

I hereby give notice that an ordinary meeting of the Passenger Transport Committee will be held on:

**Date:** Tuesday, 18 June 2019  
**Time:** 10.00am  
**Venue:** Tararua Room  
Horizons Regional Council  
11-15 Victoria Avenue, Palmerston North

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## **PASSENGER TRANSPORT COMMITTEE**

### **AGENDA**

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#### **MEMBERSHIP**

<b>Chair</b>	Cr RJ Keedwell	Horizons Regional Council
	Cr EB Gordon JP (ex officio)	Horizons Regional Council
	Cr JM Naylor	Horizons Regional Council
	Cr NJ Patrick	Horizons Regional Council
	Cr PW Rieger, QSO JP	Horizons Regional Council
	Cr CI Sheldon	Horizons Regional Council
<b>Advisory</b>	Cr N Gimblett	Horowhenua District Council
	Cr B Barrett	Palmerston North City Council
	Cr C Ash	Rangitikei District Council
	Cr G Cosford	Ruapehu District Council
	Cr S Hull	Tararua District Council
	Cr G Young	Whanganui District Council

**Michael McCartney**  
**Chief Executive**

Contact Telephone: 0508 800 800  
Email: [help@horizons.govt.nz](mailto:help@horizons.govt.nz)  
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Palmerston North 4442

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**Note:** The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. Items in the agenda may be subject to amendment or withdrawal at the meeting.

for further information regarding this agenda, please contact:  
Julie Kennedy, 06 9522 800

<b>CONTACTS</b>	<b>24 hr Freephone :</b> <b>0508 800 800</b>	<b>help@horizons.govt.nz</b>	<b>www.horizons.govt.nz</b>	
<b>SERVICE CENTRES</b>	<b>Kairanga</b> Cnr Rongotea & Kairanga-Bunnythorpe Rds, Palmerston North	<b>Marton</b> 19-21 Hammond Street	<b>Taumarunui</b> 34 Maata Street	<b>Woodville</b> Cnr Vogel (SH2) & Tay Sts
<b>REGIONAL HOUSES</b>	<b>Palmerston North</b> 11-15 Victoria Avenue	<b>Whanganui</b> 181 Guyton Street		
<b>DEPOTS</b>	<b>Levin</b> 120-122 Hokio Beach Rd	<b>Taihape</b> 243 Wairanu Rd		
<b>POSTAL ADDRESS</b>	Horizons Regional Council, Private Bag 11025, Manawatu Mail Centre, Palmerston North 4442			
<b>FAX</b>	06 9522 929			

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PX3	Members' Questions	



## AGENDA

1 Welcome/Karakia

2 Apologies and Leave of Absence

At the close of the Agenda no apologies had been received.

3 **Public Forums:** Are designed to enable members of the public to bring matters, not on that meeting's agenda, to the attention of the local authority.

**Deputations:** Are designed to enable a person, group or organisation to speak to an item on the agenda of a particular meeting.

Requests for Public Forums / Deputations must be made to the meeting secretary by 12 noon on the working day before the meeting. The person applying for a Public Forum or a Deputation must provide a clear explanation for the request which is subsequently approved by the Chairperson.

**Petitions:** Can be presented to the local authority or any of its committees, so long as the subject matter falls within the terms of reference of the council or committee meeting being presented to.

Written notice to the Chief Executive is required at least 5 working days before the date of the meeting. Petitions must contain at least 20 signatures and consist of fewer than 150 words (not including signatories).

Further information is available by phoning 0508 800 800.

4 Supplementary Items

To consider, and if thought fit, to pass a resolution to permit the Committee/Council to consider any further items relating to items following below which do not appear on the Order Paper of this meeting and/or the meeting to be held with the public excluded.

Such resolution is required to be made pursuant to Section 46A(7) of the Local Government Official Information and Meetings Act 1987 (as amended), and the Chairperson must advise:

- (i) The reason why the item was not on the Order Paper, and
- (ii) The reason why the discussion of this item cannot be delayed until a subsequent meeting.

5 Members' Conflict of Interest

Members are reminded of their obligation to declare any conflicts of interest they might have in respect of the items on this Agenda.



Minutes of the eighth meeting of the tenth triennium of the Passenger Transport Committee held at 10.02am on Tuesday 19 February 2019, in the Tararua Room, Horizons Regional Council, 11-15 Victoria Avenue, Palmerston North.

**PRESENT** Crs RJ Keedwell (Chair), EB Gordon JP (ex officio), NJ Patrick, JM Naylor, PW Rieger, QSO JP, N Gimblett (Horowhenua District Council), B Barrett (Palmerston North City Council), G Young (Whanganui District Council).

**IN ATTENDANCE** Manager Transport Services Mr P Hindrup  
Group Manager Regional Services and Information Mr G Shirley  
Committee Secretary Mrs JA Kennedy

**ALSO PRESENT** At various times during the meeting:  
Mrs K Curry (Senior Transport Planner), Ms Y Shirley (Transport Planner), Mrs D Monks (Total Mobility Coordinator), Mrs M Smith (Communications Officer), Mayor Helen Worboys (Manawatu District Council), Pastor M Baldwin (Feilding Baptist Church), Mr L Rohloff and Ms M Williams (GreyPower representatives).

The Chair welcomed everyone to the meeting.

#### **APOLOGIES**

**PT 19-56** **Moved** **Gordon/Naylor**  
*That the Committee receives apologies from Crs Sheldon, Ash, and Cosford.*  
**CARRIED**

#### **PUBLIC FORUMS / DEPUTATIONS / PETITIONS**

There were no requests for public speaking rights.

#### **SUPPLEMENTARY ITEMS**

**PT 19-57** **Moved** **Keedwell/Naylor**  
*That the Committee receives Item PX1, Verbal Update on the Regional Integrated Ticketing System Project, Report PX19-14.*  
**CARRIED**

#### **MEMBERS' CONFLICTS OF INTEREST**

There were no conflicts of interest declared.

## CONFIRMATION OF MINUTES

**PT 19-58**                      **Moved**    **Rieger/Patrick**

*That the Committee:*

**confirms** the minutes of the Passenger Transport Committee meeting held on 20 November 2018 as a correct record, and notes that the recommendations were adopted by the Council on 27 November 2018.

**CARRIED**

## PUBLIC TRANSPORT SERVICES REPORT 1 JULY TO 31 DECEMBER 2018

*Report No 19-11*

This item updated Members on the performance of contracted public transport services for the period 1 July 2018 to 31 December 2018. Mrs Curry (Senior Transport Planner) introduced the report. Mr Hindrup (Manager Transport Services) highlighted that due to the higher than expected costs received through a Request for Tender (RFT) for the re-tender of the Levin to Palmerston North Service plus an additional return off-peak service twice a week, a staff submission to the 2019 draft Annual Plan would be needed to highlight the issue and determine what impact there would be to the ratepayer. He clarified Members' questions about the RFT prices received.

Mrs Curry then summarised the key highlights district by district and answered Members' questions which included clarification of GoldCard usage for the Whanganui service and the tender assessment process in regard to low emission vehicles.

**PT 19-59**                      **Moved**    **Gordon/Patrick**

*That the Committee recommends that Council:*

a. receives the information contained in Report No. 19-11 and Annex.

**CARRIED**

## PRESENTATION: FEILDING COMMUNITY COMMITTEE SURVEY RESULTS, FEILDING SERVICE

*Report No 19-13*

Mayor Worboys (Manawatu District Council) introduced Pastor Martin Baldwin who presented the results from a working group of the Social Issues Network Council of Social Services (SINCOSS). The survey was undertaken with residents of Feilding to gauge their views about the Feilding local bus service. Pastor Baldwin outlined the issues raised as a result of the survey, noted the level of dissatisfaction with the current service, and drew Members' attention to the recommendations listed on the synopsis of the survey which was tabled for Members' information. Members' questions were clarified by Pastor Baldwin. Mr Hindrup (Manager Transport Services) thanked Mayor Worboys and Pastor Baldwin for the information presented noting it would be beneficial in assisting with a review of the Feilding service, scheduled for later in 2019.

**PT 19-60**                      **Moved**    **Rieger/Patrick**

*That the Committee recommends that Council:*

a. receives the presentation from the Social Issues Network Council of Social Services about the results of the Feilding Bus Service Survey.

**CARRIED**



## **PALMERSTON NORTH TRIAL BUS SERVICE EXTENDED WEEKDAY HOURS**

*Report No 19-08*

This item reviewed the performance of the Palmerston North Urban bus service extended weekday hours trial and determined the appropriate level of service for the future. Mr Hindrup (Manager Transport Services) took Members through a series of graphs which provided an analysis on performance for the three additional weekday services per urban loop, introduced on 31 July 2017. He highlighted the services were running over budget with low patronage. Members' questions were clarified with Members having the opportunity to express their views around the recommendations, their preferences for a way forward, and comments around public perception should the services be discontinued prior to the end of the trial period. Ultimately a new recommendation was proposed and put by the Chair.

**PT 19-61**                      **Moved**    **Naylor/Keedwell**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. 19-08.*
- b. *recommends that the extended weekday hours of operation of the Palmerston North urban bus services continues with the current service until the end of the trial period with a further review to take place at the May 2019 Passenger Transport Committee meeting.*

**CARRIED**

## **ASHHURST TO PALMERSTON NORTH SERVICE REVIEW AND RE-TENDER**

*Report No 19-09*

This item reported on the performance of the Ashhurst to Palmerston North service and sought approval to re-tender the service. Ms Shirley (Transport Planner) summarised the graphs relating to the performance and farebox recovery for the service and referred to the proposal for a change to the existing timetable as outlined in para 5.11. Members provided their comments and views, asked questions of clarification, and ultimately agreed to remain with the status quo in terms of the timetable.

**PT 19-62**                      **Moved**    **Keedwell/Patrick**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. 19-09;*
- b. *approves the continuity and in turn, re-tender of this service for a three year period, commencing in September 2019.*

**CARRIED**

## **REPORT ON TOTAL MOBILITY SCHEME AND HEALTH SHUTTLE ACTIVITIES FOR JULY 2018 - DECEMBER 2018**

*Report No 19-10*

This report informed Members of the performance of the Total Mobility Scheme and Health Shuttle services for the first six months of the financial year 2018-19. Mrs Monks (Total Mobility Co-ordinator) took Members through the graphs depicting total mobility passenger numbers, monthly expenditure, hoist passenger numbers, and hoist expenditure. She then commented on

the increase in 'active users' as depicted in para 7.11, outlined three possible options to manage the increased budget spend, and noted that a final decision on a way forward would be made by Council. Mrs Monks explained the establishment and purpose of the Total Mobility Solution (TMS) which was now referred to as Ridewise2, and commented on the passenger numbers for the health shuttle concessionary fare scheme, noting a regional reduction in passenger numbers over the last six months. She responded to Members' questions of clarification.

**PT 19-63**                      **Moved**    **Naylor/Rieger**

*That the Committee recommends that Council:*

- a. receives the information contained in Report No. 19-10.

**CARRIED**

## **REPORT ON CUSTOMER FEEDBACK FOR THE REGIONS BUS SERVICES**

*Report No 19-12*

This item updated the Committee on feedback received from the public on the bus services provided throughout the Region over the first six months of the 2018-19 financial year. Ms Shirley (Transport Planner) took Members through the data and graphs depicting the total number of complaints for the Region by complaint type, as well as compliments. She said staff were working closely with operators to address complaints and commented on the Mystery Shopper Programme to independently monitor services. Members provided their comments and suggestions for improvements around provisions for customer feedback. Mr Hindrup (Manager Transport Services) responded to questions of clarification and welcomed Members' feedback.

**PT 19-64**                      **Moved**    **Gordon/Naylor**

*That the Committee recommends that Council:*

- a. receives the information contained in Report No. 19-12.

**CARRIED**

The meeting adjourned to the Public Excluded part of the meeting at 11.59am and resumed at 12.13pm.

## **MEMBERS' QUESTIONS**

Members' questions were clarified by Transport staff.

The meeting closed at 12.15pm.

Confirmed

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MANAGER TRANSPORT SERVICES

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CHAIR

Report No.	19-96
Information Only - No Decision Required	

## PUBLIC TRANSPORT SERVICES REPORT 1 JULY TO 31 MARCH 2019

### 1. PURPOSE

- 1.1. To update Members on performance of contracted public transport services for the period 1 July 2018 to 31 March 2019.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-96 and Annex.

### 3. FINANCIAL REPORT

- 3.1. The cost of the passenger transport services are accounted for in the 2018-19 budgets. All prices quoted in this report are GST exclusive unless otherwise stated. The table for each service provides a breakdown and compares the following information for the previous five years – passenger numbers, gross cost, revenue, net service cost, **New Zealand Transport Agency (Transport Agency)** share, third party share (where applicable), **Horizons Regional Council (Horizons)** share, net cost per passenger and fare box recovery.

### 4. COMMUNITY ENGAGEMENT

- 4.1. Community engagement is not required for this report.

### 5. DISCUSSION

- 5.1. The attached report outlines the detailed performance of contracted public transport services in the region for the period 1 July to 31 March 2019.

- 5.2. Key highlights include:

- Continued increases in patronage across most contracted services after a period of decline;
- Retender of the following contracts:
  - Levin to Palmerston North (including a new twice weekly off-peak service);
  - Ashhurst to Palmerston North
- Commencement of a mid-term review of the Feilding around town/to Palmerston North service;
- Planning for the review and retender of the Palmerston North Urban and Massey bus services, to commence in July 2019.

### SIGNIFICANT BUSINESS RISK IMPACT

- 5.3. There is no significant business risk impact.

**6. SIGNIFICANCE**

- 6.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Kelly Curry  
**SENIOR TRANSPORT PLANNER**

Denise Webber  
**TRANSPORT SYSTEMS ADVISOR**

Phillip Hindrup  
**TRANSPORT SERVICES MANAGER**

**ANNEXES**

- A Passenger Transport Services Report

# Public Transport Services Report

1 July to 31 March 2019



June 2019

## 1. Horowhenua Public Transport Services

### 1.1 Summary

Services provided in the Horowhenua district:

- Levin to Palmerston North commuter service, operating one return trip per weekday.
- Horowhenua Day Out In Town, operating one return trip every Friday.
- Levin to Waikanae service, operating one return trip every Tuesday and Thursday.
- Foxton Beach Community Centre Van, running on demand.

### 1.2 Levin to Palmerston North Commuter Service

The table below summarises the performance of the Levin Commuter service. The service operates Monday - Friday between Levin and Palmerston North.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Passenger numbers</b>	8,305	6,617	6,144	5,340	5,739
<b>Gross cost (\$)</b>	58,588	58,407	56,713	57,358	59,816
<b>Revenue (\$)</b>	39,858	31,173	30,538	27,555	29,771
<b>Net cost (\$)</b>	18,730	27,234	26,175	29,803	30,045
<b>Transport Agency share (\$)**</b>	9,365	14,434	13,611	15,200	15,323
<b>HRC share (\$)</b>	9,365	12,800	12,564	14,603	14,722
<b>HRC cost per passenger (\$)</b>	1.13	1.93	2.04	2.73	2.57
<b>Farebox recovery</b>	68%	53%	54%	48%	50%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

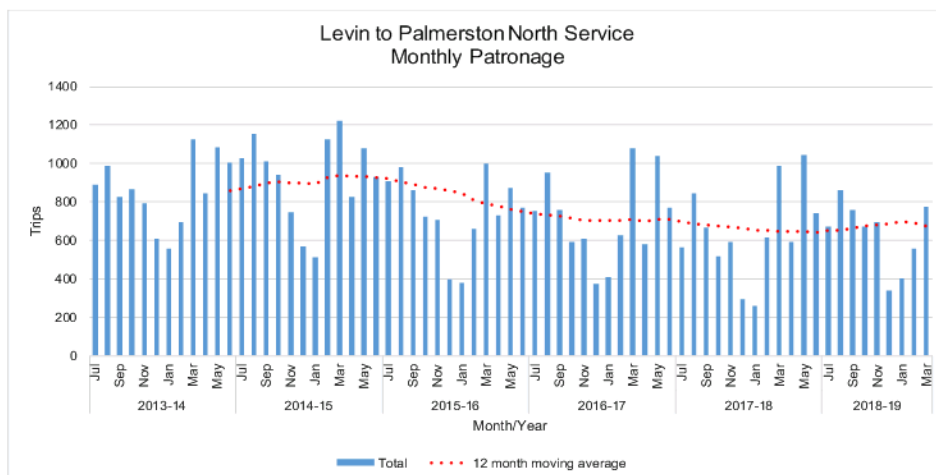


Figure 1: Levin to Palmerston North Service Monthly Patronage

Overall uptake of the service continues to increase, after a period of decline, with trips taken increasing by 7.5% for the year to date compared to the same period last financial year. Farebox recovery remains strong on this service and remains well above the 45% target, sitting at 50% for the year to date.

In November 2018, the Passenger Transport Committee recommended retendering the service, with inclusion of a twice weekly offpeak service from Levin to Palmerston North. A Request for Tender was released late in 2018. As the contract price of the preferred tenderer was higher than budgeted, officers made a staff submission to the 2019-20 Annual Plan process. This will be signed off by Council on 28 May 2019 and the contract awarded immediately after.

The new off-peak service from Levin to Palmerston North will operate on Monday and Wednesday, with the route alternating between Foxton (Monday service) and Shannon/Tokomaru (Wednesday service). This is expected to commence operation in early August 2019.

