

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

Date: Tuesday, 18 May 2021
Time: 10.00am
Venue: Tararua Room
Horizons Regional Council
11-15 Victoria Avenue, Palmerston North

PASSENGER TRANSPORT COMMITTEE

AGENDA

MEMBERSHIP

Chair	Cr SD Ferguson	Horizons Regional Council
Deputy Chair	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
Email: help@horizons.govt.nz
Postal Address: Private Bag 11025,
Palmerston North 4442

Full Agendas are available on Horizons Regional Council website
www.horizons.govt.nz

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

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

TABLE OF CONTENTS

1	Welcome / Karakia	5
2	Apologies and Leave of Absence	5
3	Public Forums / Deputations / Petitions	5
4	Supplementary Items	5
5	Members' Conflict of Interest	5
6	Confirmation of Minutes	
	Passenger Transport Committee meeting, 16 February 2021	7
7	Public Transport Services Report	
	<i>Report No: 21-54</i>	11
	<i>Annex A - Public Transport - Performance Report</i> <i>July 2020 to March 2021</i>	13
8	General Passenger Transport Update	
	<i>Report No: 21-55</i>	37
9	Regional Public Transport Plan 2022-32 Development	
	<i>Report No: 21-56</i>	43
10	Report on the Total Mobility Scheme and the Concessionary Fare Scheme for 1 July to 31 March 2021	
	<i>Report No: 21-57</i>	49

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 fourth meeting of the eleventh triennium of the Passenger Transport Committee held at 10.00am on Tuesday 16 February 2021, in the Tararua Room, Horizons Regional Council, 11-15 Victoria Avenue, Palmerston, and via audio visual link, as a result of a change in legislation due to Covid-19.

PRESENT

Cr SD Ferguson (Chair)

Via Zoom: EM Clarke, FJT Gordon, WM Kirton, RJ Keedwell, JM Naylor, NJ Patrick (Horizons Regional Council), B Barrett (Palmerston North City Council), Cr R Treder (Tararua District Council), Mr A Tonnon (Whanganui District Council).

IN ATTENDANCE

Group Manager Regional
Services and Information
Committee Secretary

Mr G Shirley
Mrs JA Kennedy

ALSO PRESENT

At various times during the meeting:

Mrs K Curry (Senior Transport Planner), Ms L Shirley (Senior Transport Planner), Mrs D Monks (Total Mobility Co-ordinator), Ms J Anderson (Transport Planner), Mr J Miguel (Transport Planner), Mr I Mills (Transport Systems Advisor), Mrs M Smith (Senior Communications Advisor).

The Chair welcomed everyone to the meeting.

APOLOGIES

PT 21-23

Moved

Keedwell/Treder

That apologies be received from Crs Cosford (Ruapehu District Council), Hadfield (Manawatu District Council), and Ash (Rangitikei District Council).

CARRIED

PUBLIC FORUMS / DEPUTATIONS / PETITIONS

There were no requests for public speaking rights.

SUPPLEMENTARY ITEMS

The Chair noted that an updated copy of Annex A to Item 7, Public Transport Services Report had been distributed to Members.

MEMBERS' CONFLICTS OF INTEREST

There were no conflicts of interest declared.

CONFIRMATION OF MINUTES

PT 21-24 **Moved** **Kirton/Tonnon**

That the Committee:

confirms the minutes of the Passenger Transport Committee meeting held on 20 October 2020 as a correct record, and notes that the recommendations were adopted by the Council on 24 November 2020.

CARRIED

PUBLIC TRANSPORT SERVICES REPORT

Report No 21-03

Mrs Curry (Senior Transport Planner) spoke to the report and outlined the service performance, monitoring and Covid-19 recovery, promotional activities, and the infrastructure and information programme of the region's public transport services for the period 1 July to 31 December 2020.

PT 21-25 **Moved** **Tonnon/Barrett**

That the Committee recommends that Council:

- a. receives the presentation on performance of the region's public transport services for the period 1 July to 31 December 2020.

CARRIED

GENERAL PASSENGER TRANSPORT UPDATE

Report No 21-04

Transport staff updated Members on general matters relating to passenger transport services in the region. Mr Shirley (Group Manager Regional Services & Information) provided comment around aspects of the government's announcement in regard to its commitment to decarbonizing the public transport fleet, and the impact of any policies that may emerge.

PT 21-26 **Moved** **Tonnon/Barrett**

That the Committee recommends that Council:

- a. receives the information contained in Report No. 21-04.

CARRIED

PUBLIC TRANSPORT FARE STRUCTURE REVIEW

Report No 21-05

This item informed Members of the high level process and scope of a review of fare structures for contracted public transport services to input the upcoming review of the Regional Public Transport Plan (RPTP). Mrs Curry (Senior Transport Planner) clarified the background to the review and noted that a timeline for the Passenger Transport Committee (PTC) to be involved for both the fare structure review and the RPTP would be presented at the next PTC meeting.

PT 21-27 **Moved** **Tonnon/Patrick**

That the Committee recommends that Council:

- a. *receives the information contained in Report No. 21-05.*

CARRIED

**REPORT ON THE TOTAL MOBILITY SCHEME AND THE CONCESSIONARY FARE SCHEME
FOR 1 JULY TO 31 DECEMBER 2020**

Report No 21-06

Mrs Monks (Total Mobility Coordinator) introduced the item and gave a brief overview of the communication with total mobility operators and the actions in place to accommodate the increase to Covid-19 alert level two.

PT 21-28 **Moved** **Barrett/Keedwell**

That the Committee recommends that Council:

- a. *receives the information contained in Report No. 21-06.*

CARRIED

The meeting closed at 11.19am.

Confirmed

MANAGER TRANSPORT SERVICES

CHAIR

Report No.	21-54
Information Only - No Decision Required	

PUBLIC TRANSPORT SERVICES REPORT

1. PURPOSE

- 1.1. This report provides an overview on the performance of the Horizons Regional Council's contracted public transport services for the period 1 July to 31 March 2021.

2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 21-54 and Annex .

3. BACKGROUND

- 3.1. Attached as Annex A to this report, is our monitoring report Public Transport July 2020 to March 2021. The Annex brings together information and data for Public Transport across the region and includes the following sections:
- Regional Summary - includes high level patronage overview over the reporting period along with financial performance information
 - Public Transport Updates by areas – includes an overview of patronage by month and user types
 - Technology – including an overview of the Regional Integrated Ticketing System and the Bee Card
 - Customer Experience - includes Mystery Shopper survey results, KPI reliability and punctuality monitoring trial, and customer feedback

4. DISCUSSION

Patronage Highlights

- 4.1. Regional bus patronage over the period of this report (July 2020 to March 2021) was 644,000, a decrease of 23.76% on the same period last year and a 35.8% decrease compared to 2018-19. Patronage levels continue to be impacted because of the impact of COVID-19, with the most significant impact being on the Palmerston North services.
- 4.2. The outlook for the rest of the year appears that patronage will remain low, at about 65% of 2018-19 (pre-COVID) patronage levels. Other regions across the country also continue to experience similar patronage lose.

Fare Revenue Update

- 4.3. At its meeting of 24 February 2021 the **Waka Kotahi NZ Transport Agency Board (Waka Kotahi)** agreed to continue to fund at 100% **Financial Assistance Rate (FAR)** fare revenue shortfalls due to impact of COVID-19 and net increase in current public transport service costs associated with implementing COVID-19 measures until 30 June 2021.
- 4.4. Waka Kotahi has indicated that from 1 July 2021 councils' normal FARs will apply to public transport programmes including extra COVID-19 costs.

5. SIGNIFICANCE

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

Jayne Anderson
TRANSPORT PLANNER

James Miguel
TRANSPORT PLANNER

Rhona Hewitt
TRANSPORT SERVICES MANAGER

ANNEXES

- A Public Transport - Performance Report July 2020 to March 2021



Public Transport – Performance Report July 2020 to March 2021

18 May, 2021

Contents

1. Service Performance.....	2
1.1 Regional Summary.....	2
1.2 Passenger Trips.....	3
1.3 Revenue / Expenditure	3
2.0 Network Summary	5
2.1 Palmerston North.....	5
2.2 Whanganui	7
2.3 Manawatū.....	9
2.4 Horowhenua	10
2.5 Rangitikei & Ruapehu.....	12
3.0 Bee Card.....	15
4.0 Bike Racks	17
5.0 Customer Experience.....	18
5.1 Mystery Shopper.....	18
5.2 KPI Trial	19
5.3 Complaints & Feedback.....	21

1. Service Performance

1.1 Regional Summary

Across the network, the impact of COVID-19 is still ongoing. Year to date patronage has decreased by 23.76% on last year, and 35.8% compared to 2018-19 (pre-covid). Despite the lower patronage some areas of the network are showing signs of slow recovery.

As per [Ministry of Health \(MoH\)](#) guidelines, all of our services require passengers and drivers to wear a face covering. Our transport operators have a stockpile of masks to protect their drivers, while it is up to the responsibility of our passengers to provide their own. Central government and our advertising and promotion of mask wearing continues but passenger compliance is waning.

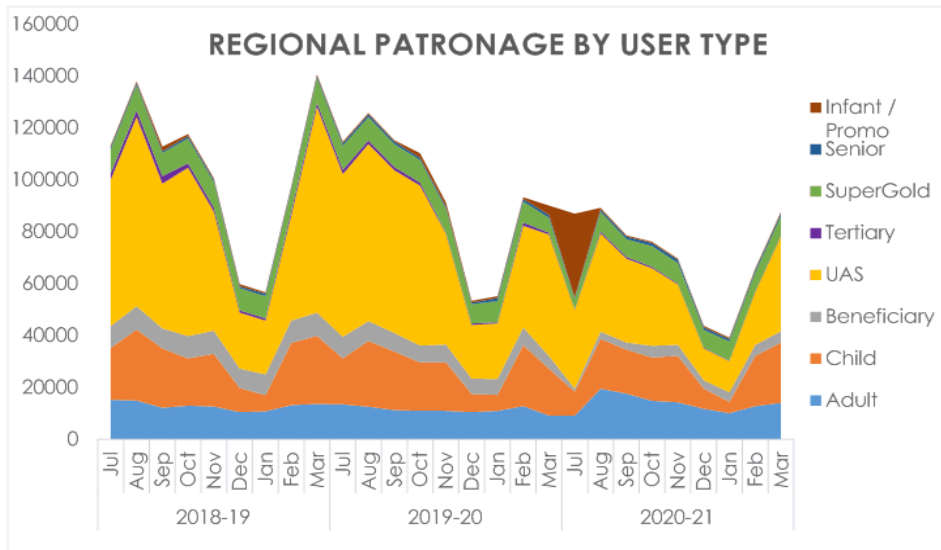
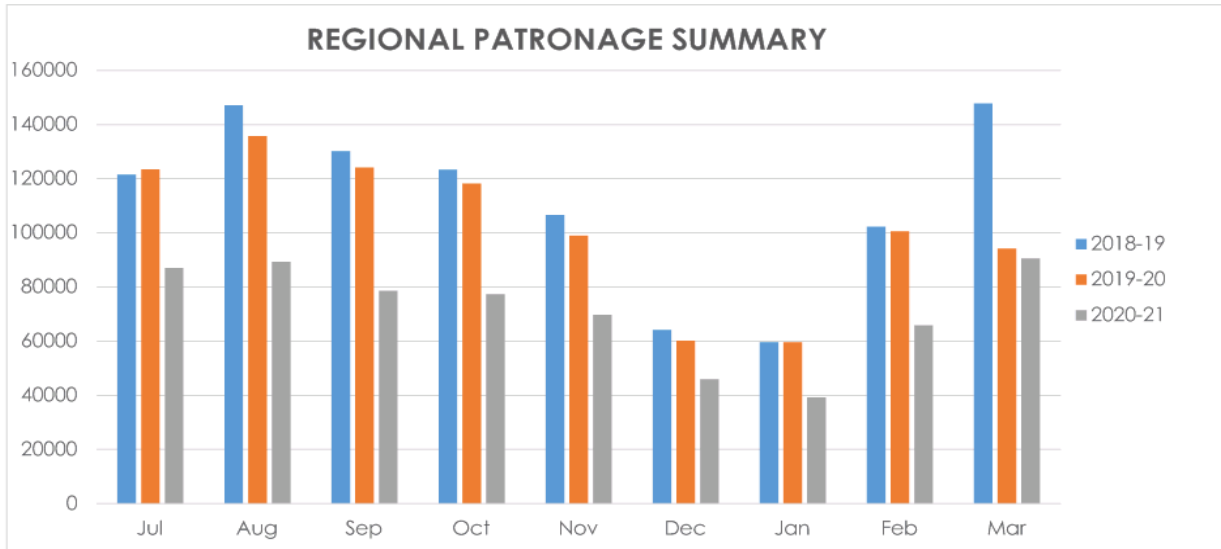
The regions larger tertiary institutions are currently transitioning onto Bee Card, resulting in a significant increase in Bee Card utilisation.



Network Patronage Comparison		
Month	Patronage comparative between 18/19 and 19/20	Patronage comparative between 19/20 and 20/21
July	1.90%	-23.00%
August	-8.70%	-29.60%
September	-5.50%	-32.70%
October	-3.20%	-33.70%
November	-11.60%	-22.50%
December	-4.70%	-20.80%
January	-0.10%	-34.11%
February	-1.50%	-34.47%
March	-31.70%	-3.79%

The table above shows a comparative patronage with the years previous, demonstrating the reflecting impact of COVID.

On average, our monthly passenger trip totals are 26.07% lower than last financial year. The largest contributor to our reduced patronage is the absence of international tertiary students in Palmerston North.



The trip graph reflects COVID trends on demographic types – particularly in UAS trips – but also highlights the cyclical and seasonal nature of the transport network.

644,000 passenger trips taken on the Horizons bus network over the period July 2020 - March 2021. In this quarter (Q3 2020/2021), 166,000 trips were taken across the network, which is lower than we would expect to have for this period even with the start of the school and academic year taking place in this period. Impact of COVID is still having a significant impact on patronage, particularly on bus routes typically used by tertiary students and routes targeted at the off-peak.

Forecasts predict that by the end of the 2020-21 financial year, passenger trips will be 35% lower than 2018-19 (pre-COVID), this is consistent with some other regions across the country.

