



AGENDA

HORIZONS REGIONAL COUNCIL

PASSENGER TRANSPORT SUBCOMMITTEE

Tuesday, 16 February 2010 at 1.00pm

Notice is given of a meeting of Horizons Regional Council to be held on
Tuesday 16 February, 2010 at 1.00pm in the Tararua Room,
Horizons Regional Council offices,
11-15 Victoria Avenue, Palmerston North

Business to be discussed includes:

- Passenger Transport Update
- Total Mobility and Concessionary Fare Scheme Update
- Review of Wanganui Urban Bus Services
- Levin to Palmerston North Commuter Service Review

**RECOMMENDATIONS IN REPORTS ARE NOT
COUNCIL POLICY UNTIL ADOPTED BY COUNCIL**

NEWS EMBARGO

Items in this agenda may be subject to amendment or withdrawal at the meeting. Items are embargoed until two days before the date of the meeting.

Reporters who do not attend the meetings should seek confirmation of the agenda material or proceedings from the Chief Executive prior to any media reports.

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

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REGIONAL HOUSES	Palmerston North 11-15 Victoria Avenue	Wanganui 181 Guyton Street		
DEPOTS	Levin 11 Bruce Road	Taihape Torere Road Ohotu		
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PASSENGER TRANSPORT SUBCOMMITTEE MEMBERS

Cr Vern Chettleburgh QSM ED (Chair) Mayor Brendan Duffy (Horowhenua District Council)
Cr L Bailey Cr A Anderson (Wanganui District Council)
Cr A Main Cr B Wilson (Palmerston North City Council)

AGENDA

16 February 2010
1.00pm

PART ONE

Page No

1. Apologies
2. Public Speaking Rights
Notification to speak is required by 4pm on the working day prior to the meeting. Further information is available on www.horizons.govt.nz or by phoning 0508 800 800
3. Late Items:
To consider, and if thought fit, to pass a resolution to permit the Committee to consider any further items 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, 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.
4. 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.
5. Minutes of the Meeting held on 17 November 2009 1 - 10
6. Passenger Transport Update 11 - 16
Report No: 10-11
File No: TPP 2 08
7. Total Mobility and Concessionary Fare Scheme Update 17 - 22
Report No: 10-12
File No: TTM 2 00
8. Review of Wanganui Urban Bus Services 23 - 38
Report No: 10-13 (Incl. Annex A)
File No: TPP 2 07

9. Levin to Palmerston North Commuter Service Review
Report No: 10-14
File No: TPP 2 01

39 - 42

10. Members' Questions

M J McCartney
CHIEF EXECUTIVE



Minutes of the ninth meeting, seventh triennium, of the Passenger Transport Subcommittee of Horizons Regional Council held in the Tararua Room, Regional House, 11-15 Victoria Avenue, Palmerston North at 9.02am on Tuesday, 17 November 2009.

PRESENT Crs VJF Chettleburgh QSM ED (Chair), L Bailey (from 9.08am), A Main, G P Murfitt, and B Wilson

IN ATTENDANCE Manager Transport Services Mrs A Redgrave
Committee Secretary Mrs JA Kennedy

ALSO PRESENT Crs EB Gordon, M Plowman, Mr G Shirley (Group Manager Regional Services & Information from 10.24am), Ms K Lowe (Transport Planner), Mrs V Patton (Total Mobility Coordinator to 9.55am), Mr W Wallace (Transport Planner), Ms D Webber (Transport Officer), and Mr Gopalan (Manawatu Tram Trust to 10.34am)

APOLOGIES

An apology was received from Cr Colling (resigned as Councillor from Horowhenua District Council and also as a Committee Member of the Passenger Transport Subcommittee), and an apology was received from Cr Anderson.

PT 09-69

Moved

Main/Wilson

that an apology be received from Cr Colling (resigned from Passenger Transport Subcommittee), and Cr Anderson.

CARRIED

The Manager Transport Services noted she was only advised of Cr Colling's resignation that morning. A replacement for the vacant position on the Subcommittee would be sought.

PUBLIC SPEAKING RIGHTS

No requests for public speaking rights had been notified.

PRESENTATION: MR GOPALAN, PROJECT MANAGER, MANAWATU TRAM TRUST

The Chair welcomed and introduced Mr Gopalan to the Committee.

Mr Gopalan apologised on behalf of Mr Paul O'Brien, Chairman, Manawatu Tram Trust, and a colleague who were unable to attend.

Cr Bailey joined the meeting at 9.08am.

Mr Gopalan showed a short video and powerpoint presentation outlining the history of transport in Palmerston North. He spoke of a vision to make Manawatu a leader in emission free public transport, powered by renewable energy, for the future.

Members made comment on the presentation and asked questions of clarification. A copy of the powerpoint presentation was provided to subcommittee members.

LATE ITEMS

There were no Late Items advised.

MEMBERS' CONFLICTS OF INTEREST

There were no Conflicts of Interest.

MINUTES OF PREVIOUS MEETING**PT 09-70****Moved****Main/Bailey**

that the minutes of the Passenger Transport Subcommittee meeting held on 18 August 2009, as circulated, be received and confirmed as a correct record.

CARRIED

In regard to the results of an application to the New Zealand Transport Agency's national review group for the use of Community Transport Funds for the Levin urban bus service, Cr Bailey advised that an informal meeting between Cr Colling and Hon Nathan Guy had taken place.

UPDATE ON WANGANUI URBAN BUS SERVICES REVIEW

Report No. 09-165

This report was to update Members on the Wanganui urban bus service review.

The Transport Planner (TP) spoke to the item and advised that the National Land Transport Programme was released on 28 August 2009. Sufficient funding had been allocated to meet the needs of the current services, however it was unlikely that funding would be available for any increase to the services. The focus of the review would therefore be on making the services more efficient while attempting to continue to raise patronage. A survey of all Wanganui households was currently being undertaken, and officers had been available at various functions/groups in Wanganui to discuss the review. Once the results have been collated, recommendations on a way forward would be considered.

Cr Main commented on an issue raised at a Water Safety Forum in regard to the difficulty some schools were experiencing in getting school children to the public swimming pools. The TP advised he was looking at introducing a free transfer system to be used in conjunction with the current bus timetable. Cr Main added that she had been asked by the River Traders Trust to investigate the cost of providing a once-a-month service for transporting elderly residents to the Saturday morning market. The TP undertook to follow up on the request.

PT 09-71**Moved****Main/Bailey**

that the Subcommittee recommends that the Regional Transport Committee:

- a. ***receives** the report on the update of the Wanganui bus services review.*

CARRIED

WANGANUI / PALMERSTON NORTH COMMUTER BUS SERVICE UPDATE

Report No. 09-166

This report informed Members of progress towards establishing a commuter bus service between Wanganui and Palmerston North.

The Transport Planner (TP) advised that officers would not be applying for any additional funding for the service as it was unlikely that the service would satisfy any of the criteria outlined by the New Zealand Transport Agency (NZTA) for making funding decisions on public transport services. Discussions were being held around the willingness of UCOL to gain the necessary licence to run the service commercially and therefore open the service to the public generally.

Cr Main indicated she would liaise with Cr Anderson and the Wanganui District Council on the matter. It was suggested that the NZTA be made aware of the continued interest to proceed with establishing the service.

PT 09-72

Moved

Chettleburgh/Wilson

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report on the update of the Wanganui-Palmerston North commuter bus service.

CARRIED

REVIEW OF LEVIN URBAN BUS SERVICES

Report No. 09-167

This report informed Members of the findings of a review of the Levin urban bus services.

The Transport Planner (TP) outlined that patronage and revenue recovery on the service had continued to decline since the new contract started in November 2009. It was unlikely that the service would meet the criteria required to receive any additional funding from NZTA, therefore in order for the service to continue it was suggested cutting the service from two days a week to one day a week, with a fare rise from \$1.50 to \$2.00 per trip.

Members considered that it was important for the community to retain some level of service and offered suggestions on how to improve patronage on the service, including talking to senior citizen groups, advertising the service in the local newsletter, and introducing an education programme for the elderly on the use of the bus service.

PT 09-73

Moved

Bailey/Main

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report into the review of the Levin urban bus services;
- b. **agrees** to reduce the service to a one-day per week service to operate on Thursdays only, subject to a suitable price being negotiated with the operator and an increase in the fare from \$1.50 to \$2.00 per trip.

CARRIED

NATIONAL LAND TRANSPORT PROGRAMME (NLTP) 2009-12

Report No. 09-168

This report updated Members on the National Land Transport Programme (NLTP) 2009-12.

The Transport Planner (TP) updated Members on the funding available for all transport activities throughout the country, as outlined in the NLTP. Through the NLTP, the New Zealand Transport Agency (NZTA) gives effect to the Government Policy Statement (GPS). The allocation for Horizons for 2009-12 was less than what was requested, however it was expected to meet the requirements for services, as long as operating costs did not rise substantially.

In regard to the Palmerston North Bus Terminal Upgrade Project, the TP advised that based on the information currently submitted to the NZTA, the project was not eligible for subsidy unless there was a significant improvement in priority, and central government funding became available. Further work would be carried out by the terminal project working group to progress the project, and a more detailed funding application would be submitted to the NZTA.

Members considered the report and asked questions of clarification around expected timeframes for any funding from NZTA, in the event that the application proved successful.

PT 09-74

Moved

Chettleburgh/Bailey

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report on the National Land Transport Programme.

