fare.

Total mobility may be used in Hamilton and rural areas only for travel within the city / town boundaries; the only exception being a trip from Hamilton city to the Hamilton airport.

The maximum amount that will be reimbursed by the council for any one trip is 50 % of the full fare.

Reference Regional Passenger Transport Plan 2003, section 5.8.4 and policies 5.6.1.1, 5.6.1.2, 5.8.4.1, 7.2 & 7.3

Total Mobility : Service

Environment Bay Of Plenty

Policy Environment Bay of Plenty will require all taxi operators in the Tauranga, Rotorua and Whakatane urban areas to provide a service that is available 24 hours per day seven days per week.

Reference Regional Passenger Transport Plan 2006/01, policy 21

Hawke's Bay Regional Council

Policy In areas where a Total Mobility Scheme is operating, eligible persons will receive concession travel of up to 50% of the normal taxi fare. The actual concession rate may however vary depending on available funding and/or local usage rules.

Reference Regional Passenger Transport Plan 2002, section 4, policy 7

Taranaki Regional Council

Policy Subsidised travel by taxi is available to those who have a serious mobility constraint which prevents them from using public transport in Taranaki or would prevent them from using such services if they were available. Access to the scheme is available only to those who meet set eligibility criteria.

A 50% discount on taxi fares is available to those people who are eligible, in areas where taxis are available.

The day to day administration of the scheme is carried out by the Disabled Persons Assembly on behalf of the Taranaki Regional Council. There are 24 groups signed up with the Total Mobility Scheme. Total mobility booklets are provided to those who are eligible.

Reference Regional Passenger Transport Plan, 2006, section 6.6

Horizons Manawatu

Policy Horizons Regional Council will subsidise eligible total mobility trips by 50%, but may set limits on the number of vouchers used in order to manage expenditure levels.

Reference Regional Passenger Transport Plan, September 2006, policy 26

Greater Wellington Regional Council

Policy As at 1 July 2006 there were approximately 7,500 registered members of the Total Mobility Scheme in the region. This number has grown by 75% in 6 years.

The Total Mobility Scheme provides a 50% taxi fare subsidy, up to a maximum of \$40, for people who have a disability that prevents them from using buses and trains. The scheme also assists with the provision of wheelchair accessible taxi-vans. The subsidy is funded by Greater Wellington Regional Council and Land Transport NZ.

Reference Draft Regional Passenger Transport Plan, November 2006, section 5.8 and LTP Online 2006

Total Mobility : Service

Environment Canterbury

Policy The fares system shall be maintained with 50% of the full fare reimbursed by Environment Canterbury subject to a maximum subsidy per voucher. The maximum amount of subsidy is increased where there is a need for specialised wheelchair transport.

Reference Canterbury Regional Passenger Transport Plan 2006 - policy 4.9

Marlborough District Council

Policy The aim of the service is to provide a cost-effective and available service to all eligible people. 260 people were using the Total Mobility Scheme as of late 2005. The scheme provided 20,000 passenger trips during the last financial year.

Reference Draft Regional Land Transport Strategy 2006-2010, section 9.2.6;

Nelson City Council

Policy The Total Mobility Scheme entitles eligible people to receive a discount on their taxi fare by way of vouchers subject to local conditions. The current discount rate is 40%. The service operates within the boundaries of Nelson City as well as including parts of Tasman District .

10 council-approved organisations are responsible for acting as agents for the Total Mobility Scheme, for their own members only. Their responsibilities include:

- assessment of the eligibility of individuals
- issue of the Total Mobility vouchers

Reference Nelson City Council website, January 2007

Tasman District Council

Policy The Total Mobility Scheme entitles eligible people to receive a discount on their taxi fare by way of vouchers, subject to local conditions. The current discount rate is 40%. A combined (Nelson City and Tasman District) service covers Richmond to the Appleby Bridge, Hope, the urban area of Brightwater also covers Nelson City. The Motueka service includes the urban area of Motueka, north to Marahau and south to Tasman.

10 Council-approved organisations are responsible for acting as agents for the Total Mobility Scheme, for their own members only. Their responsibilities include:

- assessment of the eligibility of individuals
- issue of the Total Mobility vouchers

Reference Nelson City Council website, January 2007

West Coast Regional Council

Policy The West Coast does not have a comprehensive public passenger transport network. This is primarily due to a small population dispersed throughout a large geographical area. The current role of subsidised passenger transport on the West Coast involves providing and improving access and mobility for the transport impaired through the Total Mobility Scheme.