The greatest decline in patronage has been in our **Unlimited Access Scheme (UAS)** customer market, with 223,000 less trips taken this year to date compared to the same period 2018-19 (pre-COVID). The main contributing factor is the absence of international students who attend Massey, IPU, UCOL & ETC.

Despite the overall reduction in patronage we have seen an increase in the Adult user type. There has been 10,000 more adult trips compared to 2018-19, and 20,000 more compared to

1.2 Financial Summary and Forecast

Revenue at the end of the 9 months is \$152k higher than budgeted. The favourable variance is attributable to the timing of funding from Waka Kotahi for the following:

- total annual contribution for the SuperGold Card being received
- Waka Kotahi's is funding the lost revenue resulting from the free fare period during the implementation of RITS and throughout the COVID-19 response period.

Operating expenditure at the end of the 9 months is \$29k is higher than budget. Additional costs relating to use of external consultants to assist with Palmerston North Bus review; roll-out of Whanganui customer information improvements; rest and meal break changes, and Beecard. Some of additional cost has been offset by inflation payment on the bus operating contracts being less than budget.

Capital expenditure at the end of the year end is expected to be in line with budget as the remaining RITs costs are paid.

	YEAR TO DATE \$'000				
	BUDGET	ACTUAL	VARIANCE		
Operating Revenue	6,583	6,735	152	Higher	
Operating Expenditure	6,801	6,830	(29)	Higher	
Total Operating surplus(deficit)	(218)	(95)	123	Unfavourable	
Capital Revenue	-	184	184	Higher	
Capital Expenditure	269	1,063	(794)	Higher	

	FULL YEAR \$'000				
	BUDGET	FORECAST	VARIANCE		
Operating Revenue	9,044	9,049	5	Higher	
Operating Expenditure	9,344	9,371	(27)	Higher	
Total Operating surplus(deficit)	(300)	(322)	(22)	Unfavourable	
Capital Revenue	-	-	-	On Budget	
Capital Expenditure	358	358	-	On Budget	



2. Network Summary

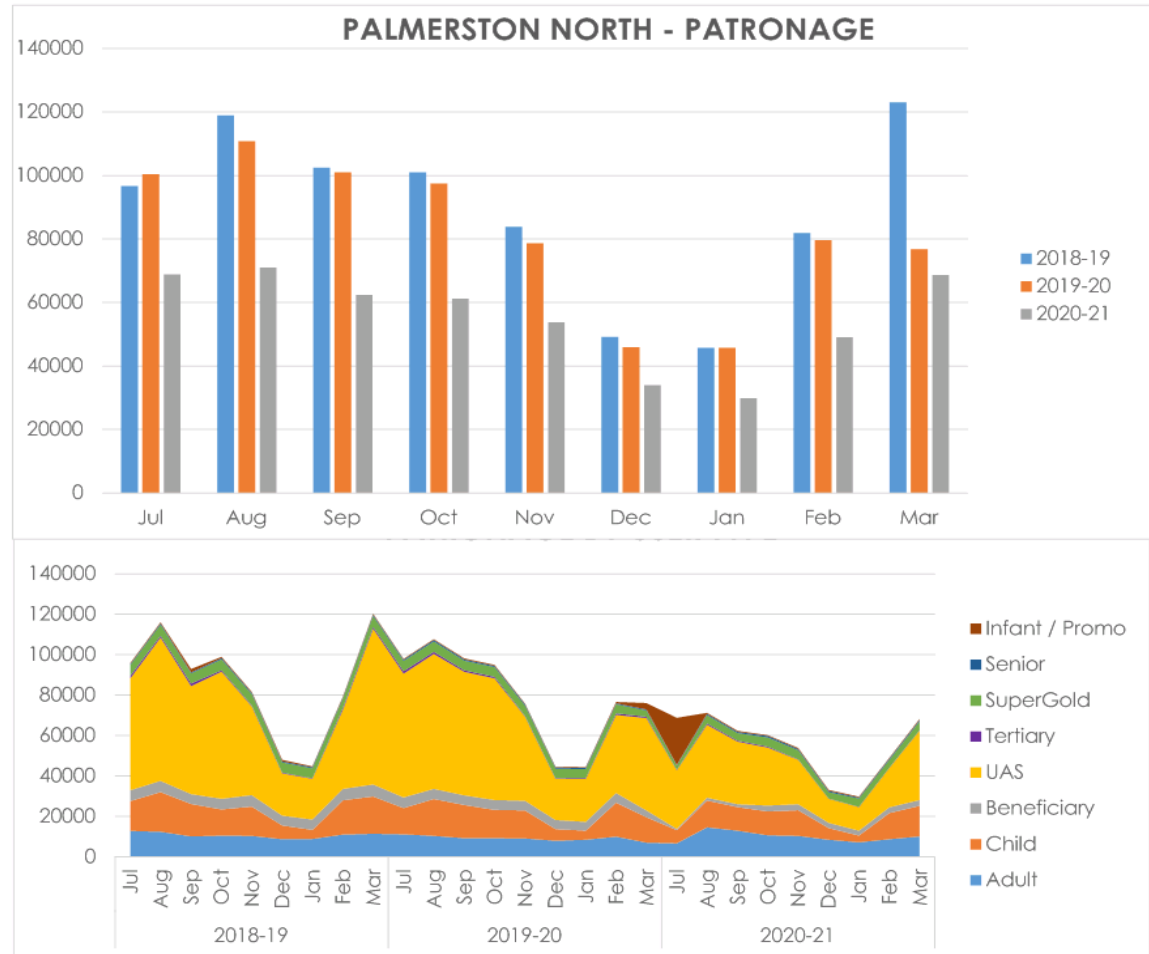
2.1 Palmerston North & Ashhurst

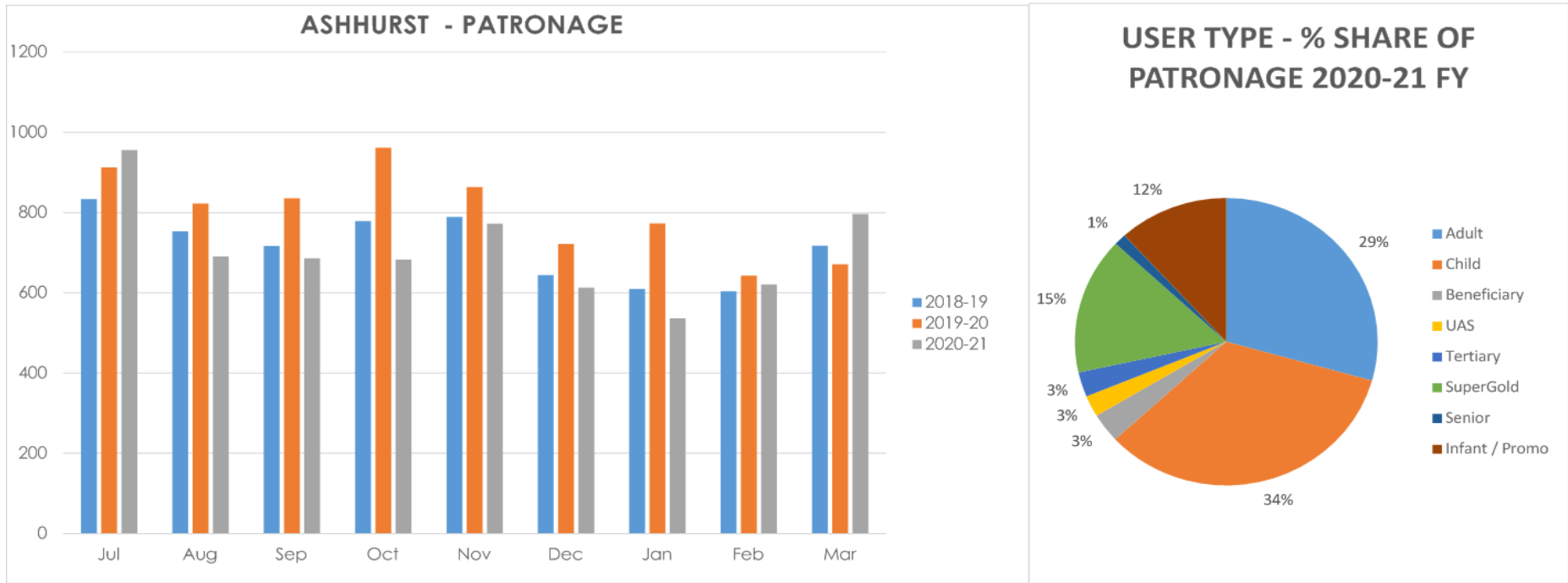
Overall patronage in Palmerston North continues to be down. Total patronage for the reporting period is 498,000 trips, down 33% on the previous year. The majority of the drop is on our Massey services, which are down 61% compared to the same period in 2019-20.

Urban service patronage has increased by 2.45% compared to the same period in 2019-20. There was a substantial increase in March with 41,000 trips compared to last March (29,000). This increase is due to New Zealand first COVID-19 lockdown beginning in the final week of March 2020.

Tertiary education students and staff on UAS types make up 45% of total patronage, while adults user type has increased by 8.5% on the previous year.

Other user types demonstrate continued decline compared to 2018-19 and 2019-20, which is reflective of the overall passenger reduction in PT usage since March 2020 COVID lockdown.



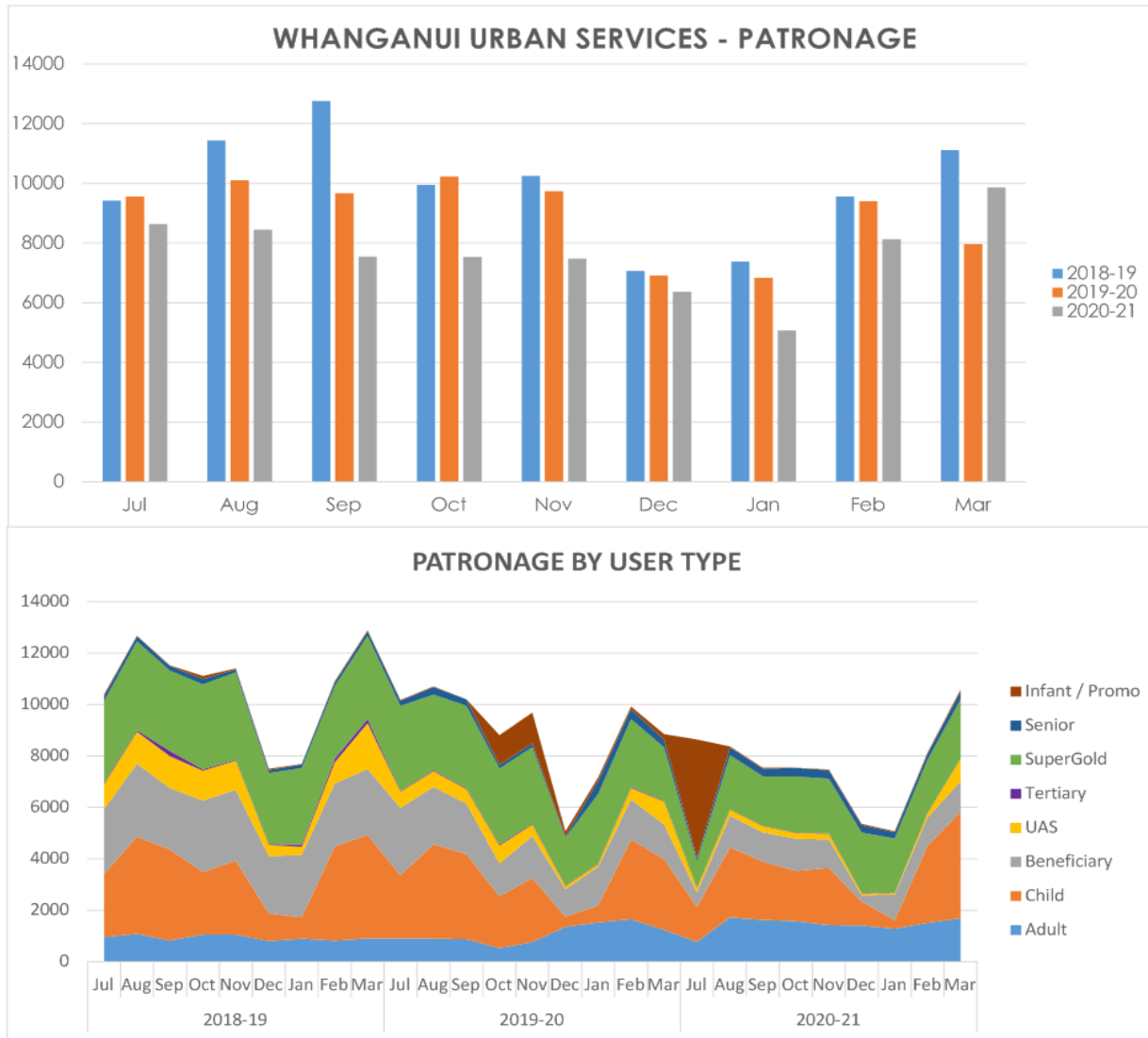


Ashhurst patronage numbers are slightly down from previous years.

Patronage for the reporting period has reduced by 12%, but is consistent with the 18/19 year. The Ashhurst service has consistently lower patronage however this is consistent across the transport network.

Patronage for March is higher than March in the previous two years. Examination of the passenger type shows us that Child (34%) fares are the highest on this services followed by Adult (29%) and then Super Gold (15%).

