

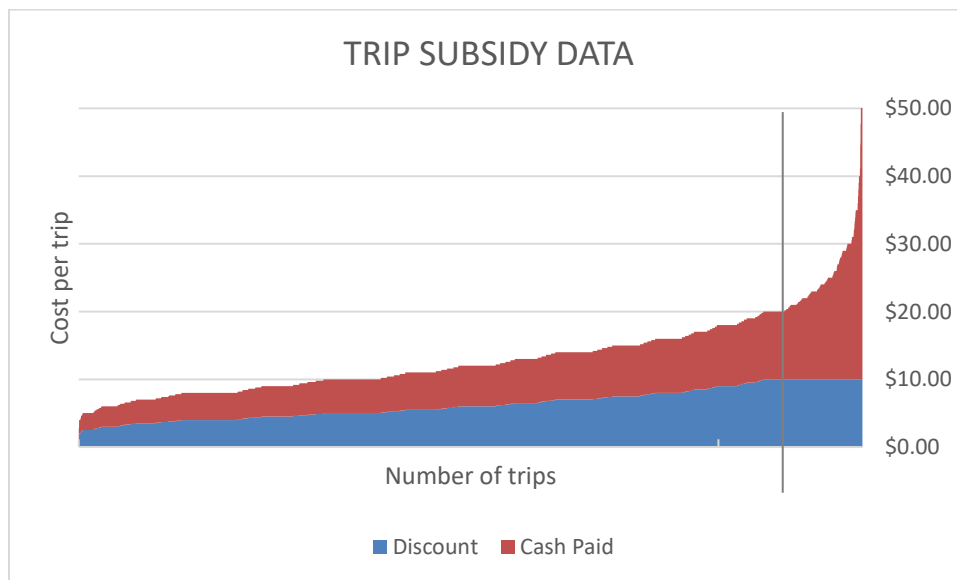
TOTAL MOBILITY FARE REVIEW SUBSIDY ANALYSIS

October 2018-April 2019

The graphs below show trip subsidy data for all trips taken in each district between 1 October 2018 and 30 April 2019. The blue section shows the amount of subsidy claimed for each trip and the red section shows the cost incurred over the subsidy, paid by the client. Adding the blue and red areas gives the total cost of each trip. Along the X-axis are the total number of trips (shown in the table below). Along the Y-axis is the cost of each trip. The grey horizontal line intersects where the maximum subsidy is claimed. All the trips to the left of the horizontal line have not used the full amount of subsidy available per trip while all trips to the right of the line have used the full subsidy available. The horizontal line is an attempt to give a visual impression of how many trips are covered by the subsidy offered.

The table under each graph details the total number of trips taken during the analysis period and the breakdown of the total fare distribution of all trips. Also below each table is the qualitative data collected from a survey of all users in that district to test assumptions about how the service is performing and the adequacy of the current subsidy offered. Note that not all questions were answered in each survey so some questions will have fewer responses than others.

PALMERSTON NORTH (\$10 max subsidy per trip)



Trip Breakdown

| Palmerston North | | Trips: 39,204 | |
|--------------------|-----------------------|----------------------|--|
| Total Cost of Trip | Total number of Trips | Percentage Breakdown | |
| Under \$10.00 | 12,243 | 31% | |
| \$10-20.00 | 21,992 | 56% | |
| \$20-30.00 | 4,210 | 11% | |
| \$30-40 | 574 | 1.4% | |
| \$40-100 | 176 | 0.4% | |
| Over \$100.00 | 9 | .02% | |

Questionnaire Results

1. Which area in the region do you live in?

| | |
|-------------------------|------------|
| Whanganui | |
| Marton | |
| Feilding | |
| Palmerston North | 791 |
| Levin | |

2. How much is the maximum subsidy for your region?

| | |
|-----------|-----|
| \$10.00 | 559 |
| (UNKNOWN) | 232 |

3. How many times per month do you use your Total Mobility card?

| | |
|--------------|-----|
| 2/4 | 222 |
| 6/8 | 164 |
| More than 10 | 119 |
| Rarely | 274 |

