

50 YEARS

The sector's vision to improve the effectiveness of public transport

New Zealand's public transport is provided and maintained by a number of national, regional and local bodies working together. Each has a crucial role in helping the NZ Transport Agency (NZTA) and regional councils fund and deliver a more efficient and effective public transport system.

The Ministry of Transport

The Ministry of Transport is the principal government transport policy advisor. The Ministry administers transport related legislation such as the Land Transport Management Act and Road User Charges Act. It also administers various rules issued under those acts. If any legal changes are needed, it is the Ministry that will prepare them.

The NZTA

The NZTA is the government's operational transport agency. We work in seven main areas, through which we help provide effective public transport services:

- **Planning and investment signals** – providing early signals about the desired government outcomes.
- **Integrated planning** – influencing the linking of investment partners' land use and transport planning to improve how the transport system works.
- **Investment proposals** – continuously negotiating our investment to deliver desired government outcomes.
- **Investment optimisation** – getting the most out of our investment and releasing funds as they become available. The area in which we have most impact is in administering the National Land Transport Fund, providing \$945 million of government funds for public transport services and infrastructure over the period 2012–15.
- **Monitoring** of public transport networks and investment performance, and raising issues with those who can solve them.
- **Regulating and licensing** buses and rail operations.
- **Providing public transport infrastructure** on the state highway network.

With the exception of the Total Mobility scheme¹, funds invested by us in public transport are managed by regional authorities and Auckland Transport. These approved organisations are responsible for service planning, network design and operations, and putting in place contracts for service delivery.

The role of local government

Local authorities own, maintain and develop New Zealand's local road network, and carry out important regulatory transport functions. Local government funds land transport infrastructure and public transport services in partnership with us, and is responsible for land use planning and transport planning.

Some local authorities own seaports and airports, or share ownership of those with the Crown.

Regional councils plan public transport networks through a mandatory Regional Public Transport Plan. This plan includes working details and policies (including procurement methods) relating to the public transport network, information and monitoring requirements, accessibility standards, ticketing, and signage. Regional councils also partially fund and provide public transport services. They own ticketing equipment, while operators (described below) manage and run it.

Territorial authorities (district and city councils) provide and manage public transport infrastructure such as bus stops, interchanges, and stations, signage and park and ride stations.

¹ Funded in partnership by local and central government, the Total Mobility scheme subsidises taxi services to people with serious mobility constraints that prevent them from using public transport. It provides vouchers that discount the normal taxi fare by 50%, funding to help purchase and install wheelchair hoists in taxi vans, and payment to the owner of the vehicle for every hoist trip made.

The Public Transport Leadership Forum (PTLF)

The PTLF is made up of public transport sector leaders and is co-chaired by the chief executives of the NZTA and the Ministry of Transport. Membership includes Auckland Transport, Greater Wellington Regional Council, Environment Canterbury, KiwiRail, Veolia (the Auckland rail operator), Fullers Ferries, the NZ Bus and Coach Association New Zealand, and NZ Bus.

The PTLF was set up in August 2009 and has agreed a 50-year vision for improving the effectiveness of public transport. Sector members are working together to carry out priority projects.

The PTLF's vision is 'Growing public transport as a mode of choice in our cities - by developing a cost effective, smart and reliable public transport network'. They want to improve peoples' experience of public transport through better leadership and joined-up networks.

The public and public transport users

Public transport users provide patronage on which the public transport network depends - the revenue helps pay for the costs of operating public transport services. Measuring patronage helps track performance and helps plan the most efficient and effective network.

It is only through councils and operators understanding their customers that public transport can keep improving and be as effective as possible - as a result, customer satisfaction surveys are important.

Public transport operators

As the name suggests, public transport operators run public transport services (bus, train and ferry services) generally under contract to regional councils. Operators own, maintain and run the vehicles, and they employ drivers, conductors and other staff. Operators also manage and run ticketing equipment (owned by regional councils). When using public transport, the public will have the closest interaction with the operators or their staff.

NZ Bus and Coach Association and other stakeholder groups

The NZ Bus and Coach Association (BCA) represents the major bus companies in New Zealand. It advocates on behalf of its members about legal and policy changes, as well as operational and practice issues. Its advocacy work includes preparing media releases, submissions, and fact sheets on relevant subjects. The BCA also publishes a monthly magazine *Circular* and hosts an annual conference. (www.busandcoach.co.nz)