There are subsidised taxis services in Westport, Greymouth and Hokitika (where 62% of the region's population live).

Reference West Coast Regional Land Transport Strategy 2006, section 2.1 and 2.2

Total Mobility : Service

Otago Regional Council

Policy The Total Mobility Scheme provides a transportation system for people with disabilities in the Dunedin area and also Oamaru, Queenstown, Wanaka, Alexandra, Cromwell and Balclutha.

The Otago Regional Council provides financial assistance in the form of a 50% discount to people with qualifying disabilities when they hire a taxi service for the Total Mobility Scheme.

Reference Regional Passenger Transport Plan for Otago 2003 section 1.2 and 2.2.3

Invercargill City Council

Policy The Invercargill City Council manages Total Mobility Schemes for people in Invercargill City, Gore District and Southland District. Three wheelchair hoist equipped vehicles are operated in Invercargill City and one in Gore.

Total mobility trip tickets can only be used for travel to, within, or from the Invercargill City, Gore District and Southland District. The maximum total mobility fare that Invercargill City Council will pay per one way trip is \$20.

Eligible people are issued with trip tickets for discounted taxi travel by one of several participating agencies, which they give to the driver. The operator is then able to claim the balance of the fare through their company, from the Invercargill City, Gore District and Southland District areas.

Reference Southland Regional Passenger Transport Plan, May 2006, section 5.9

Environment Southland

Policy Responsibility for regional passenger transport in Southland was transferred from Environment Southland to the Invercargill City Council in 2001.

Subsidised services are available for people with disabilities in Invercargill, Gore and Southland districts.

Reference Proposed Southland Regional Land Transport Strategy, November 2006, section 5.4

Total Mobility : Eligibility

Northland Regional Council

Policy Persons eligible to use the Total Mobility Scheme are those who cannot (or could not, if public transport were available) unaided complete any of the component activities in making use of public passenger transport. The component parts of public transport use are defined as:

- proceeding to the nearest bus stop
- boarding, riding securely and lighting; and
- proceeding from the destination stop to the trip end

The person will need to be a member of one of the 13 organisations that act as agencies for the scheme. Eligibility is determined by free assessment.

Reference Regional Land Transport Strategy, Appendix 4 and Northland Regional Council website, January 2007

Auckland Regional Transport Authority

Policy Eligible people are those individuals with a permanent disability (either physical, sensory, intellectual or psychological), whether congenital, acquired or age related, who cannot, unaided (or could not, if passenger transport services were available) complete any of the component parts involved in making use of public passenger transport.

Reference ARTA, Concessionary fare scheme, Total Mobility, July 2006, section 4

Environment Waikato

Policy Eligible people are those persons who for reasons of physical, sensory, intellectual or psychological disability cannot unaided complete any of the component parts involved in using public passenger transport.

All Total Mobility passengers in the Waikato Region, must also have a Total Mobility photo identification card. This card must be presented when issuing a voucher to a driver.

Vouchers are not transferable and are for individual use.

Reference Regional Passenger Transport Plan 2003, section 6, 7.1 and Appendix 9,4

Environment Bay of Plenty

Policy Taxi drivers must undergo suitable training prior to their participation in the Total Mobility Scheme. In order to define a uniform standard of 'suitable training' Environment Bay of Plenty will consult the taxi companies and disability support organisations that currently participate in Total Mobility.

Reference Regional Passenger Transport Plan 2006/01, policy 10

Total Mobility : Eligibility

Hawkes Bay Regional Council

Policy Persons eligible to use the Total Mobility Scheme are those who cannot, unaided, complete any of the component activities involved in making use of public passenger transport. The component parts of public transport use are defined as:

- proceeding to the nearest bus stop / train station;
- boarding, riding securely and alighting; and
- proceeding from the destination stop to the trip end.

All taxi companies that participate in the Total Mobility Scheme must first be approved by the Total Mobility Management Committee and sign a participation agreement with the regional council.

Reference Regional Passenger Transport Plan 2002, policy 5 & 9

Taranaki Regional Council

Policy The following eligibility criteria were identified by the national review of the Total Mobility Scheme, which was undertaken by the Ministry of Transport in 2005: 'An eligible person must have an impairment that prevents them from undertaking any one or more of the following five components of a journey unaccompanied, on a bus, train or ferry in a safe and dignified manner':

- getting to the place from where the transport departs
- getting into the transport
- riding securely
- getting off the transport
- getting to the destination

Reference Regional Land Transport Strategy February 2006, section 6.4.2 and Appendix 12

Horizons Manawatu

Policy An eligible person must have an impairment that prevents them from undertaking one or more components of a journey unaccompanied in a safe and dignified manner

Horizons Regional Council will use disability agencies or appropriate individuals to assess eligibility to participate in a Total Mobility Scheme.