2.2 Whanganui

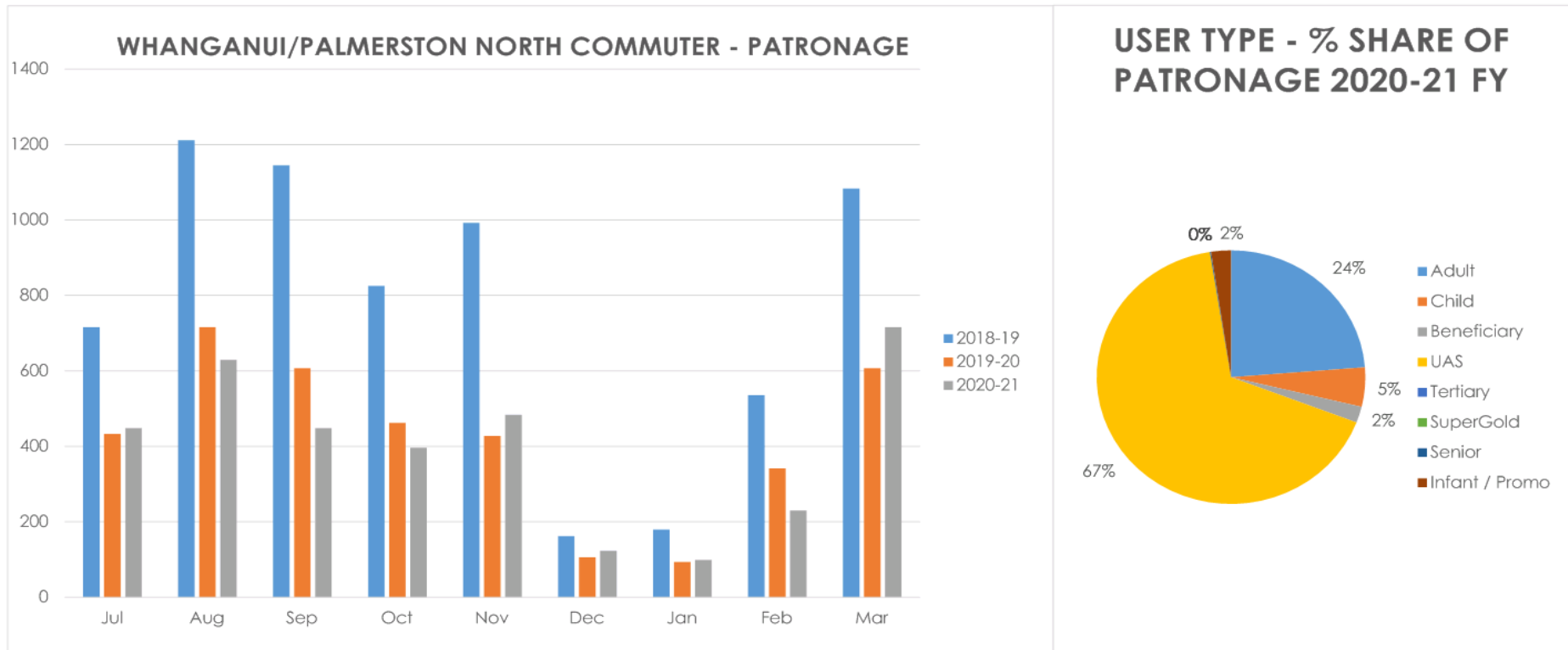


The total passenger trips in Whanganui declined by 13% on the previous year's reporting period.

Patronage over this period has been steady and follows a pattern consistent with previous reporting periods.

An updated timetable came into effect from 18 January. This new timetable included updated design, and two small route amendments. Part of the implementation was doubled the amount of on-street information available to customers.

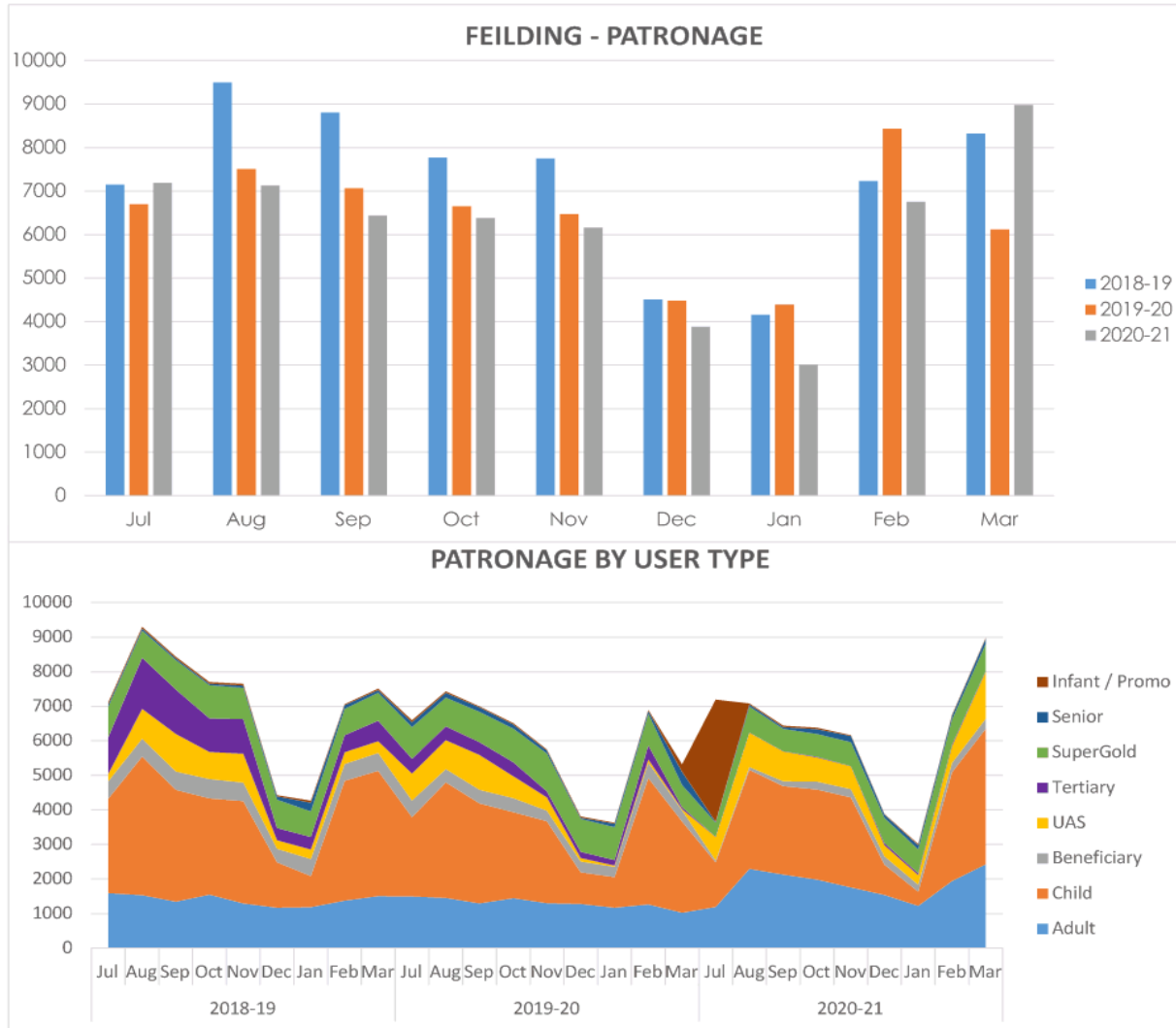
There has been a slow, yet steady decline in Super Gold Passengers, despite the large elderly population in Whanganui. We have seen Super Gold passenger trips decline over the past financial year, particularly around the times where COVID alert levels increased, suggesting the elderly are being more cautious of their movements during heightened periods of COVID in the community.



The Whanganui-Palmerston North Commuter is a connecting service between Whanganui and Palmerston North primarily focused on transporting UCOL students living in Whanganui to the Palmerston North campus. The service purpose is verified by user type analysis showing 67% of patronage was UCOL, 24% adults, and 9% other. The 2019-20 FY saw a significant drop in passenger trips from the previous year. This could possibly be because a couple of regular bus users no longer needed the service, potentially graduating from UCOL as UCOL students make up a large demographic on this service, which might explain the significant drop in patronage.

At the start of semester (15 February), the bus changed from an urban bus to a coach following feedback from the public on levels of comfort. The coach is fitted with Bee Card hardware and free Wifi.

2.3 Manawatū



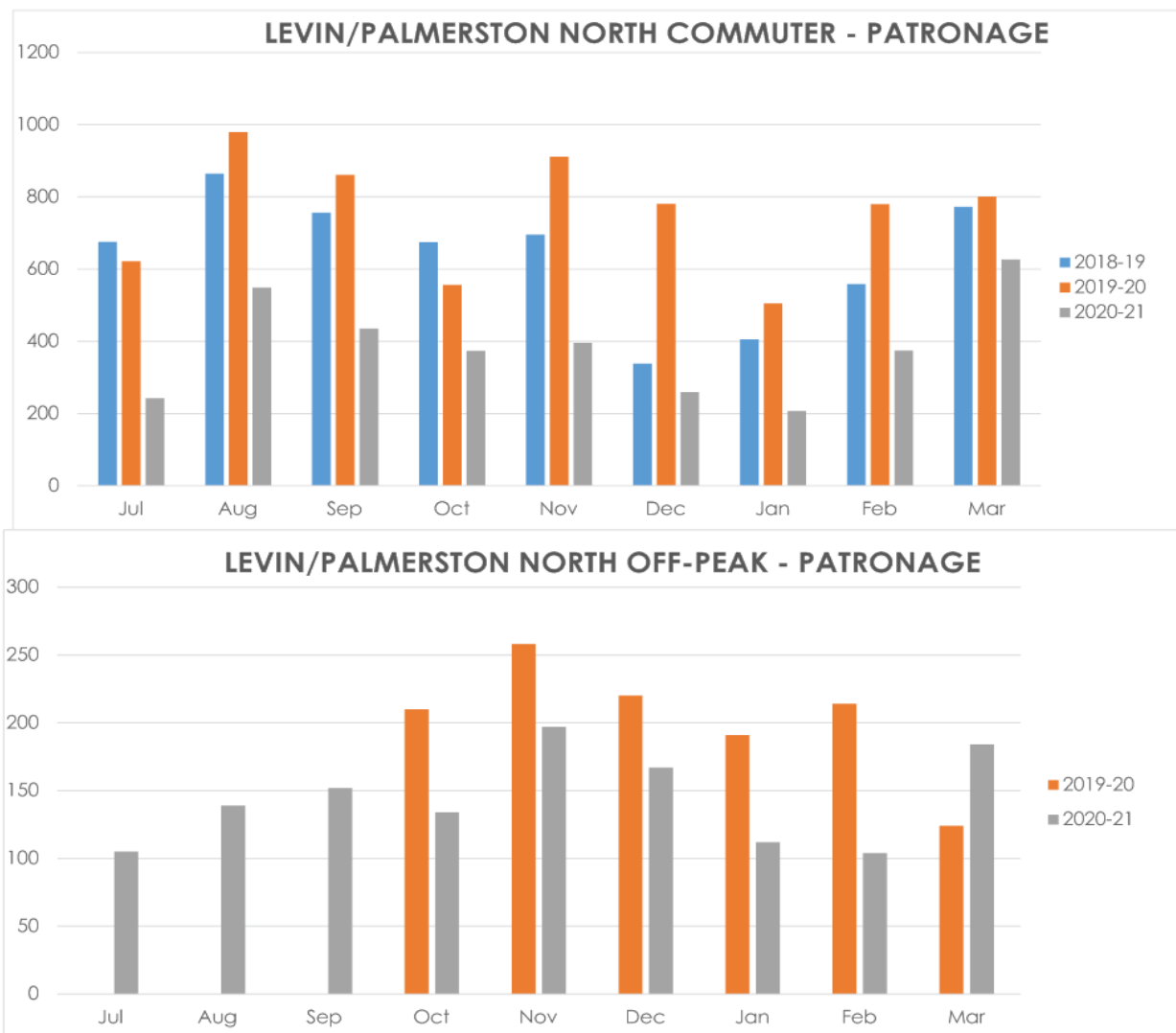
Feilding has performed exceptionally well post COVID. While the summer period was lower than seen in previous years, the difference was not substantial, 2,000 less passengers compared to the same period, last year.

The airport stops are growing in popularity as more domestic flights are taking off compared to the start of this financial year. March 2021 had 61% more passenger trips to and from the airport than March 2020. Despite the lower number of flights to and from the airport due to the impacts of COVID, there has been a 2.5% increase in passenger trips to and from the airport for 2020-21 Yr compared to 2019-20 FY. This increase in airport trips is just one of the reasons why the Feilding service patronage is recovering more steadily than some of the other routes in the network.

Children are the highest users of this route, with large numbers of students travelling from Feilding to schools in Palmerston North and vice versa a high number to students travelling from Palmerston North to schools in Feilding. Hence the significant reduction in patronage during school holidays.

There has also been an increase in the number of adults using the Feilding

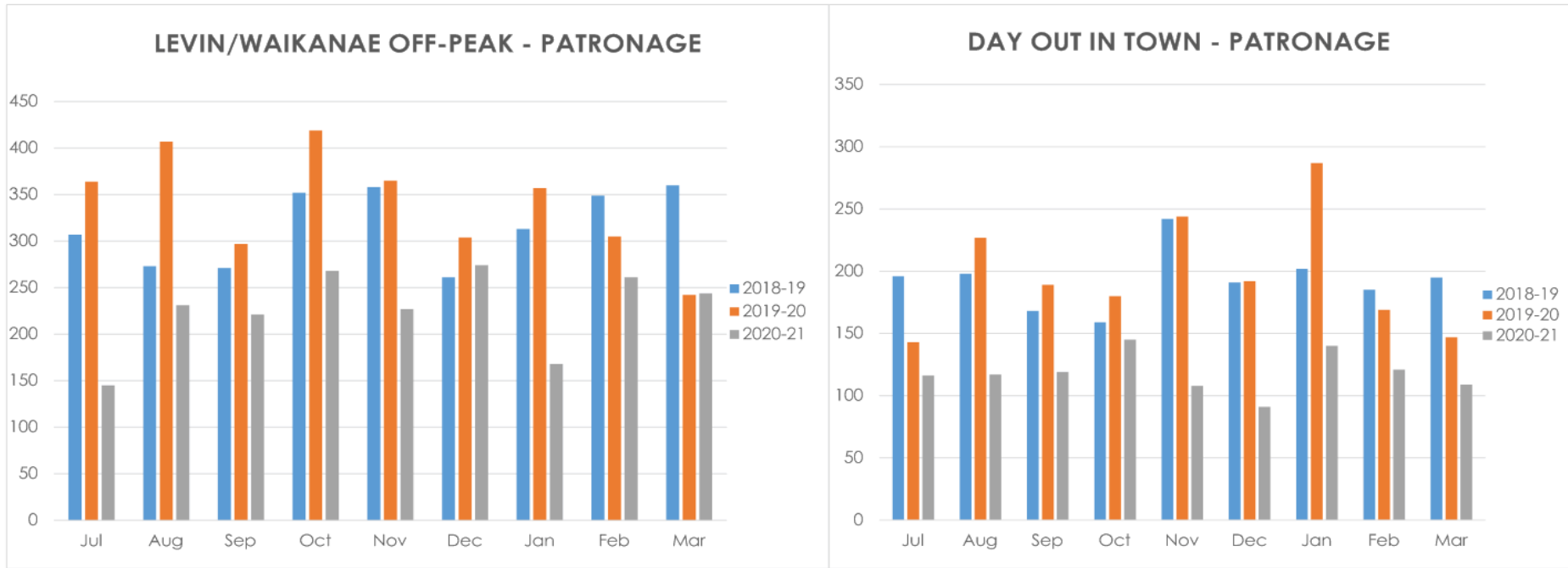
2.4 Horowhenua



Patronage in March 2021 on both the Levin – Palmerston North commuter and off-peak services appears to have made a more significant improvement under COVID. Once we have April patronage available we will be able to ascertain whether this improvement is ongoing.

