

# **Public Transport Services Report**

**1 July to 31 December 2019**



**February 2020**

# 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;
- Levin to Palmerston North off-peak service, operating every Monday and Wednesday;
- 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 weekday commuter service. The service operates Monday - Friday between Levin and Palmerston North. This table also includes patronage data for the Monday and Wednesday off peak service that begun in August 2019.

	Period: 1 July to 31 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	5,448	4,577	4,035	3,480	4,002	5,178
Gross cost (\$)	39,451	40,130	37,608	37,846	37,978	72,329
Revenue (\$)	25,520	21,240	19,440	17,557	20,533	18,873
Net cost (\$)	13,931	18,890	18,168	20,289	17,445	53,456
Transport Agency share (\$)**	6,966	10,012	9,447	10,347	8,897	27,263
HRC share (\$)	6,966	8,878	8,721	9,942	8,548	26,193
HRC cost per passenger (\$)	1.28	1.94	2.16	2.86	2.14	5.06
Farebox recovery	65%	53%	52%	46%	54%	26%

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

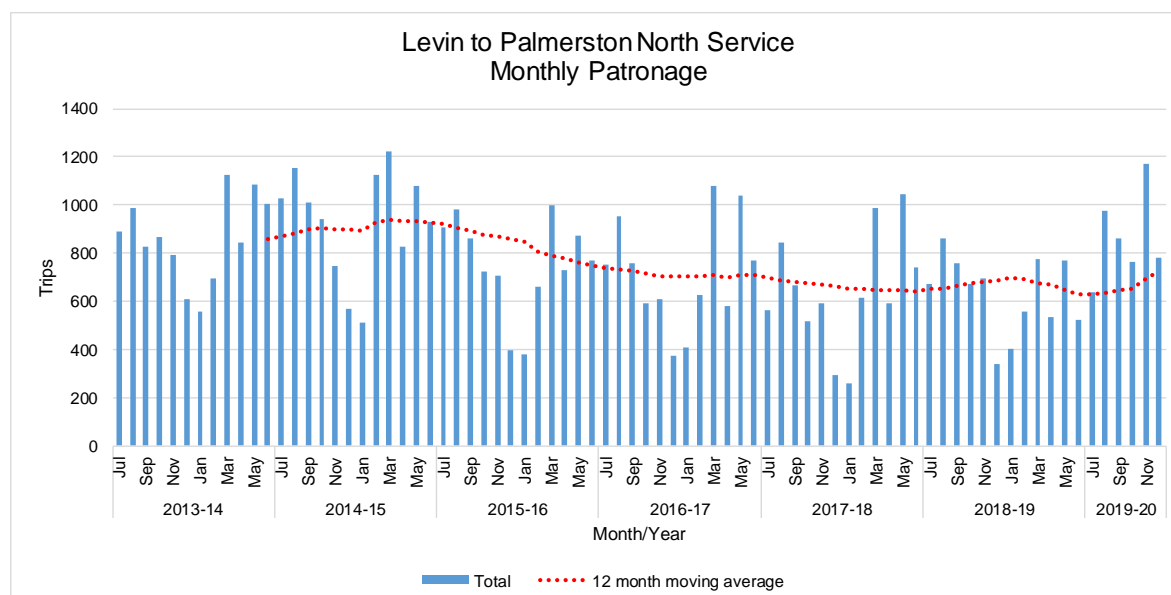


Figure 1: Levin to Palmerston North Service Monthly Patronage

Looking at the first six months of 2018-19, usage increased by 522 trips (15%) compared to the same period of the financial year prior, which is pleasing to note. While there was a slight drop in patronage in the last six months of 2018-19 (this may be seasonal), numbers on the service continue to increase into the 2019-20 year.

The new contract for this service began in August 2019, and is operated by Uzabus (current operator). This contract now includes a twice weekly shopper service every Monday and Wednesday and will be the reason for the fare box recovery of this service dropping. Future reports will demonstrate patronage numbers for both services.

### 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.

	Period: 1 July to 31 December			
	2016-17	2017-18	2018-19	2019-20
<b>Passenger numbers</b>	1,077	1,210	1,154	1,175
<b>Gross cost (\$)</b>	18,786	18,617	18,738	19,647
<b>Revenue (\$)</b>	1,730	1,527	1,473	1,495
<b>Net cost (\$)</b>	17,056	17,090	17,265	18,152
<b>Transport Agency share (\$)**</b>	8,869	8,716	8,805	9,258
<b>HRC share (\$)</b>	8,187	8,374	8,460	8,894
<b>HRC cost per passenger (\$)</b>	7.60	6.92	7.33	7.57
<b>Farebox recovery</b>	9%	8%	8%	8%

\*\*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 87% of trips taken for the year to date.

	Period: 1 July to 31 December		
	2017-18	2018-19	2019-20
Total Patronage	1,210	1,154	1,175
SuperGold Patronage	935	903	1,022
% of Total Patronage	77.3%	78.2%	87.0%

In August 2018, the Passenger Transport Committee considered the results of a Horowhenua wide survey on public transport services where it was agreed to re-tender the service in its current form. As part of this review, a fare increase was considered in light of the low farebox recovery, however the Committee ultimately agreed to retain the current fares (\$2 per single trip).

A tender process was completed in late 2018 and Uzabus (the current operator) was awarded the contract for a further three year period.

### 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.

	<b>Period: 1 July to 31 December</b>		
	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
<b>Passenger numbers</b>	1,876	1,822	2,156
<b>Gross cost (\$)</b>	25,426	25,801	27,709
<b>Revenue (\$)</b>	6,039	6,358	7,384
<b>Net cost (\$)</b>	19,387	19,443	20,325
<b>Transport Agency share (\$)**</b>	9,887	9,916	10,366
<b>GWRC share (\$)</b>	4,750	4,764	4,980
<b>HRC share (\$)</b>	4,750	4,764	4,980
<b>HRC cost per passenger (\$)</b>	2.53	2.61	2.31
<b>Farebox recovery</b>	24%	25%	27%

\*\*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.

