

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

**Date:** Tuesday, 20 October 2020  
**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 SD Ferguson	Horizons Regional Council
<b>Deputy Chair</b>	Cr WM Kirton	Horizons Regional Council
	Cr Cr EM Clarke	Horizons Regional Council
	Cr FJT Gordon	Horizons Regional Council
	Cr RJ Keedwell	Horizons Regional Council
	Cr JM Naylor	Horizons Regional Council
	Cr NJ Patrick	Horizons Regional Council
	Cr S Jennings	Horowhenua District Council
	Cr G Hadfield	Manawatu District Council
	Cr B Barrett	Palmerston North City Council
	Cr C Ash	Rangitikei District Council
	Cr G Cosford	Ruapehu District Council
	Cr R Treder	Tararua District Council
	Mr A Tonnon	Whanganui District Council

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

Contact Telephone: 0508 800 800  
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Palmerston North 4442

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

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<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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## 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 second meeting of the eleventh triennium of the Passenger Transport Committee held at 10.00am on Tuesday 19 May 2020, via audio visual link, as a result of a change in legislation due to Covid-19.

**PRESENT** Via audio visual link: Crs SD Ferguson (Chair), EM Clarke (from 10.15am), FJT Gordon, WM Kirton (from, 10.15am), RJ Keedwell, JM Naylor, NJ Patrick, S Jennings (Horowhenua District Council), G Hadfield (Manawatu District Council), B Barrett (Palmerston North City Council), C Ash (Rangitikei District Council), G Cosford (Ruapehu District Council), R Treder (Tararua District Council), Mr A Tonnon (Whanganui District Council).

**IN ATTENDANCE** Via audio visual link:  
Councillor B Gordon  
Manager Transport Services Mrs R Hewitt  
Group Manager Regional  
Services and Information Mr G Shirley  
Committee Secretary Mrs JA Kennedy

**ALSO PRESENT** At various times during the meeting:  
Via audio visual link: Mrs K Curry (Regional Integrated Ticketing System Special Project Manager), Ms L Shirley (Senior Transport Planner), Ms J Anderson (Transport Planner), Mr J Miguel (Transport Planner), Ms C Morrison (Media & Communications Manager), Ms J Snelgrove, (Tranzit Palmerston North), Mr J Timperley (Regional Integrated Ticketing System), Cr H Humphrey, Cr H Gee-Taylor (Manawatu District Council), Mrs B Cameron and Mr M Wasley (members of the public).

The Chair welcomed everyone to the meeting.

## **APOLOGIES**

**PT 20-6** **Moved** **Ferguson/Jennings**

*That apologies be received from Crs Clarke and Kirton for lateness.*

**CARRIED**

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

Mrs B Cameron, and Cr H Humphrey / Cr H Gee-Taylor (Manawatu District Council) had been granted a deputation (via audio visual link) in regard to Item 7, Feilding Bus Service: Mid-Term Review Outcomes and Recommendations.

## **SUPPLEMENTARY ITEMS**

Supplementary Item 1, Regional Integrated Ticketing system (Bee Card) Deployment Approach had been distributed to Members via the Hub and email.

## **MEMBERS' CONFLICTS OF INTEREST**

There were no conflicts of interest declared.

## CONFIRMATION OF MINUTES

**PT 20-7**                      **Moved**    **Tonnon/Naylor**

*That the Committee:*

**confirms** the minutes of the Passenger Transport Committee meeting held on 18 February 2020 as a correct record, and notes that the recommendations were adopted by the Council on 25 February 2020.

**CARRIED**

## FEILDING BUS SERVICE: MID-TERM REVIEW OUTCOMES AND RECOMMENDATIONS

*Report No 20-56*

This report advised the Committee of the recommended service changes which arose from the Feilding Around Town/Feilding to Palmerston North bus service mid-term review and recommended service changes to Council for approval and implementation.

*Crs Kirton and Clarke joined the meeting at 10.15am.*

After a summary of the recommendations and associated costs provided by Ms Shirley (Senior Transport Planner), the Chair invited Crs Humphrey and Gee-Taylor (Manawatu District Council) to speak to their deputation in support of the Feilding bus service changes. Mrs Cameron's deputation, also in support of the Feilding bus service changes, was not completed due to technical difficulties. Members' provided their views, outlined their suggestions, and concerns were raised around the service design and implementation of the recommended changes.

**PT 20-8**                      **Moved**    **Hadfield/Keedwell**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. 20-56.*
- b. *approves the recommended service changes to the Feilding Around Town/Feilding to Palmerston North bus service set out in Section 8.2 of Report No. 20-56;*
- c. *approves the additional spend for implementation of the service changes outlined in Report No. 20-56, subject to Horizons Regional Council's Annual Plan process and New Zealand Transport Agency funding;*
- d. *agrees the Feilding Around Town/Feilding to Palmerston North bus service mid-term review is substantively complete and that only some operational matters remain outstanding;*
- e. *notes, subject to funding approval, officers will work to implement the service changes in the second half of 2020-21.*

**CARRIED**



## **PALMERSTON NORTH BUS SERVICES CONTRACT EXTENSION**

*Report No 20-57*

This item sought approval to extend the Palmerston North Urban and Massey bus services contract (Contract 2011/42) for 12 months. Mrs Curry (Senior Transport Planner) gave an update on the revised process to the review due to the impacts of Covid-19. A new recommendation c. was included.

**PT 20-9**                      **Moved**                                      **Barrett/Naylor**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. 20-57;*
- b. *approves the Palmerston North Urban and Massey Bus Services Contract (Contract 2011/42) be extended by up to 12 months to 14 November 2023, subject to approval from the New Zealand Transport Agency;*
- c. *includes budget indications for implementation of review outcomes in the Horizons Regional Council Long-term Plan 2021-24.*

**CARRIED**

## **VARIATION TO THE REGIONAL PUBLIC TRANSPORT PLAN 2015-25: FREE ACCESS SCHEME POLICY**

*Report No 20-58*

This item considered a variation to the operative Regional Public Transport Plan 2015-25 (RPTP). The variation included a new policy to guide decision making around requests for free access schemes. Ms Shirley (Senior Transport Planner) took Members through the item.

**PT 20-10**                      **Moved**                                      **Keedwell/F Gordon**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. Report No. 20-58.*
- b. *recommends that the Regional Public Transport Plan be varied to include a new Policy 17a in section 6.1, as worded in Report No. 20-58, paragraph 7.3.*

**CARRIED**

## **GENERAL PASSENGER TRANSPORT UPDATE**

*Report No 20-59*

Mrs Hewitt (Manager Transport Services) presented a slide show outlining the response and performance of passenger transport services and total mobility throughout Covid-19, and an update on the Palmerston North Bus Review. Ms Shirley (Senior Transport Planner) gave an overview of the Regional Land Transport Plan development, including the Passenger Transport Committee's involvement, the draft Government Policy Statement 2021, and the draft rail plan.

**PT 20-11**                      **Moved**                                      **Keedwell/Ash**

*That the Committee recommends that Council:*

- a. *receives the verbal update on general passenger transport activities.*

**CARRIED**

## SUSPENSION OF STANDING ORDER 4.2

**PT 20-12**                  **Moved**                                  **Ferguson/Patrick**

*That the Committee suspends Standing Order 4.2 in order that the meeting can continue to sit beyond the two hour limit, without a ten minute break.*

**CARRIED**

*The meeting adjourned at 11.56am.*

*The meeting reconvened at 12.01pm.*

## REGIONAL INTEGRATED TICKETING SYSTEM (BEE CARD) DEPLOYMENT APPROACH

*Report No 20-60*

This item approved an alternative approach to deployment of the Regional Integrated Ticketing System (Bee Card) in the Horizons region.

Mrs Curry (Regional Integrated Ticketing System Special Project Manager) guided Members through an alternative model for the introduction of the Bee Card following the Covid-19 alert announcement by the New Zealand government. Recommendation c. had the words 'and on bus top ups' added.