On the commuter service adults accounted for 65% of trips July 20 –March 21, with the second largest demographic, being tertiary students at 20%.

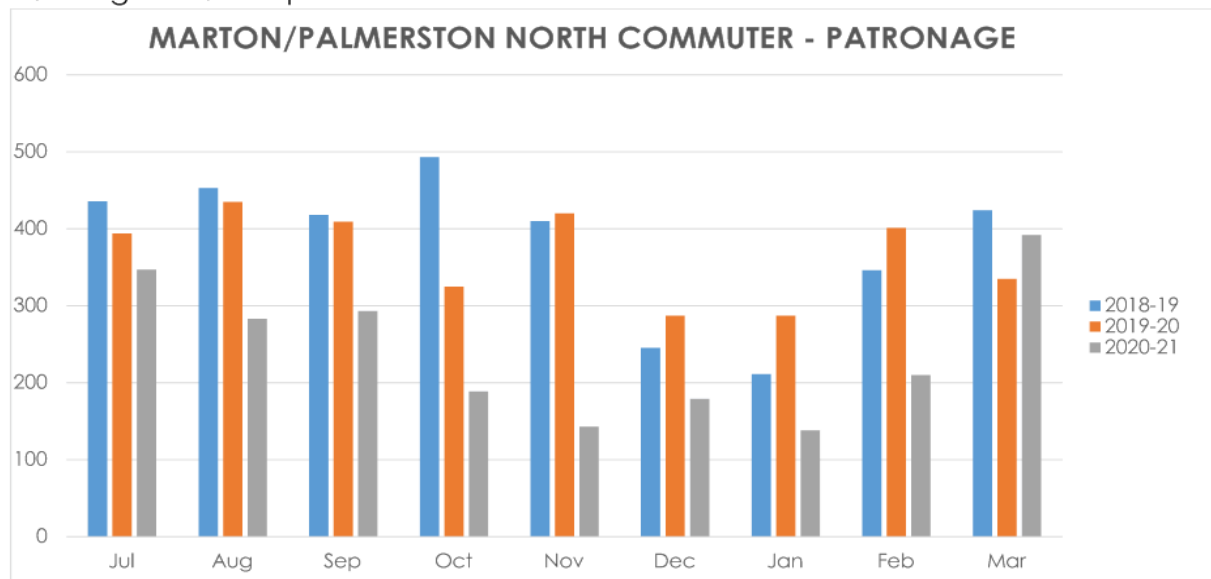
Lower patronage numbers could be influenced by lower numbers of tertiary and international students in our region. March saw the highest patronage for tertiary students this financial year, taking 149 trips (25% of March trips).



Super Gold card holders account for 90% of the total trips taken on the Levin – Waikanae service, with the remaining 10% of trips being adults. The recovery from COVID is slow, yet from what has been observed so far, steady. Notably, the service does not appear to be as greater influenced by cyclical or seasonal trends as other routes can be, which would explain that months over the holiday period aren't as impacted as other services are during the same period of time.

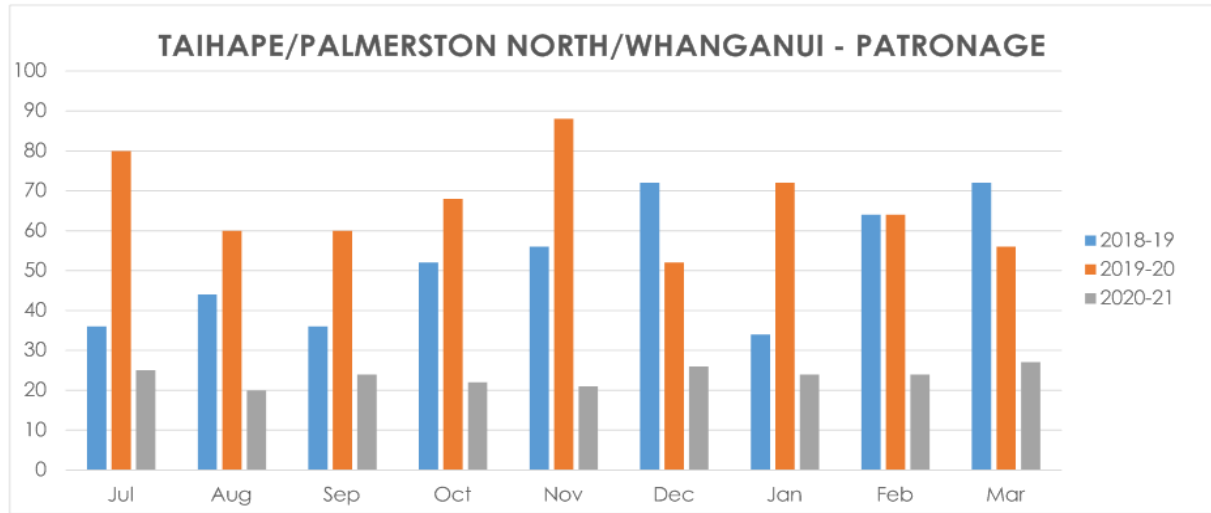
The Friday only Day Out In Town service provides people living in smaller townships to access facilities in the district's main centre of Levin. Super Gold cardholders are the main group of people utilising this service. Patronage has been affected by COVID likely due to the service being used by more vulnerable members of the community.

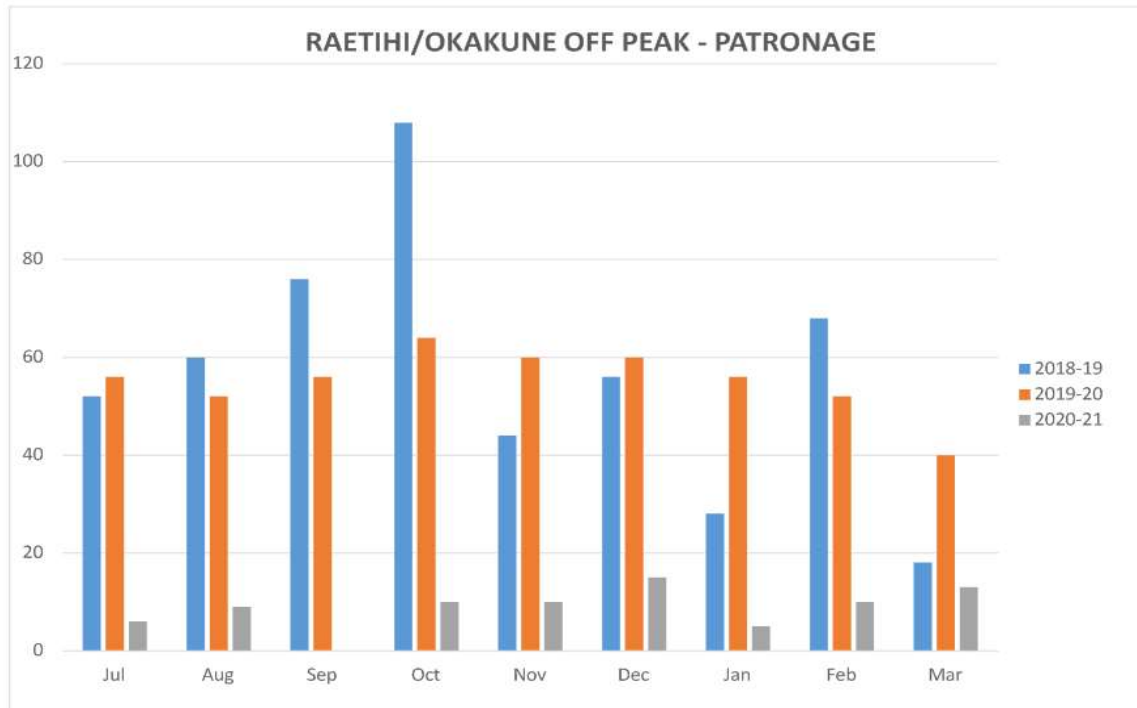
2.5 Rangitikei & Ruapehu



Patronage on the Marton Commuter is down 44% compared to the same period last year. In July 2020 passenger numbers were comparable to July 2019 (may be due to the free fares being in place). Between August and February patronage was around half of that compared to the same period in the previous year. In March patronage was up 17% on March 2019. April patronage will provide an indication on whether post-covid recovery is being sustained. This service is predominantly used by adults, making up 73% of the passengers

Patronage for the Taihape service patronage is down 30% from 2019-20 and down 8.4% from 2018-19. Since service restarted after the March 2020 lockdown patronage has been entirely SuperGold Card holders. As the service operates twice a month, patronage trends indicate the service has core group of users that have continued to use the service when it resumed after the March 2020 lockdown.





Patronage for the Raetihi service continues to underperform compared to recent years. In the reporting period patronage has decreased by 68% on the previous period, and 69% on 2018-19. Since the March 2020 lockdown the service has struggled to re-engage previously consistent users.

Recommend this service be reviewed, to assess what alternative travel options may be available for the regular users.

3. Bee Card

Bee Card – March 2021 Snapshot			
Network	Bee Card	Cash	Count
Ashhurst	77.94%	19.92%	2.13%
Feilding	73.42%	12.31%	14.26%
Horowhenua	84.14%	8.85%	6.97%
Marton	88.27%	11.73%	0%
Palmerston North	49.15%	10.08%	40.77%
Whanganui	65.66%	22.88%	11.45%
Whole Network	54.67%	12.11%	33.21%

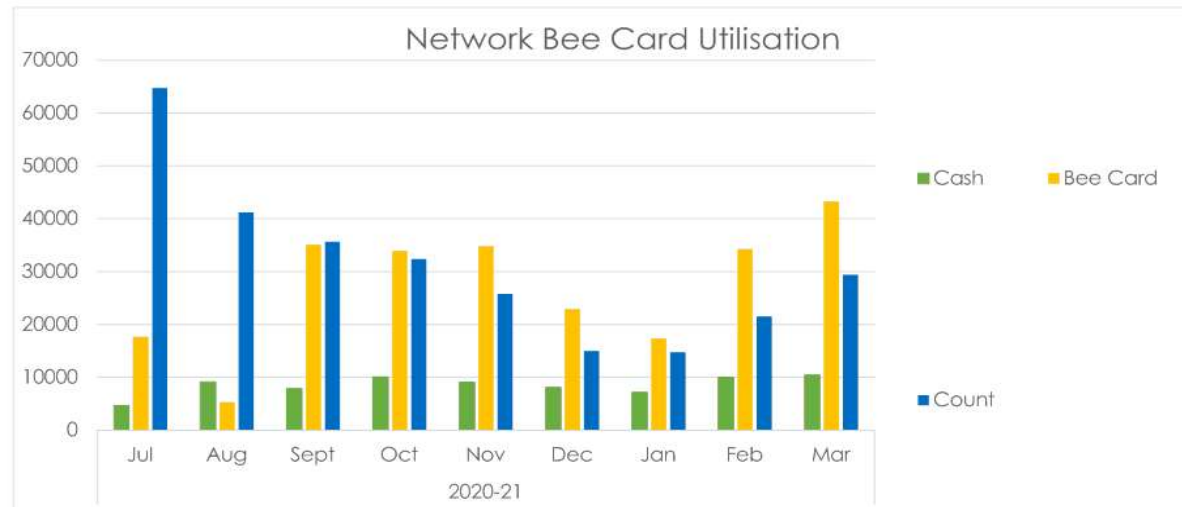
Snapshot

With Massey coming onto the Bee Card in Palmerston North, the market share of the Bee Card as the chosen payment method grew from 35.67% in January 2021, to 49.15% by the end of March 2021. This figure is expected to grow even further by the end of the financial year. Our Horowhenua and Marton buses have had the strongest uptake of the Bee Card. Further promotional strategies are currently in development, particularly in Palmerston North and Whanganui which will attempt to increase the bee card market share further across the region.