	<b>Period: 1 July to 31 December</b>		
	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
Total Patronage	1,876	1,822	2,156
SuperGold Patronage	1,639	1,746	2,012
% of Total Patronage	87.4%	95.8%	93.3%

A tender process was completed in late 2019 and a three year contract awarded to Uzabus (the current operator). The new contract commenced on 7 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.

The provider is yet to provide passenger data for this service.

## 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 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	44,994	42,669	43,042	43,341	45,493	38,713
Gross cost (\$)	173,694	177,874	200,775	197,726	198,739	211,597
Revenue (\$)	111,224	106,938	102,855	107,525	97,933	73,434
Net cost (\$)	62,470	70,936	97,920	90,201	100,806	138,163
Transport Agency share (\$)**	31,235	37,596	50,918	46,003	51,411	70,463
HRC share (\$)	31,235	33,340	47,002	44,198	49,395	67,700
HRC cost per passenger (\$)	0.69	0.78	1.09	1.02	1.09	1.75
Farebox recovery	64%	60%	51%	54%	49%	35%

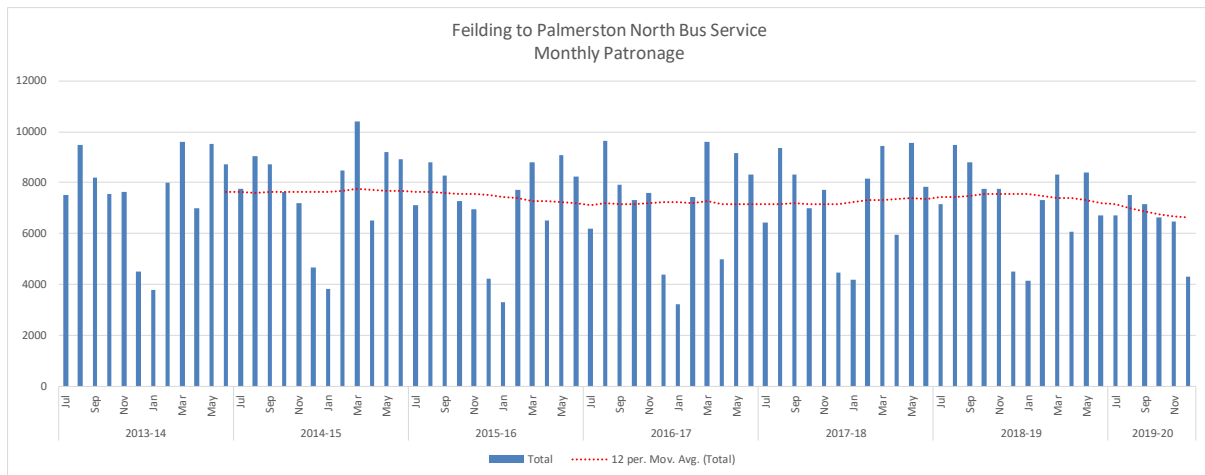
\*\*Transport Agency share: 50% (2014-15), 53% (2015-16), 52% (2016-17) and 51% (2017-18 to current).

Patronage and farebox recovery have dropped this financial year. The drop in passenger numbers was noted by staff in September 2019 and it appears that patronage has been slowly declining since the beginning of the 2019 calendar year. Also of note is the mid-term review of this service that began in July 2019 and is due to be completed in May 2020. It may be that some of the proposed options for change identified as part of the review, if implemented, will help increase patronage.

	Period: 1 July to 31 December							
	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Patronage	47,431	44,869	44,994	42,669	43,042	43,341	45,493	38,713
SuperGold Patronage	3,380	3,731	3,217	3,339	4,391	4,698	5,194	5,646
% of Total Patronage	7.1%	8.3%	7.1%	7.8%	10.2%	10.8%	11.4%	14.6%

Higher inflation and operating costs combined with lower revenue have attributed to the lower farebox recovery.

SuperGold card usage has continued to increase with a jump from 11.4% to 14.6% in the 2019-20 financial year.



**Figure 2: Feilding to Palmerston North Bus Service Monthly Patronage**

### 2.1.1 Bike Racks

Bike racks were introduced to the service in January 2016. Usage is shown in the table below.

	2015-16	2016-17	2017-18	2018-19	2019-20
July	0	20	4	5	20
August	0	23	7	4	20
September	0	10	9	3	15
October	0	5	7	9	8
November	0	28	9	2	10
December	0	20	2	3	9
January	1	9	5	5	
February	4	11	7	7	
March	8	5	8	9	
April	5	5	19	12	
May	11	25	13	18	
June	11	8	4	27	
<b>Total</b>	<b>40</b>	<b>169</b>	<b>94</b>	<b>104</b>	<b>82</b>

### 2.1.2 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, total trips taken are outlined in the table below.

	2015-16	2016-17	2017-18	2018-19	2019-20
July	84	159	110	118	60
August	80	225	164	462	113
September	48	174	114	593	54
October	57	139	157	128	63
November	89	139	59	136	62
December	49	100	68	42	25
January	24	60	32	40	
February	124	91	26	51	
March	135	161	24	40	
April	98	125	123	40	
May	159	168	123	12	
June	153	166	132	115	
<b>Annual total</b>	<b>1,100</b>	<b>1,707</b>	<b>1,132</b>	<b>1,777</b>	<b>377</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 central. 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.

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 recent improvements is provided later in this report.