**PT 20-13**                  **Moved**                                  **Tonnon/Naylor**

*That the Committee recommends that Council:*

- a. *receives the information contained in Report No. 20-60 and Annex.*
- b. *approves the proposed phased approach to implementation of the Bee Card in the rest of the Horizons Region.*
- c. *approves a temporary reduction in public transport fares, including the introduction of exact cash fares only and on bus top ups as shown in Annex A, to support the accelerated deployment approach for the Regional Integrated Ticketing System.*
- d. *request officers continue discussions with the New Zealand Transport Agency on the potential to enter into a cost sharing arrangement to cover fare revenue reductions created by the use of a temporary simplified fare structure during Phase 1 rollout.*
- e. *notes that fare levels will be reviewed by the Passenger Transport Committee by December 2020.*

**CARRIED**

Members discussed initiatives to reduce the use of on-bus cash fares and suggested the following recommendation.

**Moved**    **Naylor/Clarke**

*That the Committee agrees where the exact change for an on-bus fare is not available, the fare will be rounded up to the nearest dollar.*

**LOST**

**PROCEDURAL MOTION TO EXCLUDE THE PUBLIC**

**PT 20-14                      Moved    Ferguson/Clarke**

*THAT the public be excluded from the following part(s) of the proceedings of this meeting. The general subject of each 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 and 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:*

**CARRIED**

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 18 February 2020	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		

The meeting adjourned to the Public Excluded part of the meeting at 12.47pm.

**CONFIRMATION OF PUBLIC EXCLUDED MEETING HELD ON 18 FEBRUARY 2020**

**PX PT 20-4                      Moved    Naylor/Clarke**

*That the minutes of the confidential part of the Passenger Transport Committee meeting held on 18 February 2020, as circulated, be confirmed as a correct record.*

**CARRIED**

**PX PT 20-5                      Moved    Jennings/Barrett**

*That the Committee moves out of Public Excluded.*

**CARRIED**

The public excluded section of the meeting concluded at 12.49pm.

The meeting closed at 12.50pm.

Confirmed

\_\_\_\_\_  
MANAGER TRANSPORT SERVICES

\_\_\_\_\_  
CHAIR

Report No.	20-144
Information Only - No Decision Required	

## GENERAL PASSENGER TRANSPORT UPDATE

### 1. PURPOSE

- 1.1. The purpose of this report is to provide Members with an update on general matters relating to passenger transport services in the region. It does not cover patronage or trip data, this is addressed in the Public Transport Services Report - 1 July 2019 to 30 June 2020 (supplementary item to the agenda).

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 20-144.

### 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. CLIMATE IMPACT STATEMENT

- 6.1. As the report deals entirely with administrative matters, there is no climate change impact.

### 7. EMPLOYMENT RELATIONS AMENDMENT ACT (ERAA)

- 7.1. At the Committee workshop on 18 August 2020 members recommended **Option 2 – alternative timetable** be the preferred option to implement the ERAA rest and meals break requirements. This option was felt to have the least impact on existing levels of service for customers, while still being able deliver a good outcome for bus drivers. Subsequently the options were presented to Council on the 22 September 2020, and **Option 2** was approved.
- 7.2. Option 2 requires timetables to change and these changes will be implemented on Sunday 6 December 2020. This date has been chosen as it should cause the least amount of disruption for the majority of our customers. For example IPU and Massey exams are complete, and only a few NCEA exams remain to be sat in the week of 6 December. This date is also the latest date prior to the Christmas holiday break changes would ideally be made.
- 7.3. To accommodate the required bus driver breaks and to improve service reliability, service frequencies will be changing from the current 20min/40min timings to less consistent frequencies of 20-25min/45min.

- 7.4. There are currently three sets of timetable for Massey, with each set running at different times through the year (semester, non-semester, and summer). This causes some confusion for customers regarding which timetable set is running when. To reduce this confusion and to make it easier to understand we are moving to two timetable sets only (semester and non-semester).
- 7.5. The Massey & IPU bus route numbers and names are also changing. Currently Massey & IPU are serviced by routes that have been previously merged, and the old naming and numbering convention has been maintained. This has resulted in a complex and confusing routes and route numbers such as routes 12A/14 and 15/14. The upcoming changes will tidy this up so it's easier for customers to understand and simpler to present on customer information.
- 7.6. The names and numbers of urban bus routes are also changing to provide customers with better information on where routes are travelling to. For example route 1 Awapuni is changing to route 101 Awapuni via Park Rd, and route 2 Rugby is changing to route 102 Awapuni via Rugby St. Front of bus destination displays, on-street timetables, maps, Horizons website, and printed timetables will be updated to reflect these changes.
- 7.7. Promotion of the changes will be rolled out from early November, and will involve physical advertising (posters, media adverts), web based advertising i.e. social media, and radio. Timetables are currently in design, and are planned to be publicly available three weeks before go-live.

## 8. PALMERSTON NORTH SERVICE REVIEW (UPDATE)

- 8.1. Horizons commissioned BECA to undertake a high level review of New Zealand and International bus networks operating in cities with similar demographics to Palmerston North. The review findings highlighted common key features among the more successful and less successful networks. The comparison showed networks tended to fall somewhere along a model continuum between patronage vs coverage. These findings were presented to the **Palmerston North Review Governance Group (Governance Group)** on 7 September 2020.
- 8.2. The Governance Group agreed the future Palmerston North bus network should move more towards a patronage growth model, while still retaining some coverage based elements. As a result the Governance Group vision and principles for the future bus network will be updated, and distributed to the Governance Group prior to its next meeting in November.
- 8.3. Alongside this, work has begun on developing patronage focussed network and route options. These options will be presented the Governance Group in November. The options will then be refined over the following months, with public consultation planned for May/June 2021.

## 9. WHANGANUI URBAN - INFRASTRUCTURE AND SERVICE AMENDMENTS

- 9.1. The new contract for Whanganui Urban services begun in October 2019, with additional daily and weekends services being implemented. A range of promotions were carried out to the support the changes, including a free travel week on all services. In December 2019 the Bee Card was launched in Whanganui.
- 9.2. Following these changes Officers have been working through customer and bus operator feedback, and undertaking assessments and audits of the bus service and supporting infrastructure. As a result of this work a programme of minor improvements has been developed. The improvements are aimed at increasing the customer visibility and ease of use of the bus service, and safe manoeuvring of buses.

- 9.3. Working in collaboration with Whanganui District Council, a programme of bus stop and shelter improvements has been developed. Implementation of these improvements has begun, and includes such matters as the replacement of worn out signage, and installation of new bus stops and signs.
- 9.4. From early December refinements to customer information and routes are being introduced. These include:
- Minor design changes to printed timetables aimed at improving functionality and ease of use
  - Bus network map updates to reflect minor route changes and errors. It is planned to have the network map installed at more key locations across the city.
  - On-street timetables available at more inbound bus stops (individualising the information at each stop will be a later stage. At this point the relevant route timetable will be available in the on-street timetable holders)
  - Updated information on Horizons website
  - Route numbering and names changes to improve legibility for customers. For example Castlecliff Pink will become 201 Castlecliff via Fitzherbert Ave, and Castlecliff Blue becomes 202 Castlecliff via Hospital.
  - A slight variation to the Aramoho bus route. Instead of travelling down Nibblett Street the bus will continue along Harrison Street. This change improves bus movement safety and provides better community access to the services. A new stop is being installed on Harrison St near to the retirement village.
- 9.5. As the changes enhance customer experience rather than disrupt or significantly change travel for customers the promotional period will be quite short, 2 weeks prior to the go-live.
- 9.5. The Whanganui Advisory group is being re-established, with the first meeting planned to be held in November. The aim of the group will be to assist in:
- Enabling greater collaboration and alignment between bus network and supporting infrastructure design, and urban planning
  - Seeking value for money opportunities for improving and creating efficiencies to existing and future bus services and supporting infrastructure.

