

Report 15.559  
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Committee Sustainable Transport Committee  
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## Bus Stop Prioritisation

### 1. Purpose

The purpose of this report is to confirm the prioritisation approach for the provision of bus stop infrastructure across the Wellington region.

### 2. Background

The provision of infrastructure is a key part of bus service provision and usage. There are five key customer experience factors that contribute to patronage growth:

- Infrastructure and services are comfortable and pleasant to use
- Infrastructure is in the right place
- Infrastructure and services are safe and easy to use
- There is a good provision of information
- The quality of the infrastructure

Ownership and maintenance of bus stop infrastructure for GWRC includes:

- Stop poles and signs
- Timetable holders
- Real Time Information signs (RTI's)
- Seats
- Shelters
- Standing Pads

It does not include kerbs, road markings or bins, as these are the responsibility of the local road controlling authority.

In November 2014, Council agreed on a Levels of Service for Bus Stop Infrastructure that enables identification of gaps in infrastructure provision. This hierarchy enables the first level of prioritisation and is shown in the Table 1.

**Table 1: Bus stop level of service categories**

Category	Key Stop function / location	Level of Service determined by:	Assets/Equipment Provided <i>(subject to site visits and consultation)</i>
1	Mainly used for set downs	Patronage per month LOW	Metlink Sign Pole <i>(if needed)</i>
2	Limited Service	Patronage per month MEDIUM	Standing Pad Timetable and case RP5 & parking restriction Bus Box Plus all of Category 1 assets/equipment
3	All day service Local shops / facilities	Patronage per month MEDIUM to HIGH	Shelter / covered area with seating Plus all of Category 2 assets/equipment
4	CBD Shopping Centre / Complex Key Attractor Significant employment	Geographic location Patronage per month HIGH	RTI sign Totem Plus all of Category 3 assets/equipment
5	Interchange / Hub	Geographic location Patronage per month HIGH to VERY HIGH	Large Shelter Plus all of Category 4 assets/equipment

### 3. Prioritisation approach

#### 3.1 New Infrastructure

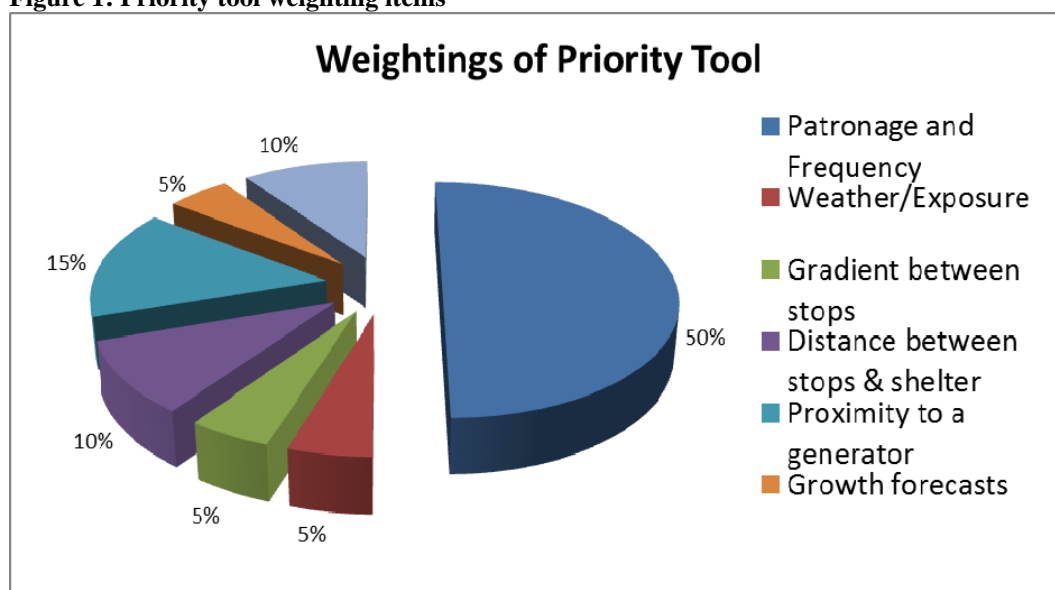
An assessment of the infrastructure gaps has been made and identified significant gaps that will need to be addressed over time. The gaps are shown in Table 2.