	Period: 1 July to 31 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Passenger numbers</b>	571,593	553,423	538,352	530,865	552,132	549,607
<b>Gross cost \$</b>	1,423,006	1,424,027	1,510,835	1,897,794	1,866,991	1,908,423
<b>Revenue (\$)</b>	390,904	378,807	365,606	374,816	391,086	361,815
<b>Net cost (\$)</b>	1,032,102	1,045,220	1,145,229	1,522,978	1,475,905	1,546,608
<b>Transport Agency share (\$)**</b>	516,051	553,967	595,519	776,719	752,712	788,770
<b>Third party revenue (\$)</b>	235,607	263,402	243,648	282,695	243,107	248,241
<b>HRC share (\$)</b>	280,444	227,851	306,062	463,564	480,086	509,597
<b>HRC cost per passenger (\$)</b>	0.49	0.41	0.57	0.87	0.87	0.93
<b>Farebox recovery *</b>	44%	45%	40%	35%	34%	32%

\*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).

After 4% growth in patronage from the 17-18 to 18-19 year, usage remains consistent with last year which is pleasing to see. SuperGold Card usage remains consistent, totalling 5.6% of trips taken across the network. SuperGold usage is outlined in the table below. Inflation costs have increased the cost of the contract which has lowered the farebox recovery rate.

	Period: 1 July to 31 December							
	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Patronage	635,398	617,978	571,593	553,423	538,352	530,865	552,132	549,607
SuperGold Patronage	28,266	28,793	27,803	28,431	27,209	26,332	32,460	30,728
% of Total Patronage	4.4%	4.7%	4.9%	5.1%	5.1%	5.0%	5.9%	5.6%

Comparing the first half of 2018-19 to the same period last financial year, patronage has been slightly lower, as has farebox recovery.

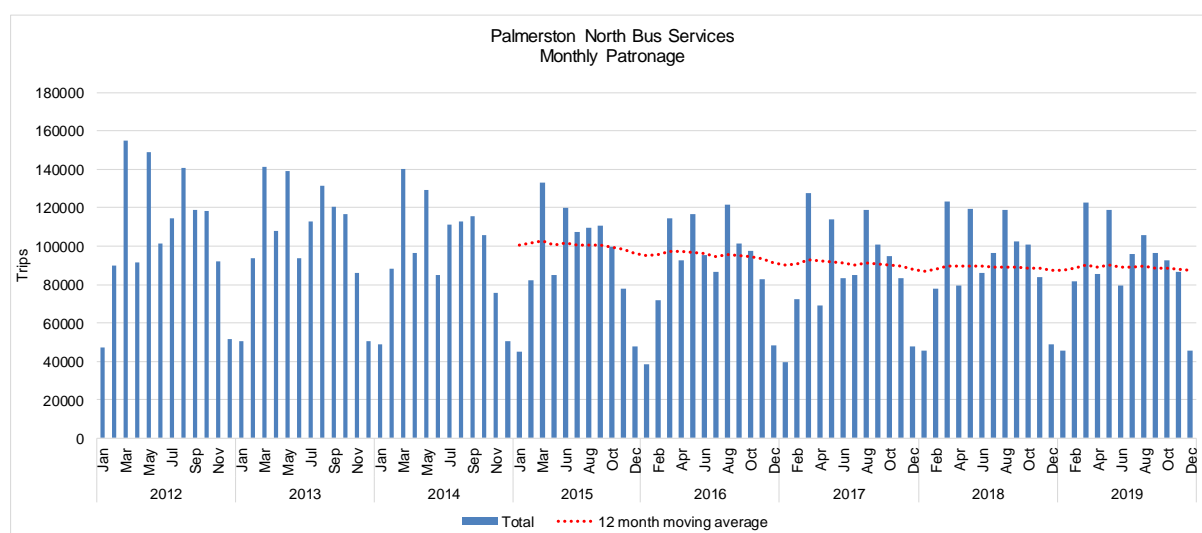


Figure 3: Palmerston North Bus Services Total Monthly Patronage

### 3.2 Palmerston North Bus Service Improvements

A programme of improvements has been underway since 2016. 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. Palmerston North service review begun in February 2019, and is due to be completed at the end of 2020 which will determine how the below improvements can be refined and other potential improvements implemented.

Improvement	Status
A stand-alone urban route covering the Summerhill area (two year trial)	Trial finished July 2016. The route is now confirmed as part of the urban bus services contract.
A two year trial of increased peak frequency (10 minute services) on Routes 5 and 6	Trial ceased in 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);	Trial ceased in February 2019 due to low patronage except for the retention of the 6.40pm services.
Improved weekend services on urban routes	Improved weekend timetable commenced in July 2018. Overall, services are performing well and the service changes are confirmed as part of the urban contract.

### 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.

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. A road linkage at Rosalie Terrace has been completed and now links through from Roberts Line to James Line. This may provide opportunity for expansion of the bus route, or investigation of a new route, to service this area.

Figure Four shows the monthly patronage from July 2015 to December 2019, with the 12 month moving average summarising the overall trend.