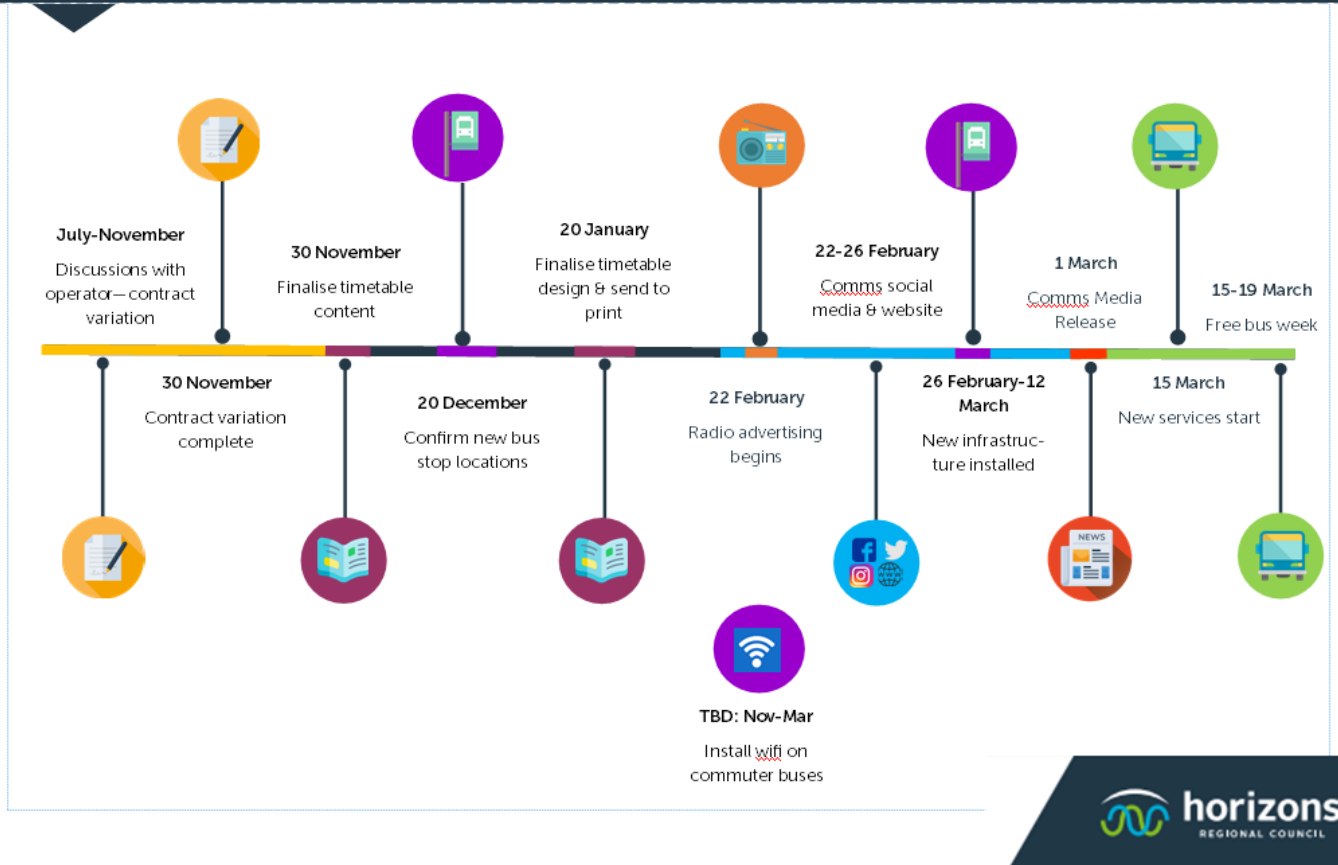
## 10. FEILDING SERVICE – UPCOMING CHANGES

- 10.1. Members will recall approving a suite of changes to the existing Feilding public transport service at Passenger Transport Committee meeting in May. Following this, the Committee recommendations were endorsed at the Regional Council meeting held on 26 May.
- 10.2. To refresh members, the changes approved by the Committee and Council include:
- Provision of a new Feilding town service, travelling around Feilding and running separately to the commuter service between Feilding and Palmerston North.
  - Provision of two additional bus trips running between Palmerston North and Feilding on Saturdays.
  - Amendment of the commuter timetable to move the timing of the last Palmerston North to Feilding trip on weekdays in order to provide a later evening option for returning to Feilding.
  - Provision of Wifi on the commuter service
  - Timetable check and adjustment if required to ensure efficiency and workability
- 10.3. These changes are planned to be implemented in March 2021.



- 10.4. Discussions are underway with the operator to confirm and finalise the timetables for the new services and identify suitable bus stop locations. Costs, vehicle details and timeframes associated with the changes are also being discussed.
- 10.5. Below is an indicative timetable of key events leading up to implementation of the changes. Members should note that aspects of this timeline are subject to change and promotional events such as a 'free bus week' are subject to funding availability at the time.

## Feilding services: Implementation Timeline 2020/21



- 10.6. A complete promotion plan and updated timeline will be provided to the Committee at the next meeting scheduled for February 2021.

### 11. SIGNIFICANT SERVICE IMPACTS

- 11.1. The following information highlights some of the recent events which have resulted in significant disruptions to service operations and customers.
- 11.2. On 16 September a peak morning bus trip between Palmerston North and Feilding collided with a train at the level crossing on Clevely Line in Bunnythorpe. The incident resulted in some passenger on the bus being taken to Palmerston North Hospital with minor injuries, and the tragic death of the bus driver. This loss of the driver was felt amongst the Horizons Transport team, the bus operator and its staff, and the community with many of the driver's regular passengers expressing their sympathies. The cause of the incident is under investigation by the relevant official authorities such as the Transport Accident Investigations Commission. Members will be provided with the results of the formal investigation once available.



- 11.3. Prior to Alert Level 4 Palmerston North City Council started a program of stormwater infrastructure replacement in the Long Melford Road area. The works resumed when the country moved down to Alert Level 2. Due to the depth of the trenching instability in the road space was a significant concern and the Awapuni and Rugby bus routes were forced to detour as result of the works. The stormwater replacement was completed in September and buses have since returned to the area.
- 11.4. On 18 August a large fire at a warehouse on Keith St resulted in the closure of roads in the local vicinity of the warehouse for several hours. This resulted in a significant detour to the Fernlea and Heights bus routes.
- 11.5. Manchester Square in Feilding was closed on 9 October for the Feilding Rural Day and again on 16 October for the Pink Shirt Day event. As a result, the central bus stop on the Square was bypassed, and buses detoured down Fergusson St and Warwick St before returning to the normal bus route.
- 11.6. Traffic flows in the Ashhurst area have significantly increased due to the closure of the Gorge and the subsequent increased usage of Saddle Road. As a result, Waka Kotahi NZ Transport Agency has commenced safety improvement works at the intersection of York St and Cambridge Ave. The work is expected to take several months and during this time buses will be unable to use York St.

## 12. REGIONAL LAND TRANSPORT PLAN DEVELOPMENT

- 12.1. Development of the Regional Land Transport Plan, 2021 is well underway. The Regional Transport Committee (RTC) approved the strategic direction component of the Plan at their meeting on 1 September. Feedback from the Passenger Transport Committee was relayed via PTC representatives on the RTC. Changes were made to the strategic objectives and investment priorities as a result of this feedback.
- 12.2. The approved vision, objectives and investment priorities are listed below for Members information.

### Vision

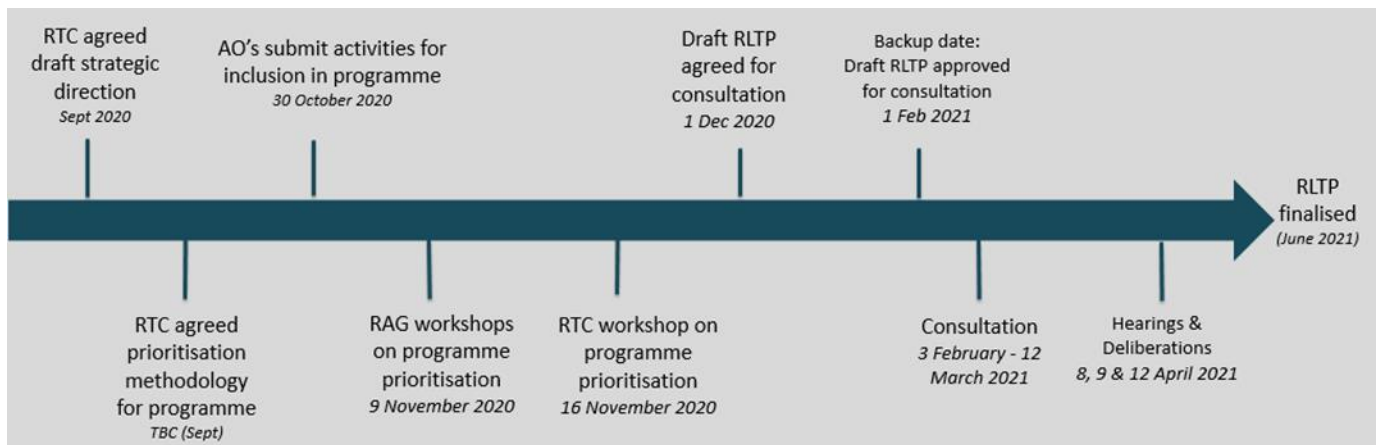
- 12.3. A region that connects central New Zealand and supports safe, accessible, and sustainable transport options.

