

used by harbour ferry services, but accessibility will not be a top priority given that fully accessible buses are used on the parallel bus service.

## 6.12 Fares and ticketing

### Objectives:

- Implement a **single set of fare zones** which will be used to determine fares on all Metlink bus and train services.
- **Review fares** regularly to maintain equity and consistency, simplicity (ease of understanding and calculation), integration for journeys involving transfers between vehicles (ie, no penalty for transfer) and an appropriate balance between maximising patronage and revenue and ensuring value for money for customers, ratepayers and taxpayers.
- Implement universal **concession fares** for young people (aged 18 and under) and seniors (aged 65 and over).
- Implement an integrated **ticketing** system which enables all train and bus journeys to be paid for with a single smartcard.

### Supporting aims:

- To increase the proportion of customers rating fares as fair and reasonable and easy to understand.
- To implement fast and simple integrated ticketing across all parts of the network.

GWRC's vision for fares and ticketing is for one simple and consistent set of Metlink fares and fare products, with terms and conditions available to all travellers, irrespective of where they live or which operators' services they use.

The customer values of reliability, convenience, friendliness, simplicity and quality will ultimately result in a system of fares and ticketing which is easy to understand and to use, zone-based and integrated, with no penalty for transfers and with incentives for regular use (for example, by capping daily, weekly and monthly fares)<sup>11</sup>.

GWRC is working with operators to achieve this. Once existing operators' vehicles and infrastructure have been fully equipped with compatible contactless smartcard ticketing systems, GWRC will require all operators to offer the full range of Metlink fares and ticketing technologies as a condition of funding for contracted services and concessionary fares.

### 6.12.1 Fare structures

GWRC has been working with operators to rationalise base fare structures in the interests of user-friendliness and equity between different parts of the

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<sup>11</sup> As is now common in the telecommunications sector, for example.

region. A proposed further refinement, for implementation during 2006, is attached as appendix 3.

### 6.12.2 Concession fares

GWRC is working with operators to standardise concession fares (50% discount) for the following groups of passengers:

- Young people from the age of 5 until 31 December in the year in which they turn 18 (or until their 19<sup>th</sup> birthday, whichever is operationally more workable).
- Seniors (defined as people who are eligible to receive New Zealand Superannuation)

GWRC will introduce a standardised Metlink-branded photo ID card for young people, and possibly also for seniors<sup>12</sup>.

GWRC expects that these measures will be introduced from 1 July 2006.

The existing Beneficiary Fare for Wellington City residents will be phased out. No new Beneficiary Permits will be issued after 30 June 2006. There will be no concession available to beneficiaries aged 19 to 64 from 1 July 2006, except that the Senior Fare will continue to be available to existing Beneficiary Fare Permit holders aged 60 – 64, only on services operated by Stagecoach Wellington.

### 6.12.3 Term passes for train travel

The existing term passes for train travel are unrealistically low, given that fewer train carriages would be required in the fleet if young people were not travelling to and from school by train at peak times. Tranz Metro has signalled its intention to withdraw term passes. This Plan proposes instead that term passes should be phased out over a five-year period so that parents who have made school choices based on the current fares are not unduly disadvantaged. Transitional term pass prices will be calculated according to the zones<sup>13</sup> travelled through.

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<sup>12</sup> This will depend on the format and timing of the Government's proposed Senior's Card.

<sup>13</sup> Refer to map of proposed fare zones, Appendix 3

### Current school term pass prices

	Term Pass price	Per trip assuming 100 school days per term
Up to and including 7 kilometres (Wellington to Simla Crescent)	\$55.00	\$0.55
Over 7 kilometres up to and including 25 kilometres (Wellington to Plimmerton or Manor Park)	\$90.00	\$0.90
26 kilometres and over (Wellington to Paraparaumu or Masterton)	\$110.00	\$1.10

### Possible transitional term pass prices

Refer to proposed fare zones shown in Appendix 3.