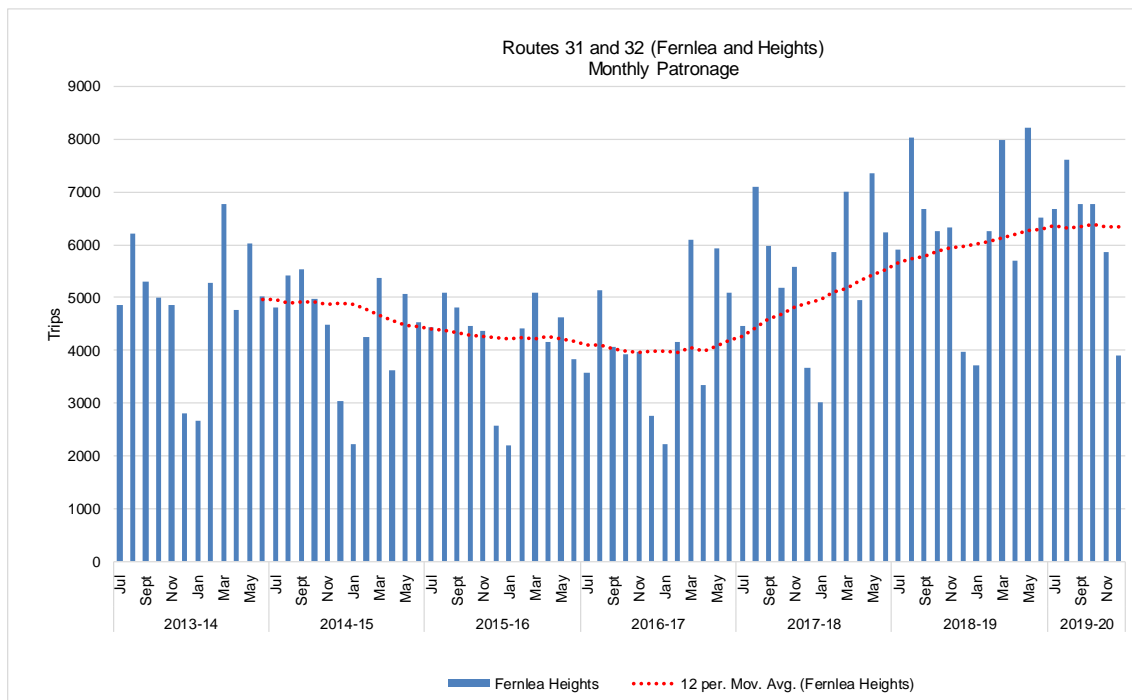


Figure 4: Routes 31 and 32 Monthly Patronage

Figure Five 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.

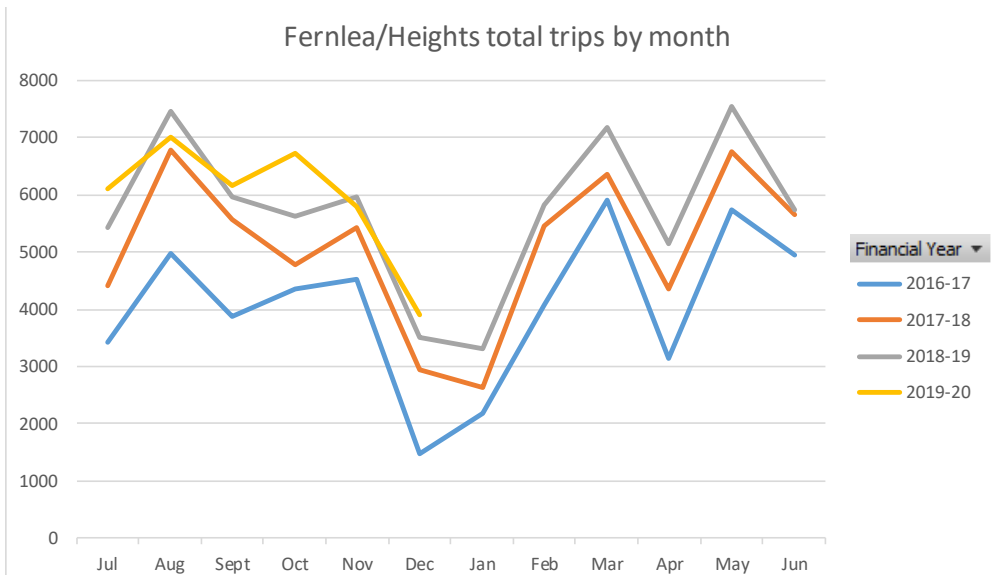


Figure 5: Routes 31 and 32 Total Trips By Month (Financial Year comparison)