4. If the subsidy for Total Mobility increased, would you travel further?

| | |
|-----------|-----|
| Rarely | 125 |
| Sometimes | 256 |
| Often | 82 |
| No change | 256 |

5. Does the current subsidy prevent you from going to places you would like to go?

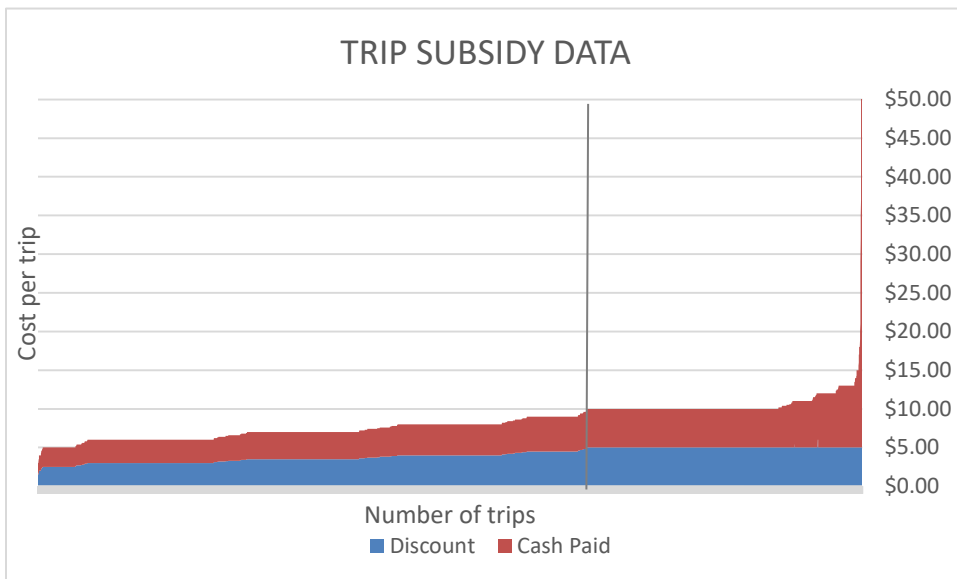
| | |
|-----|-----|
| NO | 636 |
| YES | 82 |

6. What sort of trips do you use your card for? (E.g. doctor, hospital, shopping, socialising, dentist etc)

Comments:

- The Church I want to go to instead of the closest one (2)
- I miss out on activities because they are on the other side of town (8)
- Feilding (5)
- Funerals (3)
- Cemetery (5)
- Cannot afford to use too regularly (2)
- Shopping in different stores, because they are too far away (3)
- Massey
- Visiting friends and family more (6)
- Hospital (2)
- Airport (4)
- Really appreciate this service (7)

FEILDING (\$5 max subsidy per trip)



Trip Breakdown

| Feilding | | Trips: 8,842 | |
|--------------------|-----------------------|----------------------|--|
| Total Cost of Trip | Total number of Trips | Percentage Breakdown | |
| Under \$10.00 | 5,893 | 66% | |
| \$10-20.00 | 2,928 | 33% | |
| \$20-30.00 | 5 | .05% | |
| \$30-40 | 6 | .06% | |
| \$40-100 | 10 | 0.1% | |
| Over \$100.00 | 0 | 0% | |

Questionnaire Results

1. Which area in the region do you live in?

| | |
|------------------|------------|
| Whanganui | |
| Marton | |
| Feilding | 198 |
| Palmerston North | |
| Levin | |

2. How much is the maximum subsidy for your region?

| | |
|---------|-----|
| Unknown | 22 |
| \$ 5.00 | 176 |

3. How many times per month do you use your Total Mobility card?

| | |
|--------------|----|
| 2/4 | 56 |
| 6/8 | 44 |
| More than 10 | 23 |
| Rarely | 75 |