**Table 2: Identified level of service gaps by asset type**

Bus Stop Category	No. of bus stops	Standing Pad		Shelters		Totems		RTI displays	
		Total No. required	Gap	Total No. required	Gap	Total No. required	Gap	Total No. required	Gap
1	1457								
2	1267	950	316						
3	425	425	0	264	161				
4	56	56	0	56	0	28	28	50	6
5	40	40		39	1	11	29	36	4
<b>Total</b>	<b>3245</b>	<b>1471</b>	<b>316</b>	<b>359</b>	<b>162</b>	<b>39</b>	<b>57</b>	<b>86</b>	<b>10</b>

In order to prioritise addressing these gaps, a prioritisation tool has been developed. The tool is informed by patronage and frequency, weather and exposure, gradient between stops, distance between stops and shelter, proximity to an activity generator, growth forecasts, and customer requests. These are weighted according to the level of impact on the indicator will have on customer retention and growth. The weightings are shown below:

**Figure 1: Priority tool weighting items**



As an example, the tool works by entering in the 162 bus shelters that are recognised as a service gap. For each shelter the data for each of the priority categories is entered. This then results in a ranking of the shelters and the top shelters are identified. Information such as patronage and routes can change, so this is reviewed annually and used as a guiding tool – sometimes the bus stop site is unable to accommodate a shelter or a shelter cannot be installed as a result of outcome from the required consultation with affected adjacent property owners. Table 3 details the capital budget for new infrastructure over the next 3 years, and the number of each asset type that can be provided for the following numbers of assets/equipment:

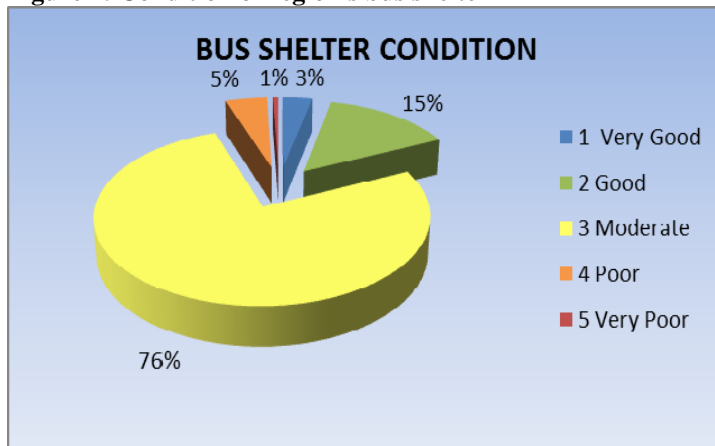
**Table 3: Allocation of capital budget by year for new assets**

No. of New Assets/ Equipment p.a.	2015/16 Budget: \$530,000	2016/17 Budget: \$720,000	2017/18 Budget: \$670,000	Gap remaining at end of 2017/18
Totems	9	12	11	25
RTI Signs	4	2	3	1
Shelters	16	30	30	86
Standing Pads	20	20	20	256

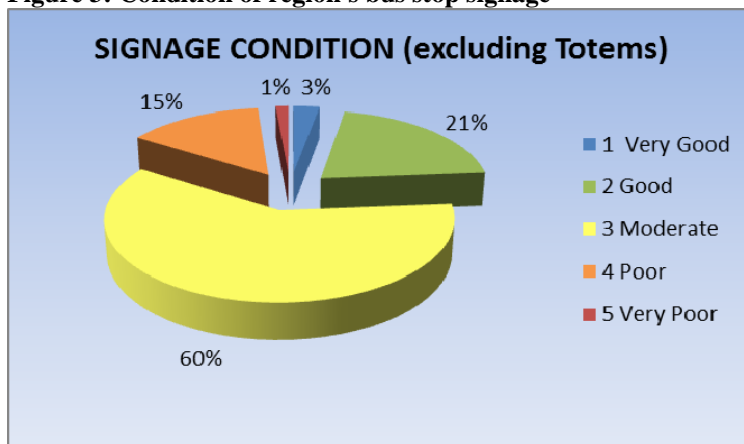
### 3.2 Renewals

Renewals are the upgrading or replacing of existing infrastructure. We have a separate tool for prioritising this programme of work. This is focused on categorisation based on a condition assessment. The condition rating ranges from 1 (very good) to 5 (very poor). The following figures show the conditions of shelters and signs:

**Figure 2: Condition of region's bus shelter**



**Figure 3: Condition of region's bus stop signage**



We are aiming to replace the condition 5 infrastructure by June 2016. The following table identifies the number of condition 4 and 5 assets that we have.

**Figure 4: Assets with a condition rating 4 or 5**

No. of Assets/Equipment by condition rating	Condition 4 (Poor)	Condition 5 (Very poor)
Shelters	44	2
Poles	332	28
Signs	547	214
Timetable holders	100	37
Totem signs	0	0
RTI signs	0	0

#### **4. Communication**

This prioritisation approach brings greater clarity to the decision-making process which enables improved management of service level expectations and communication with public transport users, community groups and other organisations

Information on the prioritisation approach works will be presented to the local roading authorities via our existing regular communication channels.

#### **5. The decision-making process and significance**

Officers recognise that the matters referenced in this report may have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

##### **5.1 Significance of the decision**

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term ‘significance’ has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

##### **5.2 Engagement**

In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

## 6. Recommendations

*That the Sustainable Transport Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Recommends to Council that it approves the prioritisation approach for provision of bus stop infrastructure across the Wellington Region*

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