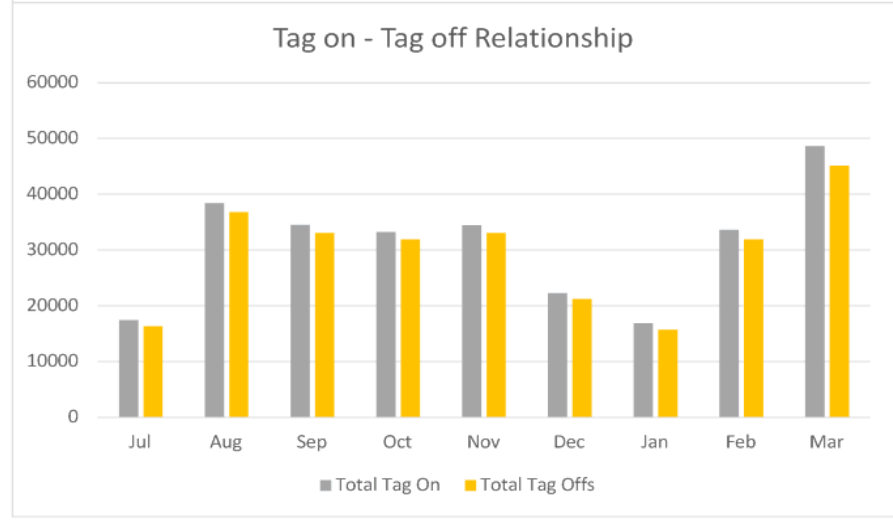
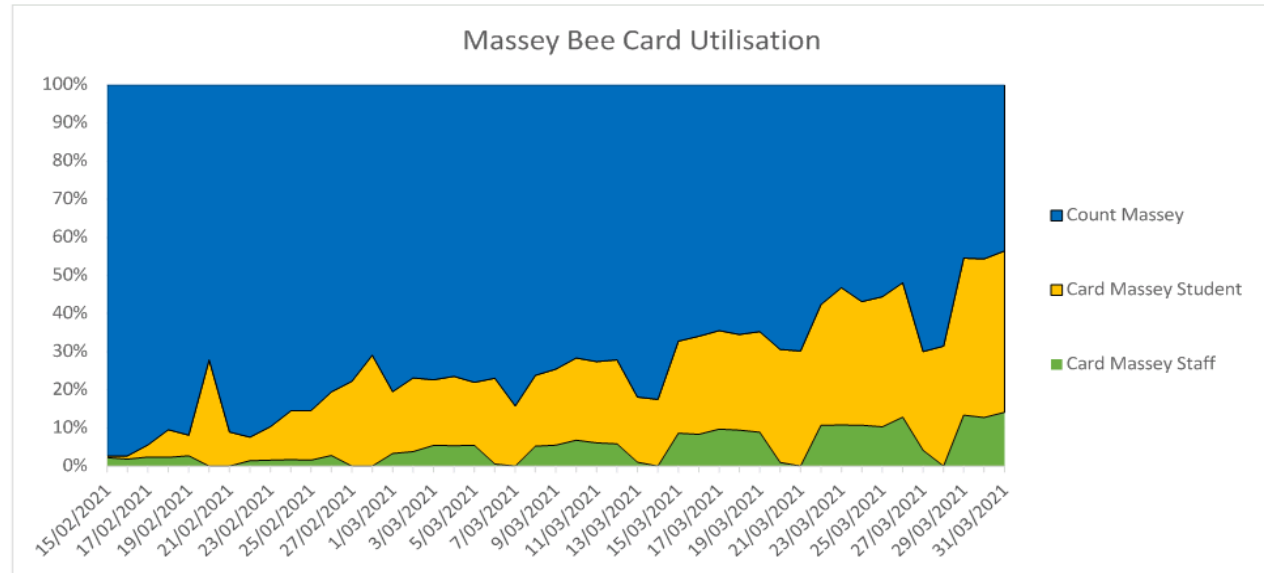
Across the network, Bee Card is performing well, and the monthly usage of the card continues to grow. This a trend we anticipate to continue with tertiary students currently transitioning onto Bee Card.

A promotions plan aimed at moving more customers onto Bee Card is be under development. The focus will be on areas and routes where cash payments (including on-board tops-up) and counts (e.g. SuperGold cardholders) remain as the most common form of payment.



This quarter has seen the highest Bee Card usage since the system went live. From February 15, Massey began transitioning their students and staff on to the Bee Card in order to access free travel on the buses, with the goal of having no more 'Show-and-Go' boardings with ID cards by the end of April 2021. This push has seen a gradual shift in boarding payment method, from 5% of Massey Students and staff using Bee Cards, to roughly 50%. In April, there will be a greater push to get Massey students and Staff on to the Bee card. While we expect some challenges with changing habits of those previously only using the ID Cards, we believe that the shift will be beneficial in providing greater data and insights to how the network is being used.

March 2021 saw the greatest month of failed tag-offs to date, with 3438 failed tag offs, compared to the monthly average prior to March of 1328 failed tag offs. Failing to tag off provides a gap in reporting data. This has been due to the increased number of new users of the cards from the Massey transition onto the system. The incentive to tag-off is less for these users as their travel is already free. If a trend of failing to tag-off develops and remains high or increases further, we will work with Massey to develop and introduce behaviour change initiatives.



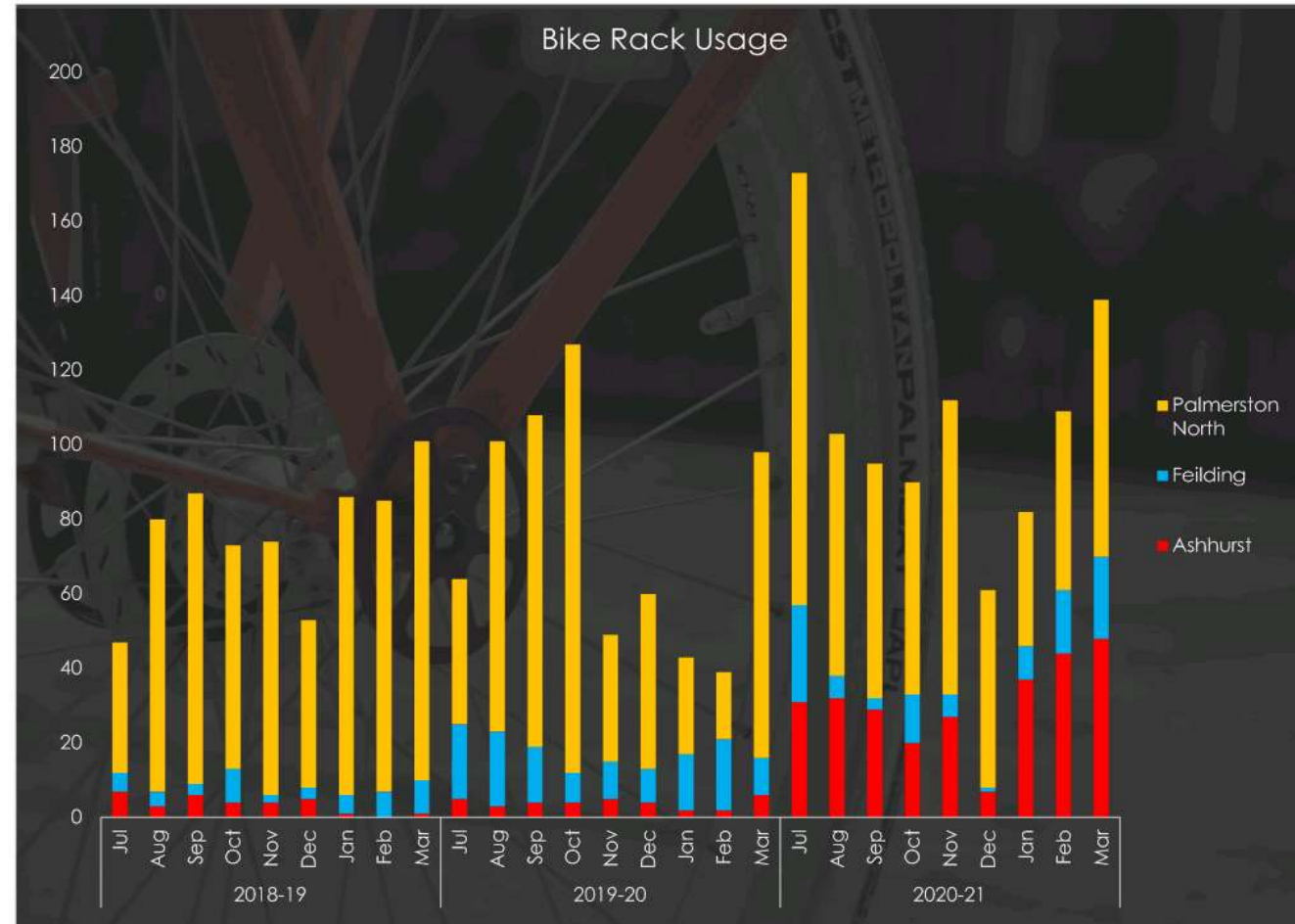
March of 2021 saw a 7.07% fail tag off rate, compared to the monthly average of 5.20%.

4. Bike Racks

The usage of bike racks on the buses continues follow an upward trend. This could suggest a shift in the modes of travel throughout our region, and a willingness to mode-share to get to and from various destinations. Palmerston North and Ashhurst currently have the largest utilisation of the on-bus bike racks.

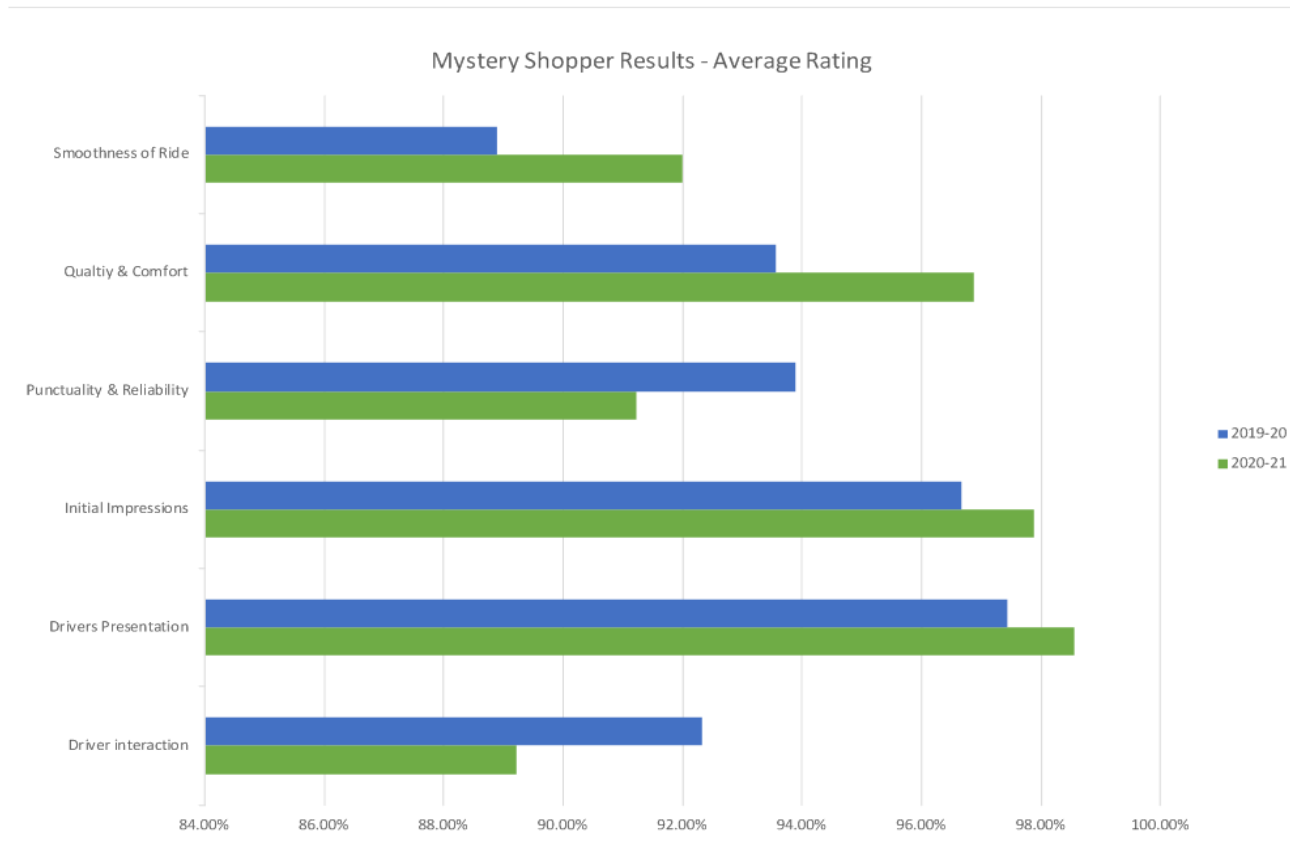
However, the rise in passenger trips with bikes could be credited to a few regular users of bike racks on the buses rather than many casual users. This can be seen in December 2020, where a regular bike rack user from Ashhurst stopped taking the bus as it was non-semester and did not have to travel on to Palmerston North during this period. The decline in usage from November 2019-February 2020 was likely caused by similar circumstances.

The huge spike in July 2020 can be attributed to the free fares for large portions of the month, which attracted non-regular bus users to mode-share bike and bus. When the free fares stopped, it can be inferred that those users returned to their normal mode of transport.



5. Customer Experience

5.1 Mystery Shopper



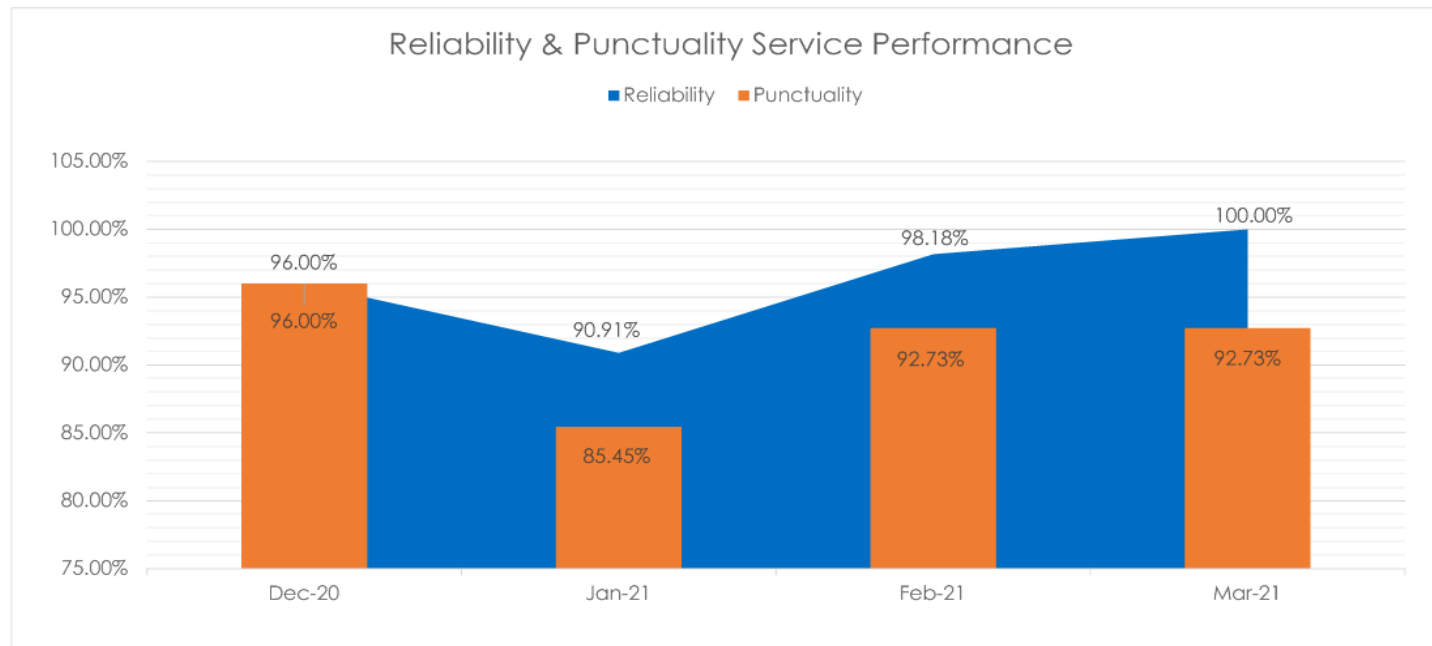
To measure customer experience on our bus network, eight surveys are completed each month across the region. The survey results are sent to operators and discussed at regular performance meetings to ensure operators are supported in areas for improvement and upcoming training.