CARRIED

NEW ZEALAND TRANSPORT AGENCY DRAFT FAREBOX RECOVERY POLICY

Report No. 09-169

This report informed Members about the New Zealand Transport Agency (NZTA) Draft Farebox Recovery Policy consultation.

The Transport Planner (TP) spoke to the item and outlined the concerns NZTA wished to see addressed through the Policy. She advised that a copy of the submission on the New Zealand Transport Agency Draft Farebox Recovery Policy was not yet available for Members' comment and approval. Transport staff would be attending a meeting scheduled with Local Government to identify key issues and prepare a submission, to be signed off by the Chair of Passenger Transport, with a copy to be forwarded to Committee members.

Members considered the report and asked questions of clarification.

Recommendation (b) was changed accordingly.

PT 09-75

Moved

Murfit/Bailey

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report on the New Zealand Transport Agency Draft Farebox Recovery Policy consultation;

- b. **requests** staff to prepare a submission on the the New Zealand Transport Agency Draft Farebox Recovery Policy, to be signed off by the Chair of Passenger Transport Subcommittee, with a copy forwarded to Members.

CARRIED

MEMBERS' QUESTIONS

Cr Wilson raised a concern in regard to the placement of a public bus shelter located in the grounds of the International Pacific College (IPC). He said that 'Private Property' signs were also placed at the entrance to IPC grounds, and the public were reluctant to enter the grounds to reach the bus shelter. The Transport staff agreed to investigate and follow up on the matter.

Members discussed the possible effects to the Capital Connection rail service between Palmerston North and Wellington, once electrification of the rail between Paraparaumu and Waikanae was completed. The Manager Transport Services advised she was waiting for information from KiwiRail on passenger numbers using the service from particular locations between Palmerston North and Waikanae. Members requested that a letter be written to Hon Nathan Guy, outlining the Subcommittee's concerns at the potential loss of the commuter services to Wellington.

PUBLIC EXCLUDED

PT 09-76

Moved

Chettleburgh/Bailey

that the public be excluded from the remainder of the Subcommittee meeting as the general subject matter to be considered while the public was 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 was as follows:

General subject of each matter to be considered	Reason for passing this resolution	Grounds under section 48 (1) for passing this resolution
PX1 Confirmation of minutes of 18 August 2009	As disclosure would not be in the public interest because of the greater need to enable Council to carry on without prejudice or disadvantage commercial negotiations.	That the exclusion of the public from that part of the meeting is necessary to prevent the disclosure of information for which good reasons for withholding exist.

CARRIED

The meeting adjourned to the public excluded part of the meeting at 10.34am and resumed at 10.39am.

The meeting closed at 10.40am

Confirmed

MANAGER TRANSPORT SERVICES

CHAIRMAN

ANNEX: A Previous Public Excluded Passenger Transport Minutes of 17 November 2009

CONFIDENTIAL



At the Regional Transport Committee meeting held on 1 December 2009, resolution LT 09-96 stated that the Public Excluded minutes of the Passenger Transport Subcommittee meeting held on 17 November 2009, be moved to the public part of the meeting

Minutes of that part of the Passenger Transport Subcommittee meeting held on Tuesday, 17 November 2009, from 10.34am to 10.39am, in the Tararua Room, Regional House, 11-15 Victoria Avenue, Palmerston North to which the public were excluded, pursuant to the provisions of the Local Government Official Information and Meetings Act 1987, the specific grounds under Section 48(1) LGOIMA are as follows:

General subject of each matter to be considered	Reason for passing this resolution	Grounds under section 48 (1) for passing this resolution
PX1 Confirmation of Minutes of 18 August 2009.	As disclosure would not be in the public interest because of the greater need to enable Council to carry on without prejudice or disadvantage commercial negotiations.	That the exclusion of the public from that part of the meeting is necessary to prevent the disclosure of information for which good reasons for withholding exist.

PRESENT Crs VJF Chettleburgh QSM ED (Chair), L Bailey, A Main, GP Murfitt, and B Wilson.

IN ATTENDANCE Manager Transport Services Mrs A Redgrave
Committee Secretary Mrs JA Kennedy

ALSO PRESENT Crs EB Gordon, M Plowman, Mr G Shirley (Group Manager Regional Services & Information), Ms K Lowe (Transport Planner), Mr W Wallace (Transport Planner), and Ms D Webber (Transport Officer).

APOLOGIES Apologies were noted in the public part of the meeting from Crs Colling and Anderson.

LATE ITEM

The Chairman advised of a Late Item relating to confidential information received from the New Zealand Transport Agency in regard to the Palmerston North Bus Service Improvements Project.

PX PT 09-19**Moved****Bailey/Main**

*that the Subcommittee **receives** as a Late Item, confidential information from the New Zealand Transport Agency in regard to the Palmerston North Bus Service Improvements Project.*

CARRIED

MINUTES OF PREVIOUS MEETING**PX PT 09-20****Moved****Murfitt/Chettleburgh**

that the minutes of the confidential part of the meeting held on 18 August, 2009 be confirmed as a correct record.

CARRIED

The Chairman advised that the Public Excluded minutes of 18 August 2009 be moved to the public part of the meeting.

PX PT 09-21**Moved****Chettleburgh/Bailey**

that the Public Excluded minutes of 18 August 2009 be moved to the public part of the meeting.

CARRIED**LATE ITEM: CONFIDENTIAL INFORMATION RECEIVED FROM THE NEW ZEALAND TRANSPORT AGENCY**

The Transport Planner (TP) gave an update on information received from the New Zealand Transport Agency (NZTA) in regard to an application for funding for the Palmerston North Bus Service Improvements Project.

An application had been submitted to NZTA for improvements to the frequency of the Palmerston North bus services. The TP was pleased to advise that funding had been approved subject to a review of the services after two years, prior to the development of the next National Land Transport Programme, to ensure that the initiative delivered value for money as set out in the proposal. A report based on that, was to be provided to NZTA by 31 March 2012. It was proposed that the initiative would be implemented early in 2010.

The Chairman thanked the Transport team for their efforts and hard work on the submission.

PX PT 09-22**Moved****Chettleburgh/Bailey**

*that the Subcommittee **receives** the update on the successful funding application for the Palmerston North Bus Terminal Upgrade Project.*

CARRIED

Members agreed there was value in organising a Press Release to inform the public on progress with the project.

PX PT 09-23**Moved****Bailey/Chettleburgh**

that the Subcommittee moves out of Public Excluded.

CARRIED

The Public Excluded section of the meeting concluded at 10.39am.

Confirmed

MANAGER TRANSPORT SERVICES

CHAIRMAN

UNCONFIRMED

A Significant decision? If Yes	N
Do recommendations meet Significance Policy (contained within the LTCCP)	

Item No: 6
Date: 16/02/2010
Report No: 10-11
File No: TPP 2 08

PASSENGER TRANSPORT UPDATE

PURPOSE

- To update the Committee with the half-yearly passenger transport results.

FINANCIAL IMPACT

- The cost of passenger transport services has been accounted for in the 2009-10 budgets.

PALMERSTON NORTH BUS SERVICES

- Just over 459,400 trips were made on the Palmerston North Urban services from 1 July 2009 until 31 December 2009; this figure includes trips made by Massey and Universal College of Learning (UCOL) staff and students. This compares with 437,000 trips for the same period last year.
- Patronage on the Fernlea Heights service continues to grow. For the period to 31 December 2009, 10,132 trips were made on this service, compared with 8,937 for the same period last year. Figure 1 shows the monthly breakdown of patronage from July 2007 until 31 December 2009.

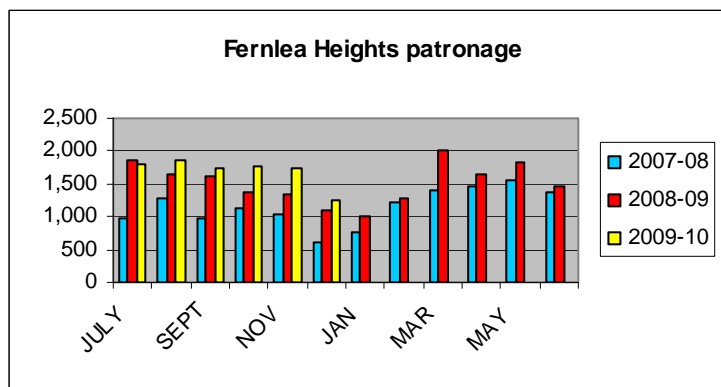


Figure 1. Patronage on the Fernlea Heights bus service

- Overall patronage in Palmerston North has grown significantly in the last 18 months. There was a 10% increase in 2008-09 over 2007-08 across the Palmerston North services and growth for the year to date sits at 5.2% over 2008-09. Figure 2 shows patronage in Palmerston North for the year to date (July to December) patronage separated into urban, Fernlea Heights, Massey and UCOL trips.

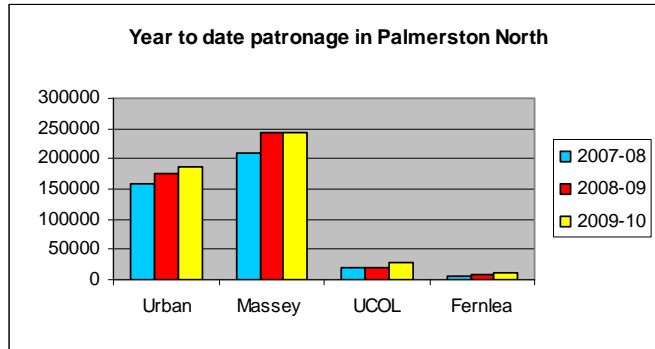


Figure 2. Year to date patronage on Palmerston North bus services

6. Over 2,678 free trips were made over three weekends during December's Christmas promotions on all Palmerston North services. Horizons Regional Council also provided two extra free services to transport people home after the Palmerston North Christmas parade.

