

Attachment 1: Operational Plan Policies

The Operational Plan sets out (section 2.5.1.1) the following fare guidelines:

Greater Wellington aims to achieve the following objectives:

- 1. Fare levels should be competitive with the costs of using private vehicles*
- 2. Fare levels should take into account the benefits and costs of services*
- 3. Fares should be easy to understand, collect and administer*
- 4. Fare should recognise the needs of the transport disadvantaged.*

The following guidelines will be considered when making decisions on fares:

- 1. Ensure fares are set competitively with the cost of using a private car for similar journeys by setting maximum standards fares for contracted services and encouraging commercial services to adopt the same fares as contracted services*
 - a. Fares should be set in multiples of 50 cents for ease of cash handling*
 - b. Non-cash fares should be set to provide a consistent relationship with the equivalent cash fare*
- 2. Fares should not penalise transfers between vehicles as part of a single journey*
- 3. Premium fares (higher than the set maximum standard fare) may be considered for purpose specific services where they meet a specific demand and a viable passenger transport alternative is available offering a standard fare.*
- 4. Minimum fares may be set to balance demand between shorter distance services and longer distance express services. Minimum fares should be set so as to charge the minimum number of zones that a passenger must travel through to use that service.*
- 5. Simplified fare structures and ticketing systems should be implemented where possible and the range of integrated multi-operator fare products should be expanded to reduce average passenger boarding times.*
- 6. Incremental improvements should be made towards integrated fares, pending implementation of a fully integrated fare and ticketing system.*
- 7. Stakeholders should be consulted when developing new fare policies or fare changes.*
- 8. Period discount fares should be based on a number of zones they are valid for and should ideally be valid for all operators within that area.*

Greater Wellington will investigate off-peak fares to spread patronage across lower use periods. Greater Wellington will also investigate and implement an equitable fare system for cycle carriage on trains.