### Objectives

- 12.4. The objectives outline what the region plans to do to achieve the vision. They are the also the benefits that we will see if we solve the issues (Problems). The objectives are outlined below.
  - **Objective 1 - Travel Choice:** Transport users in the region have access to affordable transport choices that are attractive, viable and encourage multi-modal travel.
  - **Objective 2 - Connectivity and efficiency:** The regional transport network connects central New Zealand and is efficient, reliable and resilient.
  - **Objective 3 - Safety:** The transport network is safe for all users.
  - **Objective 4 - Environment:** The impact of transport on the environment and the transport system's vulnerability to climate change are minimised.
  - **Objective 5 - Land Use Integration:** Transport and land use are integrated to support well connected communities that promote a strong regional economy and liveable region.

### Strategic Priorities (10 year investment priorities)

- 12.5. The strategic priorities (or 10 year investment priorities as they can also be referred to) are the key focus areas for the region. Their purpose is to tell the region's short to medium term investment story. While guided by the strategic context and vision, the priorities will have a narrower focus, **responding to the most urgent and significant barriers in the short to medium term** to achieve the longer term vision.
- **Transport Strategic Priority 1 - Connectivity and Access:** Provide better transport connections and options to enable efficient and safe movement of people and freight, improved access to health, social and economic opportunities.
  - **Transport Strategic Priority 2 - Safety:** Improve the transport network to create a safe transport system for all users.
  - **Transport Strategic Priority 3 - Better travel options:** Make active and public transport and alternative freight modes, safe, attractive and viable options for more trips throughout the region.
  - **Transport Strategic Priority 4 - Environment:** Reduce environmental impacts and carbon emissions from the transport system.
  - **Transport Strategic Priority 5 - Resilience:** Build resilience into the region's transport network by strengthening priority transport lifelines.
- 12.6. The next stage of RLTP development is to complete the supporting text that tells the regional 'story' i.e. current state of play and future goals and develop the regional work programme which outlines the activities proposed over the next three years to achieve the regional objectives and vision.
- 12.7. The timeline for completion of the RLTP has been extended by two months to 30 June 2021. This has enabled us to amend the timeline and delay consultation until after the Christmas/New Year period. The timeline below provides the **indicative** timeline at this stage.



- 12.8. Members are reminded that should they have feedback regarding the RLTP development process or detail, they should make this known to the RTC reps sitting on the Passenger Transport Committee.

**13. SIGNIFICANCE**

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

James Miguel  
**TRANSPORT PLANNER**

Rhona Hewitt  
**MANAGER TRANSPORT SERVICES**

Leana Shirley  
**SENIOR TRANSPORT PLANNER**

Jayne Anderson  
**TRANSPORT PLANNER**

**ANNEXES**

There are no attachments for this report.



Report No.	20-145
Information Only - No Decision Required	

## BEE CARD IMPLEMENTATION

### 1. PURPOSE

- 1.1. To update Members on the rollout of the Bee Card electronic ticketing system.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 20-145.

### 3. FINANCIAL IMPACT

- 3.1. No financial impact as a result of this report. Costs associated with the Bee Card electronic ticketing system are accounted for in current budgets.

### 4. COMMUNITY ENGAGEMENT

- 4.1. A substantial marketing campaign was carried out for the launch of the Bee Card in July 2020, as well as the return to full fare charging on 28 September 2020.
- 4.2. Activities included a programme of social media posts, newspaper advertising, a full bus wrap, media releases, digital billboard displays, decals at bus shelters, in bus posters and rippa pads, radio advertising and electronic/hardcopy mail outs to community groups and organisations.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. No significant business risk impact.

### 6. CLIMATE IMPACT STATEMENT

- 6.1. No climate change impact as a result of this report.

### 7. BACKGROUND

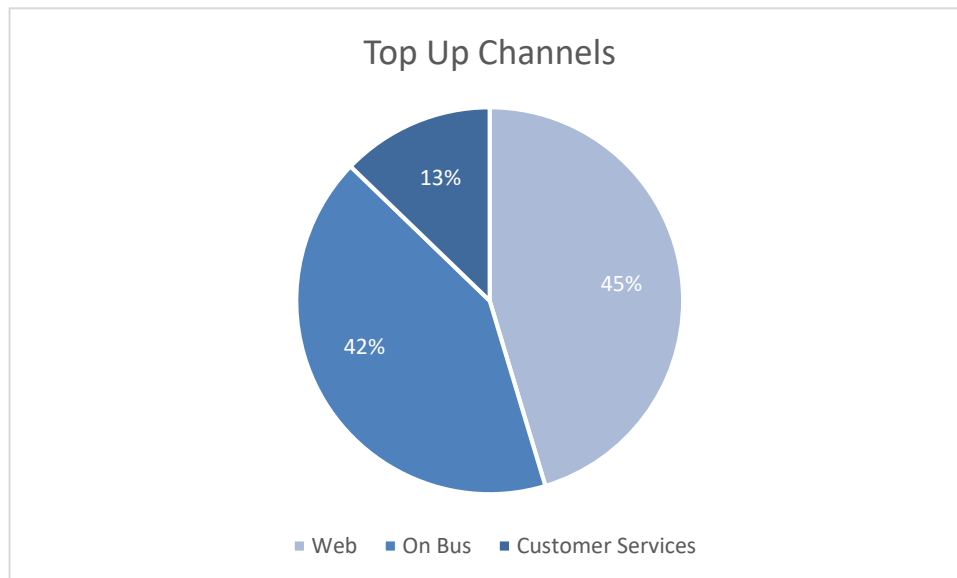
- 7.1. The Bee Card electronic ticketing system was launched on Horizons' contracted bus services in Whanganui on 9 December 2019 and on services across the rest of the Horizons region on 20 July 2020.
- 7.2. As part of the 2020 transition to Bee Card, the free fares offered during COVID-19 Alert Levels 3 and 4 were extended until July 2020 and a simplified fare structure in place from 20 July until 27 September 2020. The simplified fare structure meant that concessions were not required to be loaded on to the Bee Card, thereby reducing the level of face-to-face customer interaction required to support this activity in line with COVID-19 requirements around physical distancing. Bee Cards were also issued free of charge for customers during this transition period.
- 7.3. On 28 September 2020, fares returned to pre COVID-19 levels across all Horizons' contracted bus services. Charging for Bee Cards for customers also commenced from this

date, cost \$5.00 (non-refundable card issuance fee) with a minimum top up of \$5.00. Bee Cards ordered through BeeCard.co.nz continue to be available free of charge until 31 October 2020 after all nine regions have transitioned to the scheme.

- 7.4. In terms of the national Bee Card rollout, eight regions are now in live operations with Taranaki transitioning to the scheme in mid-October 2020.

## 8. SNAPSHOT OF BEE CARD USAGE

- 8.1. The Passenger Services activity reports contained elsewhere in this agenda provide detail of passenger trips for the year to date. The information below provides more detailed information relating to Bee Card sales and registrations across our networks. Note that all figures in this section are for the period 20 July to 29 September 2020. Verbal updates will be provided at the meeting to incorporate more recent data.
- 8.2. A total of 17,287 Bee Cards have been issued to date. This includes cards that have been pre-issued but not yet handed out, for example for promotional activities and supply to tertiary providers in preparation for their transition (approximately 3,500). 44% of the issued cards are now registered, an increase from 31% in August 2020. Note this percentage includes the cards that are pre-issued but not yet in circulation.
- 8.3. Customers are able to top up their Bee Cards at BeeCard.co.nz, on bus with cash or at Horizons Regional Council. The chart below shows the split of top ups to date, note that the customer services figure also include GoCard balance transfers (refer to section 8.6 for further detail).