### 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 Six.

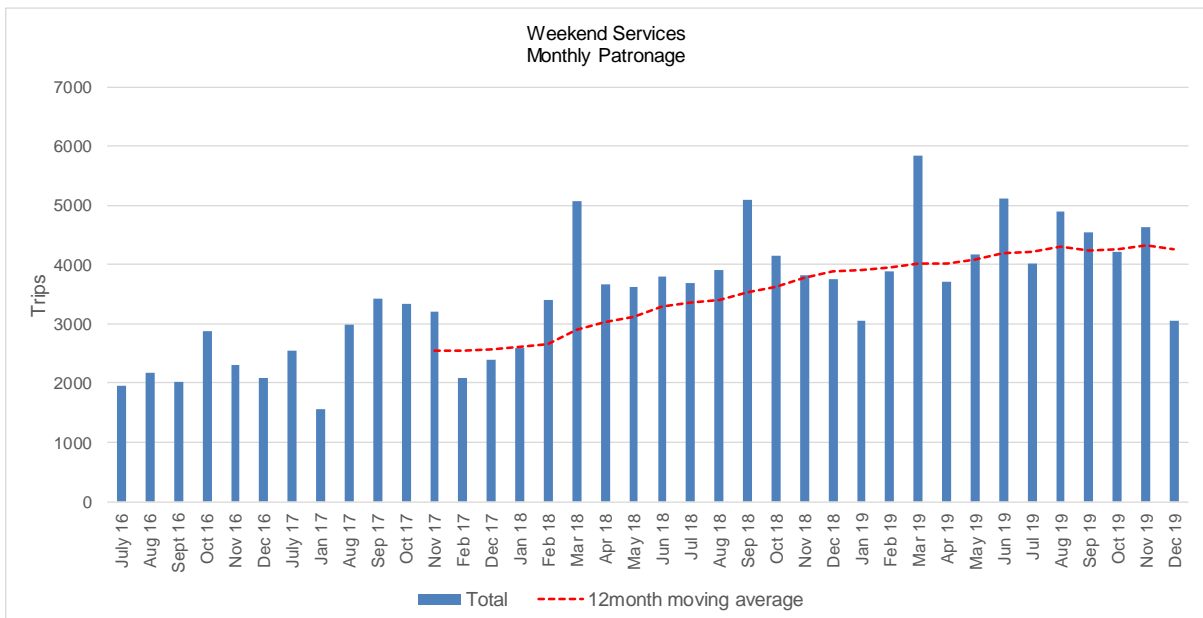
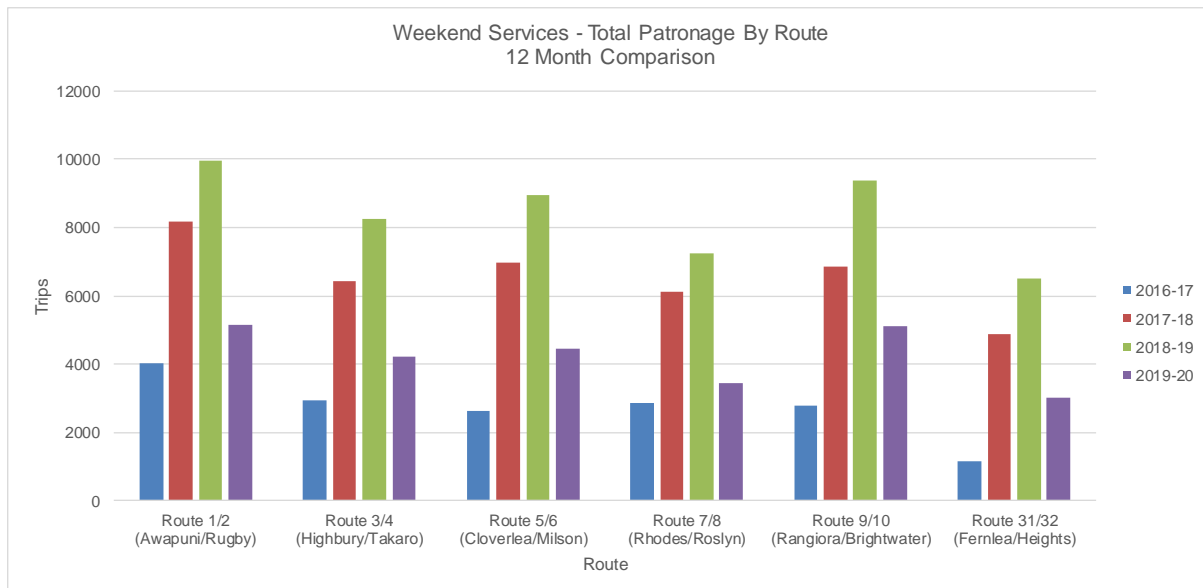


Figure 6: Weekend Services Total Patronage



**Figure 7: Weekend Services Total Patronage By Route (July – December Comparison)**

Figure Seven shows a monthly comparison for the July to December period across the last four 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 - 19 provides a useful visual indication of the overall increases in usage in the two years since the changes were introduced.

### 3.3 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 December			
	2016-17	2017-18	2018-19	2019-20
<b>Passenger numbers</b>	12,447	17,787	22,294	26,567
<b>Gross cost (\$)</b>	88,610	93,112	98,900	99,139
<b>Revenue (\$)</b>	14,115	10,092	11,258	12,060
<b>Net cost (\$)</b>	74,495	83,020	87,642	87,079
<b>Transport Agency share (\$)</b>	38,737	42,340	44,697	44,410
<b>HRC share (\$)</b>	35,758	40,680	42,945	42,669
<b>HRC cost per passenger (\$)</b>	2.87	2.29	1.93	1.61
<b>Farebox recovery</b>	16%	11%	11%	12%

\*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. It should be noted that revenue and therefore farebox recovery has decreased slightly compared to 2016-17. This is due to the IPU free travel scheme. IPU are contributing financially to the free service for the students,

however this is invoiced in one payment during the calendar year and as such, is not reflected in the numbers above.

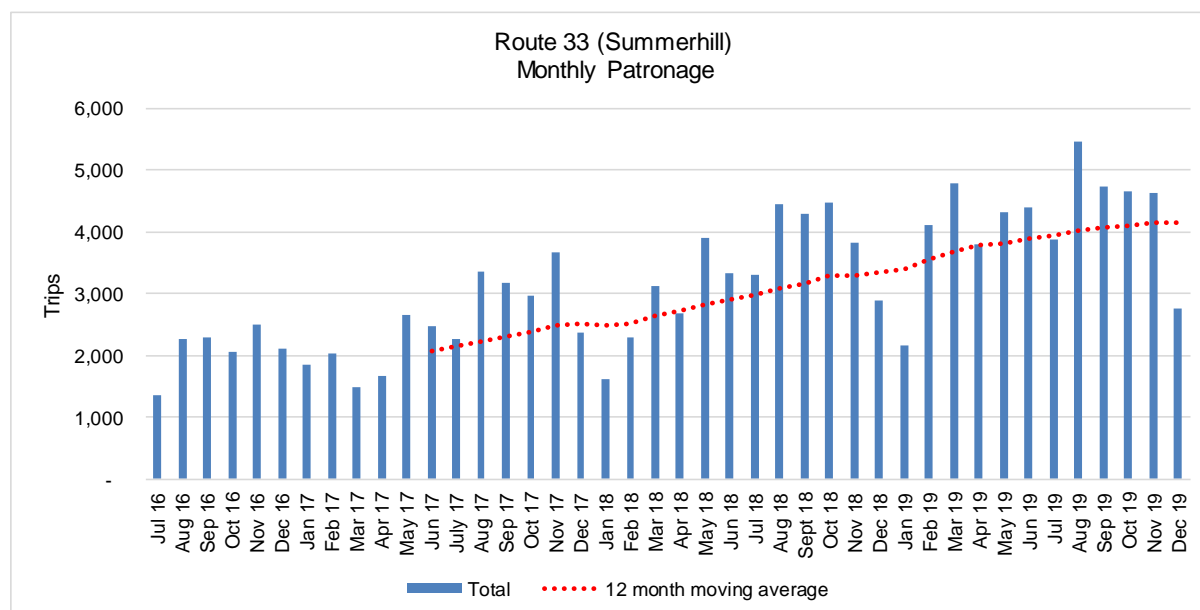


Figure 9: Summerhill Trial Service Monthly Patronage

### 3.4 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 448, compared with 359 for the same period last financial year.

