

11 September 2020

Isla Stewart  
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REF: OIA-6954

Dear Isla

**Request made under the Official Information Act 1982**

Thank you for your email of requesting the following information under the Official Information Act 1982 (the Act):

- Any documents (particularly business case studies) that the agency has produced relating to dual door boarding.
- Any plans that NZTA has to introduce/push dual door boarding.
- Any correspondence that the agency has had with unions and/or private operators regarding dual door boarding.

For clarity I have responded to your requests in turn.

1. Any documents (particularly business case studies) that the agency has produced relating to dual door boarding.

Waka Kotahi New Zealand Transport Agency has not produced any specific research or other documents, including business cases, into dual or “all door” boarding. I am refusing your request for this information under section 18(e) of the Act, as the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

However, this aspect has been touched on within some business cases and some public transport guidance documents developed by the sector as indicated below.

**Publicly available documents:**

Document	Content related to all-door boarding:
Let's Get Wellington Moving – Additional Transport Benefits, section 5: <a href="http://lgwm.nz/assets/Documents/Technical-Documents/Transport-Modelling/26-Lets-Get-Wellington-Moving-Additional-Transport-Benefits-MRCagney.pdf">lgwm.nz/assets/Documents/Technical-Documents/Transport-Modelling/26-Lets-Get-Wellington-Moving-Additional-Transport-Benefits-MRCagney.pdf</a>	<ul style="list-style-type: none"> <li>• Section 5 (page 29): <i>Reduced dwell time benefits can arise from reduced journey times due to shorter boarding and alighting times at stops/stations – this can be enabled by all-door boarding, larger vehicles, and off-board ticketing.</i></li> </ul>
Requirements for Urban Buses <a href="http://www.nzta.govt.nz/resources/requirements-for-urban-buses/">www.nzta.govt.nz/resources/requirements-for-urban-buses/</a>	<p>Brief comment:</p> <ul style="list-style-type: none"> <li>• <i>Alighting and any electronic revenue system using 'tag on–tag off' may be through either door, although the NZTA is aware that some regional councils currently intend to restrict electronic ticketing system 'tag on' to the front door only.</i></li> </ul>

Other useful reference documents:

- Austroads, *Case Studies of Critical Learnings in Network Operations, Congestion Management Relief Initiatives and Planned Activities*  
<https://austroads.com.au/publications/network/ap-r600-19>. Section on all door boarding, page 20
- Queensland Department of Transport and Main Roads, *Smarter Solutions Reference Guide*.  
<https://www.tmr.qld.gov.au/business-industry/Business-with-us/Getting-the-most-out-of-existing-infrastructure>. Section *boarding all doors* on page 19.

2. *Any plans that NZTA has to introduce/push dual door boarding.*

Waka Kotahi does not have any plans to introduce or push dual door boarding: this is considered to be an operational decision and is generally left to the bus service operator or Regional Transport Authority to determine based on their specific context with consideration given to their vehicle and service type. As such I am refusing your request for this information under section 18(e) of the Act, as the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Where dual door boarding has been put in place, the vehicles and the platform / bus stop infrastructure has generally been designed to support this. There have been some safety discussions on this issue, mainly in relation to school services. The Ministry of Education require all boarding and exiting to be from the front door so that maximum visibility of passengers is enabled.

3. *Any correspondence that the agency has had with unions and/or private operators regarding dual door boarding.*

Waka Kotahi has not had any correspondence with unions or operators specifically on dual door boarding. This is an operational matter to be work through between the Regional Transport Authorities, the operator and their workforce.

During the COVID-19 response, Waka Kotahi worked with the unions, operators and regional transport authorities to change to rear-door-only boarding as a temporary measure designed to provide added protection to drivers. We were aware of complaints from the disability sector regarding the inability to easily access the bus from the rear, including not being able to use the wheelchair ramp, and we are also aware of one elderly person falling when exiting from the rear door.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

If you would like to discuss this reply with the NZ Transport Agency, please contact Michelle McCormick Transport Policy Manager, by email to [michelle.mccormick@nzta.govt.nz](mailto:michelle.mccormick@nzta.govt.nz) or by phone on 04 8946442.

Yours sincerely



**Barbara Tebbs**

Senior Manager Transport System Policy