### 1.3 Horowhenua Day Out In Town Service

The table below summarises the performance of the Horowhenua Day Out In Town service. This service operates one return trip every Friday, commencing in Levin and travelling via Shannon, Foxton, Foxton Beach and Waitarere Beach before returning to Levin. The service commenced operation in July 2016 for a two year trial period and has since been retendered for a further three year period.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
<b>Passenger numbers</b>	1,617	1,804	1,736
<b>Gross cost (\$)</b>	27,830	27,430	29,730
<b>Revenue (\$)</b>	2,440	2,310	2,205
<b>Net cost (\$)</b>	25,390	25,120	27,525
<b>Transport Agency share (\$)**</b>	13,203	12,811	14,038
<b>HRC share (\$)</b>	12,187	12,309	13,487
<b>HRC cost per passenger (\$)</b>	7.54	6.82	7.77
<b>Farebox recovery</b>	9%	8%	7%

\*\*Transport Agency share: 52% (2016-17) and 51% (2017-18 to current).

Usage of the service remains steady. Free off peak trips for SuperGold card holders were introduced in November 2017 and account for 78% of trips taken for the year to date.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Total Patronage	1,617	1,804	1,736
SuperGold Patronage	628	1,417	1,339
% of Total Patronage	38.8%	78.5%	77.1%

### 1.4 Levin to Waikanae Bus Service

The table below summarises the performance of the Levin to Waikanae service. This service operates an off-peak return trip every Tuesday and Thursday and commenced operation on March 2017.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Passenger numbers	379	2,834	2,844
Gross cost (\$)	4,199	38,023	40,289
Revenue (\$)	1,347	9,314	10,049
Net cost (\$)	2,852	28,709	30,240
Transport Agency share (\$)**	1,483	14,642	15,422
GWRC share (\$)	684	7,034	7,409
HRC share (\$)	684	7,034	7,409
HRC cost per passenger (\$)	1.81	2.48	2.61
Farebox recovery	32%	24%	25%

\*\*Transport Agency share: 51% (2017-18 to current).

It should be noted that the net cost of the service is split 50:50 with Greater Wellington Regional Council. Horizons and Greater Wellington then individually claim a subsidy from the New Zealand Transport Agency for the cost of providing the service.

Uptake of the service has been strong and SuperGold Card customers continue to make up the majority of trips.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Total Patronage	379	2,834	2,844
SuperGold Patronage	345	2,538	2,714
% of Total Patronage	91.0%	89.6%	95.4%

In August 2018, the Passenger Transport Committee considered the results of a district-wide survey on public transport services in the Horowhenua where it was agreed to re-tender the service with some minor operational changes:

- Change the Levin to Waikanae timetabled compulsory stop in Manakau to a 'request only' stop, where passengers can pre-arrange (safe) pickups with the bus operator.
- Amend the bus departure times to connect with the 10.00 am train from Waikanae to Wellington, and the 1.53 pm return train from Wellington back to Waikanae. This will provide customers the opportunity to maximise their time in Wellington, while still fitting within the timeframes for SuperGold Card free travel.

Greater Wellington Regional Council agreed to these changes and a Memorandum of Understanding for provision of the service has been signed by both councils for a three year period.

A tender process was completed in late 2018 and a three year contract awarded to Uzabus (the current operator). The new contract commenced in March 2019.

### 1.5 Foxton Beach Community Van Service

The Foxton Beach Community Van provides transport to the Palmerston North hospital and clinics in Foxton and Levin and is supported by a concessionary fare agreement with Horizons. The service is operated by volunteer drivers and the subsidy received per passenger is based on distance travelled.

A total of 524 trips at a cost of \$1,189 were taken during the first six months of the financial year, compared to 481 trips at a cost of \$976 for the previous financial year.



### 1.6 Horowhenua services – general

Horowhenua District Council are undertaking a Horowhenua Integrated Transport Strategy (HITS) which aims “...to develop an integrated, multi-modal transport strategy for the district. It will provide an overarching strategic vision and principles that will be used to guide and inform infrastructure planning, investment and delivery over the next 30 years<sup>1</sup>”

Officers have been working closely with Horowhenua District Council to provide information on the existing contracted public transport services, work underway on inter-regional rail services as well as the wider aspects relating to regional land transport planning (national roading projects such as Otaki to north of Levin and planning/ funding work).

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<sup>1</sup> <https://www.horowhenua.govt.nz/Council/Have-Your-Say/Horowhenua-Integrated-Transport-Strategy>

## 2. Manawatū Public Transport Services

Public transport services provided in the Manawatū district are the Feilding around town and Feilding to Palmerston North bus services. The service operates Monday to Saturday. Three commuter services (Levin, Marton and Whanganui commuter) also pass through the Manawatū district at Himatangi and Sanson.

### 2.1 Feilding around town / Feilding to Palmerston North Service

The table below summarises the performance of the Feilding service. The service operates Monday-Saturday travelling around Feilding and then to Palmerston North via Palmerston North Airport and Hospital.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	67,470	62,500	63,314	65,128	65,042
Gross cost (\$)	267,342	267,704	298,850	298,783	311,900
Revenue (\$)	166,971	159,265	154,209	160,463	141,966
Net cost (\$)	100,371	108,438	144,641	138,320	169,934
Transport Agency share (\$)**	50,186	57,472	75,213	70,543	86,666
HRC share (\$)	50,186	50,966	69,428	67,777	83,268
HRC cost per passenger (\$)	0.74	0.82	1.10	1.04	1.28
Farebox recovery	62%	59%	52%	54%	46%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Overall, patronage remains steady. The increase in gross cost and corresponding decrease in farebox recovery relates to the timing of inflationary payments made for the contract. At year to date, three of four quarterly payments have been made to operators, however during the 2017-18 reporting period, only two payments had been made.

SuperGold Card usage has increased by approximately 500 trips, now accounting for 11.5% of total trips taken.

	Period: 1 July to 31 March					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total Patronage	66,246	67,740	62,500	63,314	65,128	65,042
SuperGold Patronage	5,772	4,885	4,496	6,555	6,929	7,489
% of Total Patronage	8.7%	7.4%	6.6%	10.5%	10.9%	11.5%

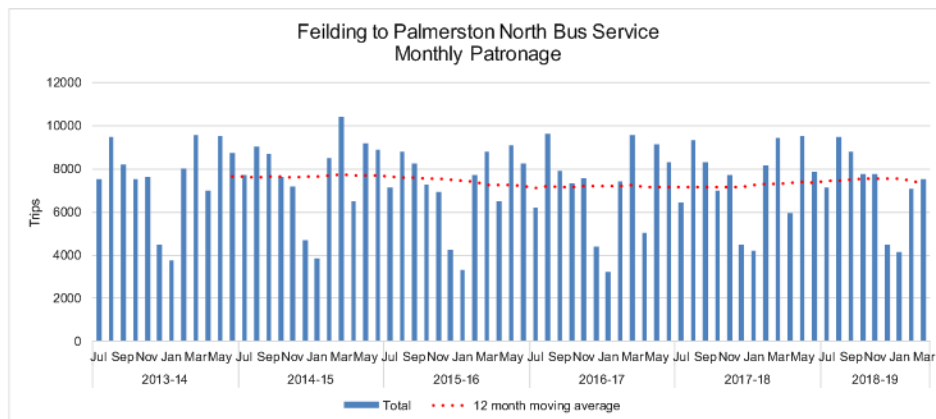


Figure 2: Feilding to Palmerston North Bus Service Monthly Patronage

### 2.1.1 Mid-Term Review

The Feilding Around Town / Feilding to Palmerston North bus service contract is a nine year contract which expires in January 2025. The contract which commenced in 2016. Given we are in the middle of the contract term, it is considered good practice to undertake a mid-term review of the service to ensure it is fit for purpose and meets the community’s needs. In addition to this, the review will look to determine whether there are any operational efficiencies or improvements to be made.

A mid-term review of the Feilding bus service is therefore scheduled to commence in July 2019. An Advisory Group<sup>2</sup> has been established and met for the first time on 22 May. At this meeting the Terms of Reference for the group were confirmed and the scope of the mid-term review discussed. The group also covered the timeline for the review and any possible future changes resulting from the review. A key aspect of the review will be determining the appropriate service structure for Feilding including both the around town section of the service as well as the commuter service to Palmerston North. Service structure includes the bus route, areas covered, frequency of service and the connection between the around town and commuter functions provided by this service. The review will look at the urban area of Feilding including growth areas indicated in the Feilding Urban Growth Framework Plan. In addition to the Feilding township, the review will also consider the route to Palmerston North via the Airport and hospital.

The review will not cover long distance bus services, public transport infrastructure requirements, fare levels or structures or technology improvements (e.g. real time and GPS systems).

Targeted consultation is proposed with meetings to be scheduled with key interest groups and stakeholders. The consultation and investigation phase of the review is scheduled to start in June/July 2019 with consultation to be concluded by September 2019 and the investigation phase to be concluded by December 2019. The review is expected to be complete, with recommendations provided to the Passenger Transport Committee for a decision by May 2020. Any approved changes will be implemented

<sup>2</sup> The Advisory Group is made up of political and officer representation from Horizons Regional Council, Manawatu District Council and Palmerston North City Council, officers from the New Zealand Transport Agency and a community representative.

following this but timing will be dependent on the scale of the change and whether it is provided for in the Annual Plan or LTP budgets.

### 2.1.2 Bike Racks

Bike racks were introduced as part of the new service contract in January 2016. Usage is shown in the table below.

	2015-16	2016-17	2017-18	2018-19
July	0	20	4	5
August	0	23	7	4
September	0	10	9	3
October	0	5	7	9
November	0	28	9	2
December	0	20	2	3
January	1	9	5	5
February	4	11	7	7
March	8	5	8	9
April	5	5	19	
May	11	25	13	
June	11	8	4	
<b>Total</b>	<b>40</b>	<b>169</b>	<b>94</b>	<b>47</b>
<b>Year to date total</b>	<b>13</b>	<b>131</b>	<b>58</b>	<b>47</b>

### 2.1.3 Airport Service

The Feilding to Palmerston North bus route has been servicing Palmerston North Airport since July 2015, operating 15 return services per weekday and one return trip per Saturday. Uptake has been slow but continues to increase, total trips taken are outlined in the table below.

	2015-16	2016-17	2017-18	2018-19
July	84	159	110	118
August	80	225	164	462
September	48	174	114	593
October	57	139	157	128
November	89	139	59	136
December	49	100	68	42
January	24	60	32	40
February	124	91	26	51
March	135	161	24	40
April	98	125	123	
May	159	168	123	
June	153	166	132	
<b>Annual total</b>	<b>1,100</b>	<b>1,707</b>	<b>1,132</b>	<b>1,610</b>
<b>Year to date total</b>	<b>690</b>	<b>1,248</b>	<b>754</b>	<b>1,610</b>

### 3. Palmerston North Public Transport Services

Public Transport Services provided/supported in Palmerston North:

- Urban and Massey bus services operating Monday to Sunday;
- Ashhurst to Palmerston North bus service, operating Monday to Saturday
- Prisoners Aid and Rehabilitation Society (PARS), operating as required.

A number of other bus services operate from regional centres to Palmerston North, including from Feilding, Whanganui, Levin, Marton and Taihape.

#### 3.1 Palmerston North Urban and Massey Bus Services Summary

The public transport network in Palmerston North can be broken down into two sub-networks:

- A series of six routes travelling from the Central Business District to the Massey University Turitea Campus, either directly, via areas of student accommodation, or via the Hokowhitu Campus and the Summerhill area. Frequency varies throughout the day and the timetable is set around lecture times, as well as staff start/finish times.
- Six urban loop routes which commence and terminate in the city centre. The loop routes alternate in direction, running clockwise and then anticlockwise. Services operate to a 20 minute peak frequency and a 40 minute off peak frequency.
- A loop route servicing the Summerhill area, operating to a 40 minute all day frequency.

Since 2016, a number of trial improvements have been introduced across the network:

- A stand-alone urban route covering the Summerhill area (two year trial, commenced July 2016);
- A year trial of increased peak frequency (10 minute services) on Routes 5 and 6 (February 2017 to September 2018);
- Increased peak frequency (20 minute services) on Routes 31 and 32 (commenced February 2017);
- Extended weekday hours of operation (last service departing at 8pm) across urban routes (commenced July 2017);
- Improved weekend services on urban routes (commenced July 2017).

The table below summarises the high level performance of all the Palmerston North urban and Massey bus services, including the improvements outlined above. Greater detail on the improvements is provided later in this report.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	831,782	778,461	778,218	780,887	802,859
Gross cost (\$)	2,199,895	2,131,927	2,327,555	2,751,220	2,932,721
Revenue (\$)	589,795	563,182	555,441	565,750	588,427
Net cost (\$)	1,610,100	1,568,745	1,772,114	2,185,470	2,344,294
Transport Agency share (\$)**	805,050	831,435	921,499	1,114,590	1,195,590
Third party revenue (\$)	353,410	381,205	377,609	390,977	387,661
HRC share (\$)	451,640	356,105	473,006	679,903	761,043
HRC cost per passenger (\$)	0.54	0.46	0.61	0.87	0.95
Farebox recovery *	43%	44%	40%	35%	33%

\*For the purposes of calculating the Farebox Recovery, both the Revenue and Third Party Revenue figures are used.

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Total patronage has increased by 2.8% (or 21,972 trips) across the entire network for the period 1 July to 31 March this financial year, compared to the same period in 2017-18. Fare revenue has increased by 4.0%. The increase in gross cost and corresponding decrease in farebox recovery relates largely to the timing of inflationary payments made for the contract. At year to date, three of four quarterly payments have been made to operators, however during the 2017-18 reporting period, only two payments had been made.

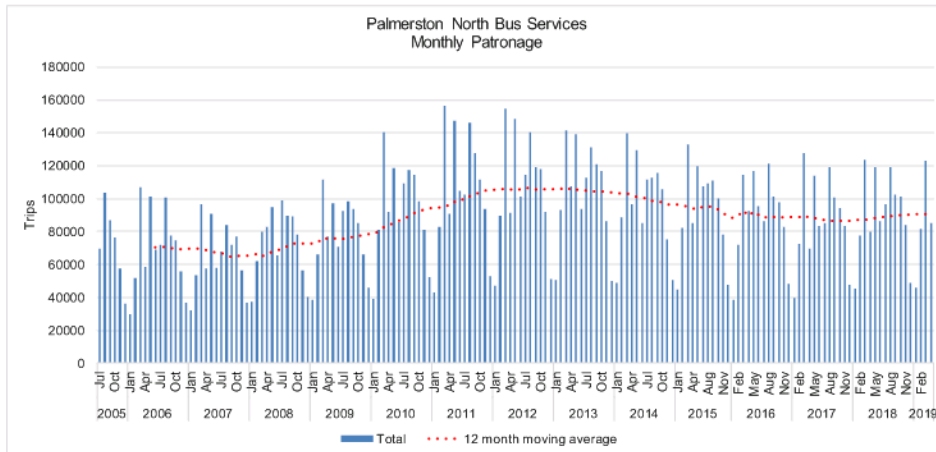


Figure 3: Palmerston North Bus Services Total Monthly Patronage

Figure four below breaks down the usage by passenger type across the network (note that the 2018-19 figures are for the period 1 July to 31 March only). While overall patronage has fluctuated, the ratios of each passenger type has remained fairly consistent. Note that over 60% of users of the service travel under a third-party funded travel scheme (SuperGold Card or the tertiary unlimited access schemes). Adult and child users make up 12% and 16% of all trips taken respectively, indicating an area Council could focus on engaging with to drive further growth.

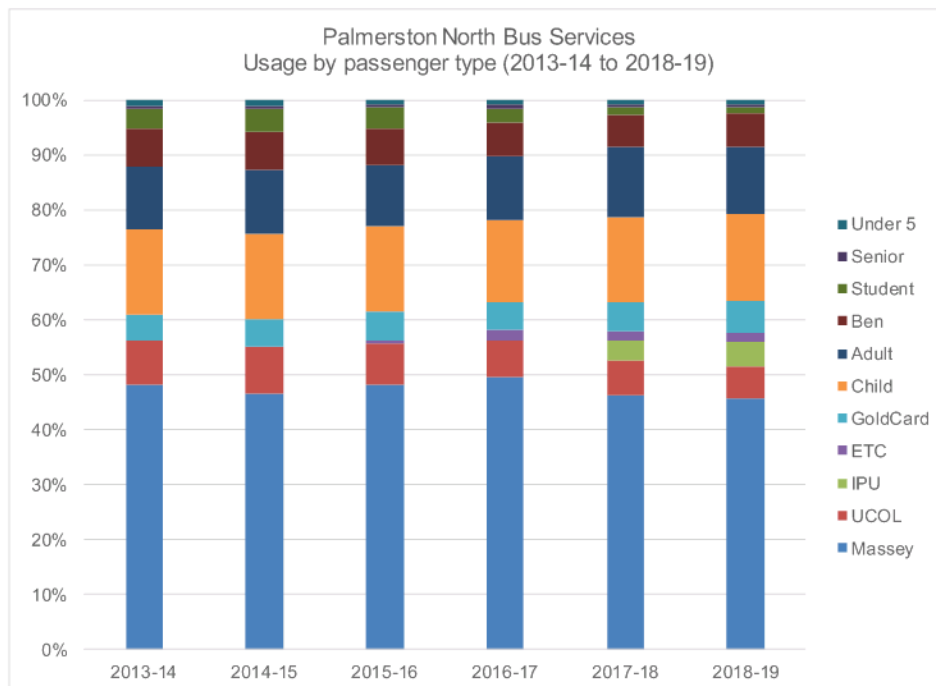


Figure 4: Palmerston North Bus Services Usage by Passenger Type

SuperGold Card usage has increased slightly, totalling 6% of trips taken across the network. SuperGold usage is outlined in the table below.