4. If the subsidy for Total Mobility increased, would you travel further?

| | |
|-----------|----|
| Rarely | 40 |
| Sometimes | 50 |
| Often | 16 |
| No change | 73 |

5. Does the current subsidy prevent you from going to places you would like to go?

| | |
|-----|-----|
| NO | 158 |
| YES | 21 |

6. What sort of trips do you use your card for? (E.g. doctor, hospital, shopping, socialising, dentist etc)

Comments:

Palmerston North (6)

Hospital (4)

UCOL

Massey

Can't afford to use too often (4)

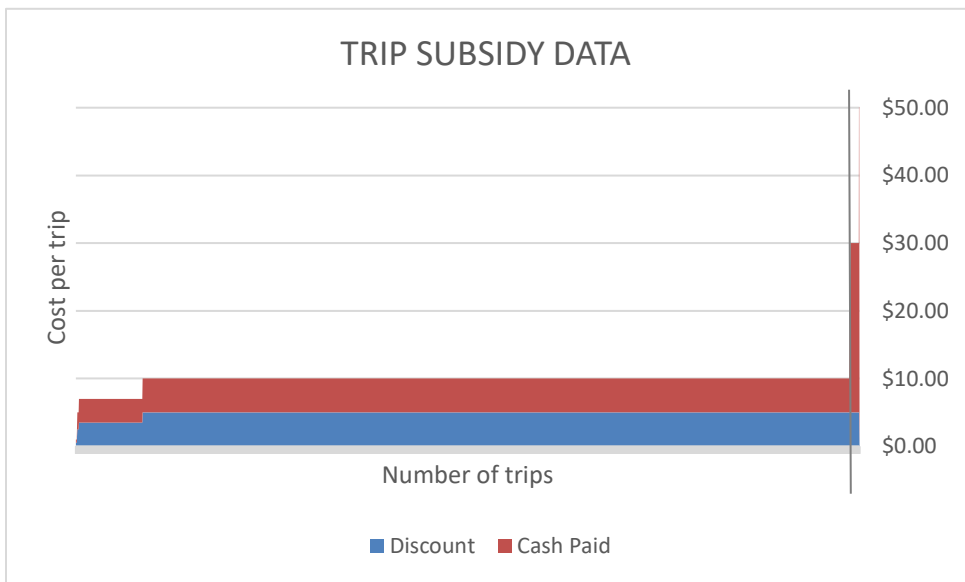
Cemetery (3)

Fantastic service and lucky to have it. (6)

Drivers helpful and reliable. (4)

Great to have DMD now.

MARTON (\$5 max subsidy per trip)



Trip Breakdown

| Marton | | Trips: 1,760 | |
|--------------------|-----------------------|----------------------|--|
| Total Cost of Trip | Total number of Trips | Percentage Breakdown | |
| Under \$10.00 | 1,731 | 98% | |
| \$10-\$20 | 2 | .11% | |
| \$20-\$30 | 26 | 1.4% | |
| \$30-\$70 | 1 | 0.05% | |
| Over \$70.00 | 0 | 0% | |

Questionnaire Results

1. Which area in the region do you live in?

| | |
|------------------|-----------|
| Whanganui | |
| Marton | 41 |
| Feilding | |
| Palmerston North | |
| Levin | |

2. How much is the maximum subsidy for your region?

| | |
|---------|----|
| Unknown | 4 |
| \$ 5.00 | 37 |

3. How many times per month do you use your Total Mobility card?

| | |
|--------------|----|
| 2/4 | 8 |
| 6/8 | 8 |
| More than 10 | 2 |
| Rarely | 13 |

4. If the subsidy for Total Mobility increased, would you travel further?

| | |
|-----------|---|
| Rarely | 7 |
| Sometimes | 3 |
| Often | 0 |
| No change | 3 |

5. Does the current subsidy prevent you from going to places you would like to go?

| | |
|-----|----|
| NO | 31 |
| YES | 2 |

6. What sort of trips do you use your card for? (E.g. doctor, hospital, shopping, socialising, dentist etc)

Comments:

Feilding (3)

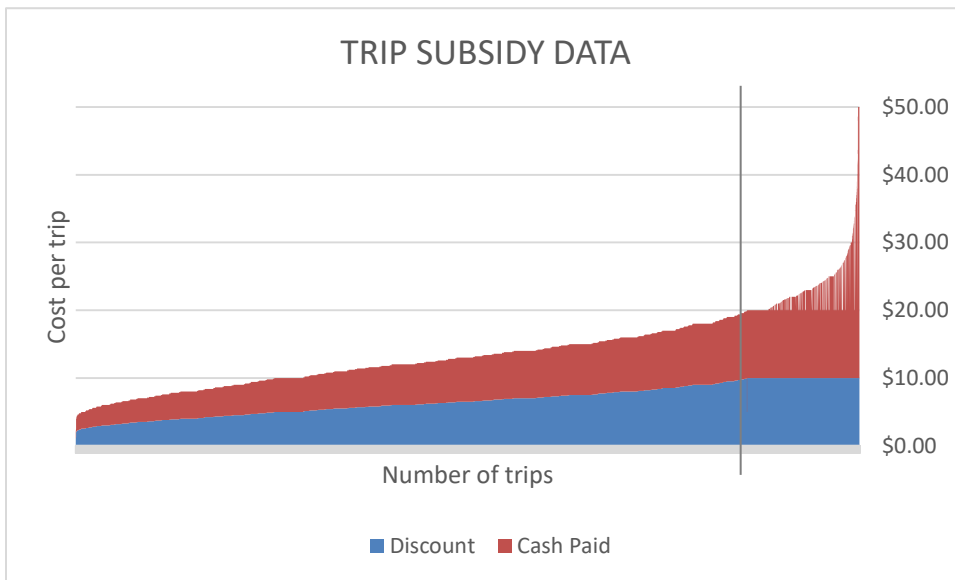
Whanganui

Bulls

Hospital

An excellent service we are lucky to have (4)

WHANGANUI (\$10 max subsidy per trip)



Trip Breakdown

| Whanganui | | Trips: 16,245 | |
|--------------------|-----------------------|----------------------|--|
| Total Cost of Trip | Total number of Trips | Percentage Breakdown | |
| Under \$10.00 | 4,115 | 25% | |
| \$10-20.00 | 9,856 | 60% | |
| \$20-30.00 | 2,046 | 13% | |
| \$30-40 | 181 | 1.5% | |
| \$40-100 | 38 | .2 % | |
| Over \$100.00 | 9 | .05% | |

Questionnaire Results

1. Which area in the region do you live in?

| | |
|------------------|------------|
| Whanganui | 602 |
| Marton | |
| Feilding | |
| Palmerston North | |
| Levin | |

2. How much is the maximum subsidy for your region?

| | |
|---------|-----|
| \$10.00 | 467 |
| Unknown | 135 |

3. How many times per month do you use your Total Mobility card?

| | |
|--------------|-----|
| 2/4 | 222 |
| 6/8 | 86 |
| More than 10 | 94 |
| Rarely | 177 |

4. If the subsidy for Total Mobility increased, would you travel further?

| | |
|-----------|-----|
| Rarely | 96 |
| Sometimes | 224 |
| Often | 61 |
| No change | 247 |