WANGANUI SERVICES

7. Wanganui Urban bus service passenger numbers reached just over 69,400 for the period 1 July 2009 to 31 December 2009, compared to 71,400 for the same period last year. This includes free trips made by UCOL staff and students. While patronage is slightly down compared to the same period last year, 57,552 trips were made during first six months of 2007-08. 425 passengers also travelled for free on weekends throughout December, at a cost to Horizons of \$ 240.48 (excluding GST).
8. The Castlecliff school bus service has been contracted by Transit Coachlines Wanganui since February 2008. Passenger numbers are down slightly compared to the same period last year from 10,362 to 9,957. This may be due to changing school rolls in local areas or passengers shifting from the school service to the urban services.
9. Figure 3 shows patronage in Wanganui for the year to date (July to December) separated into urban, UCOL and Castlecliff school trips.

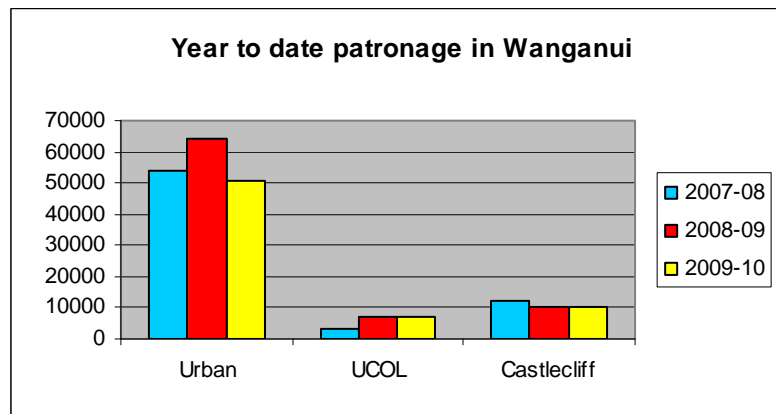


Figure 3. Year to date patronage on Wanganui bus services

10. The review of Wanganui urban and Castlecliff bus services is now well underway. Further discussion on this can be found elsewhere in this agenda.

MASSEY UNIVERSITY AND LINTON LATE NIGHT SERVICES

11. Massey late night passenger numbers have increased in comparison with last year from 2,809 to 3,484. Massey University pays for the local share of the cost of these services, which means there is no cost to Horizons Regional Council.
12. Linton late night passengers have also increased from 1,096 to 1,577 for the same period last year. Patronage on this service tends to fluctuate because of the transient nature of the population of Linton and the movements of military personnel. The New Zealand Defence Force has now agreed to contribute the local share meaning that there is now no cost to Horizons Regional Council in providing the service.

LINTON SHOPPERS' TRIAL SERVICE

13. A trial shoppers' service between Linton Camp and Palmerston North commenced in April 2009. The service is provided by Madge Coachlines and operates on Tuesday and Thursday.
14. There have been 361 trips taken since the service began. The service will be reviewed as its one year trial period ends, and a proposal on its future will be brought to the May meeting of this Committee.

ASHHURST SERVICES

15. 685 trips were made on the Ashhurst service for the six month period to 31 December 2009, a decrease over the 963 carried for the same period last year.
16. This decline in patronage is largely due to the contracted Saturday service being deleted as part of a service review undertaken in early 2009. The service now operates only on Tuesday and Thursday.

FEILDING SERVICES

17. The service has been contracted by Horizons Regional Council to Tranzit Coachlines since January 2009. Two superlow floor wheelchair accessible vehicles are now available on the service.
18. 39,160 passengers have been carried for the first half of this year compared to 32,258 for the same period last year.
19. As part of our Christmas promotion, free trips were offered on Saturdays throughout December 2009. 185 free trips were taken over three Saturdays. Tranzit Coachlines, with the support of Horizons, also entered a bus in the Feilding Christmas parade to hand out timetables and raise awareness of the service.

LEVIN URBAN SERVICES

20. Passenger numbers in Levin continue to decline, with 1,151 travelling for the same period last year and only 853 for the first six months of this year. In November 2009, this committee recommended reinstating a larger bus on the service as well as reducing the service to one day per week and increasing adult fares to \$2. These changes commenced from 1 January 2010.

21. Officers from Horizons held an information morning tea at the Horowhenua District Council offices on Thursday 21 January to advise public of the changes and to raise awareness of the service. This was attended by approximately 12 people, and officers stressed the need for the community to use the service if it is to be retained. Feedback on the retention of the service and the introduction of the larger bus was positive.

LEVIN AND MARTON COMMUTER SERVICES

22. The Levin Commuter service is currently to budget and passenger numbers are down from 5,009 for the same period last year to 3,374. The contract for this service expires in May 2010. Further discussion on the review and retendering process can be found elsewhere in this agenda.
23. 1,740 passengers utilised the Marton commuter service for the first half of this year, a decrease from 2,613 for the same period last year. The service is currently running slightly under budget.
24. Transit Coachlines, with the support of Horizons, also entered a bus in the Bulls Christmas parade to hand out timetables and raise awareness of the Marton service.
25. In 2008-09, considerable growth was achieved on our commuter services, largely due to the rising costs of fuel. Now that fuel costs have dropped and remained relatively stable, patronage on the commuter services has dropped back to levels similar to that seen in 2007-08. Figure 4 shows the year to date patronage on the Levin and Marton commuter services.

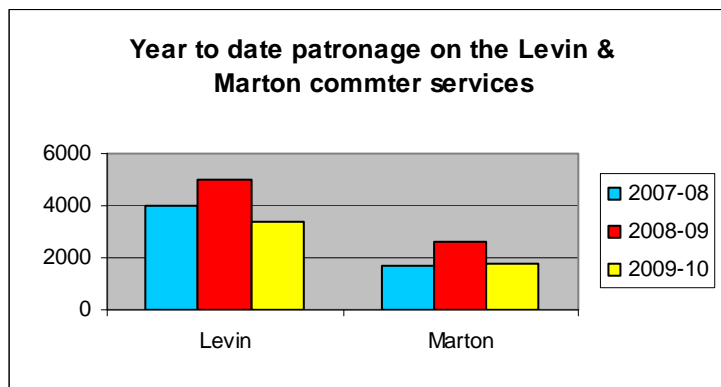


Figure 4. Year to date patronage on the Levin and Marton commuter services.

RAETIHI SERVICES

26. 96 passengers were carried on this service for the first six months of the year, with 82 carried for the same period last year.

COMMUNITY SERVICES

27. The Foxton Beach Community Van provides transport to hospitals and clinics in Foxton, Levin and Palmerston North. The service is operated by volunteer drivers and receives a concession payment from Horizons Regional Council for each passenger carried. The scheme is running under budget and has carried 531 passengers for the first half of the year, a decrease of 270 passengers from the same period last year.

28. Foxton Motor Coach Museum operates a weekly service between Foxton and Foxton Beach. The service is operating under budget and 382 passengers travelled on this service, an increase from 362 compared with this time last year.
29. Prisoners' Aid and Rehabilitation Services (PARS) provides transport to enable those without access to a vehicle to visit inmates at Linton prison. PARS are operating under budget and patronage remains consistent.
30. 488 passengers have been carried on the Levin Community Van for the first half of this year compared to 878 during the same period in 2007-08 and the service is operating under budget. The Levin Community Van now works with the Horowhenua Health Shuttle and transports passengers from around Levin to the Health Centre for medical visits to Palmerston North.

SUPERGOLD CARD FREE OFF-PEAK TRAVEL

31. Early in 2008, the government announced funding of \$18 million per year for four years for free off-peak bus, rail and ferry travel for SuperGold Card holders. The scheme was launched on 1 October 2008 and continues to be well patronised throughout the Region. The results per service are shown in the table below.

SERVICE	PATRONAGE 1 OCTOBER 2008 – 30 JUNE 2009	PATRONAGE 1 JULY 2009 – 30 DEC 2009	TOTAL
Palmerston North	29,787	23,371	53,158
Wanganui	21,236	15,164	36,400
Feilding	2,633	2,250	4,883
Ashhurst	294	237	531
Levin	1,067	810	1,877

32. The SuperGold Card scheme is currently being reviewed by the New Zealand Transport Agency and a report is to go before the Minister of Transport in late January. This will be followed by a targeted consultation with stakeholders and the implementation of any outcomes in May 2010.

PALMERSTON NORTH BUS TERMINAL PROJECT

33. In late 2008, Palmerston North City Council (PNCC) engaged Parsons Brinckerhoff (PB) Consultants to prepare a study on the future of the Palmerston North bus terminal. Part of the brief for the study was to propose and evaluate potential options for a central city interchange and terminal facility for long-distance services.
34. The PB report was presented to this Committee in November 2008 and it was recommended that a working party be established between PNCC and Horizons to further discuss the report and recommend the preferred location.
35. The PB report was subsequently presented to the Planning and Policy Committee of PNCC in February 2009. That Committee recommended that further investigation into possible locations for a new facility be undertaken and that adequate funding be included in the Long-term Council Community Plan (LTCCP) for design and construction.

