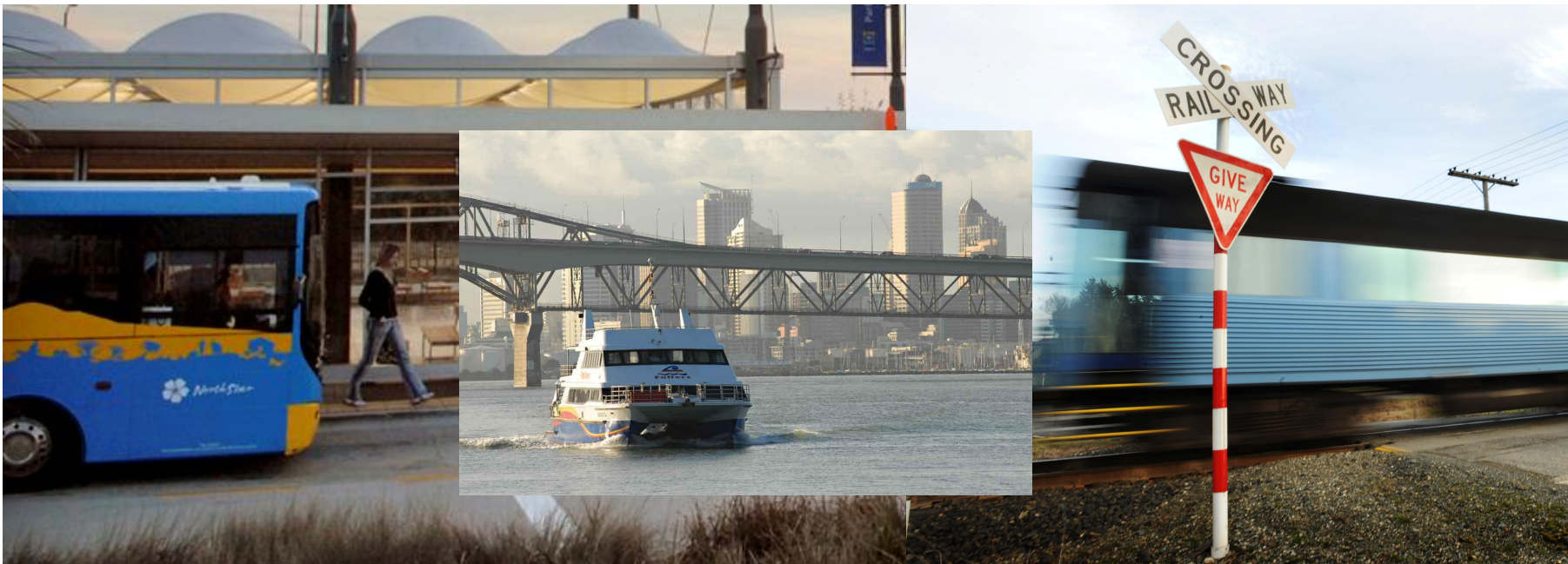


# Improving PT Effectiveness

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# Purpose of presentation

1. Seek your feedback on:
  - Proposed new vision
  - Proposed framework themes and outcomes
  - Flavour of transformational initiatives and priorities
  - Ideas how we can achieve wider stakeholder buy-in and involvement
  - Seek your agreement on the way forward
2. Demonstrate alignment with PT Operating model development

# Leadership Forum's 50 year vision

## A growing role for public transport in our cities

- Reliable, cost effective, innovative public transport that:
  - Offers competitive travel times and a quality user experience
  - Supports land use
  - Eases severe congestion
  - Improves productivity and economic growth
  - Provides business certainty, delivers commercial returns and is attractive for long term investment

# Proposed Framework for Public Transport Effectiveness

To achieve government transport outcomes



## Improved Customer Service

*Customer focused service delivering affordable, reliable and accessible public transport that is safe, attractive and easy to use*

Provides

### Integrated Networks

*Integrated networks that promote the desired urban form and that support quality public transport infrastructure and services*

### Strengthened Leadership

*Innovation driven by strong and collaborative sector leadership drawing on responsibilities, shared knowledge, research and evidence*

Enables

### Improved Operating Model

*Establishing the rules of the game that provide for the development and delivery of effective public transport*

### Aligned Resources

*Synergies achieved by marshalling and aligning inputs and opportunities*

### Smarter Technology

*Using technology to provide information and to reshape public transport for customers and suppliers*

# Customer Service

## Outcome

***Customer focused service delivering affordable, reliable and accessible public transport that is safe, attractive and easy to use***

## Initiatives

- Ticketing / fares / revenue protection
- Driver standards
- Reliability & Punctuality – PT speed monitoring (Austroads)
- Infrastructure standards – bus stops and bus lane standards / minimum levels of service for other infrastructure
- Information provision guidelines
- Feedback response, complaints & communications levels of service

# Integrated Networks

## Outcome

***Integrated networks that promote the desired urban form and that support quality public transport infrastructure and services***

## Initiatives

- PT Network Plan - scope development process, roles
- Spatial planning connection and route protection
- Tool for network assessment & modelling networks
- Management of Networks - stock-take of network management skills, guidance, expertise

# Leadership

## Outcome

***Innovation driven by strong and collaborative sector leadership drawing on responsibilities, shared knowledge, research and evidence***

## Initiatives

- Relationship management and governance
- Sector capability & resilience plan
- Monitoring trends/ Review – Reporting (data warehouse)
- Research programme management and utilisations
- Creating opportunities to share technology in NZ
- Assist and Advise

# PT Effectiveness & PT Operating Model Alignment

- PTOM is identified as a theme with associated stream within the PT Effectiveness framework
- More work needed on how Network Plan relates to, and is enabled by Regional Public Transport Plans, spatial plans and route protection
- Ongoing collaboration – each project reinforces the others aims and outcomes

# Next Steps

Convene 2<sup>nd</sup> taskforce workshop in March

- Work through detailed draft list of initiatives
- Identify any other key initiatives
- What should the priorities / timings of the work be
- Identifying who should lead and resource initiatives
- Develop a process for stakeholder buy-in.