	Period: 1 July to 31 March					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total Patronage	895,343	831,782	778,461	778,218	780,887	802,859
SuperGold Patronage	43,122	40,743	41,502	39,487	40,559	47,808
% of Total Patronage	4.8%	4.9%	5.3%	5.1%	5.2%	6.0%

### 3.2 Palmerston North Bus Service Improvements

A programme of improvements has been underway for approximately 24 months. Some of the improvements have been clear successes, such as the stand-alone route for the Summerhill area and the increased peak frequency for Routes 31 and 32 (Fernlea and Heights), while others have been less successful. The table below summarises the improvements implemented and their status. The subsequent sections contain further detail on the performance of each of the improvements.

Improvement	Status
A stand-alone urban route covering the Summerhill area (two year trial)	Trial finished July 2018. The route is now confirmed as part of the urban bus services contract but will continue to be reported on separately until the urban services are retendered.

A two year trial of increased peak frequency (10 minute services) on Routes 5 and 6	Trial ceased on 30 September 2018 due to low patronage.
Increased peak frequency (20 minute services) on Routes 31 and 32 (Fernlea and Heights)	New timetable commenced in February 2017. Services are performing well and will continue to be monitored.
Extended weekday hours of operation (last service departing at 8pm) across urban routes (commenced July 2017);	Extended services commenced in July 2017. Performance reviewed in August 2018 and February 2019 with a decision to be made by the Passenger Transport Committee on continuation in June 2019.
Improved weekend services on urban routes	Improved weekend timetable commenced in July 2018. Overall, services are performing well but there may be some opportunities to refine the schedule. This work will be undertaken during 2019-20 as part of the wider network review.

**3.2.1 Increased Services on Routes 31 and 32 (Fernlea and Heights)**

In February 2017, additional peak services were introduced on Routes 31 and 32 (Fernlea and Heights) which largely covers the growing part of Kelvin Grove between Roberts Line and James Line. Feedback on the improved timetable to date from customers has been positive.

Figure Five shows the monthly patronage from July 2013 to March 2019, with the 12 month moving average summarising the overall trend. Figure Six provides a comparison of the total monthly patronage over the last three years. It is clear that the improvements have had a significant positive impact on overall usage.

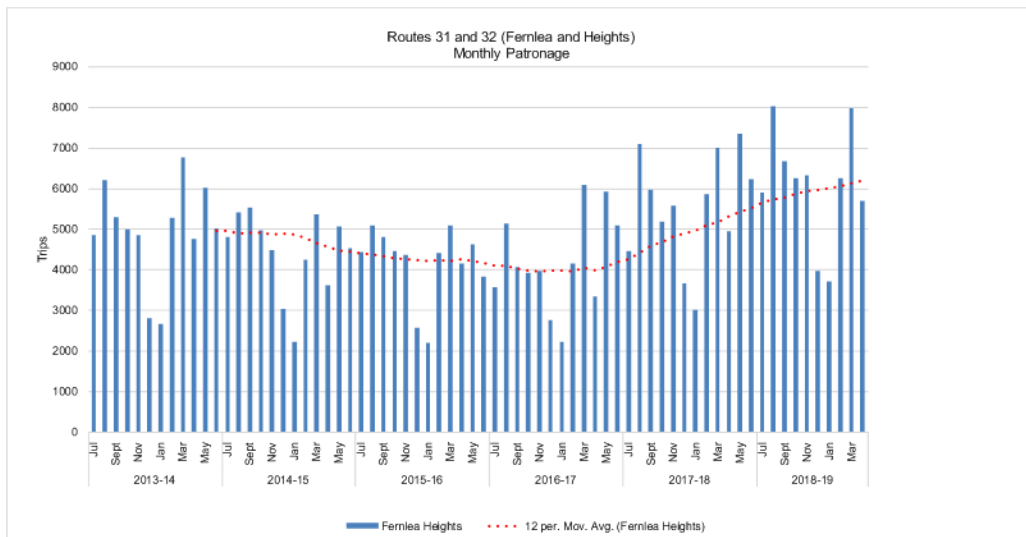


Figure 5: Routes 31 and 32 Monthly Patronage



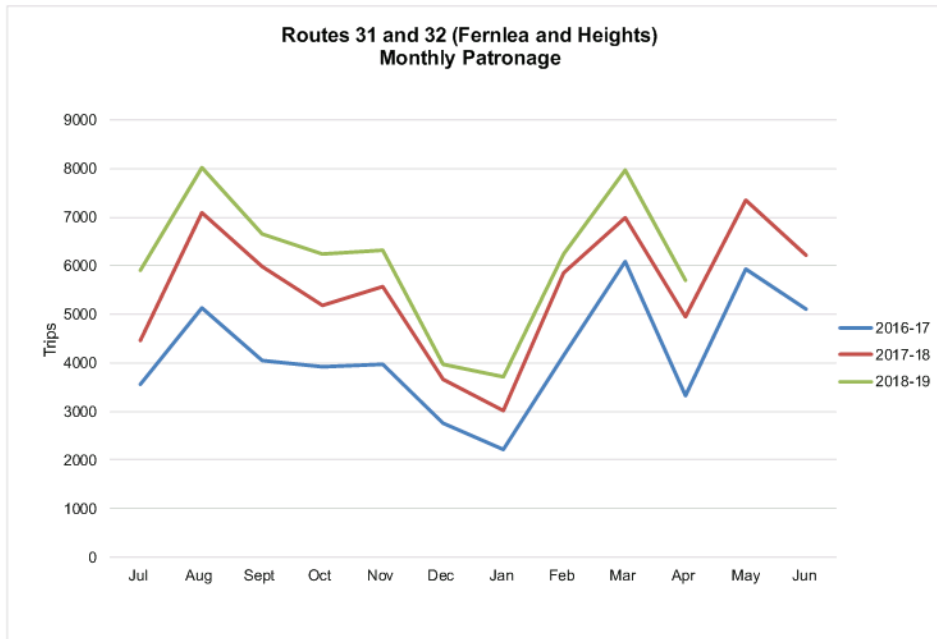


Figure 6: Routes 31 and 32 Total Trips By Month (Financial Year comparison)

Usage of the services continues to grow and it is expected that as further housing development occurs in the area, that bus usage will increase. Road linkages from Roberts Line to James Line are complete at Rosalie Terrace and connection via Freedom Drive is in development. Servicing of this growth area will be considered as part of the 2019-20 network review (discussed in section 3.3).

### 3.2.2 Weekend Services

In July 2017, a new weekend timetable was introduced across the six urban routes. Services now run from 8.00am to 6.00pm, at a 40 minute frequency on Saturdays and hourly on Sundays.

Patronage across all routes has increased as a result of the increased timetable as shown in Figure Seven. While this is pleasing to see, we believe there are opportunities to refine the timetable and remove some of the less well utilised services or reassign the resource into other areas of the network, such as the Massey services. This work will be undertaken during 2019-20 as part of the network review.

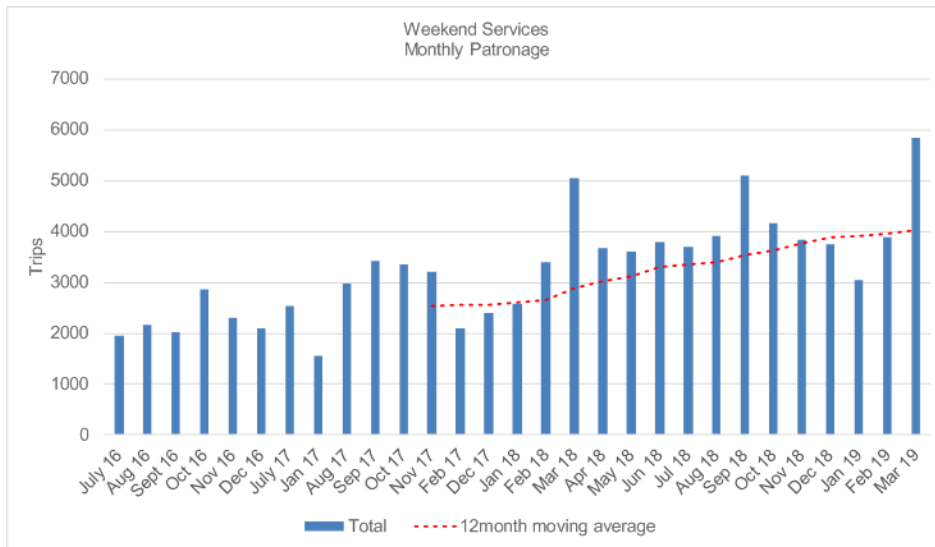


Figure 7: Weekend Services Total Patronage

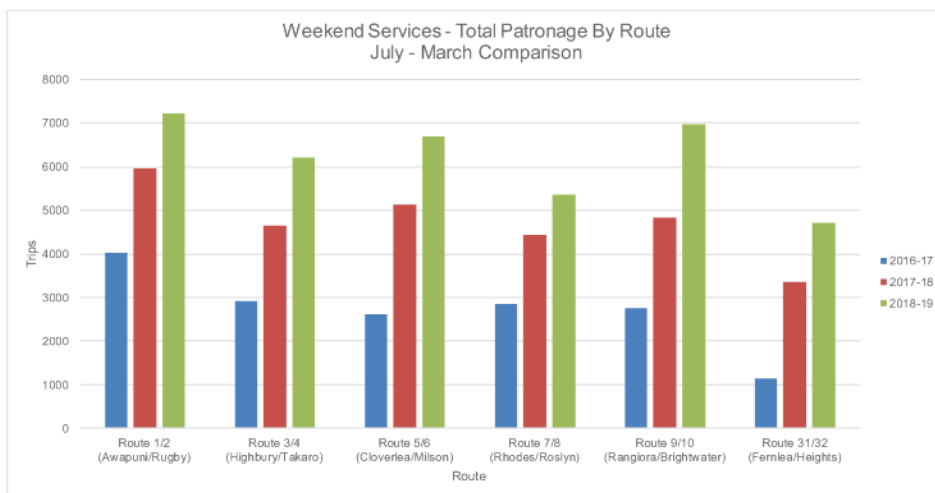


Figure 8: Weekend Services Total Patronage By Route (July – March Comparison)

Figure Eight shows a monthly comparison for the July to March period across the last three financial years. The baseline level of service in 2016-17 was very low, with infrequent services running on Saturday and Sundays across all urban routes. The improved weekend timetable commenced operation in July 2017 therefore comparing 2017-18 and 2018-19 provides a useful visual indication of the overall increases in usage in the 20 months since the changes were introduced.

### 3.2.3 Late Night Services

In July 2017, three additional weekday services per urban route were introduced (6.40pm, 7.20pm and 8.00pm). While usage has increased slightly, overall uptake continues to be limited.

Usage of the services was reviewed in August 2018 and the Committee recommended continuation for a further six months to determine whether additional promotion would have any significant impact on usage. Further analysis was presented to the Committee in February 2019, where the Committee recommended that services continue for the full two year period, before a final decision is made. A separate detailed report on service performance will be presented to the Passenger Transport Committee in June 2019.

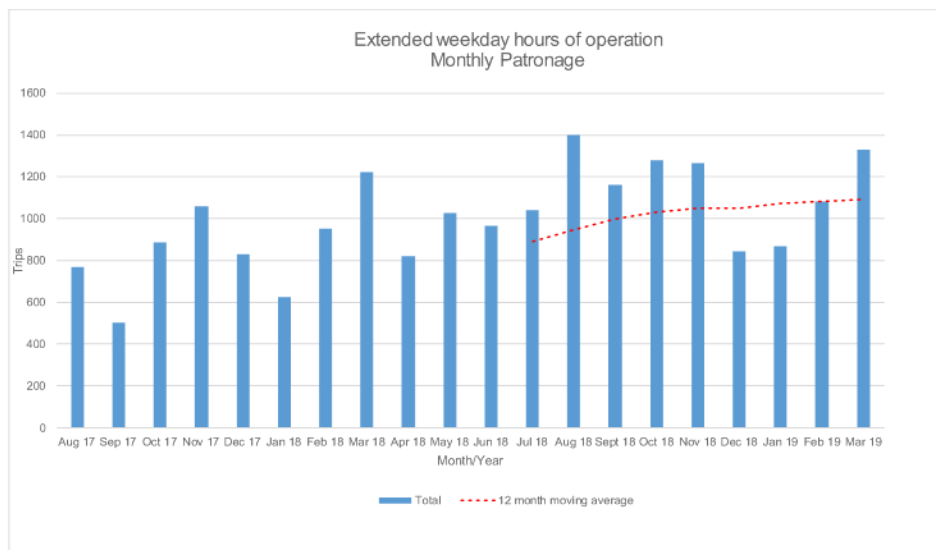


Figure 9: Late Night Services Total Monthly Patronage

### 3.2.4 Summerhill bus service

A stand-alone urban route covering the Summerhill area commenced in July 2016 under a two year trial contract. Based on the strong uptake of the services, the Passenger Transport Committee agreed to incorporate the route into the Palmerston North Urban Bus Services contract in May 2018.

The table below details the performance of the service.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Passenger numbers	18,876	25,618	32,870
Gross cost (\$)	133,987	140,618	154,585
Revenue (\$)	21,790	14,239	17,008
Net cost (\$)	112,197	126,379	137,577
Transport Agency share (\$)	58,342	64,453	70,164
Third party revenue (\$)	0	13,800	0
HRC share (\$)	53,855	61,926	67,413
HRC cost per passenger (\$)	3	2	2
Farebox recovery *	16%	20%	11%

\*For the purposes of calculating the Farebox Recovery, both the Revenue and Third Party Revenue figures are used.

\*\*Transport Agency share: 52% (2016-17) and 51% (2017-18 to current).

Passenger numbers on the service continue to increase strongly, with an additional 7,252 trips taken during the reporting period this financial year, compared to last financial year. Usage of the IPU free travel scheme remains strong, with 35,209 trips recorded this financial year. 14,222 of these free trips have been taken on the Summerhill service. Since the start of the IPU free services trial in August 2017, a total of 72,174 trips have been made.

It should be noted that farebox recovery has decreased compared to 2017-18. This is due to the timing of the contribution from IPU for the free student travel scheme. This payment occurred later this financial year (April 2019) and as such, is not reflected in 2018-19 figures above.

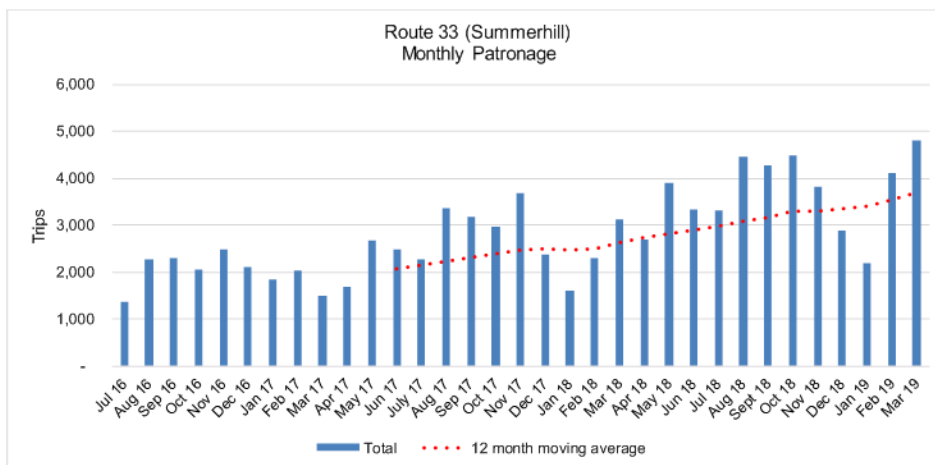


Figure 10: Summerhill Trial Service Monthly Patronage

### 3.2.5 Bike Racks

Bike racks on the Palmerston North bus network were introduced in September 2016; usage to date is shown below. Uptake is still low however it is pleasing to see that usage is growing. Total bike rack trips for the year to date sit at 359, compared with 303 for the same period last financial year.

Month	2016-17	2017-18	2018-19
July	0	30	35
August	0	48	73
September	4	44	78
October	15	49	60
November	17	88	68
December	7	44	45
January	6	52	80
February	12	83	78
March	35	38	91
April	26	50	
May	44	46	
June	24	51	
<b>Total</b>	<b>190</b>	<b>623</b>	<b>608</b>
<b>Year to date total</b>	<b>96</b>	<b>476</b>	<b>608</b>

### 3.3 Network Review

The Palmerston North Urban and Massey bus services contract will expire in November 2022. Prior to retendering the contract, it is prudent to review the services to inform the future requirements. This work will be led by Horizons Regional Council, with input from the Palmerston North Bus Services Advisory Group<sup>3</sup>. An external public transport consultant will be engaged to undertake the review, with oversight from Horizons transport staff.

Public transport operators, users and other key stakeholders such as tertiary institutions, will be involved and consulted throughout the review process as appropriate. Key milestones will be reported to the Passenger Transport Committee, with recommendations coming from the Committee to Council for approval.