- 8.4. The table below outlines the trips by type per network. Note:
- Data is for the period 20 July to 30 September 2020. Concession fares resumed on 28 September 2020.
  - Count includes promotion, under five trip, SuperGold Card and tertiary free customers – the trip is recorded manually by driver
  - Palmerston North count percentage is high due to tertiary free schemes not yet transitioned to Bee Card
  - Usage on the Levin off peak, Day Out in Town and Levin to Waikanae is predominately SuperGold Card holders. From 28 September, SuperGold Card holders started using their Bee Card to access free off-peak travel. Bee Card usage is expected to increase.

Network	Bee Card	Cash	Count
Palmerston North	53%	7%	40%
Whanganui	85%	10%	5%
Feilding	82%	5%	13%
Ashhurst	80%	10%	10%
Marton commuter	95%	2%	3%
Levin commuter	83%	11%	6%
Levin off peak	12%	4%	84%
Day Out In Town	4%	21%	75%
Levin to Waikanae	6%	6%	88%

- 8.5. A significant change for customers has been the introduction of 'Tag On, Tag Off'. Figures for failures to tag off remain stable at approximately 2% of all tag on/tag off transactions. Numbers of missed tag offs are being monitored on a monthly basis and should we observe a spike, we are able to target the areas of concern through working with the service operator/driver.

Month	Missed tag offs as % of total Tag On Tag off transactions
July 2020	3.2%
August 2020	2.2%
September 2020	2.2%

- 8.6. GoCard balance transfers were available until 30 September 2020, with close to \$11,000.00 transferred from GoCards to Bee Cards between July and September 2020. Far less balance transfers occurred during the Whanganui transition (approximately \$1,100.00) as customers were encouraged to run down the balance of their GoCards before the go-live. This opportunity was not available for the rest of region transition as the move to free fares was implemented overnight as part of the COVID-19 level 4 lockdown, and when fares were introduced it was on the new ticketing system.

## 9. NEXT STEPS

- 9.1. Focus now shifts to transitioning our free tertiary travel scheme providers to the Bee Card. Staff are working with Massey University on a pilot over the summer semester ahead of the full cohort returning in February 2020. The other free tertiary providers will be transitioned for the start of Semester One 2021.
- 9.2. Bee Card usage by **SuperGold Card (SGC)** holders is the other area of focus for the remainder of the calendar year. SGC customers have been accessing free off-peak travel by showing their SGC to the driver and the trip is recorded using a count function. Following a 2015 government review of the SGC scheme, SGC card holders are required to use smartcards to access free off-peak travel (introduced as smartcard ticketing technology becomes available<sup>1</sup>). To ensure alignment with the scheme requirements, we will continue to work with operators and community groups to ensure that SGC holders

<sup>1</sup> <https://www.transport.govt.nz/land/supergoldcardtransportfunding/>

have their concession loaded on to the Bee Card and are supported to use the card to access the travel entitlement.

- 9.3. Work also continues on a reporting dashboard to provide automated reports on usage across route and time of day by passenger type, as well as supporting the reporting to Council/Committee and Waka Kotahi NZ Transport Agency. In addition to the regular reporting, the ability to access and interrogate the data as required for ad hoc instances is already providing valuable insights. Examples include being able to determine usage at particular bus stops which need to be moved or closed due to roadworks, or monitoring uptake of concessions by service/route and then providing targeted communications.
- 9.4. In terms of the wider project, one of the functions of the Bee Card website not yet deployed is the Auto Top Up feature. Testing has been completed on this functionality and is planned to be made live in late October /early November.

## **10. SIGNIFICANCE**

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

Kelly Curry  
**SENIOR TRANSPORT PLANNER**

Rhona Hewitt  
**MANAGER TRANSPORT SERVICES**

## **ANNEXES**

There are no attachments for this report.



Report No.	20-146
Information Only - No Decision Required	

## TOTAL MOBILITY ANNUAL CUSTOMER SATISFACTION SURVEY

### 1. PURPOSE

- 1.1. To update Members of the outcomes of this years' annual survey of customer satisfaction in the Total Mobility service

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 20-146 and Annex.

### 3. FINANCIAL IMPACT

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

### 4. COMMUNITY ENGAGEMENT

- 4.1. The annual customer satisfaction survey is aimed at receiving feedback on what is working well and where potential improvements could be made to the Total Mobility service.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

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

### 6. CLIMATE IMPACT STATEMENT

- 6.1. There is no climate change impact as a result of this report.

### 7. BACKGROUND

- 7.1. Each year Horizons undertakes a customer satisfaction survey in one of the 5 districts Total Mobility is available, to find out how satisfied customers are with the service. The 2020 survey sought feedback from our Feilding based clients, and was undertaken between mid-June to end July 2020. The previous year's survey covered the Horowhenua district.
- 7.2. In total, Feilding clients take approximately 1000 to 1500 Total Mobility trips per month, and between \$4,000.00 and \$5,000.00 per month is paid to taxi operators to subsidise these trips.

### 8. SURVEY

- 8.1. This year's survey included additional questions to enable us to get a richer picture of our customers' needs, enabling us to better refine and improve our services over time. These additional questions covered items such as purpose of trip, age of clients, cost, and public transport.
- 8.2. As well as the addition of new questions, improvements to the formatting of the survey were applied using **Easy Read** principles. Easy Read principles are about:

- writing information in a way that is clear and easy to understand;
- uses easy words and pictures to make the information accessible;
- ensuring documents are prepared for people who have difficulty reading and understanding written information.

8.3. Attachment A to this Report, includes a copy of this year's new survey format and questions, and a copy of the previous year's survey format for comparison.

8.4. The survey method was via a mail out to clients listed as having a Feilding address recorded in our Total Mobility administration system (Ridewise). Of the 532 letters distributed 194 clients responded, a return rate of 36%.

## 9. SUMMARY OF RESULTS

9.1. The key findings from the survey are as follows:

- Respondents to the survey were in the age range 45-95+ years, with 77% being aged between 75-94 years
- To attend medical appointments (48%) was the most frequently stated purpose of use of Total Mobility, and for shopping (36%) was the second most frequently stated purpose of use.
- There is a strong satisfaction with the overall services, with 99% of respondents rating the service as good/satisfied or above (71% rated the services as excellent). This rating is consistent with the previous year's survey which was also at 99%.
- Quality and comfort of vehicles could be area to work with operators on as this rated 65% as excellent, but still had a rating of 99% of good/satisfied or above
- There is also a strong satisfaction with the cost of the service, with 99% of respondents rating the cost as good/satisfied or above (62% rated the services as very good or excellent). Noting: 64% of the respondents are community service card holders
- Of the respondents who chose to answer questions on the use of wheelchair accessible vehicles 47% said they used accessible vehicles, and of these users 54% said they were always available when they needed them
- 25% of respondents have used a public bus in the last 6 months

9.2. Attachment A to this report provides further details and analysis of the survey responds.

## 10. NEXT STEPS

10.1. The results of the survey will be discussed with the 3 Total Mobility transport service operators in Feilding, with a focus on looking for opportunities to improve the quality and comfort of vehicles, and the availability of wheelchair accessible vehicles.

10.2. Preparation for the next survey will commence in early 2021. This will include confirmation of the questions, and developing the survey, so it can be completed online or on hardcopy paper.

10.3. Next years' survey will cover Palmerston North, and is planned to be undertaken in April/May.

**11. SIGNIFICANCE**

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

Desley Monks  
**TOTAL MOBILITY CO-ORDINATOR**

Rhona Hewitt  
**MANAGER TRANSPORT SERVICES**

**ANNEXES**

- A Total Mobility Annual Survey June 2020



**Total Mobility**  
**Annual Customer Satisfaction Survey**  
**2019/20**  
**Feilding**



## 1. General

This report accompanies and provides supporting information to a paper presented to the Horizons Regional Council's Passenger Transport Committee meeting on 20 October 2020.

## 2. Background

The Total Mobility Scheme is available in 5 districts in our region, where there are Transport Operators prepared to support the Scheme. Each year Horizons undertakes a survey of Total Mobility clients in one of the 5 districts to find out how satisfied they are with the Total Mobility service. The 2019/20 survey sought feedback from our Feilding based clients, and was undertaken during mid-June to end July 2020.

