

Table 1: Benefits and early indicators of benefits realisation (bus passengers, the public in the Wellington region, public transport operators – PTOs, businesses and employers are expected beneficiaries)

NB. Construction start is expected in early 2027 – allowing ~6 months for completion.

High-level identified benefits	Investment-level key performance indicator (KPI)	Baseline	End target	Measurement	Benefit start and end date	Benefit owner
B1: Bus travel time and reliability improvements for bus passengers	Average travel times for buses on both corridors (Harbour Quays and Golden Mile)	<p>Current actual travel times for buses travelling on the Golden Mile at peak times</p> <p>The operational speed can be as low as 8km/h during the peak hours (reference to Golden Mile). This is well below the international benchmark of 14km/h.</p> <p>NB. travel times can be calculated from</p>	<p>An average of 5-minute reduction of travel time for peak time buses that did travel on the Golden Mile now travelling on Harbour Quays</p> <p>An average of 1-minute reduction of travel time for peak time buses that still travel on the Golden Mile</p> <p>Reduced delays, and shorter journey times: The operational speed to target is a range between 10-20km/h.</p>	<p>The consultant's report (August 2024) provides baseline data and forecast modelling relating to setting the target measures.</p> <p>With NetBI, we will aggregate, store, and interrogate public transport data collected from a range of sources including real-time information, Snapper, and on-board announcement systems to monitor achievement of the target measure.</p>	<p>6 months after completion of Harbour Quays</p> <p>Continuous monitoring on a quarterly basis generally compared against the same period the (performed by the Wellington Transport Analytics Unit of GWRC as part of RLTP).</p>	<p>Manager T/I - WCC</p> <p>Senior Manager, Network and Customer - GWRC</p>

High-level identified benefits	Investment-level key performance indicator (KPI)	Baseline	End target	Measurement	Benefit start and end date	Benefit owner
		speeds once combined with distances.				
	Variability of average travel time for buses on both corridors	Variability of the bus service is more than 30% (along Golden Mile) resulting in some trips varying by up to 10 minutes (+/- 5 minutes).	Reduction in bus travel time variability (percentile range) Current Metlink standards provide for a bus to be no more than 1 minute early and 5 minutes late.	The consultant's report (August 2024) provides baseline data for Golden Mile. Achievement of the target measure – as above GWRC's monitoring system to track travel time variability metrics	6 months after completion of Harbour Quays Continuous monitoring on a quarterly basis generally compared against the same period the (performed by the Wellington Transport Analytics Unit of GWRC as part of RLTP).	
	Satisfaction with travel time and reliability along Harbour Quays	Satisfaction with: a) Services being on time 74% b) Travel time 83%	Increased passenger satisfaction with: a) Improvements in services being on time b) Improvements in travel time	GWRC provided the baseline data (2014-2024 average except for 2019 and 2020, 2021-2023) using Metlink's annual passenger satisfaction survey (On-board Survey	6 months after completion of Harbour Quays Specifically measured twice (for services	

High-level identified benefits	Investment-level key performance indicator (KPI)	Baseline	End target	Measurement	Benefit start and end date	Benefit owner
				- Wellington City Bus Users) – considering the past 10 years.	along Harbour Quays), then continuously using the annual passenger satisfaction survey	
B2: Increased peak bus capacity within the central city	Number of buses supported through both corridors	Up to 99 buses currently operate on the Golden Mile corridor during peak hours: the recommended volume of 50-80 buses along Golden Mile (single lane each direction) per hour is exceeded	Shift a greater number of buses through the central city. 50-80 buses per hour on each corridor provides for 100-160 bus peak bus capacity	<p>The consultant's report (August 2024) provides the baseline data. GWRC research on the number of buses will support the monitoring of achieving the target measure.</p> <p>Modelling by the Wellington Transport Analytics Unit of GWRC as needed. With NetBI, we will aggregate, store, and interrogate public transport data collected from a range of sources</p>	6 months after completion of Harbour Quays Continuous monitoring on a quarterly basis generally compared against the same period the (performed by the Wellington Transport Analytics Unit of GWRC as part of RLTP).	Senior Manager, Network and Customer - GWRC