	2006 Term Pass price	2007 Term Pass price	2008 Term Pass price	2009 Term Pass price	2010 Term Pass price
Zones 1 to 7	\$100.00	\$115.00	\$130.00	\$150.00	\$170.00
Zones 4 to 10	\$100.00	\$115.00	\$130.00	\$150.00	\$170.00
Zones 1 to 10	\$120.00	\$140.00	\$160.00	\$180.00	\$210.00
All Zones	\$150.00	\$170.00	\$200.00	\$230.00	\$270.00

#### 6.12.4 Fare relativities

Fares on all urban passenger services in the Greater Wellington region will be maintained at a level that compares favourably with the perceived cost of using a private car for the same journey. At present, fares are targeted to cover about 75% of the cost associated with providing all services, both commercial and contracted. While it is difficult to measure this proportion accurately, this is a higher fare recovery ratio than is common elsewhere in New Zealand or overseas.

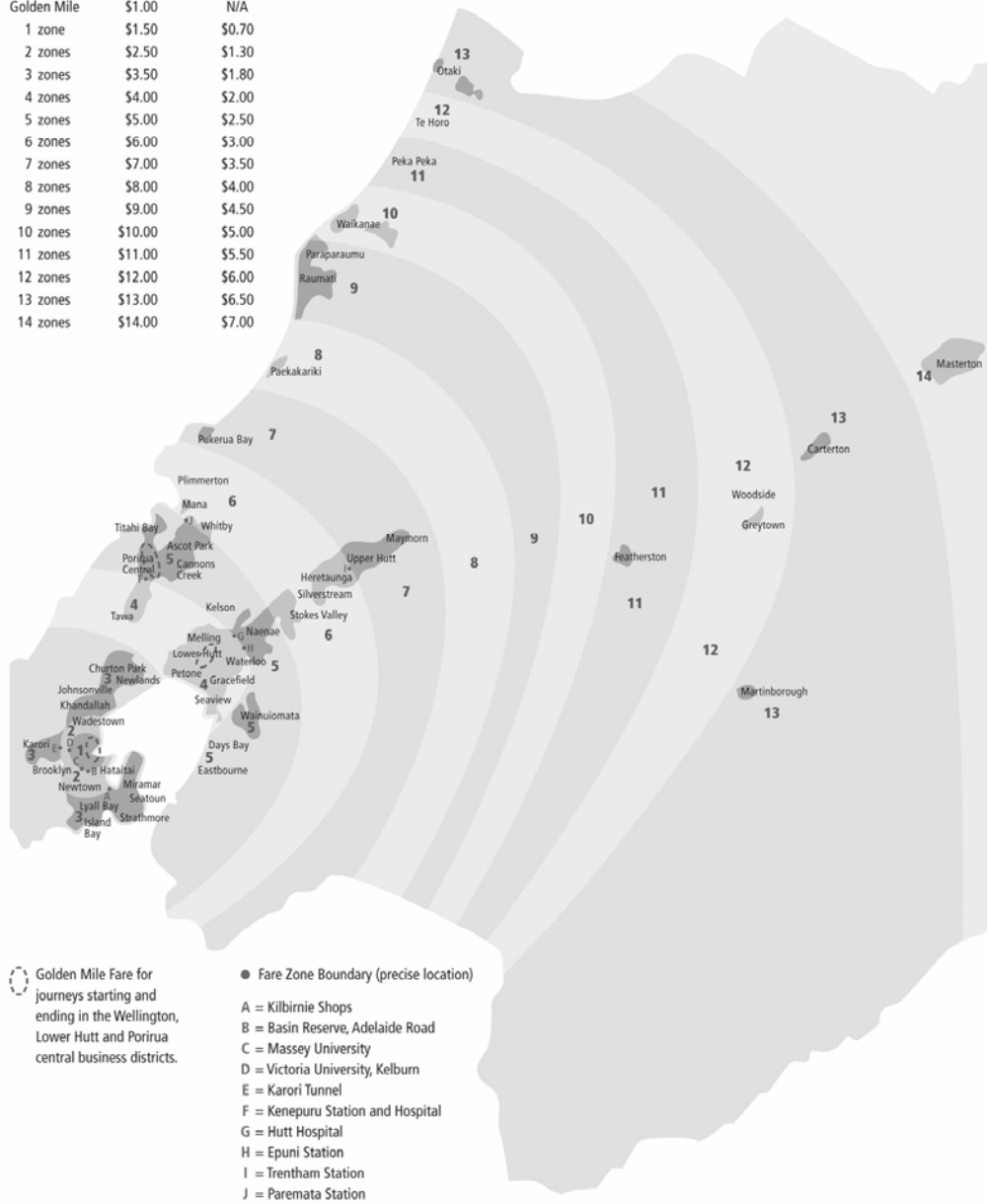
Fare levels will be progressively adjusted to ensure fares (absolute and per kilometre) are equitable within the region, and make a reasonable contribution to the upgrading of public transport services during the period covered by this plan.