Month	2016-17	2017-18	2018-19	2019-20
July	0	30	35	39
August	0	48	73	78
September	4	44	78	89
October	15	49	60	115
November	17	88	68	80
December	7	44	45	47
January	6	52	80	
February	12	83	78	
March	35	38	91	
April	26	50	86	
May	44	46	210	
June	24	51	77	
<b>Total</b>	<b>190</b>	<b>623</b>	<b>981</b>	448

### 3.5 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 to 31 December.

	Period: 1 July to 31 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	416	411	2,425	3,320	4,516	5,120
Gross cost \$	5,529	5,632	53,587	55,049	55,400	61,627
Revenue (\$)	1,039	912	5,416	6,836	10,168	11,019
Net cost (\$)	4,490	4,720	48,171	48,213	45,232	50,608
Transport Agency share (\$)**	2,245	2,502	25,049	24,589	23,068	25,810
HRC share (\$)	2,245	2,218	23,122	23,624	22,163	24,798
HRC cost per passenger (\$)	5.40	5.40	9.53	7.12	4.91	4.84
Farebox recovery	19%	16%	10%	12%	18%	18%

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

SuperGold Card usage of the service has increased for this period, making up 19% of all trips taken for the reporting period. SuperGold usage is shown in the table below.

	Period: 1 July to 31 December							
	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Patronage	445	291	416	411	2,425	3,320	4,516	5,120
SuperGold Patronage	64	65	98	171	302	451	545	1,003
% of Total Patronage	14.4%	22.3%	23.6%	41.6%	12.5%	13.6%	12.1%	19.6%

Figure Ten below shows the total monthly patronage on the service to the end of December 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 are trending upwards. Farebox recovery has also increased from 12% last financial year to 18% for the first half of 2018-19.

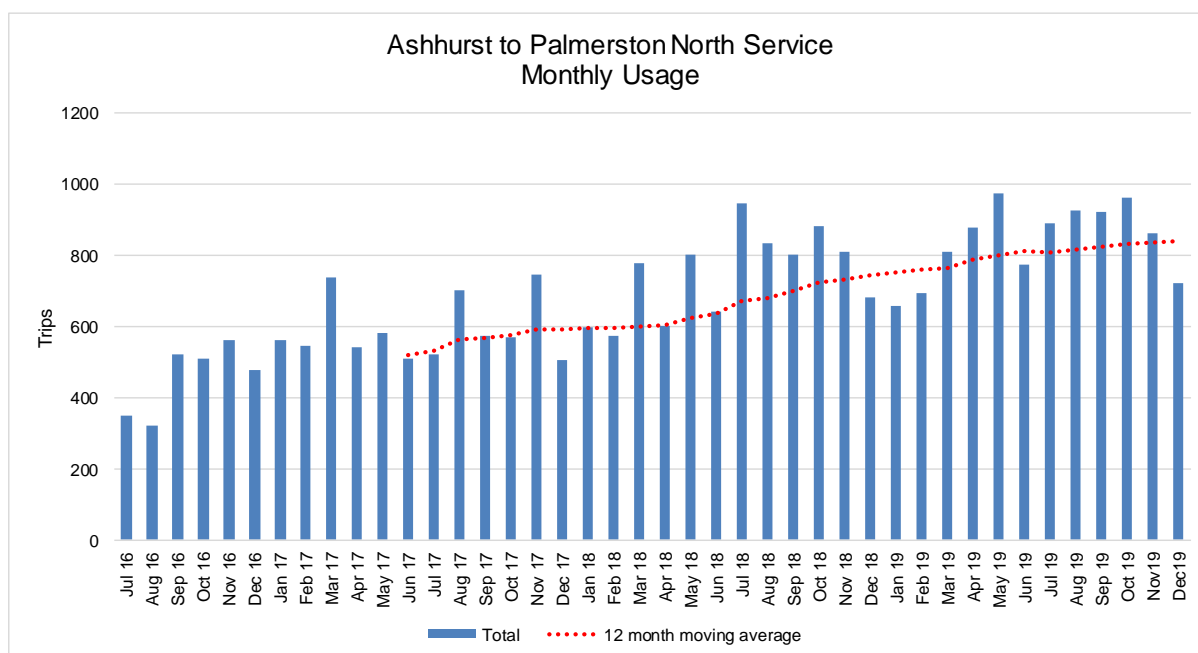


Figure 10: Ashhurst to Palmerston North Service Monthly Usage

### 3.5.1 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	2019-20
July	0	1	7	5
August	1	0	3	3
September	0	0	6	4
October	2	3	4	4
November	0	2	4	5
December	0	1	5	4
January	2	0	1	
February	0	0	0	
March	1	0	1	
April	5	0	7	
May	7	1	7	
June	1	4	4	
<b>Total</b>	<b>19</b>	<b>12</b>	<b>49</b>	<b>25</b>

### 3.6 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 to provide access to visitation services for families; this service is supported by a concessionary fare agreement with Horizons.

64 trips have been taken during the reporting period, at a cost of \$118.00, compared to 124 for the same period last year.

