

Report No.	20-148
Information Only - No Decision Required	

## PUBLIC TRANSPORT SERVICES REPORT 1 JULY 2019 TO 30 JUNE 2020

### 1. PURPOSE

- 1.1. To update Members on the performance of contracted public transport services for the period 1 July 2019 to 30 June 2020, and to provide some high level information on fleet maintenance.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 20-148 and Annex.

### 3. FINANCIAL IMPACT

- 3.1. There is no additional financial impact associated with this report.

### 4. COMMUNITY ENGAGEMENT

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

### 5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There is no significant business risk impact.

### 6. CLIMATE IMPACT STATEMENT

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

### 7. DISCUSSION

- 7.1. Patronage and Fare Revenue were at similar levels to previous years at the start of the 2019/20 financial year. These both dropped significantly in March 2020 as the effects of Covid-19 travel restrictions came into force. Patronage dropped to around 3% to 5% of expected patronage levels for this time of the year. Patronage numbers started to increase again once restrictions began easing and was back to around 63% of expected normal passengers by the end of the 2019/20 year. As part of the Covid-19 response free fares were introduced in mid-March and continued through the remainder of the financial year. Central government (through Waka Kotahi NZ Transport Agency) funded the loss in revenue to reduce the financial impact for Horizons.
- 7.2. Further information on the performance of the Horizons bus services is provided in Annex A to this report.
- 7.3. Pre Covid-19 the use of bike racks on buses in Feilding, Palmerston North, and Ashhurst had been increasing steadily. Usage data for bike racks on buses in Whanganui is not available.
- 7.4. Overall complaints received for the 2019/20 financial year have decreased from the previous year. The majority of complaints are based in Palmerston North, which correlates

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with the scale of services compared to other areas of the region. Complaints relating to missed passengers has decreased which was the largest complaint type. Meanwhile complaints relating to Customer service has increased and were the largest complaint type for the year.

- 7.5. Customer experience monitoring via our regular Mystery Shopper process unfortunately was suspended during Covid-19 alert levels 2 to 4. This has now been resumed and we are currently working on ways to improve the capture and analysis of the data from this process, so it can be used to better inform future improvements.
- 7.6. Promotions during 2019 were primarily focussed on the launch of Bee Card and Covid-19.

## **8. FLEET MAINTENANCE AND VEHICLE QUALITY**

- 8.1. Horizons services are operated by three different operators and includes 42 medium sized buses. These buses range in age with some fleet vehicles approaching the end of their operational life span and some that have only been operational for a couple of years. The maximum operational life span of buses in the Horizon fleet is 20 years. A bus undergoes a mid-life refurbishment around 8 to 10 years into its operational life span, to ensure it continues to be mechanically sound and to refresh the customer area. The current fleet has one bus due to be replaced in 2021 and two in 2023.
- 8.2. The bus fleet is managed and maintained by the respective operators. The maintenance program used by our operators is based on a level system with all buses receiving a major service once a year and in between these the vehicles will have smaller more targeted services that keep the vehicle operating in good order.
- 8.3. Alongside the regular scheduled maintenance program the each operator manages their own database of faults for their buses. Depending on the type of fault these will either be repaired immediately or during the yearly major service. Issues around safety and key operational components will be repaired immediately, while superficial damage such panel dents will be done during the major service. Faults can be identified by drivers during their daily checks or when reported by a member of the public. Horizons officer work with the operators to report any faults that come through the Horizons contact channels

## **9. SIGNIFICANCE**

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

James Miguel  
**TRANSPORT PLANNER**

Jayme Anderson  
**TRANSPORT PLANNER**

Rhona Hewitt  
**MANAGER TRANSPORT SERVICES**

## **ANNEXES**

A Public Transport Services Report