Fare levels will be reviewed from time to time to take into account changes in the cost of car travel and in the transport consumer price index as well as the ability of GWRC and other funding authorities to pay for public transport. GWRC believes that small incremental adjustments to fare levels are likely to be more palatable to public transport users than larger infrequent increases, which has been the pattern in recent years (bus fares in Wellington City south of Khandallah have had only one general fare increase since 1990).

The proposed 2006 **base fare structure** is shown on the following maps.

## Proposed fare zones Greater Wellington region

Single Cash	Standard	Concession
Golden Mile	\$1.00	N/A
1 zone	\$1.50	\$0.70
2 zones	\$2.50	\$1.30
3 zones	\$3.50	\$1.80
4 zones	\$4.00	\$2.00
5 zones	\$5.00	\$2.50
6 zones	\$6.00	\$3.00
7 zones	\$7.00	\$3.50
8 zones	\$8.00	\$4.00
9 zones	\$9.00	\$4.50
10 zones	\$10.00	\$5.00
11 zones	\$11.00	\$5.50
12 zones	\$12.00	\$6.00
13 zones	\$13.00	\$6.50
14 zones	\$14.00	\$7.00



## Proposed fare zones Wellington City



### 6.12.5 Integrated fares

GWRC will work with operators to expand the range of integrated multi-operator fare products pending the implementation of fully automated integrated ticketing. Such 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.

### 6.12.6 Integrated ticketing

In partnership with operators GWRC will develop a region-wide inter-operator ticketing system which will enable travellers to pay for all their public transport journeys using a contactless smartcard<sup>14</sup>. This is likely to be “tag-on, tag-off”, provided that such systems are successfully implemented in cities such as Perth and Brisbane before Wellington.

“Tag-on, tag-off” involves the passenger “tagging on” at the beginning and “tagging off” at the end of each leg of their journey, so that their smartcard, rather than the driver or train guard, calculates the correct fare.

Integrated ticketing of this sort is a major project which, based on the current experience of several Australian capital cities, is expected to take at least five years to scope, commission, fund and implement. The full cost, which will not be known until the project is fully scoped, will depend on the nature of the technology and the fare policies which are decided upon.

The overall objective of the project will be to maintain or increase patronage and revenue of the public transport system in the long term<sup>15</sup>, 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.

#### **Scenario:**

Once all operators are equipped with compatible contactless smartcard ticketing systems, integrated fares would enable unlimited daily, weekly or monthly travel on Metlink bus and train services within or between the following zones:

- Zones 1, 2 and 3 – Wellington City except Tawa
- Zone 1 to 7 – including Tawa, Porirua and Hutt Valley
- Zone 1 to 10 – including Kapiti Coast as far as Waikanae
- Zone 1 to 14 – the whole Metlink system as far as Otaki and Masterton

## 6.13 Information standards

### **Objectives:**

<sup>14</sup> Or other smart technology which provides similar or greater operational and customer benefits.

<sup>15</sup> Short term reductions in revenue may be unavoidable under some fare policy scenarios.