The 'first principles' review of the services in 2013-14 determined the optimal network structure for the city into the future. The 2019-20 review does not seek to redo the work undertaken in 2013-14 but will build on the outcomes of the service enhancements/trials implemented since then. The suitability of a number of aspects of the service have been queried and it is appropriate that before the contract retender, these are evaluated. Aspects within the scope of the review include:

- Pulse versus offset scheduling;
- Alternating loop system;
- Access to/through the city centre;
- Massey University services;
- Service coverage and frequency (particular focus on the growth areas of the city);
- Timetable/hours of operation.

The full scope of the review will be approved by the Advisory Group in June 2019. An indicative timeframe for the review and retender process is outlined below.

July 2019	Review commences
August 2020	Sign off review
November 2020	PTC/Council approval to retender contract

<sup>3</sup> The Advisory Group is made up of political and officer representation from Horizons Regional Council and Palmerston North City Council and officers from the New Zealand Transport Agency.

Tender process, evaluation and approvals	March – September 2021
Award contract	November 2021
New contract commences	November 2022

### 3.4 Ashhurst to Palmerston North Bus Service

The Ashhurst to Palmerston North bus service commenced in July 2016 on a two year trial period and operates Monday-Saturday. Prior to July 2016, the service operated as a twice weekly “shopper” service, offering one return trip per day.

The table below summarises the performance of the services for the period 1 July 2018 to 31 March 2019. It is pleasing to see that with some slight amendments to the timetable and increased promotion in the Ashhurst community that numbers for this service continue to trend upwards. Farebox recovery has also increased from 13% last financial year to 17% for the reporting period.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	612	652	4,076	5,116	6,448
Gross cost (\$)	8,334	5,632	80,943	83,176	87,201
Revenue (\$)	1,505	912	9,089	10,814	14,711
Net cost (\$)	6,829	4,720	71,854	72,362	72,490
Transport Agency share (\$)**	3,415	2,502	37,364	36,905	36,970
HRC share (\$)	3,415	2,218	34,490	35,457	35,520
HRC cost per passenger (\$)	5.58	3.40	8.46	6.93	5.51
Farebox recovery	18%	16%	11%	13%	17%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Figure Eleven shows the total monthly patronage on the service for the trial period to the end of March 2019.

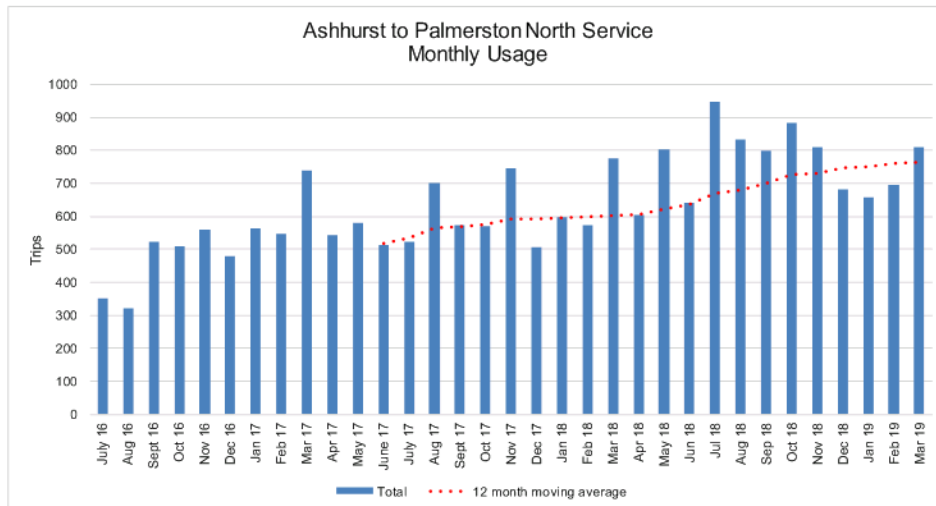


Figure 11: Ashhurst to Palmerston North Service Monthly Usage

SuperGold Card usage of the service remains fairly steady, making up almost 13% of all trips taken for the reporting period. SuperGold usage is shown in the table below.

	Period: 1 July to 31 March					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total Patronage	530	612	652	4,076	5,116	6,448
SuperGold Patronage	242	241	306	483	758	831
% of Total Patronage	45.7%	39.4%	46.9%	11.8%	14.8%	12.9%

In February 2019, the Passenger Transport Committee considered a report on the performance of the service of the trial period, as well as several suggestions for timetable changes. Given the growth in numbers and positive user response to the first tranche of timetable changes, the Committee approved retendering the service with the existing timetable. A Request For Tender was let in March 2019 and the contract is expected to be awarded in June 2019.

### 3.4.1 Bike racks

Bike racks on the buses were included as part of the trial contract and have been in operation since July 2016. Usage for the duration of the trial to date is shown below.

Month	2016-17	2017-18	2018-19
July	0	1	7
August	1	0	3
September	0	0	6
October	2	3	4
November	0	2	4
December	0	1	5
January	2	0	1
February	0	0	0
March	1	0	1
April	5	0	
May	7	1	
June	1	4	
<b>Total</b>	<b>19</b>	<b>12</b>	<b>31</b>
<b>Year to date total</b>	<b>6</b>	<b>7</b>	<b>31</b>

### 3.5 Prisoners Aid and Rehabilitation Services (PARS)

PARS is a non-profit organisation based in Palmerston North which assists prisoners and their families, both while in prison and upon release. The organisation operates trips to and from Linton Prison on a demand basis to provide access to visitation services for families; this service is supported by a concessionary fare agreement with Horizons.

147 trips have been taken during the reporting period, at a cost of \$272.00, compared to 237 trips for the same period last year.

## 4. Rangitikei Public Transport Services

### 4.1 Summary

Services provided in the Rangitikei district are:

- Marton to Palmerston North commuter service, operating one return trip per weekday.
- Taihape to Whanganui/Palmerston North fortnightly service. This service runs on the first Thursday of the month from Taihape to Whanganui and the third Friday of the month from Taihape to Palmerston North (via Feilding).

### 4.2 Marton to Palmerston North Commuter Service

The table below summarises the performance of the Marton to Palmerston North service. This service operates Monday-Friday.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	3,371	3,670	2,094	2,655	3,436
Gross cost (\$)	42,843	42,793	46,125	54,669	57,683
Revenue (\$)	14,169	15,645	8,915	11,298	14,270
Net cost (\$)	28,674	27,148	37,210	43,371	43,413
Transport Agency share (\$)**	14,337	14,388	19,349	22,119	22,141
HRC share (\$)	14,337	12,760	17,861	21,252	21,272
HRC cost per passenger (\$)	4.25	3.48	8.53	8.00	6.19
Farebox recovery	33%	37%	19%	21%	25%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

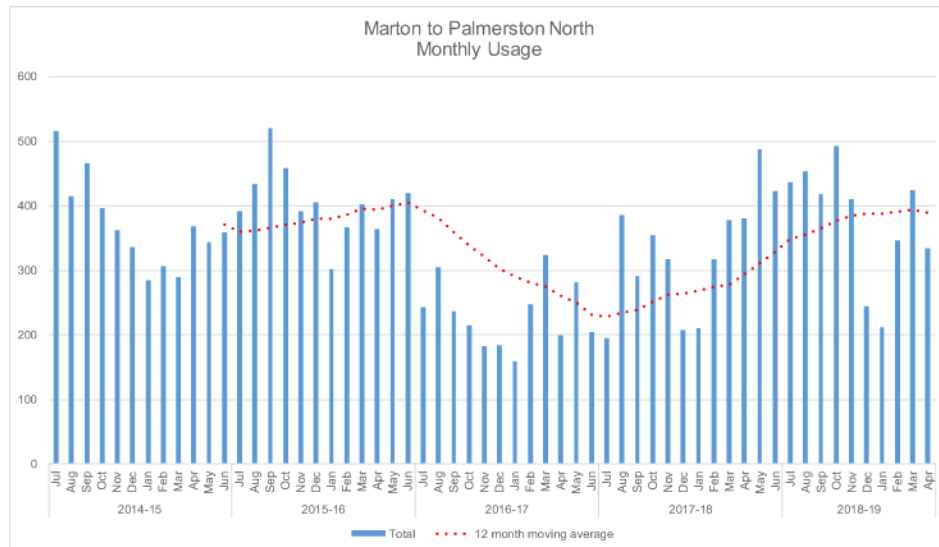


Figure 12: Marton to Palmerston North Service Monthly Usage

After a period of decline, fares were reduced in November 2017 to see if the downturn could be reversed. It is clear that this reduction in fares has had a positive impact, with usage steadily climbing. Farebox recovery of the service has also lifted from 21% to



25% for the year to date, a significant improvement on the 19% achieved during the same period in 2016-17.

The service contract is due to expire in early 2020 and a separate report will be presented to the Passenger Transport Committee in June 2019, seeking approval to retender the service.

#### 4.3 Taihape-Whanganui/Palmerston North Bus Service

The table below summarises the performance for the Taihape service. A new contract commenced operation in January 2019 where the service now operates the first Thursday of the month to Whanganui and the third Friday of the month to Palmerston North via Feilding.

As part of the service review/retender process an opportunity to align the service operation days was identified. The Committee approved changing the Friday Taihape to Palmerston North trip to Thursdays. This was suggested on the back of feedback from community members that the service would be better utilised if the day was changed.

A tender process was completed in late 2018 and the contract re-awarded to Go Bus Limited for a further three year period, commencing January 2019

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	199	224	256	254	233
Gross cost (\$)	7,201	8,257	8,465	8,528	8,801
Revenue (\$)	2,068	2,060	1,607	1,473	1,724
Net cost (\$)	5,133	6,197	6,858	7,055	7,077
Transport Agency share (\$)**	2,567	3,284	3,566	3,598	3,609
HRC share (\$)	2,567	2,913	3,292	3,457	3,468
HRC cost per passenger (\$)	12.90	13.00	12.86	13.61	14.88
Farebox recovery	29%	25%	19%	17%	20%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Free SuperGold Card travel was introduced on the service in November 2016 for the eligible morning service. SuperGold usage made up almost three-quarters of all trips taken for the reporting period and is detailed in the table below.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Total Patronage	256	254	233
SuperGold Patronage	49	178	166
% of Total Patronage	19.1%	70.1%	71.2%

## 5. Ruapehu Public Transport Services

### 5.1 Raetihi to Ohakune Service

The table below summarises the performance of the Raetihi to Ohakune service. This service operates every second Tuesday between Raetihi and Ohakune.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	232	290	250	264	255
Gross cost (\$)	1,845	2,010	1,891	1,469	2,367
Revenue (\$)	504	778	544	509	511
Net cost (\$)	1,341	1,232	1,347	1,374	1,856
Transport Agency share (\$)**	671	653	700	701	947
HRC share (\$)	671	579	647	673	909
HRC cost per passenger (\$)	2.89	2.00	2.59	2.55	3.57
Farebox recovery	27%	39%	29%	35%	22%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Usage of the service remains steady. Free SuperGold Card travel was extended to this service in November 2016 and accounts for over 80% of all trips taken. The table below outlines SuperGold Card usage.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
Total Patronage	250	264	255
SuperGold Patronage	84	202	213
% of Total Patronage	33.6%	76.5%	83.5%

## 6. Whanganui Public Transport Services

### 6.1 Summary

Services provided in the Whanganui district are:

- Whanganui urban services operating Monday to Saturday.
- Whanganui to Palmerston North commuter service, operating one return trip per weekday.

During the network review of the Whanganui urban services, an Advisory Group was formed. The group was made up of representatives from Horizons, Whanganui District Council and New Zealand Transport Agency, with input from the bus operator. The review is now complete however the Advisory Group will continue to monitor service performance, implementation of the service changes resulting from the review and other needs e.g. infrastructure requirements.

### 6.2 Whanganui Urban Bus Services

The Whanganui urban services is made up of four loop services and three routes covering local intermediate and secondary schools (during term time only). The urban services run in alternating directions (i.e. clockwise then anticlockwise) departing from and arriving at Trafalgar Square.

The table below summarises the performance of the Whanganui urban bus service. The service operates Monday-Saturday.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	122,361	112,450	109,325	102,738	98,091
Gross cost (\$)	463,850	462,571	467,854	462,966	504,984
Revenue (\$)	155,710	143,116	142,002	135,338	126,196
Net cost (\$)	308,140	319,455	325,852	327,628	378,788
Transport Agency share (\$)**	154,070	169,311	169,443	167,090	193,182
Third party revenue (\$)	7,129	7,129	7,129	7,128	7,128
HRC share (\$)	146,941	143,015	149,280	153,410	178,478
HRC cost per passenger (\$)	1.20	1.27	1.37	1.49	1.82
Farebox recovery *	35%	32%	32%	31%	26%

\*For the purposes of calculating the Fare Box Recovery both the Revenue and Third Party Revenue figures are used.

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

SuperGold card usage remains consistent across the network.

	Period: 1 July to 31 March					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total Patronage	123,205	122,361	112,450	109,325	102,738	98,091
SuperGold Patronage	26,600	28,240	29,045	26,732	28,964	28,220
% of Total Patronage	21.6%	23.1%	25.8%	24.5%	28.2%	28.8%

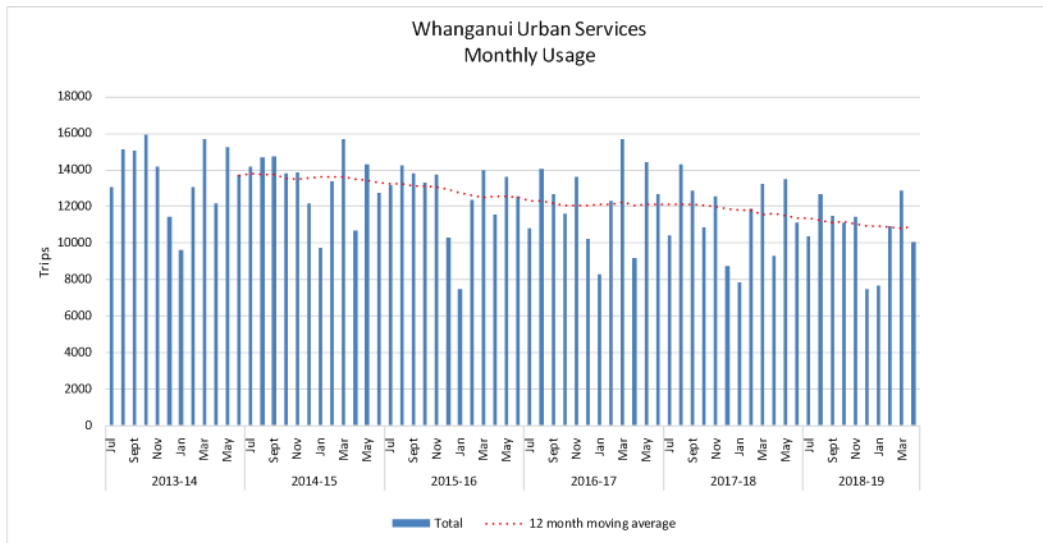


Figure 13: Whanganui Urban Services Monthly Patronage

Patronage across the network continues to decline. Figure 14 below shows the breakdown of usage across the network by route (for the period 1 July to 31 March to provide a year on year comparison). Usage across the school services (Girls College, Rutherford and Whanganui High) remains fairly static and the biggest changes in usage are on the Castlecliff services.

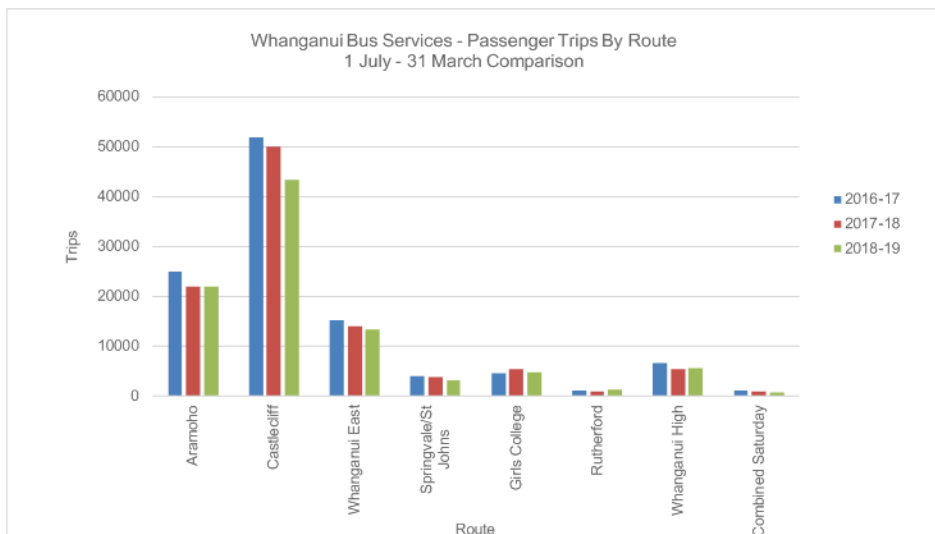


Figure 14: Whanganui Bus Services Passenger Trips By Route

A news article featured following the February 2019 Passenger Transport Committee which highlighted the decline in numbers. Public feedback that followed suggested that there is a low level of community awareness of the availability of services and the schedules. Officers are in the process of working with the operators to develop a series

of local promotions to provide better information to the public. It is expected that the first of these will commence early in the new financial year.

### 6.3 Whanganui to Palmerston North Commuter Service

A two year trial of a weekday commuter service between Whanganui and Palmerston North commenced operation in February 2017. UCOL contribute to the cost of this service to enable their students and staff to travel free of charge as it replaces part of the contracted campus shuttle UCOL operated between the two destinations. UCOL provide a campus service running from Palmerston North to Whanganui service separate to the contract for the Whanganui to Palmerston North service.