36. A total of \$10 million has been allocated towards design and construction of a new facility in PNCC's LTCCP 2009-19. Based on the information currently submitted to the New Zealand Transport Agency (NZTA) the project has been given Reserve A status in the National Land Transport Programme 2009-12. It is therefore unlikely to be subsidised unless there is a significant change in the national priority of the project and NZTA funding becomes available. Further investigation into the location, type of infrastructure and facilities required must be undertaken in order to present a detailed funding application to the NZTA.
37. The working party met in August 2009 and identified a set of criteria for potential sites including size, safety for passengers and pedestrians, and traffic management issues. Cr Chettleburgh and Horizons officers subsequently attended a PNCC Councillors' workshop in mid August 2009 where these criteria were discussed and the Terms of Reference and scope of the project confirmed. The working group is expected to meet on 18 February to begin further investigation into potential sites.

RECOMMENDATIONS

38. It is recommended that the Subcommittee:
 - a. **receives** the six monthly results for transport services supported by Horizons Regional Council.

K Lowe
TRANSPORT PLANNER

A Significant decision? If Yes	N
Do recommendations meet Significance Policy and LGA requirements?	

Item No: 7
Date: 16/02/2010
Report No: 10-12
File No: TTM 2 00

TOTAL MOBILITY AND CONCESSIONARY FARE SCHEME UPDATE

PURPOSE

1. This report is to inform members
 - a. of the cost and patronage of Total Mobility and some concessionary fare schemes in the six months to December 2009; and
 - b. update members on current developments in Total Mobility.

FINANCIAL IMPACT

2. Already accounted for in 2009-10 Long-term Community Council Plan (LTCCP)

OVERVIEW

3. Across the Region there are currently 5337 people using the scheme which is an increase of 485 people in the past year. There have been 956 ID cards issued to users over this period.

GENERAL UPDATE

4. In December 2009 Dannevirke Taxis closed down. This service was a vital link for elderly and disabled people in the town and will be sorely missed.
5. Fortunately, The Order of St John, who run the health shuttle from Dannevirke to Palmerston North Hospital, are able to assist people to get to local medical appointments. A press release has gone to the local paper to make people aware of this service and how they can book it.
6. At this stage there has been no indication that another operator will step in to fill this gap.
7. Manawatu Taxis also closed down, bringing the number of operators in Palmerston North down to three.
8. One suspensory loan has been requested and approved in the past six months. This is to install a new hoist and re-fit for a new Taxis Palmerston North van. This van will replace an existing van with a ramp.
9. The online voucher track database is being rolled out to assessment agencies and this process is proving to be far more effective and time efficient than the previous stand-alone versions installed at each agency.
10. Six companies operate hoist vehicles in our Region and in the past six months 8311 trips have been made at a net cost of \$63,115.00.

11. Planning is well underway to provide the free use of mobility scooters to people who are unable to walk around Central Districts Field Days, 18-20 March. At last years Field Days over 40 people booked scooters with several more asking for help on the day, after over-estimating their ability to get around the event. Our scooter supplier, A1 Wheelchairs, went to extraordinary lengths to make sure that everyone who needed help got it, whether it was a mobility scooter or a wheelchair. Bookings for the scooters are now being taken and we expect to be fully booked out again this year.

FOCUS ON THE REGION

12. Over the past nine months I have aimed to spend one day a week in other towns within the Region, where the scheme operates. This has resulted in better awareness of the scheme and of Total Mobility processes. Wanganui was the first area concentrated on, and this tied in successfully with contract negotiations with agencies and taxi companies. Over the next six months this will be extended to other schemes within the Region.

PALMERSTON NORTH TOTAL MOBILITY

13. A total of 33,034 passengers have been carried over the first six months of this financial year, which is a decrease of 600 on the same period last year. There are now 1949 people using Total Mobility in the city, which is a net increase of 180 people in the past year. The average voucher subsidy is \$5.42 (Excl GST) an increase of .32c in the past year.
14. Palmerston North is currently running 5% under its subsidy budget of \$365,000; however this does not include \$22,000 for the hoist installation.
15. There are now three taxi companies providing the Total Mobility service in Palmerston North. Sixteen agencies, as well as the Total Mobility coordinator, are providing assessment and voucher distribution to Total Mobility clients in Palmerston North.

WANGANUI TOTAL MOBILITY

16. The Wanganui scheme has carried a total of 19,845 passengers in the past six months, 875 fewer trips than the same period last year. The average voucher subsidy is now \$5.10 (Excl GST) which is an increase of 3c on the same period last year.
17. Wanganui has 1350 current users which is a net increase of approximately 130 people in the past year.
18. Wanganui is running 4.6% under budget with expenditure of \$85,423 in the first six months of the year from a subsidy budget of \$189,000. A further \$20,000 has been allocated for a hoist replacement.
19. Thirteen disability agencies and the Total Mobility coordinator are providing assessment and voucher distribution services to Total Mobility clients in Wanganui.
20. Age Concern Wanganui has been accepted as a new assessment agency for the Wanganui area. They offer two qualified social workers to do the assessments and they will provide an 'at home' service. They also do not have a mandatory assessment or membership fee.

LEVIN TOTAL MOBILITY

21. In the past six months 16,601 passengers trips have been made, a decrease of 1544 on the same period last year. There are 926 people using the scheme in Levin which is a net increase of 136 people in the last 12 months.
22. The average voucher subsidy in Levin of \$3.35 (exl GST) has been stable with no significant variation in the past six months.
23. Levin's expenditure to date is \$50,621 which is 5% under its budget of \$113,400 at the six month period.

FEILDING TOTAL MOBILITY

24. Feilding Total Mobility passenger numbers peaked last year at 8705. However, as with other areas, numbers were down again this year to 7762 over the six month period to December 2009.
25. Expenditure is correspondingly less with expenditure at the six month period 6.9% under budget. The average voucher subsidy has remained stable at \$3.12 (exl GST).
26. There has also been a net increase in the number of people on the scheme with 496 current users, up from 461 for the same period last year.

MARTON TOTAL MOBILITY

27. Marton Total Mobility numbers have shown a net increase of eight in the past six months with a total of 162 people now accessing the scheme. Passenger trips over the past six months were 1,303, a decrease of 347 on the same period last year. The average voucher subsidy has shown a slight decrease and is now \$3.14 (exl GST).
28. Expenditure in Marton is currently running well under budget with \$4624.00 of the \$14,700 budget spent. This downturn in passenger numbers may be attributable to change in operator during the past year.
29. In Marton Total Mobility assessments and voucher distribution are undertaken by one independent assessor.

TAUMARUNUI TOTAL MOBILITY

30. Taumarunui has 203 people on the scheme, a net increase of 45 people since the same period last year. There have been 3112 trips taken in the past six months which is an increase of 1039 on the same period last year.
31. The average voucher subsidy in Taumarunui is \$5.50 (Excl GST) an increase of .50 c.
32. Taumarunui is 4.9 % over its year-to-date budget with expenditure of \$12,500.

DANNEVIRKE TOTAL MOBILITY

33. At the time Dannevirke Taxis closed down there were 97 people on Total Mobility, which was an increase of eight in the past year.
34. In the six months to December 2009, 733 passenger trips were made at a total cost of \$2078.09 with an average voucher subsidy of \$3.65.

CONCESSIONARY FARE SCHEMES

TARARUA ORDER OF ST JOHN

35. Tararua Order of St John provides a service for people needing access to health services in either Palmerston North or in the Dannevirke urban area.
36. They are paid either \$1 per head for those making a local trip or \$5 per head for those travelling to Palmerston North.
37. An average of 153 people travelled on this service each month which is the same number over this period last year. By far the majority of passengers travel between Dannevirke and Palmerston North, with 64 people using the service to access medical services in Dannevirke.
38. Current expenditure is \$5204.00 (Excl GST). It is expected that this service will finish the year within the allocated \$11,000 budget.

FEILDING ORDER OF ST JOHN

39. Feilding Order of St John provides assistance for people to access health services in Palmerston North for which they are paid \$1.50 per passenger. In the first six months of this year there has been a slight decrease in the number of people using this service from 1758 last year to 1708 year.
40. The expenditure to December 2009 was \$2,539.50 and this service is expected to exceed its maximum annual subsidy of \$3,400.

TAUMARUNUI MOBILITY VAN SERVICE

41. The Taumarunui Mobility Van Service has provided a service for those Taumarunui people who are unable to use the taxi service, for about 12 years. The van is used primarily for people to attend day care at the hospital and attend physiotherapy.
42. After losing their contract with Special Education Services last year, the Trust was concerned about their ability to meet the operational costs of the van. Although there has been a reduction in their income the Trust is taking advantage of that free time and has been hiring the van out to community organisations, when possible. Patronage of this service has remained steady and looks to reflect passenger numbers of the previous year.
43. 1095 trips have been made in the six month period to December 2009 at a cost of \$3832.50, an average 2-3 trips day. It is expected that the service will finish the year under its annual budget of \$8,970.

SOUTH TARARUA ORDER OF ST JOHN

44. The South Tararua Health Shuttle was established in March 2007 to provide a door-to-door service for people needing to access health services within the South Tararua area and to Palmerston North hospital.
45. The van is wheelchair accessible and fourteen volunteers have been trained with each trip staffed by one driver and a helper.
46. A three month trial was instigated in March 2007 with a \$1 subsidy for local trips and \$3.50 to Palmerston North. The Palmerston North subsidy was increased to \$4 when the 12 month contract was signed in June 2008. The increase ensured parity with the Horowhenua service which travels a similar distance.
47. In the six months to December 2008, 815 people have used this service, an increase of 200 on the same period last year at a cost of \$3101.00 (Excl GST).
48. With the continued growth in this service the budget was increased from \$3,600 to \$6,000 and it is anticipated that the service will finish the year close to its allocated budget.

