

# Integrated Fares

**Project Control Group Meeting**  
**Wednesday 19<sup>th</sup> August 2015**

*Family offering – AT Metro recommendation*  
*School bus routes impacted by zones*  
*Technical work-stream update*  
*Ferry integration update*  
*Schedule and budget status*



# Decisions required

1. Family offering- Select preferred technical option/proposition
2. School bus trips – select option to mitigate 1 stage to 2 zone fare impacted passengers

# Family offering - proposition

- Proposition – in our public consultation, the family offering was described as:  
***Family weekender***  
*2 children free with every AT HOP paying adult on weekends and public holidays*
- Proposition very positively received during the consultation
- Important we don't refer to this as a "pass" as this has connotations that you have to purchase something
- What is a "AT HOP paying adult"
  - Does this apply to Super Gold passengers (Grandad travelling with grandchildren on weekends)?
  - Does this apply to Students (uni student with brother/sister)?
  - Does this apply to a Day Pass or Month Pass user?
  - Does this apply to a cash ticket purchaser?
- No specific development is being done by Thales for a family offering, so we must utilise existing (or upcoming) system capabilities

# Family offering – options

- 2 potential technical approaches have been identified:

| # | Option                | Description  | Positive   | Negative   |
|---|-----------------------|--|--|--|
| 1 | Children off system   | Children travel with an adult<br>- Bus – adult tags on, child gets “count key”<br>- Rail – adult goes through gate, kids go around | <ul style="list-style-type: none"> <li>✓ Revenue loss limited to accompanied children</li> <li>✓ Children supervised</li> <li>✓ Consistent with consultation messaging</li> </ul>  | <ul style="list-style-type: none"> <li>✗ No origin destination data</li> <li>✗ Operational issues around rail stations</li> <li>✗ Potential dwell time impact on bus (count key)</li> <li>✗ Lost patronage</li> <li>✗ No way to monitor capacity, utilisation</li> <li>✗ No ability to measure accurately</li> <li>✗ Impacts families with more than 2 children (lower socio-economic)</li> </ul>                  |
| 2 | Kids free with AT HOP | Children must have an AT HOP card, with child profile loaded (registered) – then can use PT  | <ul style="list-style-type: none"> <li>✓ Encourages AT HOP uptake</li> <li>✓ May encourage further PT usage during paid periods</li> <li>✓ Supports Innovate Project in south Auckland</li> <li>✓ Full OD &amp; patronage data</li> <li>✓ No additional overhead for bus operators or rail network</li> <li>✓ Potential to get corporate sponsorship to fund</li> <li>✓ No additional HOP infrastructure required</li> </ul> | <ul style="list-style-type: none"> <li>✗ Potential additional revenue loss (unaccompanied children)</li> <li>✗ Different proposition than consulted on</li> <li>✗ Families have to buy HOP card and register before can benefit</li> <li>✗ May encourages unsupervised children to travel around Auckland (BUT children will be registered)</li> <li>✗ Significant uptake could impact network capacity</li> </ul> |

# School bus trips (1)

- Based on our zonal map there are a number of school bus routes where school students will have increases from 1 stage to 2 zone fares
- Significant feedback was received during the public consultation by impacted schools (particularly North Shore schools)
- The impacted schools are from 3 zonal boundaries:
  - Lower North Shore / Upper North Shore
  - Isthmus / Manukau North
  - Isthmus / Waitakere
- The top schools impacted (by numbers of impacted students):

| Location             | Schools  | Stop Change     | Annual 1 Stage to 2 Zone Patronage |           |
|----------------------|--|-----------------|------------------------------------|-----------|
|                      |  |                 | School Bus                         | Total Bus |
| Mairangi Bay         | Murrays Bay Intermediate/Rangitoto College   | Boundary Change | 113,111                            | 131,030   |
| Blockhouse Bay       | Blockhouse Bay Intermediate/Green Bay High School  | Boundary Change | 11,588                             | 24,156    |
| Pakuranga            | Edgewater College/? Baradene College Bus (Boarding at Pakuranga, Alighting at Ellerslie)   | Boundary Change | 9,358                              | 9,358     |
| Avondale             | Avondale College   | School Bay Only | 9,071                              | 9,071     |
| Newmarket            | Epsom Girls Grammar/Diocesan School  | Boundary Change | 4,142                              | 4,142     |
| Epsom                | St Cuthbert's College  | Boundary Change | 4,008                              | 4,008     |
| Mangere East         | De La Salle College  | School Bay Only | 2,889                              | 2,889     |
| Pakuranga South Only | Edgewater College  | School Bay Only | 2,196                              | 2,196     |
| Otahuhu              | One Tree Hill College/Otahuhu Intermediate/Otahuhu Primary/Mt Richmond School/McAuley High School/St Joseph's School/Fairburn School/Otahuhu College | Boundary Change | 1,566                              | 1,566     |
| Western Springs      | Western Springs College  | School Bay Only | 1,230                              | 1,230     |