The table below summarises the performance for the Whanganui-Palmerston North service for the reporting period. Usage continues to grow, with the period January to March 2019 being particularly strong. 80% of customers are UCOL staff or students.

	Period: 1 July to 31 March		
	2016-17	2017-18	2018-19
<b>Passenger numbers</b>	1,267	5,850	6,849
<b>Gross cost (\$)</b>	16,188	81,879	92,690
<b>Revenue (\$)</b>	1,399	8,594	7,834
<b>Third party revenue (\$)</b>	5,000	22,500	22,500
<b>Net cost (\$)</b>	9,789	50,785	62,356
<b>Transport Agency share (\$)**</b>	5,090	25,900	31,802
<b>HRC share (\$)</b>	4,699	24,885	30,554
<b>HRC cost per passenger (\$)</b>	3.71	4.25	4.46
<b>Farebox recovery *</b>	40%	38%	33%

\*For the purposes of calculating the Fare Box Recovery both the Revenue and Third Party Revenue figures are used.

\*\*Transport Agency share: 51% (2017-18 to current).

## 7. Infrastructure

Officers continue to work closely with district and city council staff to identify sites for 2018-19 and complete the associated work. This year's shelter installation programme is well on track to be delivered and includes five shelters in Palmerston North, two in Whanganui and one in Feilding.

Work on a two year infrastructure plan for Palmerston North is well underway, with support from Palmerston North City Council.

Officers are investigating options for bulk procurement of shelters over a three year period. The aim is to develop an overarching infrastructure strategy/plan to guide investment.

Report No.	19-97
Decision Required	

## PALMERSTON NORTH TRIAL BUS SERVICE EXTENDED WEEKDAY HOURS

### 1. PURPOSE

- 1.1. To review performance of the Palmerston North Urban bus service extended weekday hours trial and to determine the appropriate level of service for the future.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-97.
- b. recommends that the extended weekday hours of operation of the Palmerston North urban bus services be either:
  - i. discontinued following one month's notice to the public transport provider and public; OR
  - ii. continued with only the 6.40pm service continuing to operate following one months' notice to the public transport provider and public.

### 3. FINANCIAL IMPACT

- 3.1. Funding for the service is accounted for within the Long Term Plan and Annual Plan transport budgets.
- 3.2. All cost information quoted in this report is exclusive of GST, unless otherwise stated.

### 4. COMMUNITY ENGAGEMENT

- 4.1. Community engagement with public transport customers will be undertaken if any changes to the services arise as a result of this report.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

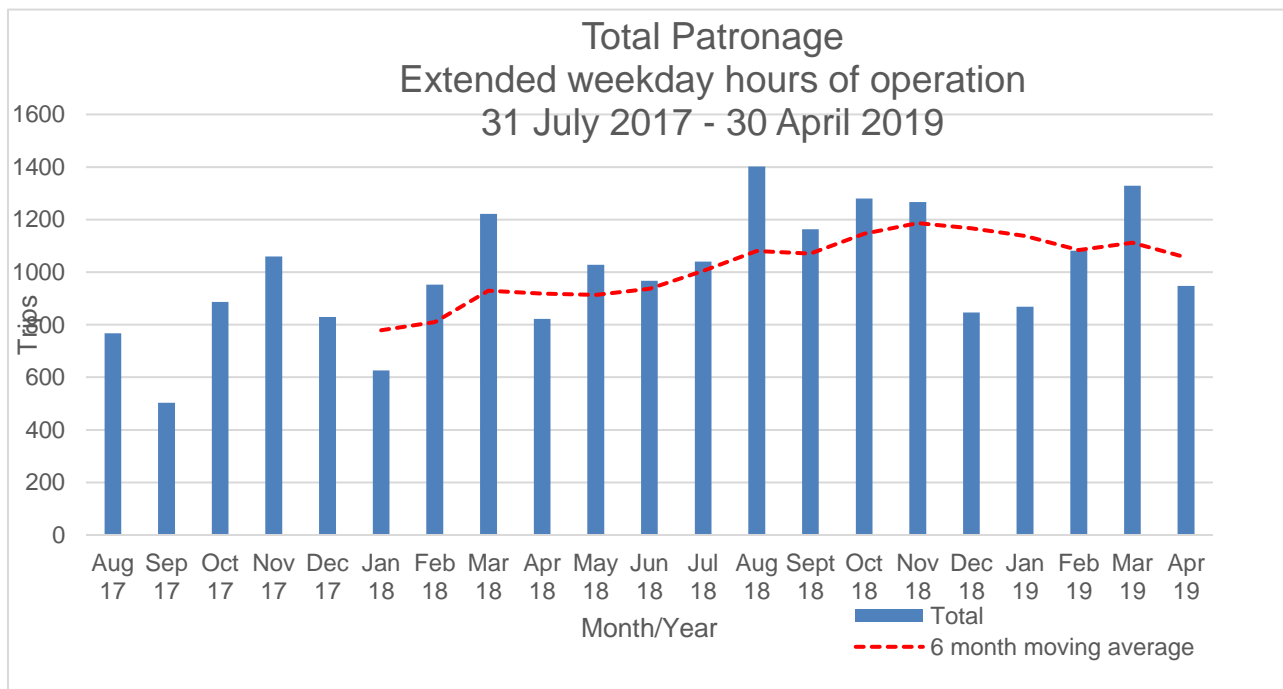
- 5.1. No significant business risk impact.

### 6. BACKGROUND

- 6.1. In 2013-14, a comprehensive review of the Palmerston North Urban Bus Services was undertaken which resulted in a number of improvements to be implemented over a three to four year period. This report deals with the trial to extend the weekday hours of operation across all urban routes (not including the Summerhill urban route).
- 6.2. Since commencement of the trial in July 2017, uptake of these improvements has been limited. This report identifies which services are less well utilised than others and if any changes can be made to provide a more efficient service.
- 6.3. Farebox recovery for the service has been calculated at approximately 3%. Budget forecasts for performance of the service were based on a farebox recovery ratio of 20% at the end of two years which is why the service has run over budget for the past two years.

## 7. ANALYSIS

- 7.1. Prior to introducing the extended hours of operation, the last urban service departed the Main Street Terminal at 6.00pm. Feedback collected during the urban services review noted that with more workers moving away from the traditional 9.00am to 5.00pm working day, having the last service departing at 6.00pm did not provide workers with sufficient flexibility to seriously consider using public transport. In addition, many submitters requested services later into the evening to provide increased options for access to late night shopping at The Plaza and social outings such as dinner and movies/shows.
- 7.2. On this basis, three additional weekday services per urban loop were introduced on 31 July 2017 (services at 6.40pm, 7.20pm and 8.00pm).
- 7.3. To 31 March 2019, a total of 20,888 trips have been taken across the extended hours of operation being approximately 1,000 trips per month. A series of graphs is provided in this report analysing those trips by day, time and route.



**Figure 1: Total Patronage Extended Weekday Hours of Operation**

- 7.4. Figure one shows that usage has increased since the service commenced.
- 7.5. In analysing the data, we can look across three high level areas to start to identify any trends that have emerged. These areas are:
- Usage by route.
  - Usage by day of the week.
  - Usage by time of day.
- 7.6. Considering firstly usage by route, comparing the total number of trips taken since the changes were implemented, we can see that, with the exception of Routes 31 and 32 (Fernlea Heights), there are not any significant differences in usage between routes across the city.



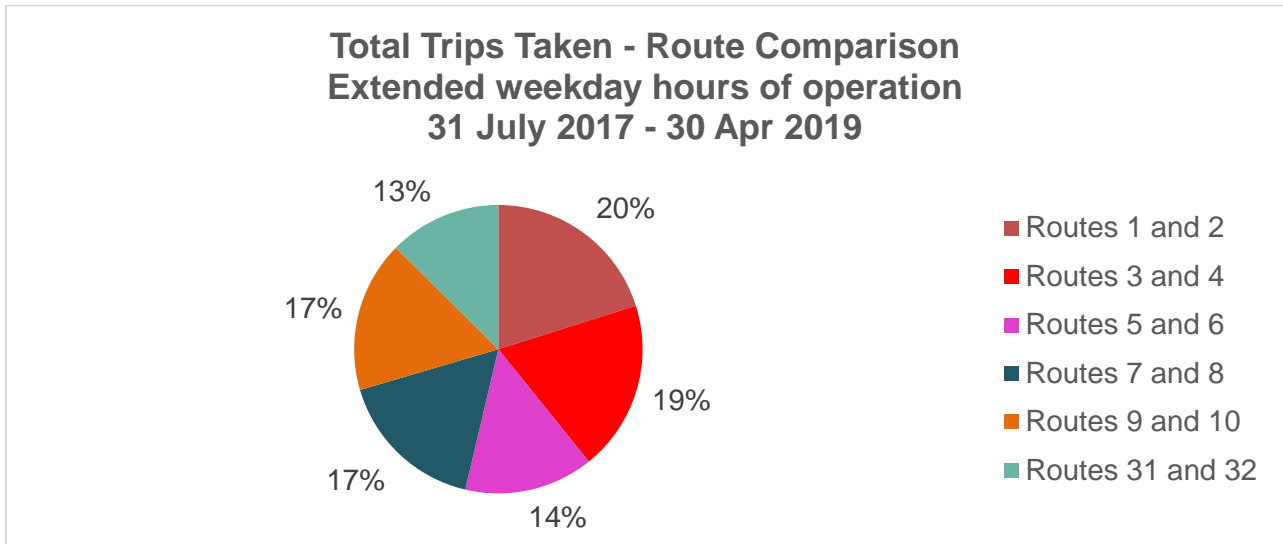


Figure 2: Extended Weekday Hours of Operation - Route Comparison

7.7. The table below provides the actual number of trips taken since commencement of the trial.

Route	Route #	Total trips
Awapuni/Rubgy	1 & 2	4,204
Highbury/Takaro	3 & 4	3,987
Milson/Cloverlea	5 & 6	3,025
Rhodes/Roslyn	7 & 8	3,497
Rangiora/Brightwater	9 & 10	3,547
Fernlea Heights	31 & 32	2,628
	<b>Total</b>	<b>20,888</b>

7.8 Figure 3 below shows the total numbers of trips per time per day.

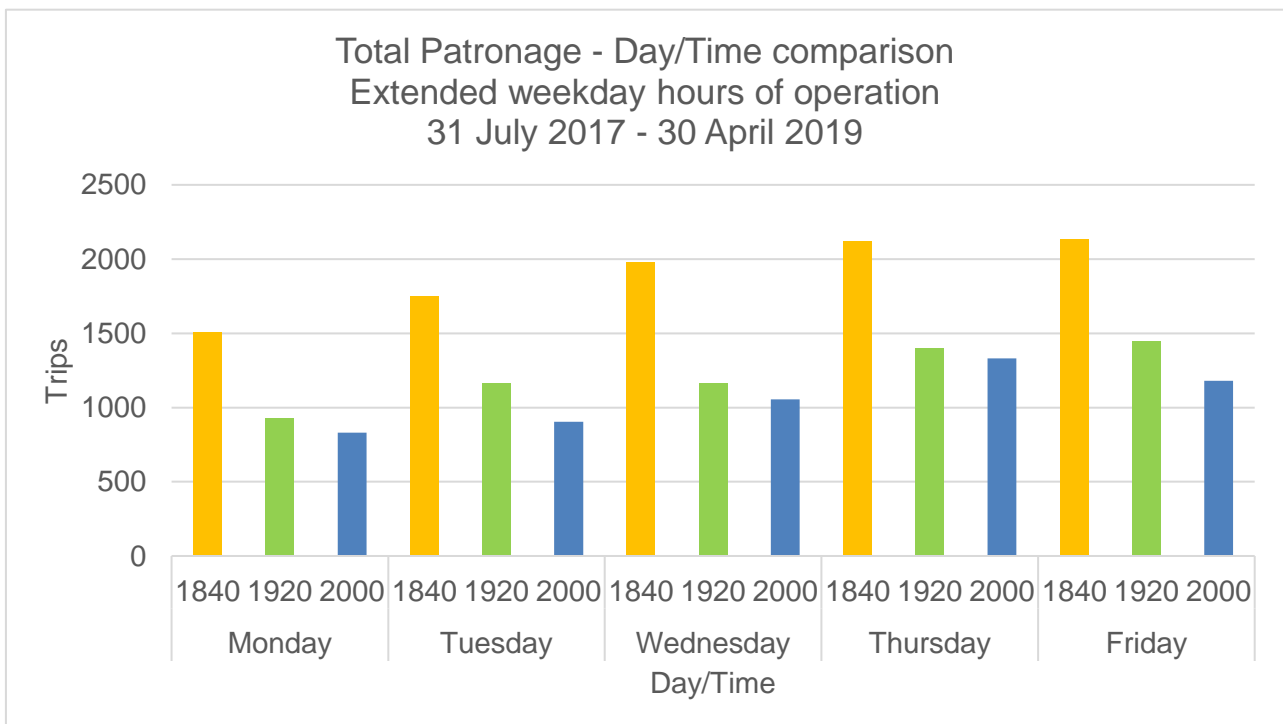


Figure 3: Total patronage across all services per time per day.

- 7.9 The data in figure 3 shows that the 6.40pm service is consistently more utilised than the 7.20pm and 8.00pm services. It also shows that patronage increases later into the week.
- 7.10 Figure 4 below shows the total patronage for each week day. As discussed above the data shows increased usage later in the week.

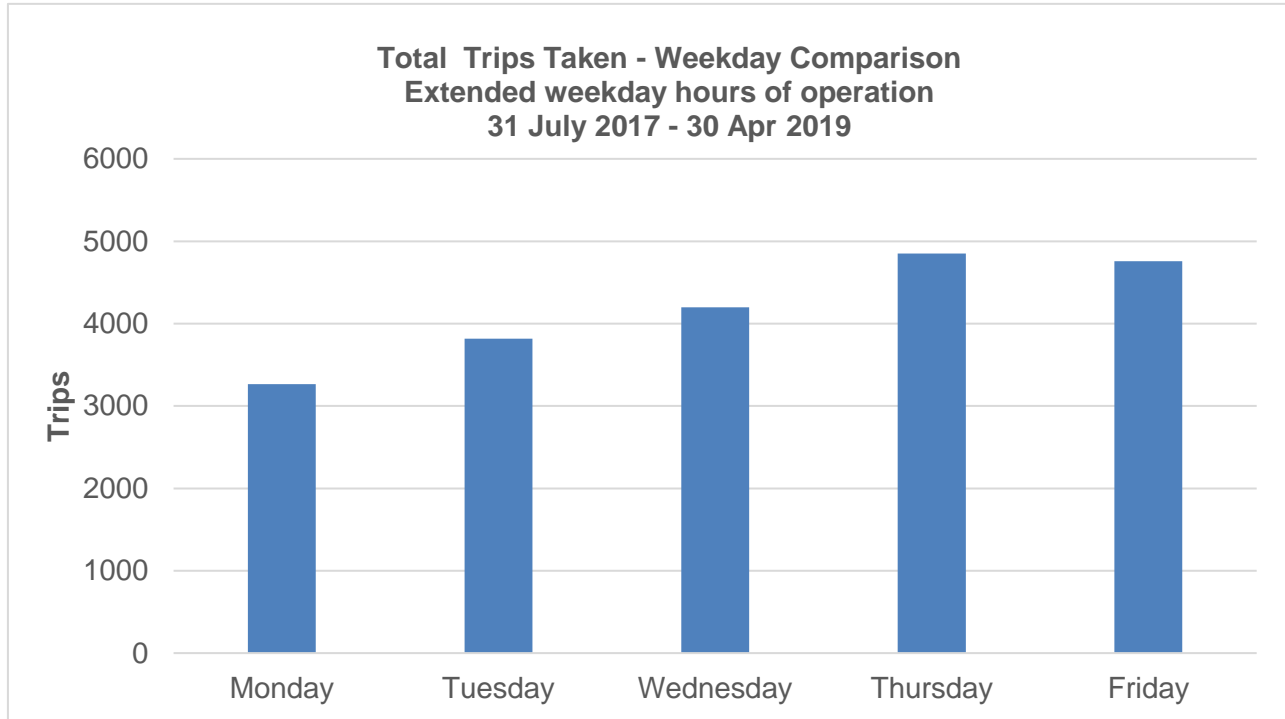


Figure 4: Extended Weekday Hours of Operation – Weekday Comparison

- 7.11 Figure 5 shows total patronage per service time. From this it is clear to see that usage drops later into the evening.