5. Does the current subsidy prevent you from going to places you would like to go?

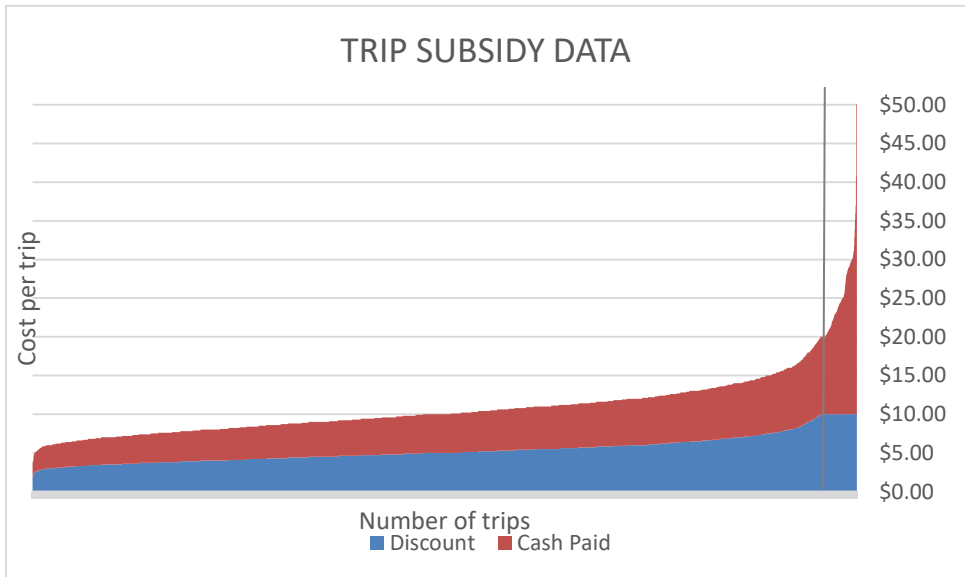
| | |
|-----|-----|
| NO | 354 |
| YES | 119 |

6. What sort of trips do you use your card for? (E.g. doctor, hospital, shopping, socialising, dentist etc)

Comments:

- Feilding (3)
- Whanganui
- Bulls
- Hospital
- Visiting family
- Church
- A much appreciated service (7).

HOROWHENUA (\$10 max subsidy per trip)



Trip Breakdown

| Horowhenua | | Trips: 20,667 | |
|--------------------|-----------------------|----------------------|--|
| Total Cost of Trip | Total number of Trips | Percentage Breakdown | |
| Under \$10.00 | 9,788 | 47% | |
| \$10-20.00 | 9,722 | 47% | |
| \$20-30.00 | 781 | 3.7% | |
| \$30-40 | 355 | 1.7% | |
| \$40-100 | 16 | .07% | |
| Over \$100.00 | 5 | .01% | |

Questionnaire Results

1. Which area in the region do you live in?

| | |
|------------------|-----|
| Whanganui | |
| Marton | |
| Feilding | |
| Palmerston North | |
| Levin | 440 |

2. How much is the maximum subsidy for your region?

| | |
|---------|-----|
| \$10.00 | 234 |
| Unknown | 162 |

3. How many times per month do you use your Total Mobility card?

| | |
|--------------|-----|
| 2/4 | 112 |
| 6/8 | 74 |
| More than 10 | 86 |
| Rarely | 140 |

4. If the subsidy for Total Mobility increased, would you travel further?

| | |
|-----------|-----|
| Rarely | 83 |
| Sometimes | 124 |
| Often | 61 |
| No change | 147 |

5. Does the current subsidy prevent you from going to places you would like to go?

| | |
|-----|-----|
| NO | 212 |
| YES | 25 |

6. What sort of trips do you use your card for? (E.g. doctor, hospital, shopping, socialising, dentist etc)

Comments

Other side of town (6)

Foxton

Palmerston North

Hospital

Cemetery (2)

Can't afford to use it as often as I would like to (2)

A great service (5)

Overall analysis and points of Interest

The total trips taken across the region from 1 October 2018 – 30 April 2019 is 86,718:

| District | Trips | Percentage |
|------------------|--------|------------|
| Palmerston North | 39,204 | 45% |
| Horowhenua | 20,667 | 24% |
| Whanganui | 16,245 | 19% |
| Feilding | 8,842 | 10% |
| Marion | 1,760 | 2% |

In all areas of the region, the majority of the subsidy used by TM clients sits below the maximum that can be claimed. This could be partly due to the assessment process information, which emphasizes use of the scheme as mainly suitable for short trips. Also, a high percentage of people on the scheme are superannuates, beneficiaries or on limited incomes and tend not to travel far, or further than what the current subsidy levels cover.