# School bus trips (2)

- 5 options have been identified by the Project Team on how we address the school bus trip issue:
  1. Apply standard fares and make no changes
  2. Align boundaries to school zones (only for school bus trips)
  3. Where dedicated school bus stops in schools (school bus bay) – make these in 2 zones
  4. Tweak zone overlaps for all services (school and commercial)
  5. Apply a separate fare structure for schools

# School bus trips (3)

- See below our analysis of the pros and cons of each of the options:

| Option                           | Simplicity | Dev / config impact | \$\$\$\$ | Public | Comment  |
|----------------------------------|------------|---------------------|----------|--------|--|
| Do nothing - Standard fares      | ✓          | ✓                   | ✓        | ✗      | Consistent with public consultation  |
| Align to school zones            | ✗          | ✗                   | ✗        | ✓      | Inconsistent with urban services<br>Complex messaging<br>On-going data maintenance |
| School bus bay in overlap        | ✓          | ✓                   | ✗        | ✗      | Only partial mitigation – not all schools have these                               |
| Tweak overlap for all services   | ✓          | ✗                   | ✗        | ✓      | Big revenue impact   |
| Separate fare structure (stages) | ✗          | ✗                   | ✗        | ✓      | Inconsistent with urban services<br>On-going data maintenance<br>Complex messaging |

- DECISION – Select preferred option.**

# Technical work-stream update

- Technical design
  - Draft technical design documents from TCS and OSL have now been reviewed and provided back to Thales.
- Thales have yet to respond with regards to the TCS release 7.1, including:
  - Changes to the BDC to support display of zones for each stop
  - TCS changes to support paper ticket apportionment
- Thales have had initial discussions on an option to release customer facing changes on top of the existing VS6.4 release to mitigate the risk of two major releases VS7.0 and VS7.1 over a short timeframe
- The next Thales/OSL Teleconference is scheduled for August 20 to review the updated OSL Apportionment Whitepaper
- The next TCS workshop which Evelyne Furui will attend will be held from September 21 through to September 25, it will be primarily focused on the proposed EOD design
- Work has commenced on building four prototypes to validate one of the proposed Ferry integration options and also the intended product offerings
- An initial workshop was held to consider options for the proposed Web changes
- School Bus technical session held to review technical options available



# Ferry integration update

- Technical investigation of ferry options ongoing.
- 3 technical options identified:
  1. Water-based zones
  2. Utilise CityLink development by Thales
  3. Build originating and terminating zone into Ferry Monthly Pass products
- Will be adding to agenda for Evelyne visit in September
- Project Team pushing hard to ensure a solution is found

# Schedule and Budget status

## SCHEDULE

### Projected Go-live 6 June 2016

- Release 7.0 (zone lite ticketing) on-track for delivery by Thales 31 October
- Release 7.1 estimated delivery by Thales (for commencement of UAT) 31 Mar 2016.
- Thales have an alternate plan for Release 7 that is under review

## BUDGET

### Tracking ON-BUDGET, but 15/16 fiscal allocation not aligned

- NZTA funding approval given in July
- \$1M spent 14/15 fiscal against budget of \$2M due to Thales costs moving to current fiscal
- \$5M provisioned this fiscal – need \$1M carry-over from last fiscal to ensure \$6M available
- Opex - \$1.35M in current fiscal while approved budget requires \$1.9M (\$550K gap)
  - Limited ability to mitigate with 3 main costs being operator training, contact centre and marketing/comms

### Integrated Fares Schedule