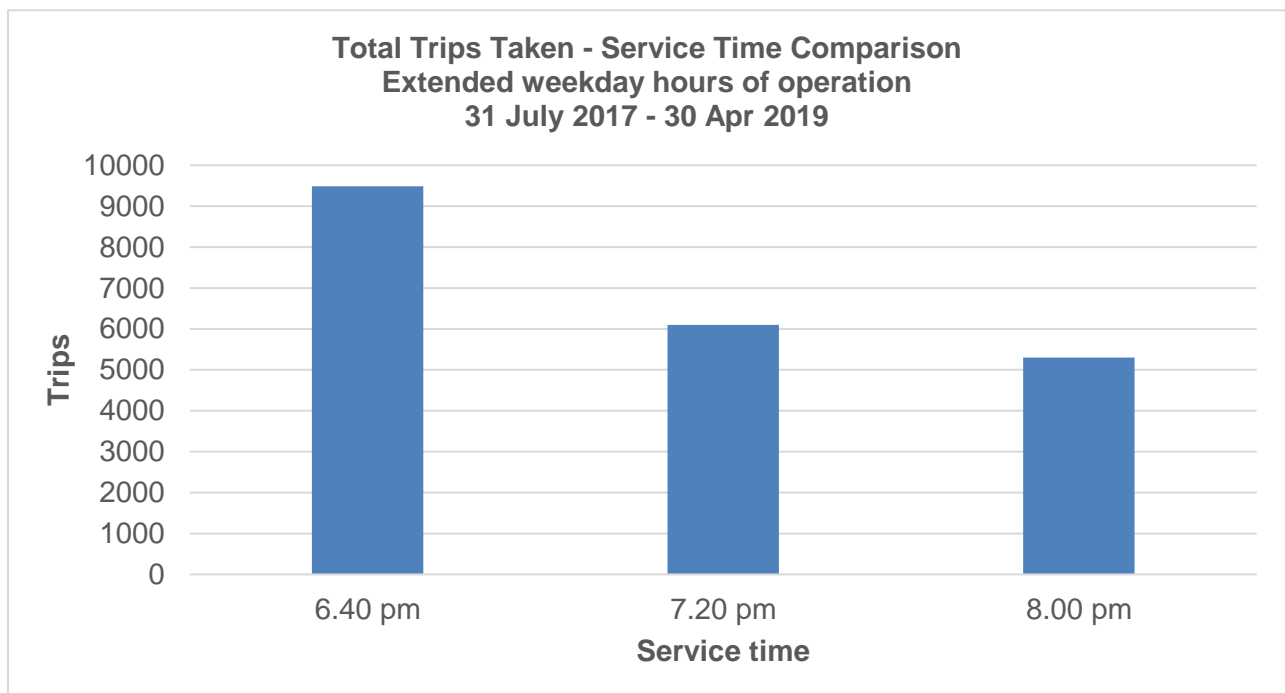


Figure 5: Extended Weekday Hours of Operation – Service Time Comparison

7.12 Having considered total patronage carried across all services, day of the week and service time, it is necessary to also look at the average patronage carried per service. Figure 6 shows the average number of persons carried per service time for each day of the week, per route. This is to provide detail around how well utilised the services are.

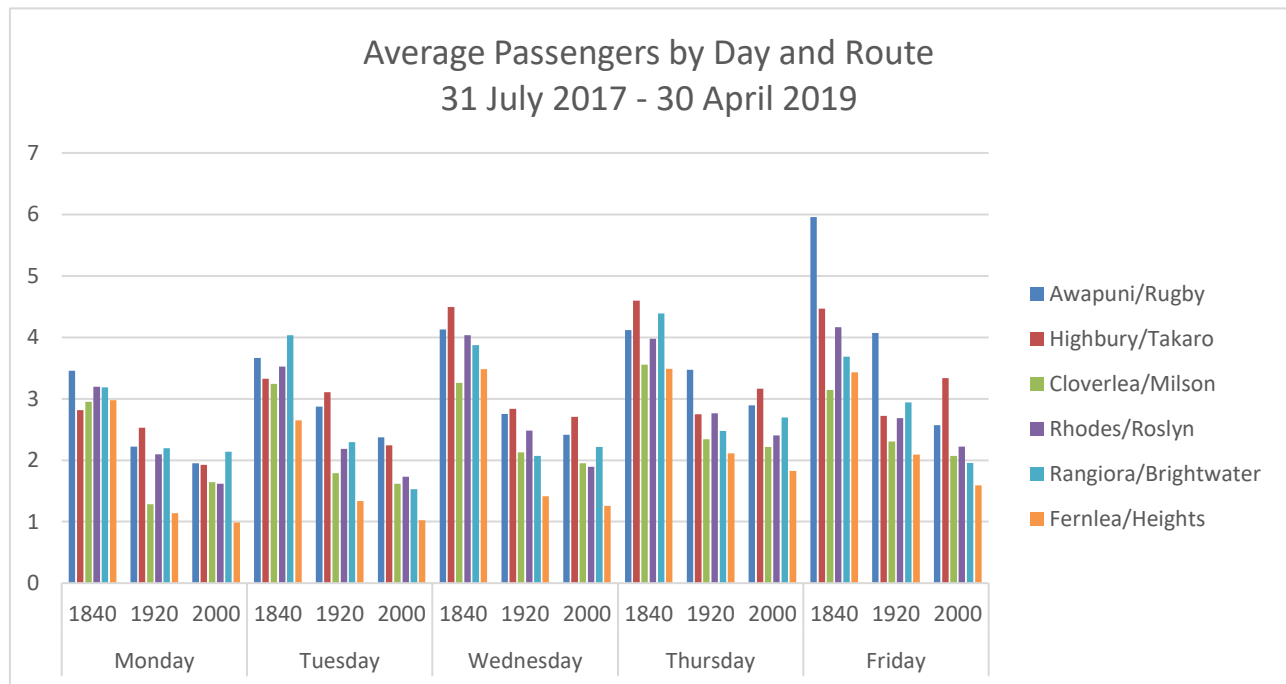


Figure 6: Average passengers carried per service time across all services during each day

7.13 The graph shows that on average, each bus trip carries between 1 and 6 passengers with the distribution mostly being between 1 and 4 passengers. This pattern is consistent across all urban routes.

## 8. DISCUSSION

8.1 Having analysed the information collected to date, officers believe there is sufficient data in which to make a decision on the future of the extended hour services. The key considerations that have helped form the recommendations in this report are:

- a. Patronage has increased by since the trial commenced, however it is still very low with an average of 1-6 persons being transported per service trip (ie. per bus).
- b. Farebox recovery is approximately 3%.
- c. A total of 20,888 persons have been carried on the services since their commencement.
- d. The cost of the service to Horizons since its inception has been \$133,545 approximately \$76,000 per annum).
- e. The cost to Horizons per passenger is \$6.39 which is very high compared with other urban services.
- f. The service has been promoted consistently over the past 21 months.

8.2 Officers are of the view that due to the relative ease for most residents to use a private vehicle to get into and out of the CBD, specifically the short travel times, lack of congestion, free parking at the times the services operate, the demand for a late night service does not exist. Officers therefore believe the investment of approximately \$75,000.00 per annum of ratepayer funding could be better utilised in other areas to

improve the public transport system. Alternatively it could be a straight saving to the ratepayer.

- 8.3 Officers do believe there is merit in retaining the 6.40pm services from Monday to Friday as these are the most utilised. Doing so would result in a per annum savings of approximately \$52,000.00 to Horizons.

## 9. CONCLUSION

- 9.1 In summary having reviewed the service performance over the past 21 months, officers consider there are two viable options moving forward being:
- discontinue all extended weekday hours of operation following one months' notice to the public transport provider and public (saving of \$76,000.00 to Horizons);
  - continue only the 6.40 pm service on all urban routes following one months' notice to the public transport provider and public (saving of \$52,000.00 to Horizons).

## 10. NEXT STEPS

- 10.1. Should either of the recommended changes be adopted, officers will notify the bus operator in writing and give a minimum of one month's notice. Printed timetables, the GoHorizons! Bus app and the Google Transit website feed will all be updated and changes communicated to the public.
- 10.2. The amended timetable will be in place by Monday 5 August 2019.

## 11. SIGNIFICANCE

- 11.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Phil Hindrup  
**TRANSPORT SERVICES MANAGER**

Ged Shirley  
**GROUP MANAGER REGIONAL SERVICES  
& INFORMATION**

## ANNEXES

There are no attachments to this report.

Report No.	19-98
<b>Decision Required</b>	

## MARTON BUS SERVICE REVIEW AND RE-TENDER

### 1. PURPOSE

- 1.1. To report on the performance of the Marton to Palmerston North bus service, and to seek approval to retender this service.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-98;
- b. approves the continuity and in turn, re-tender of this service for a three year period, commencing in February 2020.

### 3. FINANCIAL IMPACT

- 3.1. Funding for the current service is contained within the existing passenger transport budget.

### 4. COMMUNITY ENGAGEMENT

- 4.1. Community engagement was undertaken in 2017-2018 by **Rangitikei District Council (RDC)** and supported by **Horizons Regional Council (Horizons)**, by way of service promotion. Information/adverts were circulated via RDC's e-newsletter, printed newsletter and website as well as adverts in the local paper. As the additional promotion did not have any significant impact on usage of the service, Horizons put in place extra promotion via our social media and web pages. An advertisement on the side of the bus was also utilised and posters were distributed around the community.
- 4.2. As the service is currently performing well, and taking into consideration the promotion undertaken in 2017-18, further promotion of the service will be looked at towards the end of 2019 as the contract comes up for renewal.

### 5. BACKGROUND AND DISCUSSION

- 5.1. **Horizons Regional Council (Horizons)** provides a daily Monday to Friday service from Marton to Palmerston North, which operates one return trip per weekday; there is currently no service on Weekends or Public Holidays. This service enables residents to access work, shopping facilities, social outings, and other services that they may not otherwise have access to.
- 5.2. A three year contract for the service commenced on 7 February 2017 and will expire on 6 February 2020.

5.3. The existing timetable and fares are set out below:

AM TO PALMERSTON NORTH			
<b>Depart Marton</b> Lower High Street	<b>Bulls</b> Intercity Bus Depot	<b>Sanson</b> *call to arrange pick up	<b>Arrive MST</b> Palmerston North
7.00 AM	7.10 AM	7.20 AM	7.50 AM

PM TO MARTON			
<b>Depart MST</b> Palmerston North	<b>Sanson</b> *call to arrange pick up	<b>Bulls</b> Intercity Bus Depot	<b>Depart Marton</b> Lower High Street
5.10 PM	5.40 PM	5.50 PM	6.00 PM

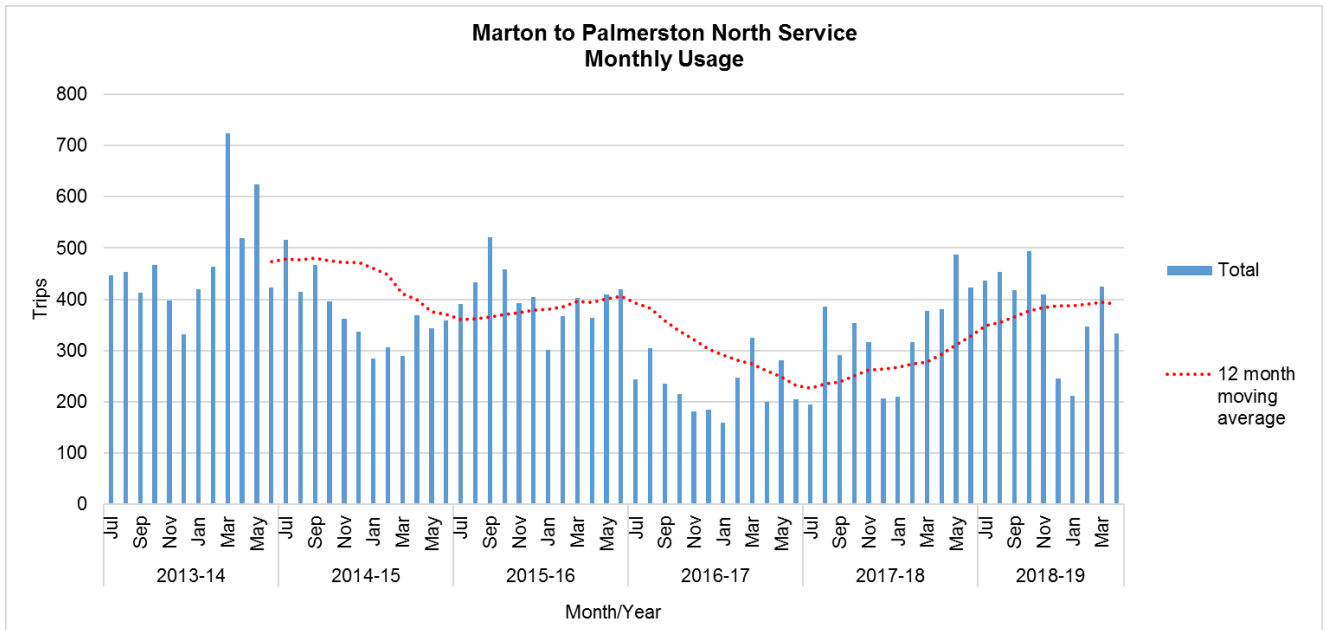
<b>FARE INFORMATION</b> (Prices based on one-way travel)	<b>CASH FARE</b>	<b>SMART CARD FARE</b>
Marton - Palmerston North	<b>\$7.00</b>	<b>\$5.75</b>
Bulls/Sanson - Palmerston North	<b>\$5.50</b>	<b>\$4.50</b>

5.4. After an increase in patronage during 2015-16, usage of the Marton to Palmerston North bus service experienced a substantial decline over 2016-17 due to a fare increase. After community engagement and the formation of a working group in Marton, a recommendation was put to the Committee for a fare reduction to pre-October 2016 levels. Since this fare reduction was implemented in November 2017, patronage has continued to increase.

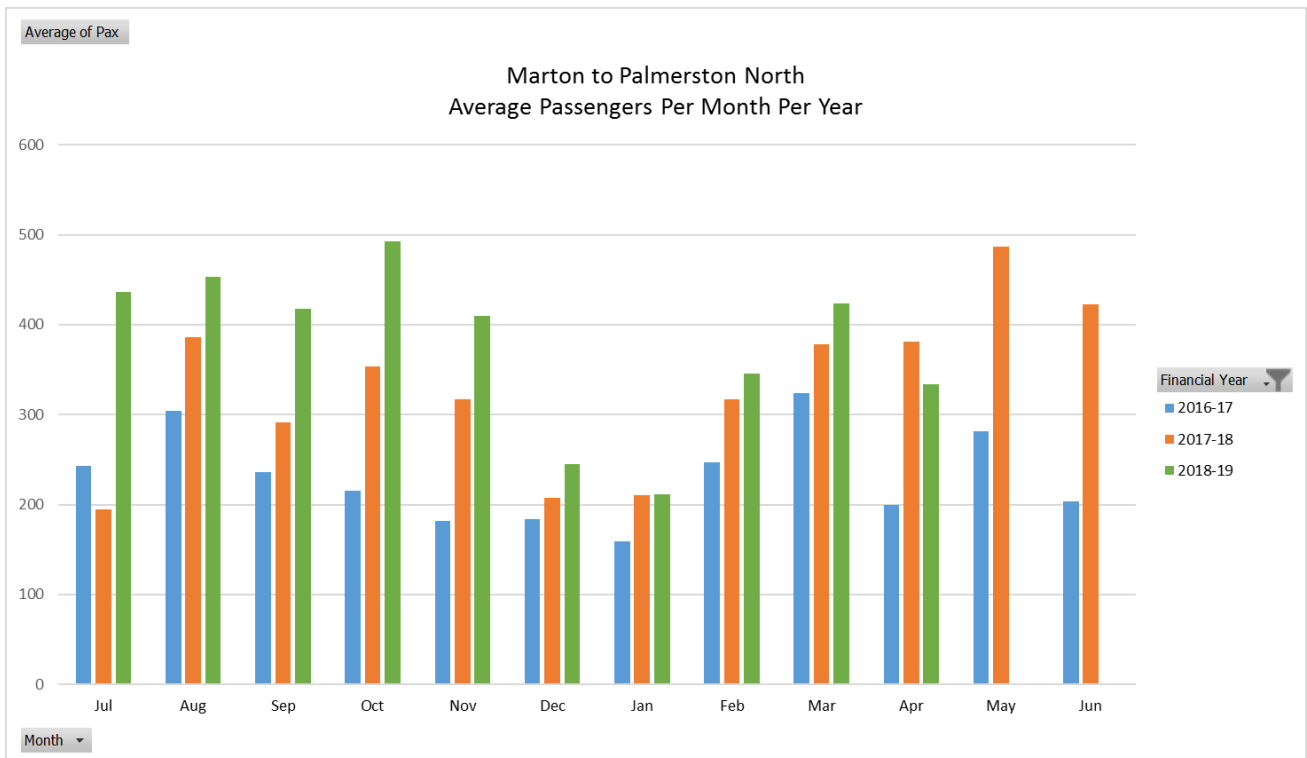
5.5. Passenger numbers for the last four years of service are below. The Year to Date figures show a good comparative increase in patronage.

	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
<b>Jul</b>	391	243	195	436
<b>Aug</b>	433	304	386	453
<b>Sept</b>	521	236	291	418
<b>Oct</b>	458	215	354	493
<b>Nov</b>	392	182	317	410
<b>Dec</b>	405	184	207	245
<b>Jan</b>	301	159	210	211
<b>Feb</b>	367	247	317	346
<b>Mar</b>	402	324	378	424
<b>Apr</b>	363	200	381	334
<b>May</b>	410	281	487	
<b>Jun</b>	420	204	423	
<b>YTD Total</b>	<b>4033</b>	<b>2294</b>	<b>3036</b>	<b>3770</b>
<b>Year Total</b>	<b>4863</b>	<b>2779</b>	<b>3946</b>	<b>3770</b>

5.6. Patronage over this quarter has seen a slow increase in patronage which is largely due to typical decreases in patronage over the Christmas and New Year period. The 12 month moving average indicates an increase in patronage.



5.7. The graph below shows the average patronage per month for the last three financial years. With the exception of April 2019, it is evident that the 2018-19 financial year has consistently outperformed the two previous years each month. Timing of Easter and school holidays typically causes April numbers to fluctuate across most services.



