

Attachment 2: Greater Wellington policy on real time information and feedback from the public

Greater Wellington has several policies which support the introduction of a Real Time Information system.

LTCCP

One of the key goals of the LTCCP 2006-2016 is increasing public transport patronage. The LTCCP quotes that this will (among other things) require *“the provision of real time service information”*. Funding for Real Time Information has been provided in the LTCCP.

Regional Passenger Transport Plan

Policy 3.7 of the Regional Passenger Transport Plan 2007-2016 is to

“provide reliable, relevant and timely information that is readily available and easily accessible to everyone, including information on when services are due to arrive or depart and any disruptions that may affect services.”

The explanation of this policy states that

“Greater Wellington is also developing a real time information system which tracks vehicles in order to predict the real or actual arrival / departure time of that vehicle at various points along the route.”

Feedback from the public

Feedback from the public shows that our customers are expecting Greater Wellington to provide real time information. Surveys, submissions on draft policy documents (such as the Regional Passenger Transport Plan), phone calls with the Metlink Service Centre, incoming letters and emails and personal contact of passenger transport users with operator staff or Greater Wellington officers all confirm this. The following email is a typical example:

“I applaud your move to equip buses with GPS and have real time info available at key stops. Many a time I've waited for a bus not knowing if it was early and I've missed it, or running late. I accept that due to traffic can play a part in bus schedules, it very annoying that a bus would run early, and perhaps GPS and more info would help keep them on schedule. I can't ask you enough to get moving on this. AKL/CHCH have this, as do many other cities overseas, so there's not much to think about. Show the rest of the country what we can do!” (Email received via the Greater Wellington homepage on 23 October 2007)

The Greater Wellington Public Transport Customer Satisfaction Monitor 2007 shows that this statement is not a single opinion. Market research company TNS identified Real Time Information in their monitor report as one of the *“areas where improvement has real potential to impact positively on public transport use and satisfaction”*. Those areas of improvement *“have both high levels of stated importance and/or high impact on customer retention, but ratings of current performance of ‘average’ or ‘below’ average.”*