## 4. Rangitikei Public Transport Services

### 4.1 Summary

Services provided in the Rangitikei district are:

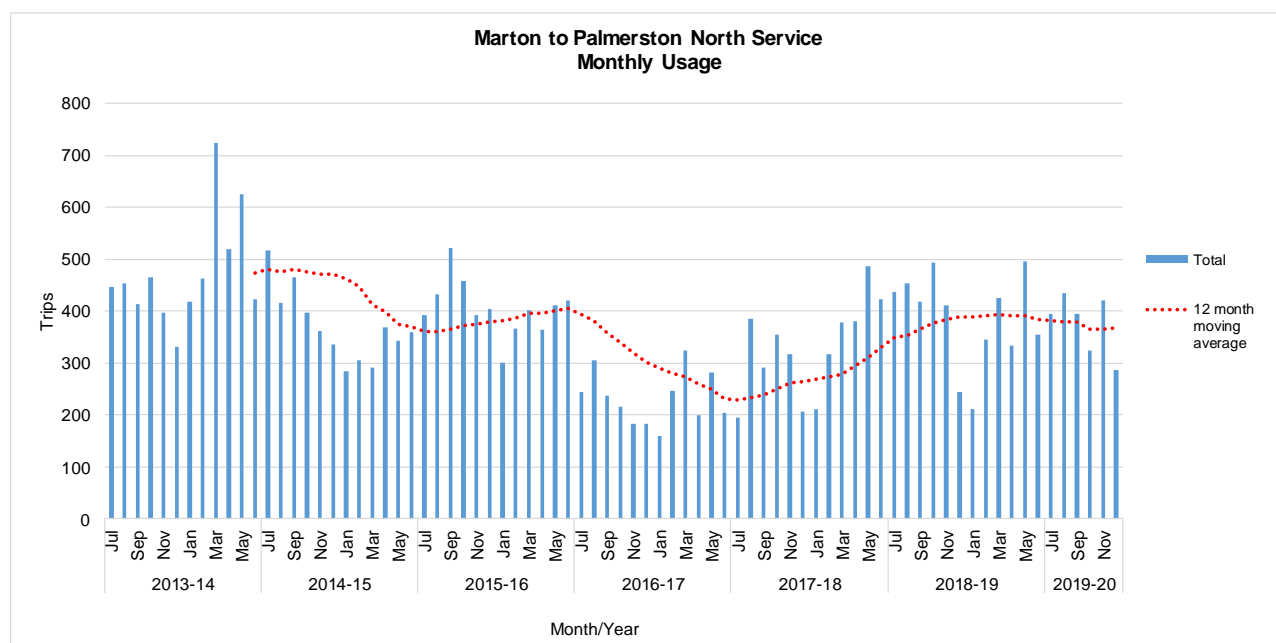
- Marton to Palmerston North commuter service, operating one return trip per weekday.
- Taihape to Whanganui/Palmerston North fortnightly service. This service runs on the first Thursday of the month from Taihape to Whanganui and the third Friday of the month from Taihape to Palmerston North (via Feilding).

### 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 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	2,491	2,600	1,364	1,750	2,455	2,270
Gross cost (\$)	28,835	29,372	30,053	35,967	36,816	39,152
Revenue (\$)	10,509	10,863	5,617	7,274	10,290	8,228
Net cost (\$)	18,326	18,509	24,436	28,693	26,526	30,924
Transport Agency share (\$)**	9,163	9,810	12,707	14,633	13,528	15,771
HRC share (\$)	9,163	8,699	11,729	14,060	12,998	15,153
HRC cost per passenger (\$)	3.68	3.35	8.60	8.03	5.29	6.68
Farebox recovery	36%	37%	19%	20%	28%	21%

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



**Figure 11: 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 remaining stable.

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

The table below summarises the performance for the Taihape service. This service operates the first Thursday of the month to Whanganui and the third Thursday of the month to Palmerston North.

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	149	164	148	170	148	212
Gross cost (\$)	5,099	5,146	5,664	5,706	4,881	6,247
Revenue (\$)	1,313	1,372	1,061	1,267	848	1,358
Net cost (\$)	3,786	3,774	4,603	4,439	4,033	4,889
Transport Agency share (\$)**	1,893	2,000	2,394	2,264	2,057	2,493
HRC share (\$)	1,893	1,774	2,209	2,175	1,976	2,396
HRC cost per passenger (\$)	12.70	10.82	14.93	12.79	13.35	11.30
Farebox recovery	26%	27%	19%	22%	17%	22%

**\*\*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 three-quarters of all trips taken for the reporting period and is detailed in the table below.

	Period: 1 July to 31 December		
	2017-18	2018-19	2019-20
Total Patronage	170	148	212
SuperGold Patronage	130	108	162
% of Total Patronage	76.5%	73.0%	76.4%

The service was reviewed in mid-2018, ahead of the contract expiry in early 2019. The review identified an opportunity to align the service operation days, 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. Usage has grown by 43%.

## 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 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	164	194	182	180	198	174
Gross cost (\$)	1,281	1,442	1,278	1,543	1,595	1,251
Revenue (\$)	357	452	381	302	398	350
Net cost (\$)	924	990	897	1,241	1,197	901
Transport Agency share (\$)**	462	525	466	633	610	460
HRC share \$	462	465	431	608	587	441
HRC cost per passenger (\$)	2.82	2.40	2.37	3.38	2.96	2.54
Farebox recovery	28%	31%	30%	20%	25%	28%

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

Usage of the service and costs remain steady. Free SuperGold Card travel was extended to this service in November 2016 and accounts for 92% of trips taken. The table below outlines SuperGold Card usage.

	Period: 1 July to 31 December		
	2017-18	2018-19	2019-20
Total Patronage	180	198	174
SuperGold Patronage	132	156	160
% of Total Patronage	73.3%	78.8%	92.0%

The contract for the service expired in early 2019 and in August 2018, the Committee agreed to retender the service for a further three years. A Request For Tender was issued in September 2019 and Go Bus Limited were awarded the contract for a three year period. As this is a change in operator, officers worked closely with Go Bus through their transition to the new contract and information was provided to the community on the change of operator through a media release and distribution of promotional material.