Approximately 1000-1500 Total Mobility trips per month are taken by Feilding clients, and between \$4k and \$5k per month is paid to taxi operators to subsidise these trips.

## 3. Survey

The survey method was via a mail out to clients listed as having a Feilding address recorded in our Total Mobility administration system (Ridewise). Of the 532 letters distributed 194 clients responded, a return rate of 36%. Noting some respondents did not answer all questions.

This year's survey included additional questions to enable us to get a richer picture of our clients' needs enabling us to better refine and improve our services over time. These additional questions covered items such as purpose of trip, age of clients, cost and public transport.

We also applied a number of the **Easy Read** principles to the formatting of this year's survey.

Easy Read principles are about:

- writing information in a way that is clear and easy to understand
- uses easy words and pictures to make the information accessible
- ensuring documents are prepared for people who have difficulty reading and understanding written information.

A copy of this year's new survey format is provided in Attachment 1 to this report, and a copy of the previous year's survey format is provided in Attachment 2.

## 4. Survey Analysis

This section provides a summary of the responses to the survey, detailed analysis by question is provided in Attachment 3.

### 4.1 Information about the respondents

Figure 1 below shows that a high rate of responses came from clients in the 75-94 year age range (77%). This is not surprising given our overall client base age profile is very similar to this.

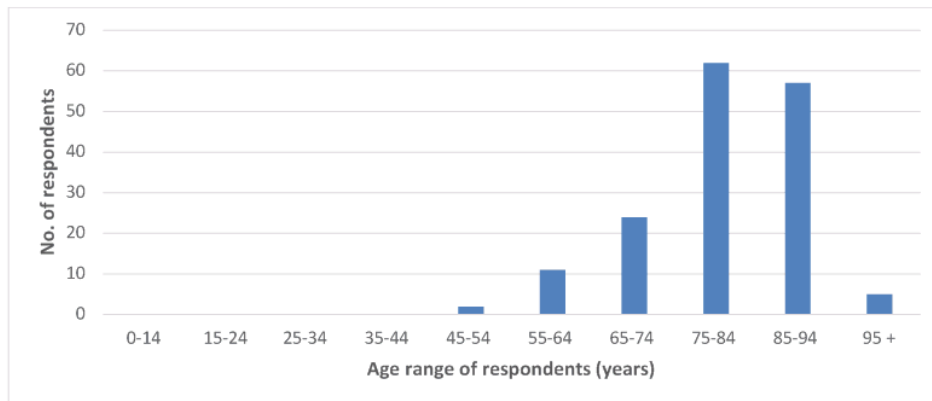


Figure 1: Age distribution of survey respondents

To understand the purpose of travel for our clients we asked the question “**What type of trips do you use your Total Mobility card for?**” (Question 1.1). Respondents could tick multiple options from a list of typical travel purposes, including other. The most frequently selected option was for medical appointments (48%) and the second being for shopping (36%). Figure 2 shows a breakdown of the major purpose of journeys using Total Mobility.

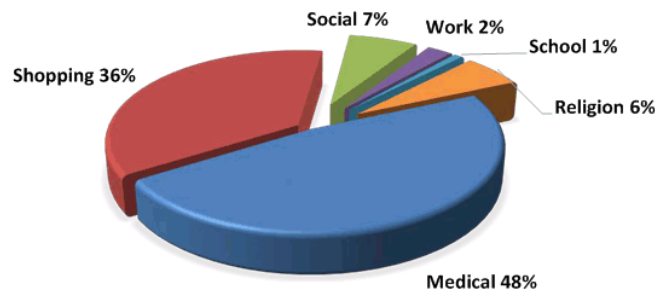


Figure 2: Purpose of travel

During covid-19 lockdown 25% of the respondents used Total Mobility, which we assume was to enable them to access essential services.

One question that was not asked this year was how often the respondent used the services. This would have provided us insights into where they were regular or occasional users of the services, as such this will be reinstated next year.

#### 4.2 Questions about the service

In Feilding three transport companies support the Total Mobility scheme. Figure 3 shows respondents split of usage across the three companies. Feilding Taxis is the greatest used company (73%), and the companion service Driving Miss Daisy is the least used.

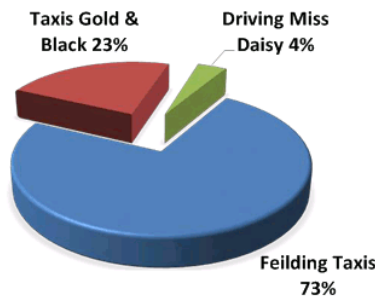


Figure 3: Primary taxi company used by respondents

To enable us to improve the service and provide feedback to the transport operators the survey included a number of questions asking clients how they feel about the service. Overall there is a very high level of satisfaction, see Table 1 below.

	% of respondents indicated Good/Satisfied or above
Question 1.3 How would you describe the overall service received by the transport company?	99%
Question 1.4 How would you describe the safety & security of your trips?	99%
Question 1.5 How would you describe the quality and comfort of the vehicles used for your trips?	99%

Table 1: Respondents satisfaction with service

The results in Table 1 show there is a strong satisfaction with the services. From the detailed analysis for questions 1.3 and 1.4, 71% of respondents rated the service as excellent, whereas question 1.5 had 65% of respondents rating this as excellent. A resulting action could be to further investigate how the quality and comfort of the vehicle could be further improved.

As a comparison against comparable questions from last year’s survey (Horowhenua) the ratings are consistent

- How do you rate the service overall? 99% of respondents indicated good or above
- How do you rate your safety & security during the trip? 99% of respondents indicated good or above

**4.3 Cost of service and client incomes**

To give an indication of potential financial income challenges for our clients we asked whether they had a community services cards, 64% of those clients that responded to this question answered yes. This suggests that a high proportion of our clients may be on low incomes.

The survey also asked “How would you describe the cost of your Total Mobility Trips?” (Question 1.6). Figure 4 below shows the % split of the respondents satisfaction, which shows a high level of satisfaction considering the potential income challenges some of the respondents may be facing.



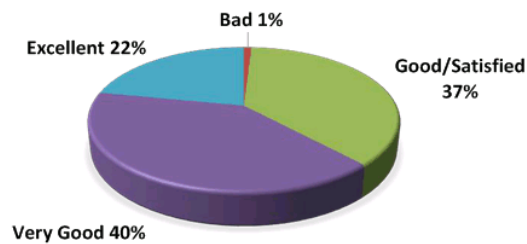


Figure 4: Respondents satisfaction with the cost of their TM trips

#### 4.4 Use of wheelchair accessible vehicles

Two questions were asked in the survey regarding the use of wheelchair accessible vehicles

- Do you use a wheelchair accessible vehicle?
- Are wheelchair accessible vehicle available when you need them?

Of the 51 respondents who chose to answer these questions 47% said they used accessible vehicles, and of these users 54% said they were always available when they needed them. 46% said the accessible vehicles were sometimes available, i.e. not always available when they needed one. Improvements in the availability of accessible vehicles can be made by providing funding support to increase the number of these type of vehicles within the Feilding taxi fleets. This could be a matter for consideration within upcoming Long Term Plan (LTP), and National Land Transport Programme (NLTP) budgeting procedures.

#### 4.5 Use of public transport

As part of this year's survey questions on public transport were included as Feilding has a regular, and it would be helpful to understand if and how Total Mobility clients may use this service. Three questions were asked:

- Have you used a public bus in the past 6 months? - 25% of respondents said yes
- How do you get the timetable information for the bus? – 69% of respondents said from paper timetables and 23% by calling Horizons
- Are you likely to use a Horizons bus in the next 6 months? – 33% said yes

A quarter of respondents are using public transport currently, and this may increase to 33%. This is encouraging and provides choice for our clients especially if they are able to sometimes use public transport instead of Total Mobility if their disability enables them to do this for all or parts of their journey.

Attachment 1 – Total Mobility Customer Satisfaction Survey 2020

## Total Mobility Survey 2020



This is a survey about the Total Mobility Scheme.

We want to know what we are doing well and what we can do better.



It will take about 5 minutes to complete the survey.



You can phone Horizons free on **0508 800 800** if you need more information about this survey.