- 5.8. The table below summarises the performance and farebox recovery of the Marton to Palmerston North service. Farebox recovery year to date is sitting at 25%. The increase in usage and farebox recovery since 2016-17 is notable.

	Period: 1 July to 31 March				
	2014-15	2015-16	2016-17	2017-18	2018-19
Passenger numbers	3,371	3,670	2,094	2,655	3,436
Gross cost (\$)	42,843	42,793	46,125	54,669	57,683
Revenue (\$)	14,169	15,645	8,915	11,298	14,270
Net cost (\$)	28,674	27,148	37,210	43,371	43,413
Transport Agency share (\$) **	14,337	14,388	19,349	22,119	22,141
HRC share (\$)	14,337	12,760	17,861	21,252	21,272
HRC cost per passenger (\$)	4.25	3.48	8.53	8.00	6.19
Farebox recovery	33%	37%	19%	21%	25%

\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

- 5.9. Based on the strong performance of this service, continued growth of patronage, and previous effective community engagement, officers are of the view that this service can be re-tendered for a further three years.

## 6. RECOMMENDATION

- 6.1. Considering the above, it is recommended that the current service be re-tendered for a further three years.
- 6.2. Should the Committee agree that this service continue and the re-tender process takes place, ongoing promotion of the service will continue in 2019, to ensure the service is supported.
- 6.3. Officers will prepare the Request for Tender document in September 2019, and award the tender in late 2019, to commence the new contract by February 2020.

## 7. SIGNIFICANCE

- 7.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Yvette Shirley  
TRANSPORT PLANNER

Phillip Hindrup  
MANAGER TRANSPORT SERVICES

## ANNEXES



Report No.	19-99
Decision Required	

## REPORT ON TOTAL MOBILITY FARE REVIEW 2018-19

### 1. PURPOSE

- 1.1. This report is to inform the committee on the **Total Mobility (TM)** fare review work recently undertaken and to seek a decision on whether subsidy levels need to be increased.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-99 and Annex.
- b. recommends that the maximum subsidy available for all districts remain at current levels;
- c. notes that as part of the 2021-31 **Long Term Plan (LTP)** and **National Land Transport Programme (NLTP)** development process, the maximum subsidy available for the Feilding TM scheme will be re-evaluated to consider whether it needs to be increased.
- d. notes that notwithstanding recommendation c. officers will continue to work with **New Zealand Transport Agency (NZTA)** officials to investigate securing additional funding earlier than the 2021-31 NLTP, to allow for earlier subsidy increases if necessitated.

### 3. FINANCIAL IMPACT

- 3.1. There is no financial impact as a result of this report.

### 4. COMMUNITY ENGAGEMENT

- 4.1. No community engagement is required as a result of this report.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There are no significant business risks.

### 6. GENERAL UPDATE

- 6.1. A fare review of the current TM subsidies has been carried out with figures and an analysis report appended to this item. It is recommended members consider the findings of the appended report first before considering the recommendations in this item.

### 7. BACKGROUND

- 7.1. Subsidies are provided throughout the country on a 50% subsidy of the total fare up to a cap. These vary depending on the size of the city or township being serviced by operators. The 50% fare subsidy is co-funded by NZTA (60%) and Council (40%).
- 7.2. The current district subsidies for the TM scheme have been in place since 2003 and were based on an evaluation of bus fares and transport costs at the time. The exception being Levin where the maximum subsidy was increased from \$5 to \$10 in 2011.
- 7.3. Horizons subsidies are among the lowest in New Zealand (a comparison is provided at the end of the appended report).

- 7.4. Feilding and Marton currently have a subsidy of up to \$5.00 and the rest of the Horizons region, where a service is provided, have a subsidy of up to \$10.00.
- 7.5. The purpose of the Total Mobility fare review is to determine whether or not the current 50% fare subsidies maximums are sufficient or if they need to be increased.
- 7.6. The NZTA recommend in the TM Scheme Policy Guide for Local Authorities, that a fare review of some type is carried out every three years. This is the first TM fare review in our region as the previous TM system (voucher based) did not provide an efficient method in which to undertake a full fare review. As noted above however the subsidy maximum for Levin was increased from \$5 to \$10 in 2011.

## 8. INFORMATION GATHERING

- 8.1. TM clients have been surveyed in the past about the quality of the TM scheme. Although not specifically asked about the subsidy, consistent comments have been noted suggesting an increase would be helpful. This was especially prevalent in Feilding and Marton where the subsidy of \$5.00 is the lowest in the country.
- 8.2. As such, to support undertaking the fare review, all trip data collected since 1 October 2018 through to 30 April 2019 was gathered and analysed. This data set was collected from the new Ridewise electronic system which provides the functionality of collecting the total costs of every TM trip taken, as well as the subsidy collected. Ridewise was only implemented in October which is why the data set commenced then.
- 8.3. Ridewise provides officers the ability to look at the distribution of all fares in each TM scheme. It also allowed officers to highlight the number and percentage of trips taken where the maximum subsidy allowable did not cover 50% of the total trip fare. This provides the ability to see whether the current subsidy maximum is sufficient for the trips being taken and if not, provides an indication of what the maximum subsidy level could be to cover a higher percentage of trips.
- 8.4. Officers also undertook a survey of all registered scheme users to provide some qualitative analysis and user perspective of the current subsidy levels. The questions asked of users are provided in the appended report.

## 9. SUMMARY OF FINDINGS

- 9.1. This report provides findings from data retrieved from the Ridewise database and a questionnaire sent to all Total Mobility clients in the Horizons Region.
- 9.2. The Ridewise data shows that 85+% of all trips taken are less than double the 50% maximum subsidy. The exception is Feilding where the percentage drops to 66%.
- 9.3. Exploring the Feilding data further, it shows that for the 34% of trips that are paying more than double the maximum subsidy offered, 99% of those trips would be covered if the subsidy offered was increased to \$10.00.

## 10. COST IMPLICATIONS

- 10.1 Policy 9 of the **Regional Public Transport Plan 2015-25 (RPTP)** reads as follows:

### **Policy 9**

*Horizons will subsidise eligible Total Mobility trips by 50% up to a set maximum fare subsidy and may also set limits on the number of vouchers issued in order to manage expenditure levels.*

Supporting text is provided and reads as follows:

*A maximum fare subsidy will be agreed for each area in which Total Mobility operates to ensure equitable allocation of funds to users.*

**Specific Action:**

a. *Review the maximum fare subsidy at least every three years to take into account tariff rates and operating costs.*

- 10.2 The policy provides for the setting of a maximum subsidy which is required to be reviewed every three years. There is no restriction on what the maximum subsidy can be, nor is there any guidance on the percentage of trips that should be fully met by the maximum subsidy offered. It is clear that the committee and ultimately Council have the discretion to set maximum subsidies at a limit they consider appropriate, subject to funding availability.
- 10.3 Considering the summary findings in section 9, we have attempted to calculate the financial impact of increasing the subsidy level for Feilding to \$10.00. Based on the number of trips between the fare review period (7 months) and calculating this impact over a full 12 month time period, the estimated financial impact would be approximately \$26,000.00 total (being \$10,400.00 to Horizons after NZTA subsidy is deducted). This is assuming all of the trips would claim the maximum subsidy.
- 10.4 The Year 2 Annual Plan budget has been set and so immediately increasing the maximum subsidy as a result of this fare review would not be accommodated in the Year 2 Horizons Budget. The other significant consideration is the impact on NZTA's budget. The Year 2 and 3 NLTP budget for Horizons is fully subscribed and so additional funding from NZTA to cover their portion of the fare increase (estimated \$15,000.00) is not guaranteed. Having spoken with NZTA officials, it is likely that the earliest additional funding would be available, if at all, would be later in the NLTP 3 year funding round (once surplus funding is able to be confirmed later in the national programme delivery). As such it is recommended that no maximum subsidy increases occur until the next NLTP funding period in 2021 (unless surplus funding is made available by NZTA in which case staff would come back to the committee so they can consider possible subsidy increases).

**11. RECOMMENDATION**

- 11.1 Based on the findings of the TM fare review and the current funding availability, it is recommended that the maximum subsidy available for all districts remains at current levels. Notwithstanding this, officers consider that as part of the 2021-31 LTP and NLTP development process, the maximum subsidy available for the Fielding TM scheme should be re-evaluated to consider whether it needs to be increased. Furthermore staff will continue to work with NZTA to see whether additional TM funding is available earlier than the 2021 NLTP.

**12. SIGNIFICANCE**

- 12.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Desley Monks  
**TOTAL MOBILITY CO-ORDINATOR**

Phil Hindrup  
**MANAGER TRANSPORT SERVICES**

**ANNEXES**

- A Total Mobily Fare Review Subsidy Analysis

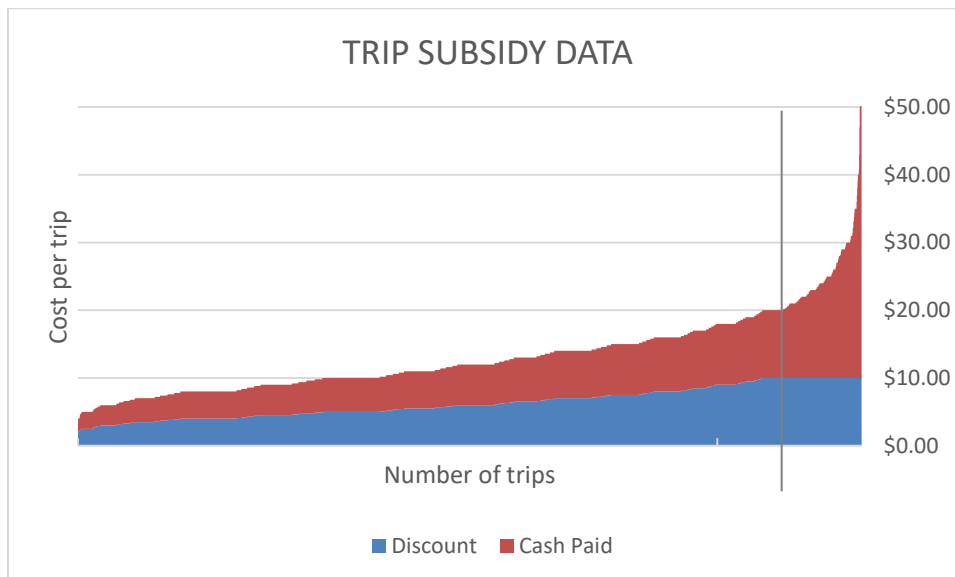


## TOTAL MOBILITY FARE REVIEW SUBSIDY ANALYSIS October 2018-April 2019

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?

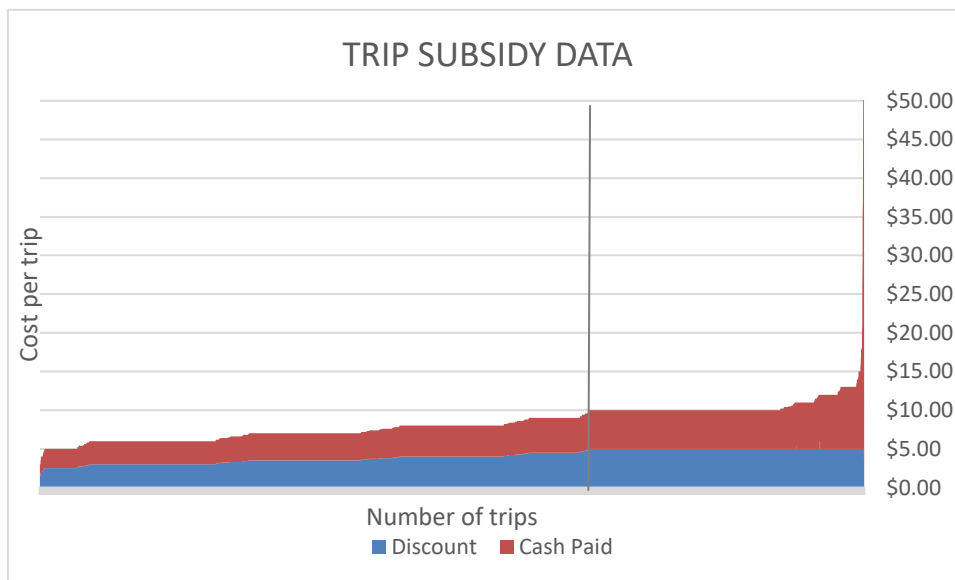
NO	636
YES	82

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?

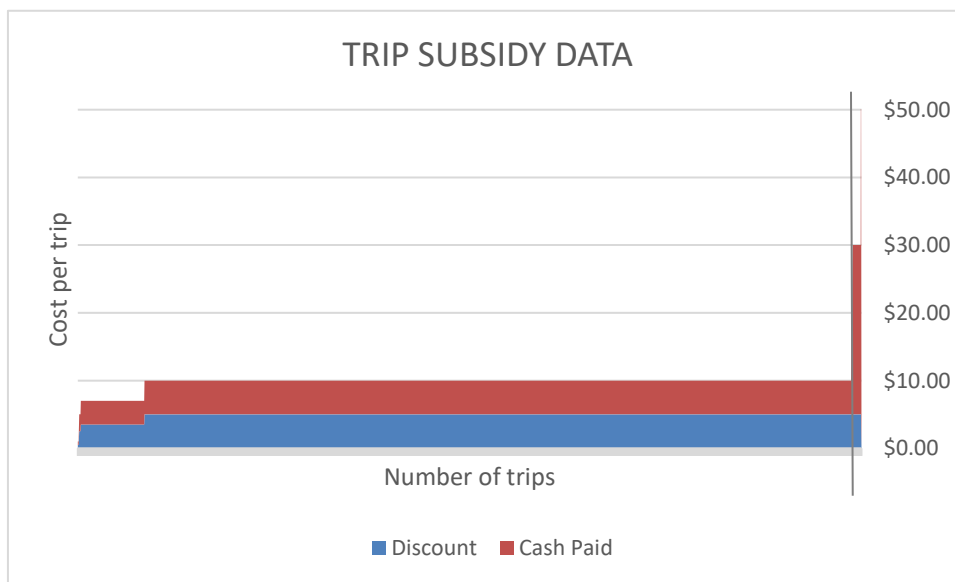
NO	158
YES	21

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	
<b>Marton</b>	<b>41</b>
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)

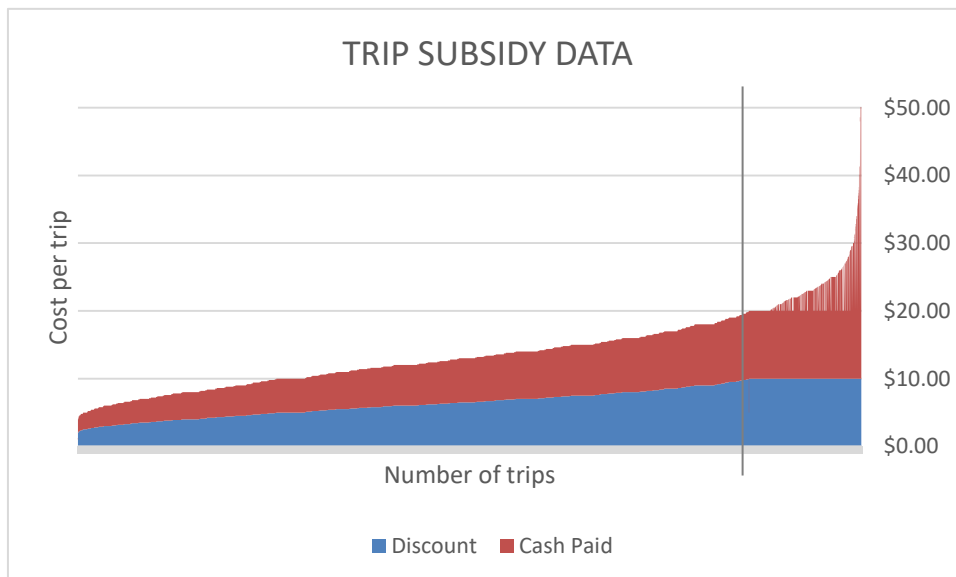
Whanganui

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?

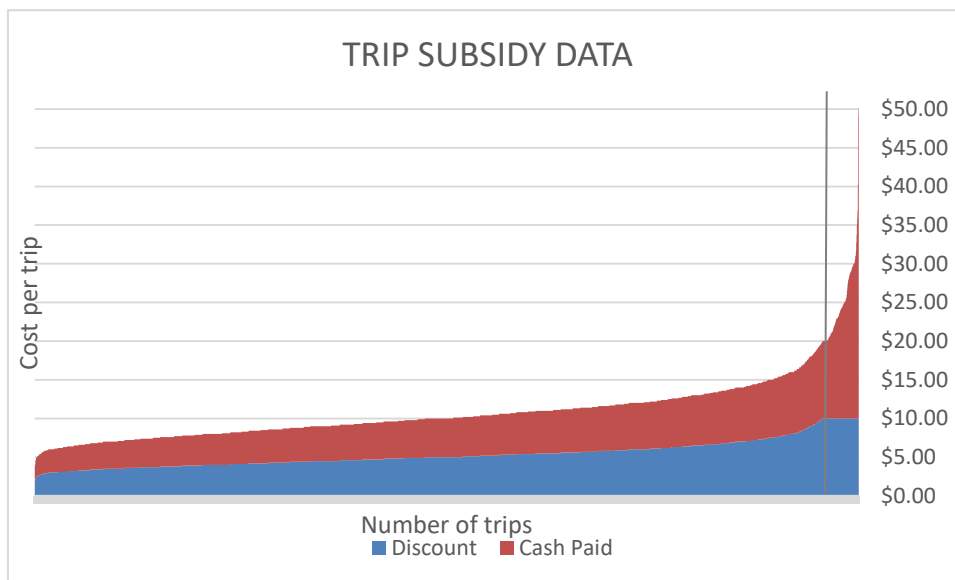
NO	354
YES	119

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%
Marton	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



Report No.	19-100
Information Only - No Decision Required	

## REPORT ON HOROWHENUA TOTAL MOBILITY QUALITY SURVEY 2018-19

### 1. PURPOSE

- 1.1. This report is to inform the committee on the **Total Mobility (TM)** Horowhenua quality survey work recently undertaken and to ensure the TM services are being delivered in Horowhenua to a high standard.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-100 and Annex.