HOROWHENUA HEALTH SHUTTLE

49. The Horowhenua District Health Transportation Trust commenced operation on 4 February 2008. The service began operating on a twice daily basis but has since increased the frequency of trips and now makes a return trip to Palmerston North five times a day from Monday to Friday.
50. Horizons Regional Council allocated a maximum subsidy of \$10,000 for the 2009-10 financial year, but as a result of a submission to the Draft Annual Plan, the budget for the 2009-10 financial year was increased to \$30,000.
51. In the six months to December 2009, 3998 people used the service, a decrease on the same period last year when 4995 were carried. Expenditure to December 2009 was \$15,952 (ex GST).
52. These figures do not include dialysis patients whose travel is subsidised by Mid Central Health.

RECOMMENDATIONS

53. It is recommended that the Subcommittee:
 - a. **receives** the report on six month results for the Total Mobility scheme and some concessionary fare schemes in the Manawatu Wanganui region.

V Patton
TOTAL MOBILITY COORDINATOR

A Significant decision? If Yes	N
Do recommendations meet Significance Policy (contained within the LTCCP)	

Item No: 8
Date: 16/02/2010
Report No: 10-13
File No: TPP 2 07

REVIEW OF WANGANUI URBAN BUS SERVICES

PURPOSE

1. This report is to update Members on progress with the review of the Wanganui urban bus services. This is required as the current five-year contract expires in November 2010.

FINANCIAL IMPACT

2. The cost of the Wanganui urban services has been accounted for in the LTCCP 2009-12.

BACKGROUND

3. The Wanganui urban bus services are currently operated by Tranzit Coachlines at an annual net contract price of \$255,810 (GST excl). This contract price was varied in January 2007 following a number of changes to the original contract which involved deleting a number of services and reducing the kilometres travelled on some services.
4. The service currently operates on Monday to Saturday on four loop routes covering most of urban Wanganui. Total passengers carried in the 2008-09 year was 131,549.

REVIEW PROCESS

5. The process of reviewing the Wanganui urban bus services has been undertaken in four parts. The process has involved:
 - Reviewing patronage data.
 - Consulting with the public of Wanganui via a survey.
 - Hiring a public transport consultant to review the services and recommend any changes.
 - Consulting with the current operator on any potential service improvements.
6. At the August 2009 subcommittee meeting data was presented on the performance of the Wanganui urban bus services. The primary highlights being:
 - A 17% increase in patronage in 2008-09 from 2007-08.
 - Revenue recovery rate of 36.2% for the 2008-09 year. This was an increase on the 2007-08 rate of 32.9%. The Regional Passenger Transport Plan sets a minimum 40% revenue recovery rate for passenger transport services.
7. A final report containing recommendations for changes to the services will be presented at the May 2010 committee meeting.

PASSENGER TRANSPORT SURVEY

8. In December 2009 a survey was conducted and survey forms were included in the *River City Press* (sent to all urban residences); made available through the Horizons and Wanganui District Council websites; sent to all schools, including the Universal College of Learning (UCOL); agencies that administer the Total Mobility scheme in Wanganui and community organisations represented on the Wanganui Older Peoples Forum. Forms were also placed on the buses. A copy of the survey is attached at Annex A.
9. Over 600 responses were received, with almost 40 % of respondents being non-users of the service. Respondents provided information on why they currently do or do not use passenger transport and what would encourage them to utilise the services.
10. The survey was designed to also capture the Wanganui component of the annual passenger transport survey of users of the service. This is a requirement of our funding arrangement with the New Zealand Transport Agency.
11. The results of this part of the survey are presented in Table 1. Respondents were encouraged to answer along a scale of Excellent to Very Poor. Responses were then weighted with a score of five for Excellent to one for Very Poor. Therefore the higher the score the better that aspect of the services.

Table 1: Customer Satisfaction of Wanganui urban bus services

	Excellent	Good	Fair	Poor	Very Poor	Average Score
Value for money	225	161	48	12	5	4.31
Availability of services	79	188	114	49	26	3.54
Frequency of services	68	146	151	58	22	3.40
Service reliability	118	213	62	12	3	4.06
Length of Journey	104	220	61	10	8	4.00
Personal safety on board	140	233	54	10	1	4.14
Personal safety at stop	136	225	53	15	6	4.08
Quality of buses	120	223	81	19	3	3.98
Customer service	179	193	47	4	2	4.28
Overall service	120	218	65	18	5	4.01

12. Overall there is a high level of satisfaction with the services. High levels of satisfaction were recorded for the value for money and customer service aspects of the service, while lower levels of satisfaction were recorded for the availability and frequency of the services.

13. Current users of the service were asked to state why they use the service. Just on half the current users responded with shopping as their main reason for using the service. Around 14 % use the service to get to and from work (commuters) and 12 % to get to and from school or tertiary training. The remainder (23%) used the services for a variety of reasons with the most common reasons given as medical appointments or visiting friends and family.
14. Non-users of the service were asked what would encourage them to use the services. They were given a choice of the following responses:
 - More frequent services;
 - Earlier/later services;
 - Services that are nearer to where they want to travel to and from and on a regular basis;
 - More reliable services;
 - Cleaner and more comfortable buses; and
 - Less crowded or more spacious buses.
15. Respondents could add their own response if they so chose. Respondents were encouraged to rank their preferences from 6 (highest preference) to 1 (lowest preference).
16. The most favoured response was more frequent services followed by earlier/later services.
17. Respondents, both users and non-users, were also asked to add any other general comments. Comments were varied however a number of themes did emerge. These can be summarised as:
 - Generally happy with service and/or drivers;
 - More or better weekend services;
 - Better information at bus stops/shelters;
 - Greater frequency of services needed;
 - More shelters;
 - Improved services for Wanganui East;
 - More bus stops; and
 - Earlier/later services for commuters.

REVIEW OF CURRENT ROUTES

18. The current Wanganui services have four routes operating on loops that alternate direction during the day. The routes are:

- Castlecliff – Route 1 (pink) and route 2 (blue) – 14 services Monday to Friday and 3 services on Saturdays.
 - Springvale/St Johns Hill – Route 3 (red) and route 4 (yellow) – 4 services Monday to Friday and no Saturday services.
 - Aramoho – Route 5 (orange) and route 6 (purple) – 12 services Monday to Friday and 3 Saturday services.
 - Wanganui East – Route 7 (brown) and route 8 (green) – 8 services Monday to Friday and 2 Saturday services.
19. The Aramoho and Castlecliff services operate on an hourly schedule between 7am and 5.10pm. The Wanganui East and Springvale/St Johns Hill routes operate less frequently.
 20. While the services currently cover most of the city, in order to do so the loops are long and are not convenient for commuters. Patrons who catch the bus early on the loop travel the bulk of the route to get to the Central Business District (CBD). Each loop currently takes between 40-50 minutes to complete.
 21. Members will recall that as there is little to no extra funding in the passenger transport services work category in the National Land Transport Programme 2009-12, any changes to the services will have to fit within existing budgets
 22. Council employed Dr Peter Stoeveken, a passenger transport consultant, to take a fresh look at the current Wanganui passenger transport services. Dr Stoeveken is well-known for taking a customer focused outlook to passenger transport, i.e. what the user wants from the service. Dr Stoeveken's brief was to examine the current services and recommend any route, timetabling or fare structure improvements that could be made at no or minimal extra cost to Horizons.
 23. Dr Stoeveken spent time riding the buses looking at the existing routes and timetable and understanding the layout of the city and the amenities that the routes currently service. Officers also briefed him on some of the issues Horizons would like to solve in reviewing the services, such as the lack of services to Springvale/St Johns Hill, the timing problems with the Wanganui East and Springvale/St Johns Hill service, the weight restrictions on the Dublin Street Bridge and the need to service Wanganui Base Hospital.
 24. Horizons also consulted with the current operator, Tranzit Coachlines, on what types of improvements they thought could be made to the services. Tranzit discussed service improvements internally with their drivers and produced a set of new route maps that have been taken into account. Officers met with Paul Snelgrove (Managing Director) and James Snelgrove (Tranzit Wanganui Manager) on January 26 2010 to discuss their recommendations.

GENERAL CHANGES TO SERVICES

25. A number of recommended changes, regardless of what option is chosen, have been identified. The following changes are intended to reduce the kilometres travelled, reduce journey times on all services or improve the level of service of the current services. The effect of these changes is that they could enable some new services to be introduced.