# 1. Questions about the service

## 1.1 What type of trips do you use your Total Mobility card for?

	Circle ALL that apply
Doctor, hospital or other medical services	1
Shopping, WINZ, library etc.	2
Social outings, visiting family or friends, group meetings and entertainment	3
Work	4
School or place of study	5
Religious or cultural activities	6
Other: _____	

## 1.2 Which Taxi Company do you use most?

	Tick ONE
Friendly Feilding Taxis	
Taxis Gold & Black	
Driving Miss Daisy	

## 1.3 How would you describe the overall service you receive from the transport company that you use most?

Circle one face only



## 1.4 How would you describe the safety and security of your trips?

*Circle one face only*



1.5 How would you describe the quality and comfort of the vehicles used for your trips?

*Circle one face only*



1.6 How would you describe the cost of your Total Mobility trips?

*Circle one face only*



## 2. Questions about wheelchair accessible vehicles

2.1 Do you use wheelchair accessible vehicles?

Circle ONE	
Yes	1 <i>If yes, Go to Question 2.2</i>
No	2 <i>If no, Go to Question 3.1</i>

2.2 Are wheelchair accessible vehicles available when you need them?

Tick ONE	
Always available	
Sometimes available	
Never available	

2.3 How could we make our service better for wheelchair users?


### 3. Questions about public transport

2.4 Have you used a public bus in the past 6 months?  
(Circle one).

<b>Yes</b> <i>If yes , Go to Question 3.2</i>	<b>No</b> <i>If no , Go to Question 4</i>
--	--

2.5 How do you get the timetable information for the bus?

	Circle ONE only
Horizon website or Go Horizons app	1
Paper timetable	2
Timetable information at the bus stop	3
I just waited at the bus stop	4
Contacted Horizons by phone	5
Other: _____	

2.6 Are you likely to use a Horizons bus in the next 6 months?  
(Circle one).

Yes	No
-----	----

## 4. Questions about you

2.7 What is your age group?

0-14 years	1	55-64 years	6
15-24 years	2	65-74 years	7
25-34 years	3	75-84 years	8
35-44 years	4	85-94 years	9
45-54 years	5	95 years +	10

2.8 Do you have a Community Services Card? (Circle one).

Yes	No
-----	----

2.9 Did you use the Total Mobility scheme during Lockdown?  
(Circle one).

Yes	No
-----	----

2.10 Your contact details (optional).

	Please write clearly
Name	
Phone number	
Email	

Please return your completed survey in the pre-paid envelope provided by FRIDAY 31<sup>ST</sup> JULY 2020.

Thank you

Attachment 2 – Total Mobility Customer Satisfaction Survey 2019

## Total Mobility Passenger Survey

The survey is confidential.

Please return this form in the envelope provided by **30 JUNE 2019**

### TAXI SERVICE

**1. How do you rate the service overall?**

- A Very good
- B Good
- C Poor
- D Very poor

**2. How do you rate the reliability and punctuality of taxis?**

- A Very good
- B Good
- C Poor
- D Very poor

**3. How do you rate your safety and security during the trip?**

- A Very good
- B Good
- C Poor
- D Very poor

**4. How do you rate the helpfulness of the drivers?**

- A Very good
- B Good
- C Poor
- D Very poor



5. 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?

- A Very good
- B Good
- C Poor
- D Very poor

6. Which best describes your usage of mobility vouchers

- A 2-4 times a week
- B Once a week
- C Once or twice a month
- D Hardly ever

**ASSESSMENT SERVICES**

7. How adequate was the Total Mobility information given to you by the assessor, during the assessment?

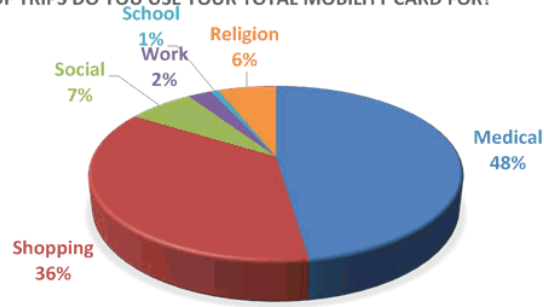
- A Very good
- B Good
- C Poor
- D Very poor

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

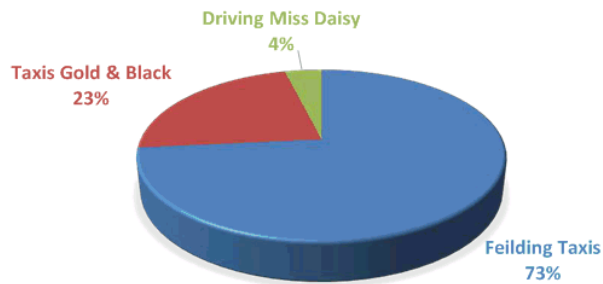

**Thank you for your time.**

**Attachment 3 – Analysis of survey responses by question**

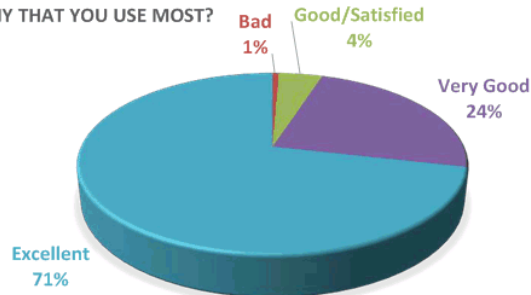
1.1 WHAT TYPE OF TRIPS DO YOU USE YOUR TOTAL MOBILITY CARD FOR?