While there is a consistently high standard of experience for the passenger; punctuality and reliability are challenges that we continue to work with operators on. It is clear that there is a correlation between driver interaction and timing pressures in our larger networks. These can be worked through with adjustments to timetables where required.

5.2 KPI Monitoring Trial

Since December 2020, a trial approach to monitoring service performance and contractual KPIs has been underway. The trial covers Palmerston North services, and aims to determine whether the current KPI's are achievable and realistic. If not, what may be the cause of the issues – and then determining once the trial is over, what we can do to ensure our services are operating as reliably and as punctual as possible under current circumstances.

As part of the trial, we have taken a more active approach to investigating the punctuality and reliability of the services. The current contract requires 95% of services to be on time (punctuality), and 97% of services to have been run (reliability). If the operator gets a score of 97% for punctuality and 99% for reliability, it would then be entitled to an incentive payment as a bonus for exceeding the standard requirement. With the availability and access to improved data sources (Operators vehicle tracking systems and Horizons new ticketing system) we monitor a total of 110 trips per monthly, split evenly between the Reliability and Punctuality KPIs.

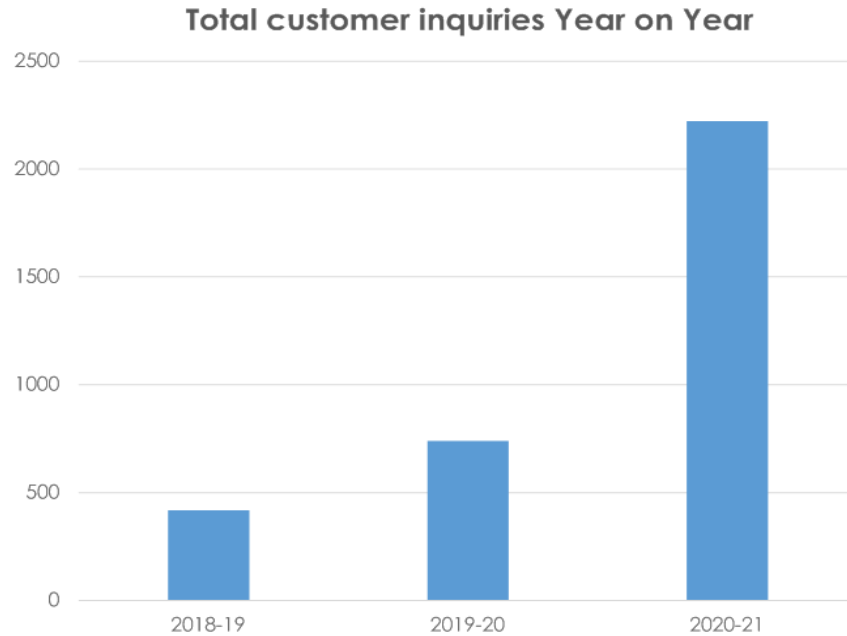




To date the trial has highlighted:

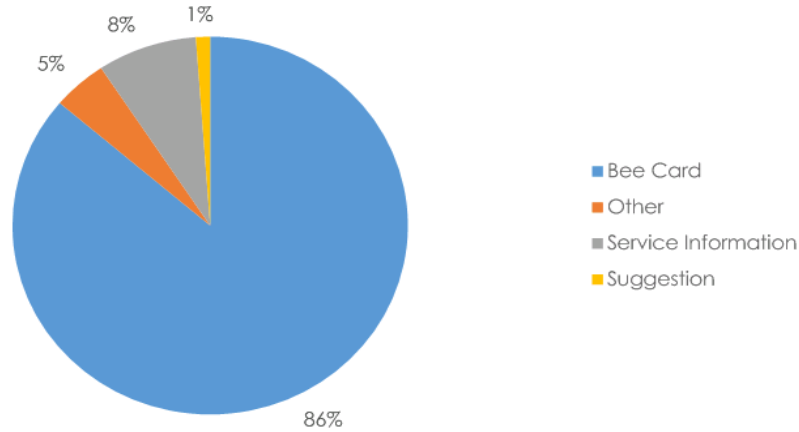
- drivers failing to complete their full routes and returning to the depot early with 2 or more consecutive stops missed from a trip, usually the last trip before a break or end of shift. This raises concerns that passengers may be missed, and if this behaviour continues it could create problems with data for planning purposes and introduction of new systems such as real time information. January score the lowest for this KPI so far, where they achieved 90.91% (5 out of 55 services failed). Action was quickly taken after January to ensure that the drivers were in fact completing their routes by returning to the terminal, and we continue to monitor this.
- Particular scheduled trips are struggling to make it out of The Square on time due to traffic constraints at the Church St intersection in front of the Plaza. There has been multiple occasions where buses have been held up at this intersection for more than 5 minutes, subsequently creating large delays. These delays cannot be fixed immediately, but provide insight for traffic management planning with PNCC.

5.3 Complaints & Feedback

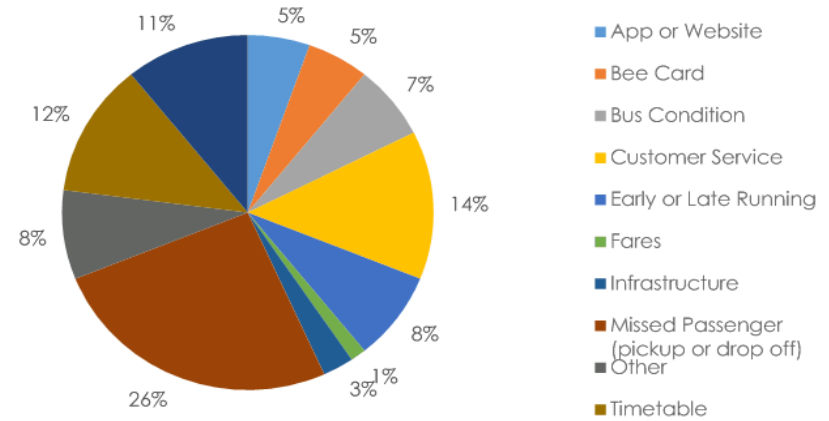


So far in the 2020-21 Financial Year the transport team has responded to over 2000 Customer inquiries through the Horizons service portal. This an increase of around 200% from the same period in 2019-20. The introduction of the Beecard has been the primary cause of this increase, with Beecard making up over 80% of the inquiries Horizons has responded to.

Inquiries by Sub-Category



Complaints by Sub-Category



January to March Breakdown

In December 2020 Horizons switched to a new database for recording customer enquiries. The new database allowed us to update the categorisations of inquiries.

While our reporting can be improved moving forward, there is some limitations with combining the previous and new datasets due to different inquiry categories. As a result the information provide in this report for breakdown on inquiry types only cover January to March 2021.

Over the January to March period Horizons received 516 inquiries of which 445 have been about Beecard. Compared to the same period last FY Horizons only received 71 inquiries.

Over the same period, Horizons has received 74 complaints. The majority of these have been in regards to Missed Passengers (19). Of these 74 complaints after investigating 16 were found to be substantiated.

Report No.	21-55
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.

2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 21-55.

3. FINANCIAL IMPACT

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

4. COMMUNITY ENGAGEMENT

- 4.1. None required.

5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There are no significant business risks as a result of this report.

6. CLIMATE IMPACT STATEMENT

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

7. PALMERSTON NORTH SERVICE REVIEW (UPDATE)

- 7.1. On 1 April 2021, the **Palmerston North Bus Review Governance Group (Governance Group)** meet to discuss progress on the Palmerston North network review. Items covered were community engagement, strategic direction, high level options, and the project timeline moving forward.
- 7.2. The Governance Group re-confirmed its support and agreement of a network vision and set of objectives which have been developed over previous Governance Group meetings.
- 7.3. The agreed vision is as follows “*An accessible public transport network that provides competitive travel choices for all users to key destinations.*”
- 7.4. The agreed objectives are as follows;
 - *Customer focused, delivering people where they want to go.*
 - *Accessible and easy to use*
 - *Reliable*
 - *High level of service frequency*
 - *Competitive mode of travel*
 - *Cost effective and affordable*

- 7.5. A set of draft network goals outlining of what we want the network to achieve moving forward was presented to the Governance Group. The goals as presented were support by the Governance Group;
- *Connect people to key destinations*
 - *Increase patronage*
 - *Increase the proportion of trips made by public transport during peak times*
 - *Help to reduce emissions in the city*
 - *Support sustainable growth*
- 7.6. A set of design principles have being used by officers to develop the options. These design principles are central to the design of the network options and for public messaging. The Governance Group gave its support to the design principles being used as they are consistent with the goals and objectives for the future bus network. The agreed design principles are:
- *Simple*
 - *Connected*
 - *Frequent*
 - *Fast*
- 7.7. Two high levels network options were presented to the Governance Group. These options represented two different approaches for achieving a connected network with the same resources. Both approaches have advantages and disadvantages. One approach would provide more coverage but has less frequency than the other option. While the other option has more frequency and less coverage meaning some people would have further to walk to a bus stop but would have a bus running more often. The Governance Group agreed both options should be further developed, including assessment of different frequencies and spans of operations, and developing sub-options that look at different ways for operating in and through the city centre. The refined options and sub-options will be presented to the next Governance Group meeting at the end of May.
- 7.8. The updated project timeline is provided below, with a Governance Group meeting proposed in the lead up to public engagement. Public engagement is planned to occur in late July through to August, due to school holidays.



8. FEILDING IMPROVEMENTS (UPDATE)

- 8.1. In May 2020 the Committee approved the implementation of a package of improvements to the Feilding around town / Feilding to Palmerston North service (Feilding service). The improvements include provision of a Feilding only service which travels exclusively around the Feilding township separately to the commuter service and provision of additional Saturday services on the commuter between Palmerston North and Feilding.

This package of improvements was recommended by the Feilding Advisory Group following its work on options development and community consultation. The improvements were scheduled to be implemented prior to 30 June 2021.

- 8.2. Following receipt of further information from the bus operator providing more accurate costings, it was apparent that the high-level budgeted amount approved in the 2020-21 Annual Plan was not sufficient to implement the service improvements as planned. The majority of the additional cost relates to the need for an additional vehicle and ticketing equipment. A key community requirement is to ensure the new around town service runs at times which enables students to get to and from school, and for people working in Feilding town centre to be able to travel to and from work via public transport. These are typically the busiest times on a bus network, which means the bus operators existing bus fleet is already fully utilised. This then creates the need for an additional bus to be added to the bus fleet. To ensure sufficient capacity is provided at these busy times, and to provide good accessibility such as kneeling functionality, and wheelchair ramps and spaces, a standard urban bus is recommended to be used
- 8.3. Meetings with the Advisory Group were held on 15 February and 8 March. The purpose of these meetings was to discuss the revised costs, present options for implementation and seek agreement on the next steps.
- 8.4. The Advisory Group determined that the full suite of improvements should be implemented and additional funding be requested through the Horizons Long Term Plan to fund the improvements. In the event the additional funding sought is approved by Council, the new service would be implemented in early 2022, aligning with the start of the school year. This six month lead in, will allow additional ticketing units to be purchased, infrastructure to be installed and timetable redevelopment to occur.

9. WHANGANUI SERVICE IMPROVEMENTS

- 9.1. Since bus service changes and a new bus operating contract were introduced in Whanganui in 2019, there has been a growing desire from the community to have more frequent bus services in the city, particularly between Aramoho and Castlecliff.
- 9.2. Horizons and Whanganui District Council have included additional funding in their respective draft 2021-2031 Long Term Plans to further enhance the Whanganui bus services. To make the bus network become a more attractive alternative to private vehicles enhancements such as increased frequency are proposed. Subject to approval of funding via the Long Term Plan processes and from Waka Kotahi at a 51% FAR, implementation of the enhancements are expected to occur in year 2 of the new Long Term Plan. Planning of the enhancements will occur in the next financial year, with support and guidance sought from the Whanganui Public Transport Advisory Group during this phase.

10. LOWER NORTH ISLAND PASSENGER RAIL PROJECT

- 10.1. **Greater Wellington Regional Council (GWRC)**, in collaboration with **Horizons Regional Council (Horizons)**, are exploring the procurement of a low/zero carbon long distance commuter fleet.
- 10.2. This is envisaged as the future of mobility across the Greater Wellington and Horizons regions where it will connect Wellington to the Wairarapa and the Manawatu with modern and reliable trains. These trains will replace the aging locomotive-hauled Wairarapa and Capital Connection carriages which are nearing the end of their service lives, and enable improved service capacity and frequency on both lines during both the peak and off-peak.
- 10.3. Led by GWRC this is a collaborative project involving Horizons, Waka Kotahi NZ Transport Agency, KiwiRail and Transdev.

- 10.4. Phase One of the project, development of the **Detailed Business Case (DBC)**, is underway, and has progressed through the Market Sounding Exercise (completed in April). The Market Sounding Exercise has increased the profile of the project in the Rolling Stock Industry, which is encouraging for the procurement process as internationally this is considered a small scale project.
- 10.5. Following input from the Market Sounding Exercise the rolling stock specifications for the DBC are nearing completion, and the secondary energy mode analysis has started.
- 10.6. Patronage demand forecasts for a range of service options are currently being modelled.
- 10.7. The first draft of the DBC Strategic Case (Chapters 1, 2 and 3) is being reviewed by GWRC. The draft Strategic Case will be shared with Horizons in May for its review. The remaining eight chapters of the DBC are being progressed with completion of the DBC expected in early August 2021.
- 10.8. It is expected the DBC will be presented to PTC at the August meeting. The process on how the DBC will formally be endorsed by GWRC and Horizons is being developed, and will also be presented at the August PTC meeting.
- 10.9. The following table provides details and expected timings for the further phases of the project, with the first new train being in service in 2027, subject to obtaining government funding and award of supply contract.