Palmerston North, Horowhenua and Whanganui all show a lesser awareness of the maximum subsidy amount available, with 29% of survey responders in Palmerston North

getting the subsidy amount incorrect, 36% in Horowhenua and 22% in Whanganui. The lack of awareness and potentially a lack of concern could suggest that the subsidy is adequate in these areas. Whereas the maximum subsidy awareness is greater in Feilding and Marton, with 11% getting the subsidy incorrect in Feilding and 9% of responders getting it incorrect in Marton.

Individual usage per month is consistent across the region (Refer Questionnaire, Q3). Clients marking 'rarely' as an option for usage is the highest in most districts and could relate to the cost and the limited incomes of many of the TM clients. The comments provided suggested a number of clients only use the scheme as a backup or for essential trips. (eg. medical and shopping).

Questions 4 and 5 of the Questionnaire assess the likelihood for increased travel, if the subsidy was increased and it showed that the majority of respondents would not change their travel behavior because of an increase in subsidy. For those that would potentially travel further, the majority said it wouldn't be often, only sometimes.

85% of survey respondents said that the current subsidy does not prevent them from travelling anywhere. However, of the 15% that said the subsidy did prevent them from going places, most provided comments which are categorised as follows:

- a. Places most consistently mentioned that clients cannot access because of the low subsidy:
 - Church
 - Cemetery
 - Activities that are across the other side of town
 - Airport
- b. Both Palmerston North & Feilding clients reported needing to travel between the two urban centers but not being able to, due to costs.
- c. Clients from four of the five districts did comment on the cost of travel being a barrier to socialising.
- d. Visiting family and friends was mentioned in two of the districts, several times.

Driving Miss Daisy Feilding usage has dropped from between 30-40 clients at the beginning of the period to less than 10 clients per month. This appears to be because Feilding clients living between the 2 centres are now using DMD Palmerston North to obtain the higher subsidy.

Subsidy Summary Table

| District | % of trips covered by subsidy |
|------------------|--------------------------------------|
| Palmerston North | 87% |
| Whanganui | 85% |
| Horowhenua | 94% |
| Feilding | 66% |
| Marton | 98% |

The table above clearly shows that for all districts except Feilding, the subsidy covers 85%+ of trips undertaken which strongly suggests the current subsidy in these areas is adequate. However in Feilding, only 66% of trips are fully covered by the subsidy offered and therefore there may be merit in increasing the subsidy in this district.

A suggested increase would be by 50% up to a \$10.00 subsidy, in line with Palmerston North. If the subsidy was increased to \$10.00 per trip for the amount of trips taken, based on the usage collected from the analysis period and assuming all trips claimed the maximum additional subsidy of \$5, there would be up to \$15,000.00 of costs to be shared by NZTA and Horizons. The Horizons share would equate to approximately \$6,000.00. These figures cover a 7 month period.

If this was phased to a full 12 month period, there would be up to \$26,000.00 of costs to be shared by NZTA and Horizons. The Horizons share would equate to approximately \$10,400.00.

SUBSIDIES ACROSS NEW ZEALAND

To provide some national context, below is a table of all other subsidy amounts across New Zealand.

| District | Subsidy |
|----------------------|----------------|
| Northland | \$25.00 |
| Auckland | \$40.00 |
| Bay Of Plenty | \$12.50 |
| Hamilton | \$15.00 |
| Taupo | \$12.50 |
| Tokoroa | \$ 7.50 |
| Hawkes Bay | \$15.00 |
| Gisborne | \$ 6.00 |
| Taranaki | \$20.00 |
| Wellington | \$40.00 |
| Nelson City & Tasman | \$10.00 |
| Marlborough | \$15.00 |
| West Coast | \$15.00 |
| Canterbury | \$35.00 |
| Otago | \$25.00 |
| Southland | \$25.00 |