High-level identified benefits	Investment-level key performance indicator (KPI)	Baseline	End target	Measurement	Benefit start and end date	Benefit owner
	Increased central city bus peak hour patronage	Volumes of people on buses (for Golden Mile) (TBE)	Increase of volume of people on buses equal to or greater than the Metlink bus passenger projections for the 2024-34 LTP.	<p>including real-time information, Snapper, and on-board announcement systems to monitor achievement of the target measure.</p> <p>Baseline: Annual cordon surveys, and using the NetBI system reports (since 2022)</p> <p>Target: With NetBI, we will aggregate, store, and interrogate public transport data collected from a range of sources including real-time information, Snapper, and on-board announcement systems to monitor achievement of the target measure.</p>	<p>Seasonal variability considerations</p> <p>1 year after the Harbour Quays completion</p> <p>Continuous monitoring over the year that addresses the seasonal variability.</p>	
B3: Improvements in the walking environment along	Pedestrian flow along and across the corridor	Baseline data on pedestrian counts to be established	Pedestrian volumes along and across corridor increased	City Insights will provide data sources for the baseline as well as do the reporting.	6-12 months after the project is delivered considering	Manager T/I - WCC

High-level identified benefits	Investment-level key performance indicator (KPI)	Baseline	End target	Measurement	Benefit start and end date	Benefit owner
the Harbour Quays corridor ¹	at key locations			Potential additional sources of information: a) LGWM Public Space, Public Life (GEHL) Study ² b) Viva City Sensors ³ For the target , City Insights will provide additional analysis and reporting.	seasonal difference	
	Walking safety (pedestrian crashes)	Traffic crashes involving pedestrians (TBE)	No degradation	CAS reporting of pedestrian crashes both for baseline and target ⁴ .	Annual reporting for 3 years 1 year after completion of the project	

¹ The original benefit was revised due to several planned projects in the central city area, making it difficult to attribute the improved quality of the central city to this project.

² This can provide additional useful insights.

³ Only in certain locations, and these provide continuous monitoring information.

⁴ The problem of small numbers may greatly limit the statistical significance of results, and attribution may become difficult.

Notes on benefits

- Data analysis and stakeholder engagement led to the acceptance of the following secondary benefit: 'Improved efficiency for bus operations'. This benefit is derived from shorter travel times and less variability in travel times for buses. As a result of faster journeys, the \$ value of reduced costs to provide bus service will be realized by reducing driver hours and fewer peak buses. It was therefore decided not to monitor this benefit in order to avoid overestimating the service value.
- Due to costs and risks related to data quality, as well as the challenge of linking changes specifically to this project, addressing pedestrian safety perception in relation to Benefit 3 was deemed impractical.

Assumptions and notes regarding the benefits

- Regarding benefit 3 – the benefits realisation planning does not consider wayfinding for bus stops because it will be difficult to accomplish. In addition, there will be no changes to key connectors other than some potential signage to indicate where new stops will be located.
- Crime Prevention Through Environmental Design (CPTED) approach will be included in the planning processes from inception to post-construction as part of design quality assurance. As a result, site safety and accessibility audits are expected as part of the project's technical assessment.
- Benefits start timeframe assumes there are no long term service diversions from the Golden Mile to Harbour Quays, and both corridors are operating in a business as usual manner.

Assumptions on disbenefits

- Loss of travel time reliability for cars and trucks has been identified as a disbenefit (impacts productivity) due to road lane re-allocation to buses – leading to negative consequences that would occur to the public in terms of productivity. We will need to monitor the impact of this change on the primary corridor, as well as on the primary alternative corridor, which is State Highway 1/ Karo Drive. Accordingly, the disbenefit would need to be included in the numerator of the B/C ratio; and assume changes to ongoing operating costs once the project is complete. impacts on productivity. No ongoing monitoring and reporting of travel time disbenefits is planned.
- Construction of the bus lane may negatively impact general traffic. Moreover, the ongoing constructions will increase the movement of large vehicles through the corridor, negatively impacting the environment.

Notes on expected procedures

- Business owners should work with project manager(s) to assist SRO in determining whether the benefits have been realized.
- In order to accept ownership of the plan, the business owner as measure owner must read this document and sign it or send an email confirmation to the project manager and to the SRO.
- If there are difficulties in realising benefits, the SRO should be notified, and as necessary, new strategies should be developed.