PHASE	PHASE DESCRIPTION	TASK START	TASK COMPLETION
2	Prepare and Undertake EOI Process & Prepare RFT	July 2021	April 2022
	Obtain Funding	May 2022	May 2022
3	Release the RFT and evaluate Tenders for	May 2022	December 2022
4	Negotiate and award the supply Contract(s)	December 2022	March 2023
	First In Service Train		2027

11. NORTH ISLAND REGIONAL PASSENGER RAIL “CONNECTOR” SERVICES

- 11.1. An online workshop was held on 24 March 2021. Mayors and Chairs from district, city and regional councils along the North Island Main Truck Line were in attendance as well as representatives from KiwiRail, Ministry of Transport, and Waka Kotahi.
- 11.2. It was agreed at the meeting that Councils in Central North Island (between Palmerston North and Hamilton) would form a working group to refine the high-level feasibility study and commence the development of a high-level business case. The high-level business case is to include consideration of alternative travel modes options such as bus and planes. PTC members will continue to be updated on the progress of this project, and opportunities for them to provide input will be sought.
- 11.3. GWRC and Horizons will focus on completion of the Detailed Business Case for new rolling stock for services between Palmerston North and Wellington. While Waikato Regional Council’s focus will be on consolidation of the recently introduced Te Huia passenger rail service between Hamilton and Auckland.
- 11.4. To highlight to communities and government the significance of this project it was also agreed that the soon to be adopted Horizons, Waikato, GWRC and Auckland draft **Regional Land Transport Plans (RLTP)** should include consistent text on the “Connector” service project. This text has been drafted and been included in Horizons draft RLTP.

12. REGIONAL LAND TRANSPORT PLAN DEVELOPMENT (UPDATE)

- 12.1. Development of the Regional Land Transport Plan 2021-31 has been an inclusive process with political representatives across the region feeding into the Plan through the Regional Transport Committee and technical officers being involved via the Regional Advisory Group. Through the development process, feedback from the Passenger Transport Committee was relayed via PTC representatives on the **Regional Transport Committee (RTC)** and changes were made to the strategic objectives, policies and investment priorities as a result of this feedback.
- 12.2. The Plan has features objectives and investment priorities aimed towards enabling mode-shift and improving availability of mode choice. If we are successful with this, we should see improvement in environmental outcomes such as reductions in carbon emissions, which aligns with Government's vision in this space.
- 12.3. Development of the Plan is nearing completion, with hearings held on 9 April and deliberations completed on 12 April. Public consultation on the draft Plan was carried out between 9 February and 17 March. A total of 56 submissions were received.
- 12.4. Through submissions, there was strong support for measures to be in place to reduce carbon emissions from transport and to increase availability and uptake of alternative transport modes. The hearing panel have considered the matters raised in submissions and decided on a suite of changes to be made to the draft Plan.
- 12.5. The next step is for the recommended changes from the hearing panel to be drafted into the Plan, with this and the recommendations from deliberations being put to the RTC for consideration at their 1 June 2021 meeting.
- 12.6. Following consideration by the RTC, the Plan will be made final and presented to Regional Council for adoption at its 22 June 2021 meeting.
- 12.7. The final Plan will then be submitted to Waka Kotahi, NZ Transport Agency by 30 June 2021 (to meet legislative requirements).

13. SIGNIFICANCE

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

Leana Shirley
SENIOR TRANSPORT PLANNER

Rhona Hewitt
TRANSPORT SERVICES MANAGER

James Miguel
TRANSPORT PLANNER

Jayne Thorby
TRANSPORT PLANNER

Isaac Mills
SYSTEMS ADVISOR

ANNEXES

There are no attachments for this report.

Report No.	21-56
Decision Required	

REGIONAL PUBLIC TRANSPORT PLAN 2022-32 DEVELOPMENT

1. PURPOSE

- 1.1. The purpose of this report is to approve a proposed process and timeline for the development and adoption of an updated **Regional Public Transport Plan (RPTP)**.

2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 21-56.
- b. approves the proposed process and timeline for the development and adoption of the Regional Public Transport Plan.

3. FINANCIAL IMPACT

- 3.1. Provision has been made in current budgets for this review.

4. COMMUNITY ENGAGEMENT

- 4.1. The **Land Transport Management Act 2003 (LTMA)** requires an “early engagement” stage with key transport stakeholders such as public transport operators, **Territorial Local Authorities (TLAs)** and Waka Kotahi, NZ Transport Agency when developing the draft RPTP. In addition to the key stakeholders identified above, officers also recommend undertaking early engagement with iwi partners in the region.
- 4.2. Formal wider public consultation on the draft RPTP will be undertaken in the first quarter of 2022, using the special consultative procedures specified in the Local Government Act 2002.

5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There is a significant business risk impact to Council if the RPTP is not reviewed following the update to the Regional Land Transport Plan in that Waka Kotahi may deem the current RPTP ineffective meaning the region would be legally without a RPTP (which is a legislative function and requirement of regional councils)

6. CLIMATE IMPACT STATEMENT

- 6.1. Climate change and the implications of climate change from public transport initiatives and policies will be an important consideration in the review of the RPTP. This item itself however will not result in a direct impact on climate change.

7. BACKGROUND AND LEGISLATIVE CONTEXT

- 7.1. The RPTP was last updated and adopted in 2015. Since then, there have been significant changes to both the operating environment and the strategic context for public transport in the region. Taking into account the current form of the RPTP and the strategic and

operating changes, there is a strong case for re-setting the plan to better reflect the current context, improve focus on guiding principles and the strategic aspects of public transport provisions, and to provide a stronger policy framework which aligns with current strategic policy and supports future decision making.

- 7.2. Section 126 of the LTMA specifies that an RPTP must be kept current for a period of not less than three years but not more than 10 years and also requires the RPTP to be reviewed at the same time as, or as soon as practicable after, the public transport service components of a **Regional Land Transport Plan (RLTP)** are approved. The 2021-31 RLTP is currently in the latter stages of development and due to be adopted by Council in June 2021. As such, it is appropriate for the RPTP to now be reviewed in light of the updated RLTP and to ensure Council meets its legislative requirements.
- 7.3. The proposed scope has been developed with the goal of the next RPTP providing a clear strategic direction for public transport, and setting the parameters for planning and investment decisions to support the delivery of the draft RLTPs strategic direction.
- 7.4. This report sets out high level timeframes for the review, recognising that sufficient time needs to be allocated in the process for community engagement.
- 7.5. Sections 117-129 of the LTMA set out the purpose, content and consultation requirements for RPTPs.
- 7.6. Part 5 of the LTMA sets out the planning framework for provision of public transport services to enable implementation of the **Passenger Transport Operating Model (PTOM)**. Section 115 of the Act sets out a number of guiding principles in relation to provision of public transport services:
 - (a) regional councils and public transport operators should work in partnership and collaborate with TLAs to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers;
 - (b) the provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth;
 - (c) competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently;
 - (d) incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services; and
 - (e) the planning and procurement of public transport services should be transparent.
- 7.7. The below diagram provides context to show how everything fits together and where the RPTP sits in relation to other statutory documents:



8. THE CURRENT RPTP

- 8.1. The current RPTP is largely focused on operational policy and sets a solid foundation for provision of public transport services in the region. However there have been some changes to the operational environment for public transport since the RPTP was last reviewed. These include:
- The Government has released the Government Policy Statement on Land Transport (GPS) 2021 which has four strategic priorities to guide transport investment for the 2021-31 period. Three key priorities with implications for transport policy are:
 - Better travel options – providing people with better transport options to access social and economic opportunities. This priority aims to deliver public transport and active modes that are more available and accessible and an increased share of travel by public transport and active modes.
 - Climate change – developing a low carbon transport system that supports emissions reductions. This priority aims to deliver a transition to emissions-free public transport and has been given additional momentum with the Government's recent commitment to decarbonisation of the public transport bus fleet.
 - Safety – developing a transport system where no-one is killed or seriously injured. This priority aims to provide safe public transport service giving people a wider range of quality travel options to access opportunities.
 - Waka Kotahi has recently released a draft Public Transport Fares Investment Policy and Draft RPTP Guidelines to Regional Fare Policy development for consultation with local government. These will replace earlier guidelines for preparing RPTPs and the Waka Kotahi national farebox recovery policy introduced in 2010.
- 8.2. The above, along with legislative requirements, provides a strong case for reviewing the current RPTP.

9. SCOPE OF THE RPTP REVIEW

- 9.1. The LTMA requirements largely determine the scope of the review and what should be included in an RPTP. Horizons Regional Council must have a regional public transport policy document that meets these statutory requirements. The following principles will be applied to the review:
- The review will seek to deliver best practice when developing public transport policy and engaging with stakeholders, while fulfilling LTMA requirements.
 - The RPTP should provide a clear strategic direction for public transport, and set the parameters for planning and investment decisions to support the delivery of this strategic direction.
 - It should provide guidance and a reference point for all aspects of public transport service delivery.
- 9.2. The following matters are considered to be **within the scope** of the review:
- All matters that the LTMA requires to be included in an RPTP (see section 120 content requirements)
 - Additional matters that can be included at the discretion of the authorising authority, namely:
 - Strategic context;
 - Challenges and opportunities;
 - Strategic responses(s) to challenges and opportunities; and
 - Additional objectives and policies.

- Strategy and policy on key public transport themes including but not limited to:
 - Accessibility for public transport users;
 - Network planning concepts and principles;
 - Criteria for introduction and review of services;
 - Demand responsive services;
 - School services;
 - Information and marketing;
 - Fare policy;
 - Modal integration;
 - Land use integration;
 - Inter-regional rail;
 - Public transport infrastructure; and
 - Fleet decarbonisation.

9.3. The RPTP is first and foremost a strategic policy document, albeit containing some operational policy and matters as required by the LTMA. With that in mind, the following matters are considered **out of scope**:

- Detailed implementation for public transport services: The RPTP is not intended to be a detailed implementation plan for public transport in the region. However, it may provide high level direction on an implementation approach or actions that need to be completed.

10. INVESTMENT LOGIC MAPPING

10.1. While not a requirement of RPTP development, officers recommend the process commence with a Committee workshop to undertake an **Investment Logic Mapping (ILM)** exercise. Officers believe this will provide valuable direction for policy development under the RPTP by solidifying the purpose of the review and identifying the problems and benefits. This will then guide the strategic response (i.e. policy framework) and set the foundation for early engagement with key stakeholders.

11. CONSULTATION

- 11.1. Pre-consultation with the key statutory stakeholders is proposed during RPTP preparation with the aim of involving these stakeholders early in the planning process. These stakeholders include, public transport operators, Territorial Authorities, Waka Kotahi, the Regional Transport Committee, iwi, KiwiRail, and the Minister of Education.
- 11.2. Initially it is planned to make email contact with these stakeholders following the ILM exercise and invite their involvement and feedback on development of the RPTP. For those who wish to be involved, it is then proposed to present to these groups and provide information on the review and highlight the key areas where feedback is sought.
- 11.3. Follow up meetings and workshops will be held with key stakeholders as required as the draft RPTP is developed.
- 11.4. Formal public consultation is proposed once the draft RPTP is approved by the PTC for release. Officers will outline the consultation plan at the last PTC meeting for 2021.

12. FARE REVIEW

- 12.1. Members may recall an item presented to the Committee at the 16 February 2021 meeting, providing information on the process, scope and timing of a fare structure review for Public Transport services in the region.
- 12.2. It is proposed that the fare structure review be undertaken alongside the RPTP review. However, the fare structure review must be completed prior to public consultation on the

draft RPTP takes place. The fare structure review has been built into the timeline below and will utilise a proposed workshop in September (and possibly August) to discuss the findings of the fare structure review and seek feedback from the PTC prior to presenting the recommendations to the Committee for approval in November 2021.

13. TIMELINE / NEXT STEPS

13.1. The table below shows the keys stages for development of the new Plan.

Phase/Tasks/actions	Date	Milestone
1) Plan and scope Review paper to PTC	May 2021	Report to PTC – process, scope and timeline for the RPTP review
2) Pre-consultation: Initial contact with key stakeholders Discussions and presentations to key stakeholders	July-August 2021 September 2021	Presentation to key stakeholders Feedback gained from stakeholders on strategic direction
3) ILM workshop Workshop with PTC to commence ILM exercise Finalise ILM and report back to PTC	June 2021 July/August 2021	Completed ILM outlining: - Review purpose - problem statements - benefit statements - strategic responses
4) Fare Structure Review Analyse current fare structure Investigate options for fare structure Present and discuss proposed fare structure to PTC (workshop) Seek approval for fare structure (PTC meeting)	June-October 2021 September 2021 (PTC workshop) 16 November 2021	Refer to item presented to PTC on 16 February 2021 Fare structure review must be complete before consultation on the draft RPTP takes place. Fare review must therefore be complete and approved by PTC at the November 2021 meeting.
5) Draft RPTP Review of policies following ILM PTC workshop (objectives and Policies) Drafting the RPTP Objectives and Policies confirmed	August 2021 September 2021 August – November November PTC	Technical working papers Presentation for PTC workshop Progress report to PTC (November meeting)

6) Approve draft	February 2022	PTC approves draft Plan for consultation
7) Public Consultation Submissions period Summary of submissions Public hearings Analysis of submissions Amendments to RPTP following hearings and deliberations.	March 2022 April 2022 April 2022 April/May 2022 May 2022	Public consultation on draft Plan Report to PTC hearing committee: summary of submissions and officers comments Report to Council: analysis of submissions and hearing committee's recommendations
8) Adopt RPTP PTC approve RPTP Council adopts RPTP	May/June 2022	PTC approves Plan and recommends for adoption by the Regional Council Regional Council adopts Regional Public Transport Plan

14. SIGNIFICANCE

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

Leana Shirley
SENIOR TRANSPORT PLANNER

Rhona Hewitt
MANAGER TRANSPORT SERVICES

ANNEXES

There are no attachments for this report.

Report No.	21-57
Decision Required	

REPORT ON THE TOTAL MOBILITY SCHEME AND THE CONCESSIONARY FARE SCHEME FOR 1 JULY TO 31 MARCH 2021

1. PURPOSE

- 1.1. To inform members of the performance of Total Mobility and Concessionary Fare Schemes for the first 9 months of Financial Year 2020-21.

2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 21-57.

3. FINANCIAL IMPACT

- 3.1. There are no financial impacts 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. No significant business risk impact as a result of this report.