### 3. FINANCIAL IMPACT

- 3.1. There is no financial impact as a result of this report.

### 4. COMMUNITY ENGAGEMENT

- 4.1. No community engagement is required as a result of this report.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There are no significant business risks.

### 6. GENERAL UPDATE

- 6.1. A quality survey of at least one district in the region is required to be carried out every two years to comply with the New Zealand Transport Agency best practice guidelines.

### 7. BACKGROUND

- 7.1. 931 surveys regarding the quality of the TM services, provided in the Horowhenua district, were sent out to all TM clients. The services are provided by the Taxi Company and the assessing agency. 366 responses were received, equating to a 39% return. 90% of feedback was positive. The attached survey report provides more detail of the responses received.

### 8. SIGNIFICANCE

- 8.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Desley Monks  
**TOTAL MOBILITY CO-ORDINATOR**

Phil Hindrup  
**MANAGER TRANSPORT SERVICES**

### ANNEXES

- A Horowhenua survey results

**TOTAL MOBILITY PASSENGER SURVEY RESULTS**  
**HOROWHENUA MAY 2019**

**Key**

**VG = Very Good**

**G = Good**

**P = Poor**

**VP = Very Poor**

<b>1.</b>	<b>How do you rate the service overall?</b>
VG	313
G	52
P	1
VP	

<b>2.</b>	<b>How do you rate the reliability &amp; punctuality of Taxis?</b>
VG	298
G	61
P	1
VP	

<b>3.</b>	<b>How do you rate your safety &amp; security during the trip?</b>
VG	305
G	51
P	1
VP	

<b>4.</b>	<b>How do you rate the helpfulness of the drivers?</b>
VG	286
G	57
P	2
VP	

<b>5.</b>	<b>If you require a hoist vehicle, how do you rate the equipment and the service provided to help you get in and out of the taxi?</b>
VG	64
G	17
P	
VP	

<b>6.</b>	<b>Which best describes your usage of mobility vouchers?</b>
2-4 pwk	156
1 pwk	76
1-2 p mnth	73
Hardly Ever	42

<b>7.</b>	<b>How adequate was the TM information given to you by the assessor, during the assessment?</b>
VG	270
G	60
P	1
VP	

**Are there comments you wish to make that would help us to improve the Total Mobility services?**

- It would be useful to be able to transport mobility scooters without the extra cost. (7)
- The new telephone service has been a bad move. Staff are difficult to understand. Bad communication between staff and drivers. Often long waiting times before anyone answers. At times there has been a 40 minute wait for a driver to turn up. (14)
- More vehicles on the road would be useful.
- I often get a van turn up when I want a taxi. This is difficult for me to use due to having a stroke.
- I am very grateful for the service. I couldn't get out without it. (3)
- I am a long way from the shops and find the drivers extremely helpful. Thank-you for this great service (5)
- Taxis cost too much still so need 100% funding.

**SUMMARY**

- 366 people completed the survey, out of a possible 931, although not everyone answered all questions. This is a 39% return.
- 90% of survey respondents rated the service as VG or G which is a very high and positive result.
- The comments provided above are a cross section of the overall responses with bracketed totals for repeated comments.
- Most people are using 2-4 vouchers per week.
- 1 person rated the overall service as poor.

**We can conclude:**

- Taxis Direct in Levin are providing a very valuable and positive service for the Horowhenua community.
- The TM assessment process is being provided to a high standard.
- 90% of feedback was positive.
- Drivers are extremely helpful.
- Clients would like to be able to transport Mobility Scooters without extra charge.

**Of Concern:**

- A high percentage of clients are finding the newly introduced Call Centre arrangement frustrating and inefficient.
- **Action point:** Taxis Direct to investigate and report back to Horizons on how this will be improved.





Report No.	19-101
Information Only - No Decision Required	

## GREEN TRAVEL CARD

### 1. EXECUTIVE SUMMARY

- 1.1. This report is to inform the Committee of the recent central government work stream on the Green Transport Card.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-101.

### 3. FINANCIAL IMPACT

- 3.1. There is no financial impact to Council as a result of this report. However should a Green Transport Card be introduced there may be financial implications which are briefly touched on below.

### 4. COMMUNITY ENGAGEMENT

- 4.1. No community engagement is required as a result of this report.

### 5. SIGNIFICANT BUSINESS IMPACT

- 5.1 There is no significant business risk impact as a result of this report.

### 6. BACKGROUND

- 6.1. Government is investigating the introduction of a **Green Transport Card (green card)** to reduce the costs of public transport for low-income households.
- 6.2. This stems from an agreement in the Confidence and Supply Agreement between the Labour Party and Green Party to “investigate a Green Transport Card as part of work to reduce the cost of public transport, prioritising people in low-income households and people on a benefit”.
- 6.3. The green card primarily aims to improve the wellbeing of low-income households and people on a benefit, by making the costs of using public transport more affordable.
- 6.4. By supporting public transport as a preferred mode of urban travel, it will also have co-benefits for improving people’s health, reducing greenhouse gas emissions, and managing congestion.
- 6.5. The investigation is looking at targeting the green card at **Community Services Card (CSC)** holders, and their dependent children (under 18 years of age). CSC holders include people who are on a low income, or receive a benefit/allowance due to hardship.
- 6.6. CSC holders do not currently receive public transport fare concessions on most of New Zealand’s public transport networks. They pay the same fares as people from wealthier households, even though transport is essential to access the opportunities that they need. In the Horizons region however a concession is offered to CSC holders.

- 6.7. SuperGold card holders who also have a CSC would not be entitled to a green card, as they can already use their SuperGold card to travel fare-free on public transport during off-peak periods.

**7. INVESTIGATION**

- 7.1 The investigation is exploring various options for the green card concessions. These options are summarised in the following table:

<i>Option 1</i>	<b>Align the green card with the SuperGold card concessions</b> <i>Free off-peak travel only</i>
<i>Option 2</i>	<b>50% discount on adult cash fares at any time of day</b> <i>The size of the discount could potentially be scaled up or down</i>
<i>Option 3*</i>	<b>A monthly or annual public transport allowance</b> <i>*The practicalities of this option are being explored at a high-level before determining whether it should be investigated fully, alongside other options</i>
<b>And, options for dependents of CSC holders</b>	
<i>Option A</i>	<b>Dependents can only travel with CSC holders</b>
<i>Option B</i>	<b>Dependents have their own card and can travel any time of day</b>

- 7.2 The options will be assessed against their potential social impacts, transport impacts, ease of implementation, and value for money.
- 7.1. The investigation is identifying implementation challenges associated with the green card, and how these could potentially be addressed.
- 7.2. Key aspects being investigated include:
- estimating how much the green card could cost to implement, including both direct costs (public transport subsidies) and indirect costs (e.g. adapting ticketing systems).
  - potential impacts on existing public transport capacities.
  - operational/implementation issues, including integration with existing cards and ticketing systems, and how travellers will demonstrate their eligibility for the green card concessions.
  - simplicity of the system to implement and track expenditure and patronage.

## 8. FUNDING

- 8.1 Central government has indicated an intention to cover the costs of the green card. No decisions have been made about how central government would fund the green card, if it is implemented.
- 8.1. Funding options will be considered as part of the green card investigation.
- 8.2. The green card could potentially be funded through the **National Land Transport Fund (NLTF)**.
- 8.3. Central Government has already indicated that the green card would not be funded through the NLTF before the next Government Policy Statement on Land Transport is implemented in 2021-22.

## 9. FUTURE TIMELINE

- 9.1 Ministry of Transport will develop a Cabinet Paper in June 2019, based on the investigation, with recommended options for Government to consider.
- 9.2 The investigation is also exploring whether it could be feasible to implement the green card from mid-2021 onwards, if Cabinet agrees to implement and fund the card.

## 10. SIGNIFICANCE

- 10.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Phillip Hindrup  
**MANAGER TRANSPORT SERVICES**

## ANNEXES

There are no attachments for this report.



Report No.	19-102
Information Only - No Decision Required	

## EMPLOYMENT RELATIONS AMENDMENT ACT - BUS DRIVER BREAKS

### 1. EXECUTIVE SUMMARY

- 1.1. This report discusses the recently enacted **Employment Relations Amendment Act 2018 (ERAA)** and the law change for bus drivers regarding breaks. It also discusses potential implications for Horizons bus contracts.
- 1.2. Central government has changed the legislation around rest and meal breaks and this has implications nation-wide in regard to the breaks that bus drivers are now eligible for. That change took effect on 6 May 2019. As the implications of that change started to become apparent (it was estimated that meeting regulatory requirements could lead to significant disruptions [cancellation] of between 10 and 20% of services nationwide), central government, regional councils bus contractors and unions collaborated to agree a way to transition to the new regime over the next year.
- 1.3. In effect, for the next 12 months operators will seek to minimise the disruption to services and additional costs arising from the change and the New Zealand Transport Agency, councils and operators will enter into cost sharing discussions to ensure costs are fairly borne. In that period as well, the parties will work towards an industry-wide solution to give effect to the new legislation in 2020.
- 1.4. Council officers have engaged with Council's bus contractors to understand their proposed response to the new legislation/rule and the implications of that.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 19-102 .

### 3. FINANCIAL IMPACT

- 3.1 Nil financial impact as a result of this report. However the report does highlight that as a result of the legislative changes, there may be additional costs for some Horizons public transport contracts. These will be advised when there is more detail available.

### 4. COMMUNITY ENGAGEMENT

- 4.1 None required.

### 5.1 THE ACTS PURPOSE

- 5.1 The Employment Relations Amendment Act 2018 was passed into law on 6 December 2018. It introduced a number of employment law changes that aimed to improve fairness in the workplace and deliver decent work conditions and fair wages. The Act restored protections for workers, especially vulnerable workers, and strengthened the role of collective bargaining in the workplace. Many of the changes were familiar to businesses, as they rolled the law back to how it was as recently as 2015.

- 5.2 The main changes included:
- reinstating set meal and rest breaks
  - strengthening collective bargaining and union rights
  - restoring protections for vulnerable workers, such as those in the cleaning and catering industries, regardless of the size of their employer
  - limiting 90-day trial to businesses with fewer than 20 employees.
- 4.1. Most changes took effect on Monday 6 May 2019. In regard to the Council's public transport function, the change of most significance relates to meal and rest breaks for employees of Council's bus contractors.

## 6. REST AND MEAL BREAKS

- 6.1 Rest breaks for drivers is governed by the Land Transport Rule Work Time and Logbooks 2007 (Rule 62001/2007).
- 6.2 Prior to 6 May 2019, the law required that employees received a reasonable opportunity to take paid rest and unpaid meal breaks that were of an appropriate duration for the employee's work period, without specifying the number, duration and position of the breaks within the work day.
- 6.3 In terms of the rule, it required a driver to take a rest break after 5.5 hours of continuous work time and was the basis nationally upon which bus timetables were built and the cost of contracted services calculated.
- 6.4 From 6 May 2019, the Act requires that employees have set rest and meal breaks. The number and duration of breaks will depend on the hours worked (see below).

Length of employee's work period	Minimum number of rest and/or meal breaks employees are to be provided.
2.00 - 4.00 hours	1 x 10 minute paid rest break
4.01 - 6.00 hours	1 x 10 minute paid rest break
	1 x 30 minute unpaid meal break
6.01 - 10.00 hours	1 x 10 minute paid rest break
	1 x 30 minute unpaid meal break
	1 x 10 minute paid rest break
10.01 - 12 hours	1 x 10 minute paid rest break
	1 x 30 minute unpaid meal break
	1 x 10 minute paid rest break
	1 x 10 minute paid rest break
12.01 to 14 hours	1 x 10 minute paid rest break
	First 30 minute unpaid meal break
	1 x 10 minute paid rest break
	1 x 10 minute paid rest break
14.01 to 16 hours	Second 30 minute unpaid meal break
	1 x 10 minute paid rest break
	First 30 minute unpaid meal break
	1 x 10 minute paid rest break
	1 x 10 minute paid rest break
	Second 30 minute unpaid meal break
	1 x 10 minute paid rest break

- 6.5 The interpretation of the above that was initially suggested to some Councils by their contractors was that it could give rise to buses that were in operation stopping somewhere on the route for ten minutes while a driver took their ten minute rest break (that is, passengers on the bus in-transit would have to wait for ten minutes while the break was taken).
- 6.6 Means to provide a more seamless service that complied with the legislation would see contractors rostering extra buses and drivers to provide cover (at greater cost), or reducing trips.
- 6.7 While another option could be to simply add in ten minutes to the start or end of a driver's duty, once they hit 5.5 hours of continuous work time (which includes the ten-minute paid break) they must take a 30 minute break (they can't continuously work for 5 hours and 40 minutes). The problem arises where driver shifts are currently at or close to that 5.5 hour maximum.

## 7. A NATIONAL RESPONSE

- 7.1 On 10 April 2019 a meeting was held with Ministers Twyford and Lees-Galloway, bus contractors, unions and regional councils to discuss the implementation of the new legislation.
- 7.2 That meeting has been described by the regional council sector lead (Greg Campbell, Chief Executive of Greater Wellington Regional Council) as being characterised by:
- broad agreement across all parties on the complexities and impossibility of effecting changes by 6 May 2019 (it was estimated that meeting regulatory requirements could lead to significant disruptions [cancellation] of between 10 and 20% of services nationwide); and
  - a preference to all work constructively on a way forward.
- 7.3 Following that meeting significant work has been undertaken by the parties to collectively agree a 12 month transitional way forward. That has been captured in a Memorandum of Understanding (MoU), supported by a transitional Land Transport Rule.

## 8. THE MOU

- 8.1 As noted above, to enable a smoother transition of the new legislation, central government, all regional councils, bus operators and unions have developed an agreed an MoU to implement an industry-wide solution. The MoU provides for the following undertakings:
- central government – a new Land Transport Rule will taking effect before 6 May 2019;
  - operators - before 6 May operators must use their best endeavours to employ maximum flexibility in how rest and meal breaks are applied; and
  - Regional Councils will allow maximum flexibility in the timetabling of bus services.
- 8.2 The MoU stipulates the following funding principles:
- central government, local government and passengers share the cost of providing PT services;
  - councils and the New Zealand Transport Agency (NZTA) will seek assurances that disruption to services and additional costs have been minimised by operators;
  - NZTA, councils and operators will enter into cost sharing discussions to ensure costs are fairly borne and those costs have been minimised and quantified with certainty.

8.3 The MoU will enable the parties over the next 12 months to develop a long term solution that will take effect in 2020.

## 9. THE LAND TRANSPORT RULE

9.1 As central government undertook to do in the MoU, it has now approved a new rule that applied apply from 6 May 2019 for 12 months instead of the new legislation. The new rule is very similar to the new legislation around the scheduling of driver rest breaks, except it provides more flexibility to operators to schedule driver rest breaks.

## 10. HORIZONS RESPONSE AND IMPACT

10.1 On 5<sup>th</sup> March Horizons received notice of the impending legislative changes being enacted on 6<sup>th</sup> May. After checking with the sector this was the first that many councils had heard of this. Staff moved quickly to understand the implications of these changes.

10.2 In summary staff:

- Immediately begun engagement with its bus contractors to understand their proposed response and the implications of that (a work in progress); and
- agreed to be a party to the MoU discussed above to ensure a united approach from Regional Councils across the country.

10.3 Staff can confirm there has been no service disruption to any of its contracted services as a result of the rule change. All timetables have been able to be delivered with operators having worked through the implications with their drivers to reach agreement on when breaks will be taken. For the Palmerston North contact there may be additional costs to be paid to drivers and staff are currently working through the implications of this as intended by the MoU. If there are any additional cost implications, staff will consider options and likely bring those back to the PTC and Council in the future. Nonetheless the committee will be updated about what happens under the MOU, in terms of the planning for the 2020 implementation.

## 11. SIGNIFICANCE

11.1 This is not a significant decision according to the Council's Policy on Significance and Engagement.

Phillip Hindrup  
**MANAGER TRANSPORT SERVICES**

## ANNEXES

There are no attachments for this report.



## Public Excluded Section

### RECOMMENDATION

That the public be excluded from the remainder of the Council meeting as the general subject matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 (1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution follows.

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

General subject of each matter to be considered	Reason for passing this resolution	Ground(s) under section 48(1) for the passing of this resolution
PX1 Confirmation of Public Excluded Meeting held on 19 February 2019	s7(2)(h) - the withholding of the information is necessary to enable the local authority to carry out, without prejudice or disadvantage, commercial activities.	s48(1)(a) The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.
PX2 Council / Committee to consider whether any item in the Public Excluded minutes can be moved into the public domain and define the extent of the release		
PX3 Members' Questions		