26. All routes currently begin and terminate at the Maria Place terminal in the CBD and also go via Trafalgar Square (a major shopping destination) whether inbound or outbound. This leads to a lot of extra running around the CBD and therefore extra kilometres travelled which increases the cost of the services. In some instances the routes almost double back on each other in order to serve both Maria Place and Trafalgar Square. It is recommended that, where possible, all services now begin and terminate at the Trafalgar Square bus shelter on St Hill Street and go via Maria Place.
27. All routes also currently travel via Wicksteed Street rather than a more direct route via Victoria Avenue, the main street through the CBD. The reason the services currently use Wicksteed Street is that there are a number of medical specialists on the street and UCOL used to have its main campus there. UCOL has since moved most of its operations to its new Rutland Street campus.
28. However Wicksteed Street has a number of speed humps and either give way or stop signs. This slows down the buses considerably. Therefore, it is recommended, pending Wanganui District Council approval, that the services travel via Victoria Avenue west of Ingestre Street.
29. The lack of convenient access to Wanganui Base Hospital has been consistently raised as a concern by residents of Wanganui. Currently the closest service to the hospital, Castlecliff, travels nearby and people wanting to get to the hospital have to get off at Carlton corner and walk about 200 metres to the hospital entrance, which can be a considerable distance for the elderly or those with mobility issues, especially in inclement weather. Officers will be consulting with the Whanganui District Health Board about gaining bus access into the main entrance off Heads Road.
30. The Wanganui East service currently uses the Dublin Street bridge on the green route and travels around the western side of the river in an area already serviced by the Aramoho route. This part of the route picks up very few passengers and it is therefore recommended that this part of the service is terminated. The services would only use the City bridge from now on.
31. This would also solve the current weight restriction dilemma on the Dublin Street bridge should the services ever use heavier buses than are currently in use on the Wanganui East route.
32. All 5.10pm services would be shifted either five or ten minutes later (currently proposed at 5.20pm), as many survey respondents thought 5.10pm was too early to catch the bus for workers who finish at 5.00pm.
33. The Saturday services timetable would change. Many survey responses from Wanganui East users believed that the first service on Saturdays was too late for Saturday morning retail hours or for attending the River Traders market. Therefore the Wanganui East Saturday services have been brought forward as well as the first Castlecliff service.
34. Before any routes are finalised consultation would be undertaken with the Wanganui District Council as bus stops and shelters would have to be relocated.

PROPOSED SERVICE OPTIONS

35. After considering the feedback from the survey and also the recommendations from both Dr Stoeveken and Tranzit, officers have prepared three options for the services.

- **Option A** – Adjusted routes with an increase in overall services on Castlecliff of two services per day and Wanganui East by one service per day. Overall an increase of three services per week. Some minor timetabling changes would be made particularly to the Saturday services.
- **Option B** – More direct, faster routes. This would allow for an increase of 4 services per day over the current timetable. This would allow for an hourly timetable on the Castlecliff, Wanganui East and Aramoho routes. The Springvale/St Johns Hill route would remain as is; however a commuter service in the morning and evening would be added. This would result in an overall increase of three services per week.
- **Option C** – Changes to all routes, however major changes to Wanganui East, Aramoho and Springvale/St Johns Hill route. Off-peak (9am-3pm) Aramoho would combine with the St Johns Hill (red) service and Wanganui East would combine with the Springvale (yellow) service. Peak services for Aramoho and Wanganui East would remain unchanged. On the Castlecliff route two additional services would be added to the timetable. This would result in an increase of one service per week.

OPTION A

36. This option would be a slight service level improvement on the status quo. This option would add the following services to the current timetable.
- 3.30pm Castlecliff
 - 4.30pm Castlecliff
 - 6.10pm Castlecliff
 - 12.00pm Wanganui East
37. In order to accommodate the 12.00pm Wanganui East service the 12.30pm Castlecliff service would be deleted. The 12.30pm and 1.00pm Castlecliff services are two of the lowest patronised services so deleting the 12.30pm service will hopefully move patrons to the 1.00pm service which has sufficient spare capacity to accommodate this. This would allow the same bus to be utilised for the Wanganui East service that is currently used for the 12.30pm Castlecliff service.
38. Adding the 3.30pm, 4.30pm and 6.10pm Castlecliff services would only add the additional cost of running that service. No extra bus would be required as Tranzit already use an additional bus that is only used on the 7.30am, 9.30am and 12.30pm Castlecliff services.
39. The reason for adding the 3.30pm and 4.30pm services is that the 3.00pm and 4.00pm Castlecliff services are suffering from heavy boardings, particularly with school children. Therefore adding additional 3.30pm and 4.30pm services would take the strain off the 3.00pm and 4.00pm services.
40. There was also feedback on a later service for Castlecliff. The last scheduled service currently departs Maria Place at 5.10pm. Many workers, particularly retail workers, do not finish work until 5.30pm and by the time they may have locked up the store are not ready to catch a bus for 10-15 minutes later. Therefore it is recommended that a 6.10pm bus, depending on traffic conditions, be reinstated to the timetable.

41. The Aramoho and Springvale/St Johns Hill services would remain as is apart from minor route adjustments to enhance the services.
42. Overall services per week would rise from the current 46 to 49.
43. Table 2 shows the proposed timetable under this scenario.

Table 2: Option A Timetable

Monday-Friday Timetable			
Castlecliff	Aramoho	Wanganui East	Springvale/St Johns Hill
7.00am	7.00am	7.00am	8.40am
7.30am	7.30am	7.45am	10.00am
8.00am	8.00am	9.20am	11.50am
9.00am	9.00am	11.00am	2.10pm
9.30am	10.00am	12.00pm*	
10.00am	11.00am	1.20pm	
11.00am	12.00pm	3.00pm	
12.00pm	1.00pm	4.00pm	
1.00pm	2.00pm	5.20pm#	
2.00pm	3.00pm		
3.00pm	4.00pm		
3.30pm*	5.20pm#		
4.00pm			
4.30pm*			
5.20pm#			
6.10pm*			
Saturday Timetable			
Castlecliff	Aramoho	Wanganui East	
9.00am#	10.00am#	11.00am#	
12.00pm#	1.00pm#	2.00pm#	
4.00pm#	3.30pm#		
* New services			
# Adjusted times			

OPTION B

44. More direct, faster routes would potentially make the services more attractive to those who do not currently use the services. However by making the routes more direct there is the risk that there is a significant loss of service coverage that has the potential to lose a lot of the current patrons.
45. This option has the potential to attract a lot more commuters as the services would operate on direct routes, rather than the alternating loop routes currently in use. As the routes are the same outbound and inbound, patrons would only have to board the bus to get into the CBD on the inbound trip, therefore removing the current situation whereby some patrons have to board on the outbound journey to get into the CBD.

46. As the Castlecliff and Aramoho services would take about 50 minutes to do a return trip, the longest anyone would need to be aboard the bus is 25 minutes. The Wanganui East service would take between 35-40 minutes to complete the return trip. While the times to complete the return trips would not alter significantly, the service becomes more convenient for users wanting a quicker, more direct service.
47. However, to make the routes more direct, there is a loss of service for some areas of Gonville and Springvale that the current Castlecliff service operates in. As the current services are predominantly used by the 'transport disadvantaged' there is a big chance that many of these current patrons will cease to use the service as the distance to walk to the nearest bus stop too great for these often frail and/or elderly people.
48. The proposed Castlecliff route would go via the Hospital, past the Gonville Centre, along Puriri Street to the current outer terminal at Waitote Street and return the same route. Therefore the service would no longer go via the Splash Centre and Pak n Save on Glasgow Street. At the last review of services, note was made of the importance of realigning the Castlecliff service so that patrons had access to Pak n Save.
49. The proposed Wanganui East route would go via Anzac Parade, Nile Street, Moana Street past the Wanganui East shopping centre then follow the current green route to Collingwood Street and do a loop of Hinemoa and Talbot Streets and return. This would mean the loss of the Summerset Retirement Village and the Wanganui East and St Anne's Parish Schools from the service.
50. The Aramoho route would have some minor changes to make it more direct. The current loop on the purple route going via Roberts Avenue, Paterson Street and Quick Avenue would be deleted. This would mean the loss of service to the Lady Joy Rest Home in Paterson Street.
51. The Springvale/St Johns Hill route would remain as is operating on the red and yellow routes although minor changes would be made to the route to enhance the service. However commuter services would be added at 7.00am and 5.20pm. No Saturday services are proposed under this option.
52. Wanganui East would get one additional service per day at 12.00pm. The current 7.45am would change to 8.00am, the 9.20am would change to 9.00am, the 1.20pm would change to 1.00 pm and the 5.10pm to 5.20pm. Most of the services would then run on the hour like the Castlecliff and Aramoho services and times would be easier to remember.
53. Aramoho would receive one additional service at 6.10pm. Castlecliff would have no extra services as the 12.30pm would be deleted only to be replaced by the 6.10pm service.
54. The cost of providing Option B is potentially higher than the current services as there would be a need to provide an additional bus for the extra Springvale/St Johns Hill services. The extra bus would be required for the 7.00am, 9.00am, 12.00pm and 5.20pm services.
55. Overall this option allows for 49 services per week, which is three more services per week than the current services.
56. Table 3 shows the proposed timetable under this option.

Table 3: Option B Timetable

Monday-Friday Timetable			
Castlecliff	Aramoho	Wanganui East	Springvale/St Johns Hill
7.00am	7.00am	7.00am	7.00am*
7.30am	7.30am	8.00am#	9.00am#
8.00am	8.00am	9.00am#	10.00am
9.00am	9.00am	11.00am	12.00pm#
9.30am	10.00am	12.00pm*	2.00pm#
10.00am	11.00am	1.00pm#	5.20pm*
11.00am	12.00pm	3.00pm	
12.00pm	1.00pm	4.00pm	
1.00pm	2.00pm	5.20pm#	
2.00pm	3.00pm		
3.00pm	4.00pm		
4.00pm	5.20pm#		
5.20pm#			
6.10pm*			
Saturday Timetable			
Castlecliff	Wanganui East	Aramoho	
9.00am	10.00am	11.00am	
12.00pm	1.00pm	2.00pm	
4.00pm	3.30pm		
* New services			
# Adjusted times			

OPTION C

57. This option combines the Aramoho off-peak services with the St Johns Hill portion of the current Springvale/St Johns Hill service and the Wanganui East off-peak services with the Springvale portion of the Springvale/St Johns Hill service. During peak times (between 7-9am and after 3pm Monday to Friday) the Aramoho and Wanganui East services would be as they currently are. The Castlecliff service would also have an increase in services from the current 14 services per day to 16.
58. This option means that all routes would have an increase in service level as the two combined off peak services would be able to operate six services per day. For instance, the Springvale portion of the current Springvale/St Johns Hill service would increase from four services per day to six, as would the St Johns Hill portion of the service. Springvale/St Johns would also gain Saturday services as the combined services would operate on Saturdays.
59. No extra buses would be required for this option as the exiting buses servicing both the Aramoho and Wanganui East services would be utilised. The key to the success of this option is that the combined routes can be operated in less than one hour, but Transit are confident that this would be the case.
60. It is proposed that both combined services would alternate loops, in effect, reflecting the current services.