Due to the road closure on SH4 between Raetihi and Whanganui, NZTA agreed to provide an increase to the operation of the Raetihi to Ohakune service. The increased operation started on Tuesday 14 January 2020, with the service now currently running twice a week.

The increased service is planned to run until 2 April 2020, at which point the uptake will be reviewed.



## 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.

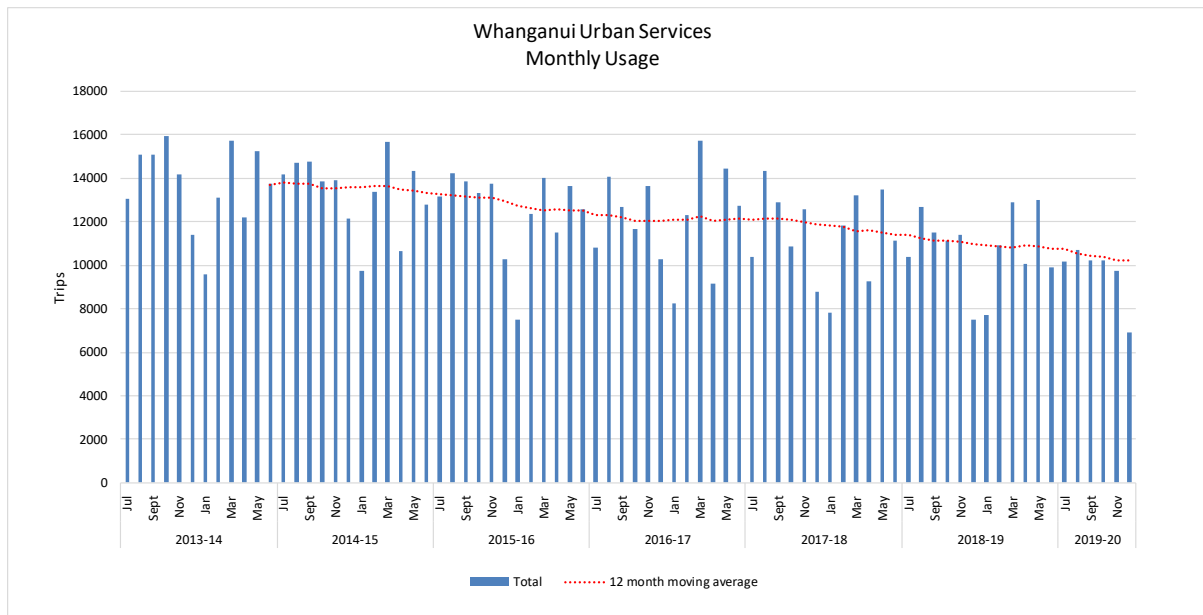
	Period: 1 July to 31 December					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Passenger numbers	83,750	78,596	73,049	69,830	67,121	59,266
Gross cost \$	299,080	308,232	310,531	317,316	311,750	398,096
Revenue (\$)	102,766	96,405	98,536	90,426	83,393	67,297
Net cost (\$)	196,314	211,827	211,995	226,890	228,358	330,799
Transport Agency share (\$)**	98,157	112,268	110,237	115,714	116,462	168,707
Third party revenue (\$)	4,752	4,752	4,752	4,752	4,752	4,752
HRC share \$	93,405	94,807	97,006	106,424	107,143	157,340
HRC cost per passenger (\$)	1.12	1.21	1.33	1.52	1.60	2.65
Farebox recovery *	36%	33%	33%	30%	28%	18%

\*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).

Usage across the Whanganui network continues to decline, with 7,855 fewer trips taken during the first half of the financial year compared to the same period in 2018-19. Officers are continuing to monitor usage. Farebox recovery is significantly lower in this period due to inflation costs, free travel weeks and implementation of the new Beecard ticketing system.

In October 2019 during the school holidays, one week free travel was offered on all urban routes. As a result there was increase of 87% in travel compared with the first week of the school holidays. Free travel during this time reflected that lowering fares can be strongly connected to patronage increase.



**Figure 12: Whanganui Urban Services Monthly Patronage**

Following a significant review process, the Request for Tender was issued in mid-2018 and closed in November 2018. Tenders were evaluated by a panel of officers from Horizons and the New Zealand Transport Agency and led by a qualified public transport tender evaluator. The tender documents included signalling Council’s interest in alternative tender bids that included the use of low carbon emission vehicles.

The new service contract includes some additional afternoon peak services, a slight route change on the Aramoho service and a new Saturday timetable.

The contract was re-awarded to Tranzit Coachlines Whanganui Ltd for a nine year period. The new contract commenced in October 2019, just prior to the implementation of the new Bee card ticketing system in Whanganui on 9 December 2019.

### 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.

	Period: 1 July to 31 December		
	2017-18	2018-19	2019-20
<b>Passenger numbers</b>	4,169	5,051	2,751
<b>Gross cost (\$)</b>	55,633	59,235	59,867
<b>Revenue (\$)</b>	6,165	6,121	2,591
<b>Third party revenue (\$)</b>	15,000	15,000	15,000
<b>Net cost (\$)</b>	34,468	38,114	42,276
<b>Transport Agency share (\$)**</b>	17,579	19,438	21,561
<b>HRC share (\$)</b>	16,889	18,676	20,715
<b>HRC cost per passenger (\$)</b>	4.05	3.70	7.53
<b>Farebox recovery</b>	38%	36%	29%

\*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).

The contract was re-awarded to Transit Coachlines Whanganui Ltd for a three year period in February 2019.

## **7. Infrastructure**

Officers continue to work closely with district and city council staff to identify sites for 2019-20 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.