6. CLIMATE IMPACT STATEMENT

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

7. BACKGROUND

- 7.1. The purpose of the **Total Mobility (TM)** scheme is to assist eligible people with long term impairments to access appropriate transport to meet their daily needs and enhance their community participation. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate. There are currently 7349 registered clients on the Horizons TM scheme.
- 7.2. TM operates in 5 districts within the Horizons region: Whanganui, Palmerston North, Levin, Marton and Feilding.
- 7.3. The scheme provides a subsidy per trip of 50%, up to a maximum fare. In Whanganui, Palmerston North and Levin the maximum amount per trip is \$10.00 and in Marton and Feilding, the maximum amount is \$5.00 per trip. The subsidised part of the fare is funded in partnership by Horizons through rates and central government (through Waka Kotahi NZ Transport Agency.)
- 7.4. Horizons supports a number of specialised community transport solutions which mainly assist people accessing medical appointments. These health shuttles and community vans have capped funding each year and fall under the umbrella of the Concessionary Fare scheme.

8. TOTAL MOBILITY SCHEME

- 8.1. This section of the report provides information on the performance of the Total Mobility scheme for the first 9 months of the Financial Year (FY) 2020-21. To illustrate trends and to provide comparisons, the graphs below also show information from Financial Years 2018-19 and 2019-20. The information comes directly from the **TM electronic administration system (Ridewise)**. Ridewise was implemented in September 2018.
- 8.2. A summary of the high level statistics for the first 9 months of FY 2020-21 are as follows:
- Number of trips taken on the TM Scheme, 114,363;
 - Total Number of kilometres travelled, 494,000 kms;
 - Number of trips taken using a wheelchair hoist, 16,814;
 - Total subsidy paid to transport operators, \$792,922.00.

Usage of TM Scheme

- 8.3. Figure 1 below shows the usage of the TM scheme by month and compared to usage in previous years. For the first 9 months of this FY the trend is showing a steady growth in the use of the scheme, and since November usage per month has been greater than in previous years. A total of 114,000 trips have been taken during the first 9 months of this financial year. It is likely by year end usage will be similar to usage in FY 2019-20, in which a total of 162,000 trips taken.



8.4. **Figure 1: Total number of Total Mobility trips taken by month**

Number of clients actively using TM

- 8.5. From the Ridewise data we are able to identify how many people are actively using TM on a monthly basis. The number of active users remains significantly lower than the number of people registered on the scheme. We can assume this is due to the varied demographics of the clients on the scheme, financial constraints, and clients using the scheme as a back up to public transport and in some cases clients not using the scheme at all. Figure 2 below shows the breakdown per month.
- 8.6. For the period July to March 2020-2021 there were 3934 active users compared to 7358 registered users. This is an increase from the 2019-20 financial year of 1164 active users. The number of registered users increases every year due to our ageing population and increased awareness of the scheme.

8.7. For the first 9 months of the 2020-2021 financial year, trips have fluctuated in conjunction with COVID-19 level changes. However more stability is noted from January 2021 with an expectation of an increase showing by the end of the year. Client assessments have also fluctuated but have started to increase again from the beginning of 2021, as people become more confident in travelling again. For the last few months we have typically done around 70 assessments a month.



Figure 2: Total number of active users of Total Mobility by month.

Subsidy paid to Transport Operators

8.8. Figure 3 shows the monthly subsidy value paid to transport operators. This amount continues to increase and is consistent with the increase in trips taken.



Figure 3: Monthly subsidy paid to Transport Operators

Usage of wheelchair hoists

8.9. Figure 4 shows the trend across months and years for the number of trips which use a wheelchair hoist. The data shows the fluctuations in hoist travel, as with trips in general, attributed to the fluctuations in the COVID-19 levels. March is showing an increase in hoist travel suggesting these vulnerable users are now feeling more confident to travel, although these numbers are still considerably lower than FY 2018-19 data. The expectation is that this will continue to increase as communities continue to return to normal. Currently, around 10% of all trips taken require a hoist.

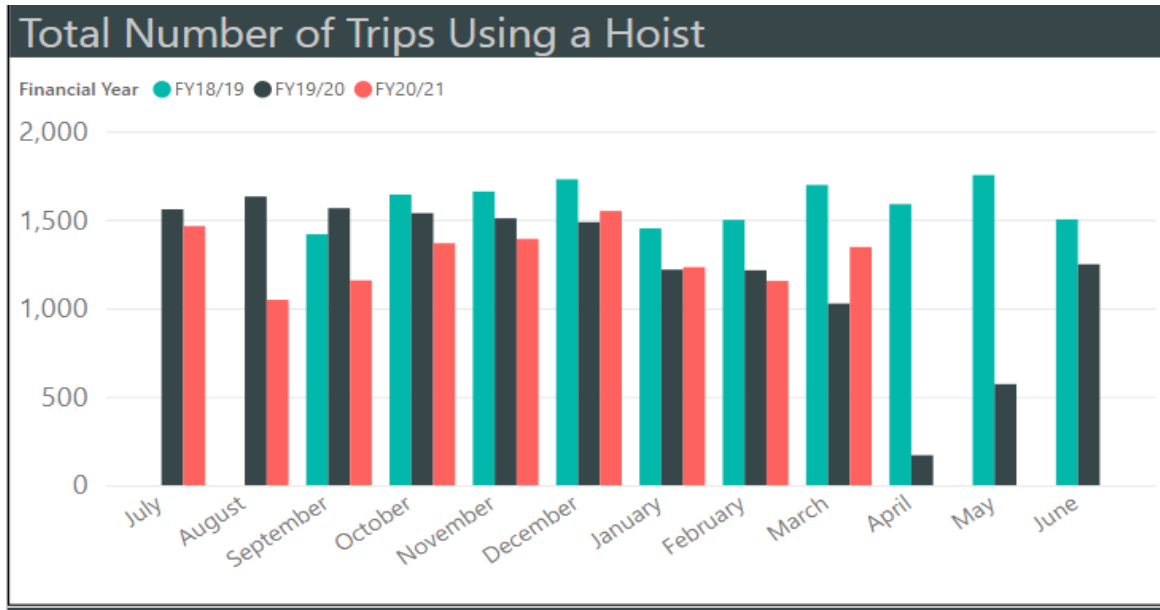


Figure 4: Total number of wheelchair hoist trips taken by month

Number of wheelchair hoist clients actively using TM

8.10. The data provided in Figure 5 shows less hoist clients travelling compared to the same period in previous years, but those clients that are travelling are doing this more often. However there has been a steady increase since the beginning of 2021.

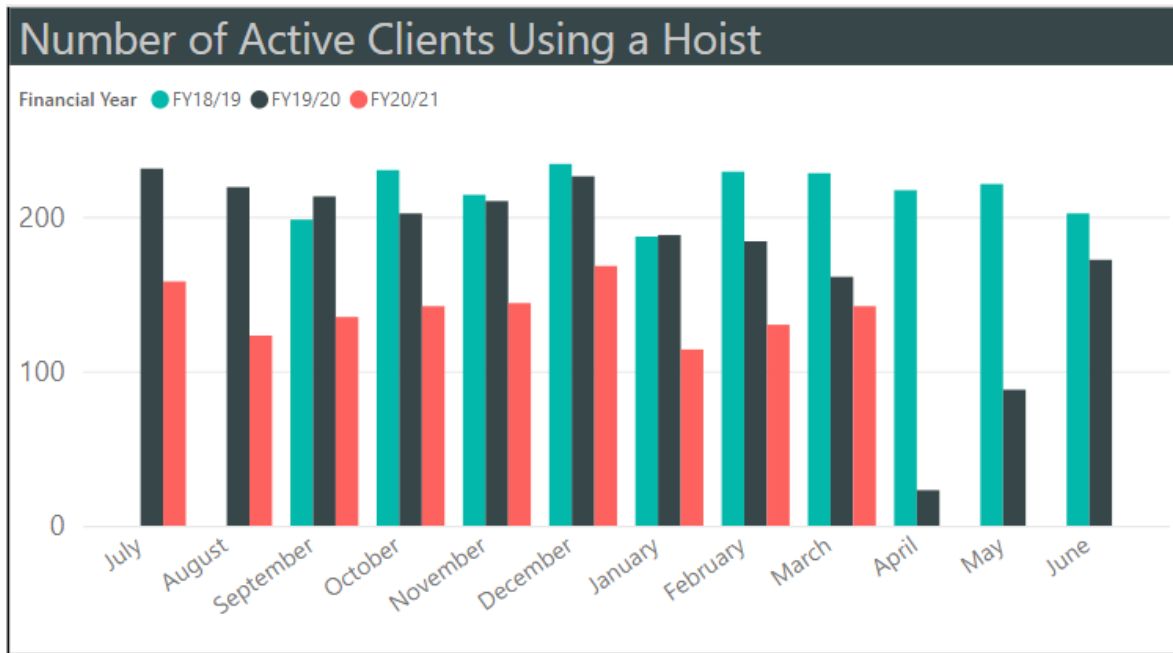


Figure 5: Total number of active wheelchair hoist users of Total Mobility by month

9. FEILDING TOTAL MOBILITY MAXIMUM FARE SUBSIDY CHANGE

9.1. The 2018-19 Total Mobility Fare Review found that 34% of the trips taken in Feilding the fare was more than double the maximum subsidy offered, suggesting the \$5 maximum fare subsidy was set too low. The review recommended the maximum fare subsidy be increased to \$10.00 in Feilding as this would enable 99% of trips to be covered, and would also be consistent with other TM districts including neighbouring Palmerston North.

9.2. PTC approved the recommendation in June 2019 and Council adopted on 25 June 2019, subject to the New Zealand Transport Agency contribution. The subsidy change will be implemented in FY 2021-22 as part of the Long Term Plan 2021-2031. Estimated cost of the change is \$10,000 local share. This figure is based on figures from the 2018/19 financial year.

10. TOTAL MOBILITY CUSTOMER SATISFACTION SURVEY

10.1. Palmerston North TM clients were surveyed in this year's customer satisfaction survey. The questionnaire was mailed out to 2170 registered clients. The closing date of the survey was 30 April 2021. A report on the responses and findings will be available at the 17 August PTC meeting.

11. CONCESSIONARY FARE SCHEME

11.1. Tables 1 and 2 show expenditure and patronage numbers for each service covered by the concessionary fare scheme. The annual funding per organisation is based on a contribution per passenger up to a capped funding level. The capped funding level per organisation has not been reviewed for a number of years, so may no-longer align with usage of the individual services. However, the overall budget for the scheme appears to remain sufficient at this time.

11.2. Based on the financial trend for the period July 2020 to March 2021, if the funding cap was not applied the following organisations would be expected to exceed their funding allocation by the end of the financial year:

- Foxton Community Van, has already used 100% of its total funding allocation
- St John Feilding, has used 70% of its total funding allocation
- St John Marton, has used 86% of its total funding allocation
- Taumarunui Community Van, has used 90% of its total funding allocation

Overall the scheme is showing a 57% underspend as at the end of March 2021.

11.3. For Foxton Community Van, St John Marton, and Taumarunui Community Van the above increased use of funding aligns with the higher usage of these services.

11.4. Even with a forecasted overspend by the above organisations the overall scheme is forecasted to be underspent this year. Officers suggest, as a one-off for this financial year the forecasted overspend for the above organisations be allowed.

11.5. St John Transport Manager (Central Region) has advised us that they are still reviewing their processes regarding funding requirements across all the St John's health shuttles and how it should be allocated. Once this initial work has been completed Horizons officers will meet with St John to discuss.

11.6. Horowhenua Health Shuttle receives funding from the District Health Board and through donations as well as the funding provided by Horizons Regional Council.

11.7. Taumarunui Community Van receive funding from donations and Horizons Regional Council.

11.8. For the next financial year the scheme funding allocations per organisation will be adjusted based on passengers numbers and expenditure over the last 2 financial years. The overall allocation will remain within the budget approved through the long term plan process.

11.9. As the funding allocation methodology and contracts have not been reviewed for a number of years officers plan to undertake a review, and if changes are recommended it is proposed these be implemented in FY 2022-23.

11.10. Table 1 below shows year to date and full year forecasted expenditure for the scheme

Service	Year to date 2020-21			Full Year 2020-21		
	Actuals \$	Budget \$	Variance \$	Forecast \$	Budget \$	Variance \$
Taumarunui Mobility Van	12,565	10,500	(2,065)	16,763	14,000	(2,763)
Horowhenua Health Shuttle	12,597	18,750	6,153	16,796	25,000	8,204
St John - Feilding to PN	3,168	3,000	(168)	4,753	4,500	(253)
St John - Dannevirke to PN	4,903	9,191	4,288	6,537	12,254	5,717
St John - Pahiatua to PN	6,180	9,349	3,169	8,240	12,465	4,225
St John - Marton	3,608	3,150	(458)	4,811	4,200	(611)
St John - Whanganui	0	413	413	620	620	0
St John - Waimarino	1,341	1,750	409	2,299	2,625	326
Prisoners' Aid and Rehabilitation Society	118	900	782	474	1,200	726
Foxton Community Services Van	1,200	600	(600)	2,057	1,200	(857)
Total	44,291	56,436	12,145	63,349	78,064	14,715

Table 1: Actual spend v Budget July 2020-March 2021 and full year forecast.

11.11. Table 2 below shows the usage of the each of the services on the scheme

Service	PATRONAGE			
	2018/19	2019/20	9 months to March 2021	YTD compared to 2019/20
Taumarunui	4,000	3,377	3,590	94%
Horowhenua Health Shuttle	7,082	5,903	4,199	71%
St John Feilding	3,379	3,419	2,234	65%
St John Dannevirke	2,497	1,869	1,258	67%
St John Pahiatua	3,098	2,852	1,545	54%
St John Marton	1,473	1,435	1,204	83%
St John Whanganui	264	223	<i>Not available at this time. Figures are provided annually</i>	
St John Waimarino	130	130	82	63%
PARS	124	64	64	0
Foxton Community Van	1,175	610	530	86%
Total	23,222	19,882	14,309	71%

Table 2: Patronage year to date (YTD) compared to full year

11.12. Overall usage of the scheme is consistent with FY 2019-20, but remains below FY 2018-19 due to impacts of COVID-19.

12. SIGNIFICANCE

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

Desley Monks
TOTAL MOBILITY CO-ORDINATOR

Rhona Hewitt
TRANSPORT MANAGER

ANNEXES

There are no attachments for this report.