61. The Castlecliff service would add the 3.30pm, 4.30pm and 6.10pm services while the 12.30pm service would be deleted.
62. Table 4 presents the revised timetable for Option C.

Table 4: Option C Timetable

Monday-Friday Timetable				
Castlecliff	Aramoho	Wanganui East	St Johns Hill/Aramoho	Wanganui East/Springvale
7.00am	7.00am	7.00am	9.00am ¹	9.00am ²
7.30am	7.30am	8.00am#	10.00am ¹	10.00am ²
8.00am	8.00am	3.00pm	11.00am	11.00am
9.00am	3.00pm	4.00pm	12.00pm ¹	12.00pm ²
9.30am	4.00pm	5.20pm#	1.00pm	1.00pm
10.00am	5.20pm#		2.00pm ¹	2.00pm ²
11.00am				
12.00pm				
1.00pm				
2.00pm				
3.00pm				
3.30pm*				
4.00pm				
4.30pm*				
5.20pm#				
6.10pm*			¹ St Johns Hill loop first	² Springvale loop first
Saturday Timetable				
Castlecliff	St Johns Hill/Aramoho		Wanganui East/Springvale	
9.00am#	10.00am#		11.00am#	
12.00pm#	1.00pm#		2.00pm#	
4.00pm#	3.30pm#			
* New services				
# Adjusted times				

FREE TRANSFERS

63. To make the services more attractive for users it is recommended that free transfers be introduced for an hour after purchase of the original ticket. This would enable users, like they have been able to do in Palmerston North since September 2008, to transfer free of charge from one city service to another.
64. Currently users have to purchase a transfer ticket which is 50% more than the current cash fare across all fare types.
65. There has been good growth in patronage in Palmerston North since the introduction of free transfers. Patronage data and the implications on the services revenue would have to be further analysed before a decision either way is made to proceed with free transfers.

AGGREGATION OF WANGANUI CONTRACT WITH CASTLECLIFF SCHOOL CONTRACT

66. Currently the Castlecliff school services are operated under a separate contract to the Wanganui urban bus services contract. The current contract is for a period of three years and expires at the end of the 2010 academic year. It is currently operated by Transit Coachlines under a net contract at a daily rate of \$218.23.
67. Horizons last reviewed this contract in September 2007 to determine if a separate contract to the existing Wanganui urban services contract was warranted. At the time of this review it was deemed necessary to keep the two contracts separate.
68. At this September 2007 review the fares were increased to \$1.30 for a single cash fare and \$12.00 for a ten trip ticket. This is more expensive than the urban services fare schedule where a single child GoCard fare is \$1.05. Because of GoCard there are no ten trip tickets on the urban services. The buses on the Castlecliff school services do not have electronic ticketing (Wayfarer) machines therefore GoCards cannot be used on them.
69. Because of this price differential (over the course of a week it is \$2.50), many school children are deciding to use the urban services over the school services. This is contrary to the purpose of having this contract which, in effect, is an overload service. This is leading to heavy loadings on the urban services in the mornings and afternoons. There were also a number of comments in the survey that regular users, in particular, the elderly in the afternoon, were not comfortable riding with the number of school children aboard.
70. Some of this pressure may be relieved by adding more services to the Castlecliff service in the afternoons, however this raises the question of why Horizons contract the school services if many school children are using the urban services.
71. There are some potential benefits of aggregating the two contracts such as economies of scale of having the same operator, and that patrons do not have to carry two types of fares. Currently a student may catch the school service in the morning and pay by cash or ten-trip ticket; in the afternoon they may take the urban services and use their GoCard to pay the fare.
72. Further work and discussion with the operator will need to be undertaken before any final recommendation is made for the May 2010 committee meeting.

NET v GROSS CONTRACT

73. Both current contracts were tendered as net contracts. Under a net contract the operator retains all revenue and Horizons only pays for the shortfall between fares and the cost of providing the service. Under a gross contract the operator accrues the risks and benefits of patronage fluctuations.
74. Horizons currently has both net and gross contracts. Under a gross contract Horizons pays for the entire cost of the service but also retains all revenue generated under the contract.
75. Many regional councils are now leaning towards gross contracts with incentives (usually around building patronage) built in so that the operator has to think about innovative ways to build patronage.

76. A decision on what type of contract to tender will be recommended at the May committee meeting.

MARKETING AND PROMOTION

77. Regardless of what is the preferred option a new timetable will need to be produced to reflect the changes on all routes. A new Palmerston North timetable has just been produced for the increased services on those services. Rather than the current booklet style timetable, it has been produced as a fold-out A3 double-sided timetable. This can easily be folded up to fit in a wallet or handbag. The new design has also proven to be a much cheaper alternative to produce than the current booklets. For consistency of information and branding it is likely that the new timetable will follow the same design.
78. One of the more consistent comments coming through from the survey was a lack of timetable information at bus stops. Horizons has a budget of \$18,500 in the 2009-10 year for public transport infrastructure in Wanganui. This covers the purchase of new shelters, timetable holders and related infrastructure. Horizons will work with the operator and Wanganui District Council on installing new timetable holders on the routes at areas of high usage once the final make-up of the routes is known
79. Horizons publicity and promotions budget has been increased recently in an effort to increase the awareness of public transport services. When the new services commence, as per the Transport Promotions Strategy, Horizons will publicise the services through a large event (Type A event in the Strategy). This event will be run over a duration of between one and four weeks and involve a variety of activities.

FARE LEVELS

80. Fare levels on the Wanganui services have remained constant since 1995. Table 5 presents the current fare structure.

Table 5: Wanganui urban services fare structure

	Cash Fare	Transfer Ticket	GoCard Fare
Adult	\$2.00	\$3.00	\$1.50
Concessions*	\$1.50	\$2.50	\$1.30
Child/Youth	\$1.20	\$2.00	\$1.05
UCOL Students & Staff	FREE	FREE	FREE
Family Pass	\$1.50 per adult and \$1.00 per child		
Day Pass	\$6.00 per person per day		
* Senior (65+), Community Service card holders, people with disabilities and students			

81. The current fare structure is slightly different to that of the Palmerston North urban services with concession and child/youth fares being slightly higher in Wanganui than Palmerston North.

82. Research on price elasticities has shown that raising fares decreases patronage, at least in the short term. There is a danger that increasing the fares would negate any positive patronage growth that increasing the service levels would achieve. If fare increases were recommended, consideration would need to be made of the ability to absorb the increases by the bulk of current users who tend to be in the lower socio-economic bracket. However this needs to be balanced with ensuring that passengers are contributing appropriately to the cost of running the service.
83. Further work will need to be undertaken before a recommendation on fare levels is made at the May committee meeting.

DISCUSSION

84. This report presents the preferred options going forward for the Wanganui urban services.
85. Further work has to be undertaken on a range of issues including cost estimates of the three options, as it was not possible to include these at this stage. However the financial constraints of the current National Land Transport Programme have been taken into account when preparing the options presented in this report. Cost estimates will be presented at the May 2010 committee meeting.
86. Further discussion and refining of the options will take place over the coming weeks with the current operator and officers of Wanganui District Council.
87. Once the committee recommends its preferred option at the May 2010 committee meeting a request for tender will be issued in early June 2010. The results of the tender will be presented to the August 2010 committee meeting.

RECOMMENDATIONS

88. It is recommended that the Subcommittee:
- a. **receives** the report into the review of the Wanganui urban bus services .

W Wallace
TRANSPORT PLANNER

ANNEX

- A Going Places? Help us to plan Wanganui's bus services

Going Places? Help us to plan Wanganui's bus services.

Horizons Regional Council is currently reviewing Wanganui urban bus services. We are seeking your feedback on how the services can be improved to ensure we meet the community's needs. We invite you to take the time to complete this questionnaire and freepost back by **27 November 2009 to be in to win a \$100 grocery voucher.**

Wanganui has four bus routes all with varying service frequency – Castlecliff, Aramoho, Springvale / St Johns Hill and Wanganui East. To view the full timetable please visit www.horizons.govt.nz

- 1.** How do you rate the current bus service in Wanganui? Note: You don't need to be a current user to answer this question. [Please tick ONE box per line]

	Excellent	Good	Fair	Poor	Very poor	Don't know	N/A
Value for money							
Availability of services							
Frequency of services							
Service reliability							
Length of journey							
Personal safety on board							
Personal safety at stop							
Quality of buses							
Customer service							
Overall							

- 2.** How often do you use buses in Wanganui? (Please tick ONE only)

Daily At least once a week Once or twice a month Never (Please go to Q4)

- 3.** If you are a bus user, what is your main reason for using the bus services? [Please tick ONE main reason]

To get to / from work To get to / from school / tertiary training
 For shopping Other (please specify) _____

[Please go to Q6]

- 4.** If you do not use the buses, what is your main mode of transport? [Please tick ONE only]

Private vehicle Walk Bicycle
 Taxi Other (please specify) _____

5. If you do not use the buses, what would encourage you to use them?
 [Please rank from 1 to 6, 1 = least important, 6= most important]

- More frequent services
- Earlier / Later services
- Services that are nearer to where you want to travel to and from on a regular basis (please specify)

To: _____

From: _____

- More reliable services (on time)
- Cleaner and more comfortable buses
- Less crowded or more spacious buses
- Other (please specify) _____

6. Do you have any comments on Wanganui's bus service? (i.e. suggested changes or improvements to bus routes, services or bus stops).