Reference Regional Passenger Transport Plan, September 2006, policy 27 & 28

Nelson City Council

Policy The scheme is only available to people with a disability that impairs their mobility to a level that stops them using a public bus service or requires the constant assistance of another person.

In order to be considered eligible for Total Mobility vouchers the applicant must

- be a member of an approved agency
- not be able, unaided, to complete any of the component activities in making use of public passenger transport (or could not, if public transport were available).

The component parts of public transport use are defined as:

- proceeding to the nearest bus stop
- boarding, riding securely and alighting; and
- proceeding from the destination stop to the trip end

Reference Nelson City Council website, January 2007

Total Mobility : Eligibility

Tasman District Council

Policy	<p>The scheme is only available to people with a disability that impairs their mobility to a level that stops them using a public bus service or requires the constant assistance of another person.</p> <p>In order to be considered eligible for Total Mobility vouchers the applicant must:</p> <ul style="list-style-type: none"> • be a member of an approved agency • not be able, unaided, to complete any of the component activities in making use of public passenger transport (or could not, if public transport were available). <p>The component parts of public transport use are defined as:</p> <ul style="list-style-type: none"> • proceeding to the nearest bus stop • boarding, riding securely and alighting; and • proceeding from the destination stop to the trip end
Reference	Nelson City Council website, January 2007

Invercargill City Council

Policy	<p>The scheme is available to people who, because of physical, sensory, intellectual or psychological disability are unable to:</p> <ul style="list-style-type: none"> • proceed to the nearest bus stop / train station; • board, ride securely and alight; and • proceed from the destination stop to the trip end without assistance. <p>An individual's application to join the Total Mobility Scheme must be endorsed by an agency.</p> <p>Organisations eligible to participate in the Total Mobility Scheme are those who:</p> <ul style="list-style-type: none"> • have members / clients who for reasons of (eligible) impairment complete any of the component activities involved in making use of public passenger transport, work with people with age-related impairment, or • are consumer organisations representing the voice of people with impairments, and • do not directly receive funds from central government specifically targeted to meet part or all of the transport needs of its members / clients.
Reference	Southland Regional Passenger Transport Plan, May 2006, section 5.9

Total Mobility : Vehicles

Auckland Regional Transport Authority

Policy The Small Passenger Service rules set out in the 3rd schedule to the Transport Services Licensing ACT 1989 apply to all total mobility service provisions.

Funding may be available for the installation of wheelchair equipment (as covered in the Total Mobility Wheelchair Equipment Policy).

Reference ARTA, Concessionary fare scheme, Total Mobility, July 2006, section 8.4 & 8.5

Environment Waikato

Policy Taxi companies or drivers that have received financial assistance from the council to provide wheelchair accessible vehicles shall retain those vehicles in service in the Waikato Region for a minimum of five years and shall make the services of those vehicles available to total mobility passengers in preference to other uses during the hours of operation.

Reference Regional Passenger Transport Plan 2003, section 8.5

Environment Bay Of Plenty

Policy Environment Bay of Plenty shall provide financial assistance from it's operating budget for the purchase of and fitting of a wheelchair hoist or ramp.

Environment Bay of Plenty will prepare new vehicle quality standards for urban passenger transport services based on the standards used in regions adjacent to the Bay of Plenty. Environment Bay of Plenty will consult with both disability support organisations and the Bus and Coach Association when preparing those standards.

Reference Regional Passenger Transport Plan 2006/01, policy 9 & 25

Hawke's Bay Regional Council

Policy The Hawke's Bay Regional Council may provide financial assistance to taxis for the provision of lifting equipment or ramps necessary for the transport of wheelchairs where:

- there is a proven demand for the service,
- funds are available,
- the vehicle owner agrees to sign a suspensory loan agreement agreeing to repay the funding should the vehicle and lifting equipment or ramp no longer be used for total mobility work
- the service operator undertakes total mobility passenger training.

Reference Regional Passenger Transport Plan 2002, policy 8

Horizons Manawatu

Policy Horizons Regional Council may provide funding for the installation of ramps or hoists in wheelchair accessible vehicles if there is a proven demand, the vehicle is approved, the driver participates in approved training and specified financial criteria are met.

Reference Regional Passenger Transport Plan, September 2006, policy 31