1.2 WHICH TAXI COMPANY DO YOU USE MOST?

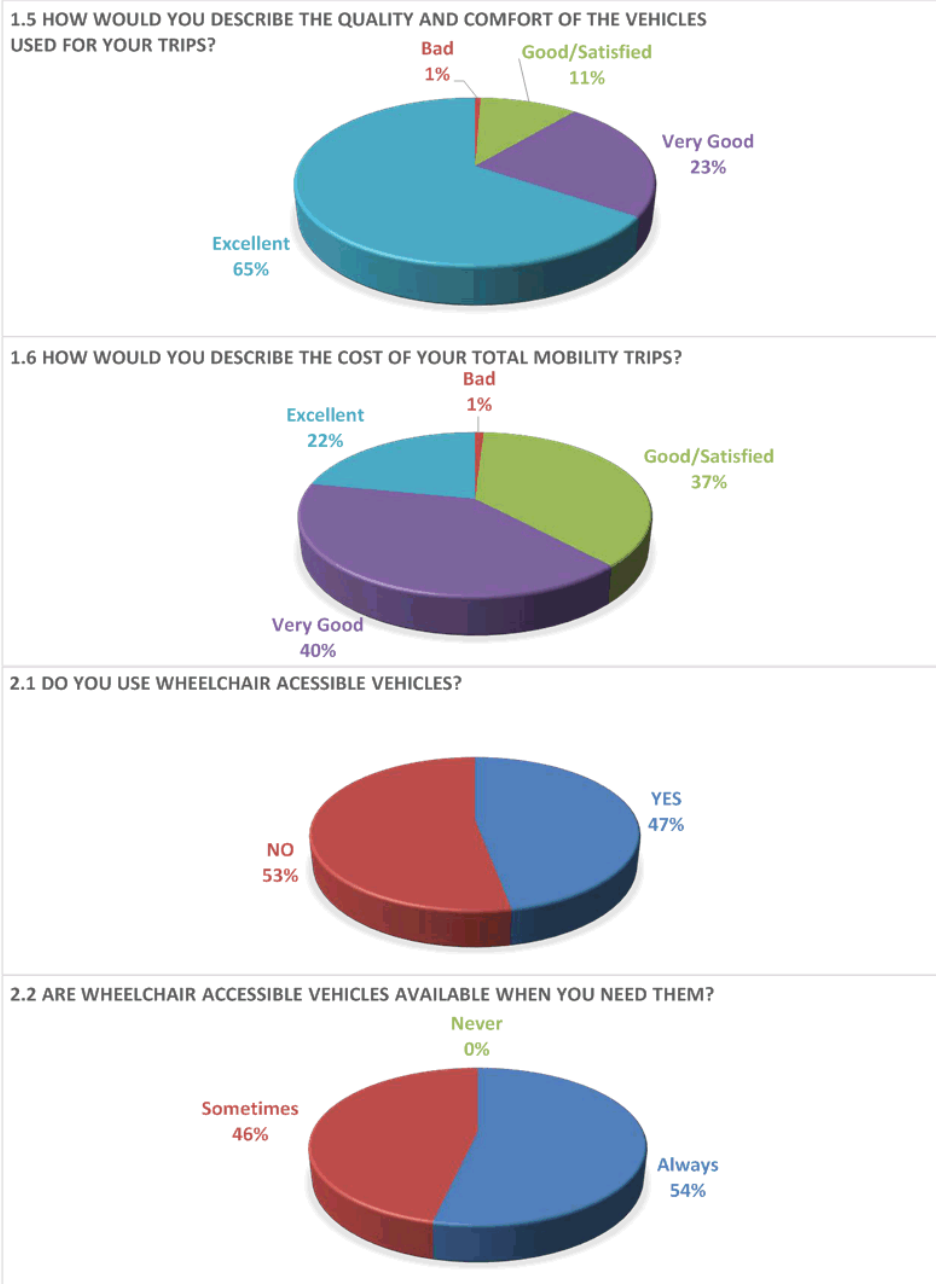


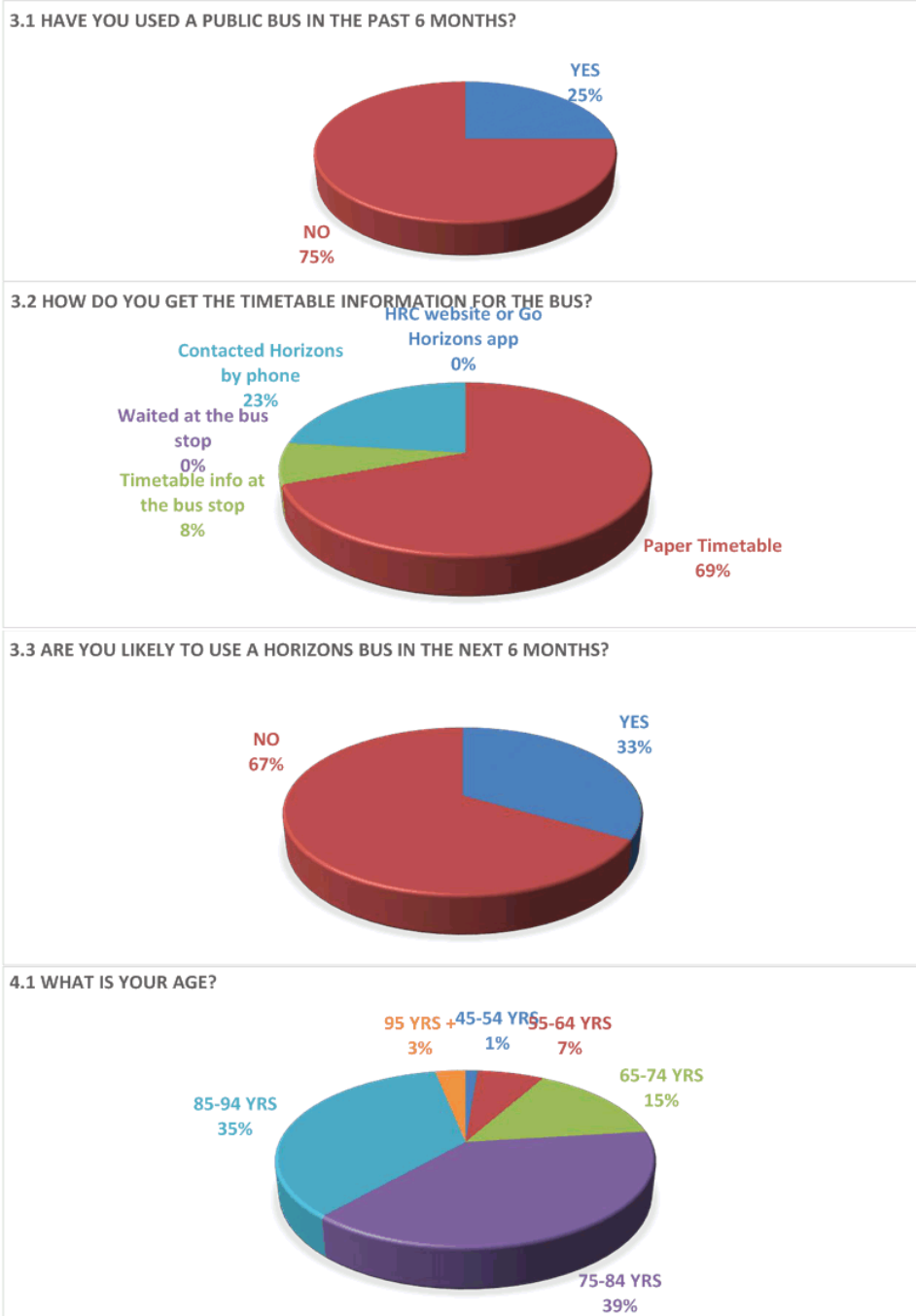
1.3 HOW WOULD YOU DESCRIBE THE OVERALL SERVICE YOU RECEIVE FROM THE TRANSPORT COMPANY THAT YOU USE MOST?

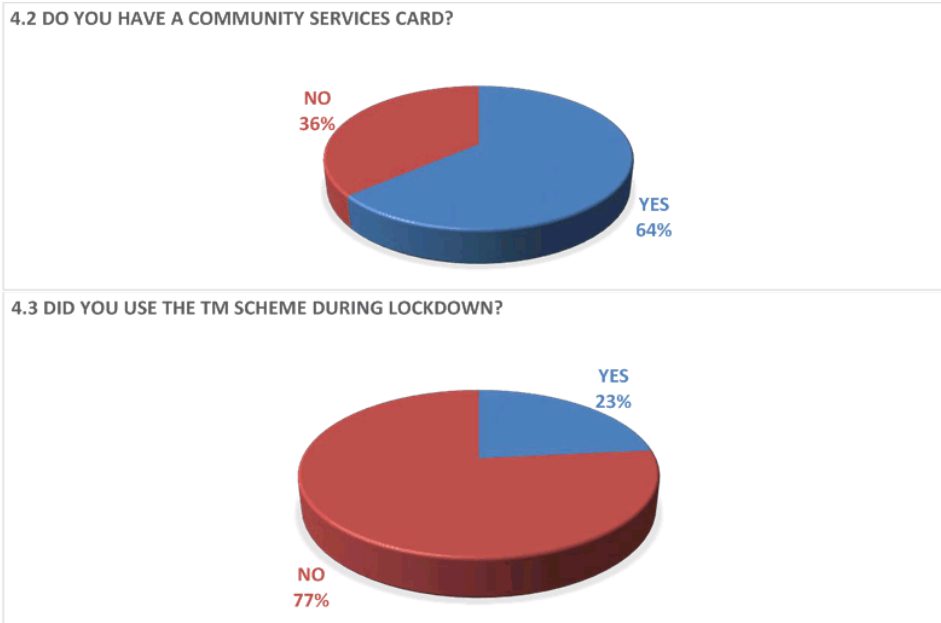


1.4 HOW WOULD YOU DESCRIBE THE SAFETY & SECURITY OF YOUR TRIPS?











Report No.	20-147
Information Only - No Decision Required	

## PRESENTATION: PUBLIC TRANSPORT TECHNOLOGY IMPROVEMENT UPDATE

### 1. PRESENTATION

- 1.1 Isaac Mills will make a presentation to the Passenger Transport Committee on the Transport team's internal technology improvements.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the presentation from Isaac Mills on internal initiatives underway to help improve the understanding of the transportation networks utilisation.

### 3. BACKGROUND

- 3.1. Isaac Mills, Transport Systems Advisor, will provide a presentation to the Committee outlining the current technology improvements ongoing in the Horizons Regional Council Transport team.
- 3.2. The presentation will outline ongoing web improvements to increase the usability of our digital transport information for customers. It will also include an overview of new technology improvements to help monitor and gain insights to the transport infrastructure and it's utilisation in the transport network.

### 4. SIGNIFICANCE

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

Isaac Mills  
**TRANSPORT SYSTEMS ADVISOR**

Rhona Hewitt  
**MANAGER TRANSPORT SERVICES**

### ANNEXES

There are no attachments to this report.