To enter the prize draw please fill out your name and address below.

Freepost Number 217922



Wanganui Passenger Transport
 Horizons Regional Council
 Private Bag 11025
 Manawatu Mail Centre
 Palmerston North 4442



A Significant decision? If Yes	N
Do recommendations meet Significance Policy (contained within the LTCCP)	

Item No: 9
Date: 16/02/2010
Report No: 10-14
File No: TPP 2 01

LEVIN TO PALMERSTON NORTH COMMUTER SERVICE REVIEW

PURPOSE

1. This report is to
 - a. inform Members of the outcome of the review of the Levin to Palmerston North bus service; and
 - b. make a recommendation on the future of the service.

FINANCIAL IMPACT

2. The cost of the Levin to Palmerston North commuter bus service has been accounted for in 2009-10 budgets. The current gross contract price is \$265.24 (excluding GST) per weekday and the net cost of running the service in 2008-09 was \$33,519.

THE CURRENT CONTRACT

3. Horizons Regional Council contracted this service (originally provided commercially by Madge Coachlines) in 2004. Madge Coachlines provided the service under a three year net contract, which expired on 16 May 2007. The service was then re-tendered and a three year gross contract re-awarded to Madge Coachlines and now expires on 15 May 2010.
4. This is a daily service (Monday - Friday). Prices are as follows;

	Single fare	Smart Card fare
1 section	\$ 4.00	\$ 2.80
2 section	\$ 5.00	\$ 3.50
3 sections	\$ 6.00	\$ 4.20
4 sections	\$ 7.00	\$ 5.00

The timetable is as follows;

Levin to Palmerston North	
Departs Levin Mall carpark	6.50 am
Foxton (opposite St Marys)	7.05 am
Himatangi (corner of SH 1 & 56)	7.10 am
Main St Terminal	7.35 am
Palmerston North to Levin	
Departs UCOL Princess St	5.20pm
Main St Terminal	5.25 pm
Himatangi (corner of SH1 & 56)	5.50 pm
Foxton (opposite St Marys)	6.00 pm
Levin	6.15 pm

5. As the schedule is currently timed to coincide with the arrivals and departures of the Palmerston North urban, Massey and Feilding services to ensure connectivity for passengers transferring, it is recommended that the current timetable be maintained.
6. Until 2003 the service was commercially operated by Madge Coachlines and the route ran via Shannon however due to poor usage in the Shannon area, the operators decided to run the service via Foxton and Himatangi. The possibility of re-routing the service to again run via Shannon was looked into; however feedback from the operator indicates there are a significant number of passengers who are picked up in Foxton and Himatangi on a regular basis.

PATRONAGE AND FAREBOX RECOVERY

7. 3,374 trips have been made on the service since the start of the 2009-10 financial year. In 2008-09, considerable growth was achieved on this commuter service, largely due to the rising costs of fuel. Now that fuel costs have dropped and remained relatively stable, patronage has dropped back to levels similar to that seen in 2007-08. Figure one shows monthly patronage on the service since July 2005.

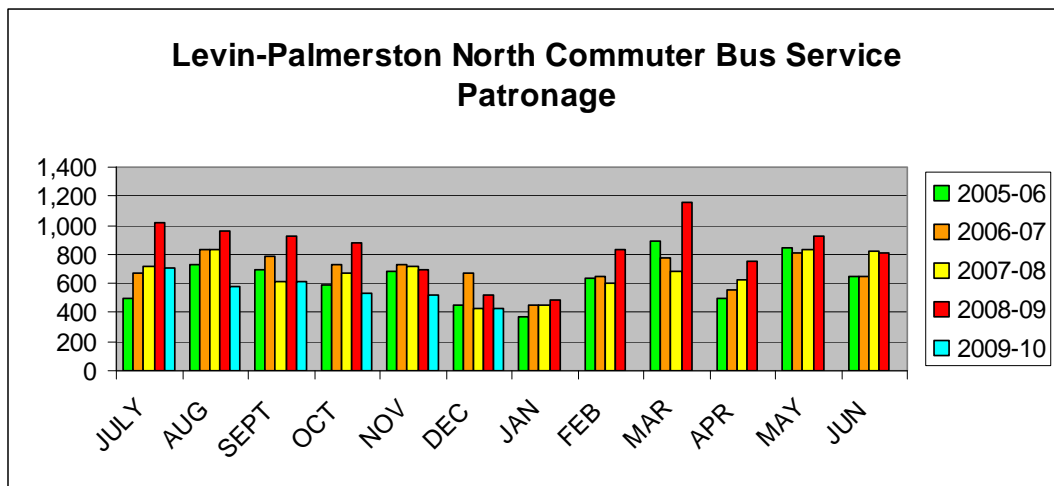


Figure 1. Patronage on the Levin to Palmerston North commuter bus service

8. The revenue recovery ratio for the service in 2008-09 was 53.8%, while the ratio for July to December 2009 was 39%. This drop in farebox recovery is consistent with the levelling off in patronage and is close to the recommended ratio specified in the Regional Passenger Transport Plan (RPTP). Policy Eight of the RPTP states that:

“Fares should:

 - cover 40-60% of the costs of providing the service, unless the benefits (as stated in Policy One) of a lower ratio clearly outweigh the extra subsidy costs incurred;
 - should be set at a consistent level across the region; and
 - at a price that is competitive with private vehicle operating costs.”
9. The current fare level is consistent with the Marton to Palmerston North commuter service, (a service with similar specifications and vehicle kilometres travelled), where a single trip to Palmerston North is \$6.50. As both services are considered to be primarily commuter services, there is no differentiation between adult and child fares.

10. Members will recall that the New Zealand Transport Agency (NZTA) is currently investigating implementation of a national farebox recovery policy which will require regional councils to undertake a review of fare structures every three years and fare levels annually. If this policy is implemented, officers will undertake an extensive review of the fare structure of this service alongside other services contracted by Horizons Regional Council within the timeframe required by the NZTA.

PASSENGER FEEDBACK AND SERVICE PROMOTION

11. Passengers were surveyed in June 2009 as part of the annual reporting process to the NZTA. 44% of respondents rated the overall service as excellent, with the remainder rating the service as good or very good. The results of the passenger surveys are shown in figure two.
12. Several respondents commented on the quality of the vehicle being currently used, as the bus does not have heating or air-conditioning and is now over twenty years old. A higher quality vehicle will therefore be required in the tender documentation.

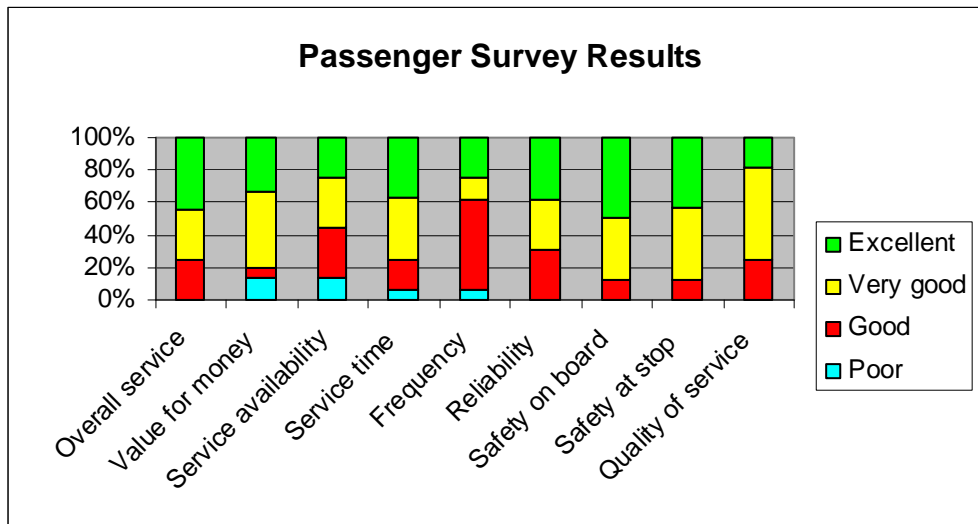


Figure 2. Passenger survey results

13. Promotion of the service will be undertaken as part of a general awareness-raising campaign on passenger transport services available in the Levin area once the tender process is complete.

THE TENDER PROCESS

14. The current contract is due to expire on 15 May 2010 before the next scheduled meeting of this committee. Officers have prepared the tender documentation and if approved by the committee, will issue the request for tender following this meeting.
15. Therefore it is recommended that the Chair be delegated authority to approve the tender price on behalf of this committee in early April once the tender process is complete.

RECOMMENDATIONS

16. It is recommended that the Subcommittee:
- a. **receives** the report on the review of the Levin to Palmerston North commuter bus service;
 - b. **approves** the retendering of the Levin to Palmerston North commuter bus service contract; and
 - c. **delegates** authority to the Chair to approve the final tender price in April 2010.

K Lowe
TRANSPORT PLANNER



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