

AGENDA

PASSENGER TRANSPORT SUBCOMMITTEE

**1.00pm
Tuesday
18 AUGUST 2009**

for further information regarding this agenda, please contact:
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Notice is given that a meeting of Horizons Regional Council will be held at 1.00pm on Tuesday, 18 August 2009 in the Tararua Room, Horizons Regional Council offices, 11-15 Victoria Avenue, Palmerston North.

ORDER PAPER

Passenger Transport Subcommittee

Agenda Pages

Tuesday, 18 August 2009

1 - 50

**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.



PASSENGER TRANSPORT SUBCOMMITTEE MEMBERS

Cr Vern Chettleburgh QSM ED (Chair)
Cr L Bailey
Cr A Main

Cr D Colling (Horowhenua District Council)
Cr A Anderson (Wanganui District Council)
Cr B Wilson (Palmerston North City Council)

AGENDA

18 August 2009
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 19 May 2009 1 - 4
6. Review of Passenger Transport Activities for 2008-09 5 - 12
Report No: 09-114
File No: TPP 2 08
7. Review of Total Mobility and Health Shuttle Activities for 2008-09 13 - 18
Report No: 09-116
File No: TTM 2 00
8. Review of Wanganui Urban Services 19 - 22
Report No: 09-115
File No: TPP 2 07

9.	Wanganui-Palmerston North Commuter Service <i>Report No: 09-117</i> <i>File No: TPP 3 01</i>	23 - 24
10.	Passenger Transport Promotions Strategy <i>Report No: 09-118 (incl Annex A)</i> <i>File No: TPP 3 03</i>	25 - 34
11	Results of Community Fund (T Fund) Application - Levin Urban Bus Services <i>Report No: 09-119</i> <i>File No: TPP 2 01</i>	35 - 38
12.	Palmerston North Bus Terminal Update <i>Report No: 09-121 (incl Annex A)</i> <i>File No: TPP 2 03</i>	39 - 48
13.	Members' Questions	

PART TWO - PUBLIC EXCLUDED SECTION

The public is to be excluded from the remainder of the Council meeting as the general subject matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 (1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution is 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 Update on KiwiRail Passenger Services to Wellington <i>Report No. 09-120</i> <i>Pgs 49 - 50</i>	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.

M J McCartney
CHIEF EXECUTIVE



Minutes of the seventh 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 1.05pm on Tuesday, 19 May 2009.

PRESENT Crs VJF Chettleburgh QSM ED (Chair), L Bailey (from 1.12pm), A Main, G P Murfitt, and B Wilson

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

ALSO PRESENT Ms K Lowe (Transport Planner), and Mr W Wallace (Transport Planner)

APOLOGIES Crs L Bailey (late), and A Anderson.
An apology was tendered from Cr M Plowman.

PT 09-54 *Moved* *Main/Chettleburgh*

that the Subcommittee accepts the apologies from Crs Bailey (late), and Anderson.

CARRIED

PUBLIC SPEAKING RIGHTS

No requests for public speaking rights had been notified.

LATE ITEMS

There were no Late Items advised.

MEMBERS' CONFLICTS OF INTEREST

There were no Conflicts of Interest.

MINUTES OF PREVIOUS MEETING

PT 09-55 *Moved* *Wilson/Chettleburgh*

that the minutes of the Passenger Transport Subcommittee meeting held on 17 February 2009, as circulated, be received and confirmed as a correct record.

CARRIED

PASSENGER TRANSPORT UPDATE

Report No. 09-70

This report was to update Members on recent passenger transport developments within the Region.

Consideration was given to the report and questions of clarification made. In regard to a question raised at the possibility of extending the time periods for free travel on the SuperGold Card Scheme, the Transport Planner advised that Government funding was available for travel only between 9am – 3pm. There was discussion on the delay in implementing the improvements to the Palmerston North Urban Bus Service, commencement of the Linton Shoppers Service and promotions to increase awareness, and an update on the proposed timetable for the Wanganui-Palmerston North Commuter Service.

PT 09-56

Moved

Chettleburgh/Bailey

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the Passenger Transport Update.

CARRIED

UPDATE ON REGIONAL PUBLIC TRANSPORT PLAN

Report No. 09-71

This report was to update Members on the key requirements and timeframes of producing a Regional Public Transport Plan (RPTP) under new provisions provided by the Public Transport Management Act 2008.

The Transport Planner elaborated on the Key Requirements of the new RPTP and answered Members questions of clarification. There was discussion around stakeholder consultation and an explanation given on the reasons why commercial operators were required to be registered with Horizons Regional Council. While an anticipated date of mid-2011 was outlined for adoption of the RPTP, it was suggested it would be desirable that it be adopted as soon as possible.

PT 09-57

Moved

Bailey/Main

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report on the requirements and timeframes for preparing a new Regional Public Transport Plan.

CARRIED

PASSENGER TRANSPORT PROMOTIONS STRATEGY

Report No. 09-72

This report was to inform Members about the preparation of a passenger transport promotions strategy. A draft strategy would be presented at the August Subcommittee meeting for sign off.

Consideration was given to the report and questions of clarification made. Members were supportive of the promotions strategy and discussed and suggested various ideas and activities for inclusion in the proposed promotions strategy.

PT 09-58

Moved

Chettleburgh/Bailey

that the Subcommittee recommends that the Regional Transport Committee:

- a. **receives** the report on the proposed promotions strategy; and
- b. **endorses** the concept of a forward looking plan to co-ordinate the Transport team's publicity and promotions.

CARRIED

MEMBERS' QUESTIONS

The Transport Planner advised she was working closely with the Palmerston North City Council with the intention to form a working party in regard to a proposed new bus terminal for the City.

There was discussion on the Capital Connection service and Members discussed and considered various options on ways to increase patronage and keep the service operating. With the electrification of the railwayline between Wellington and Waikanae resulting in a more efficient service, a shuttle service between Palmerston North and Waikanae, connecting with the train to Wellington was suggested as an option to keep the Capital Connection service operating. At the next Subcommittee meeting an update on rail funding would be provided, outlining the party responsible for managing it, and clarification on ownership of the Palmerston North railway station, along with the results of any discussions with KiwiRail and other key stakeholders.

CONFIRMATION OF CONFIDENTIAL PUBLIC EXCLUDED MINUTES PASSENGER TRANSPORT SUBCOMMITTEE - 17 FEBRUARY 2009

The Chairman advised that the Public Excluded minutes of the Passenger Transport Subcommittee of 17 February 2009, be confirmed in the public part of the meeting.

PT 09-59

Moved

Wilson/Bailey

that the minutes of the Public Excluded part of the meeting held on 17 February 2009 be confirmed as a correct record.

CARRIED

The meeting closed at 2.40pm

Confirmed

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

Item No: 6
Date: 18/08/2009
Report No: 09-114
File No: TPP 2 08

REVIEW OF PASSENGER TRANSPORT ACTIVITIES FOR 2008-09

PURPOSE

1. This report is to inform Members of the performance of subsidised services in 2008-09.

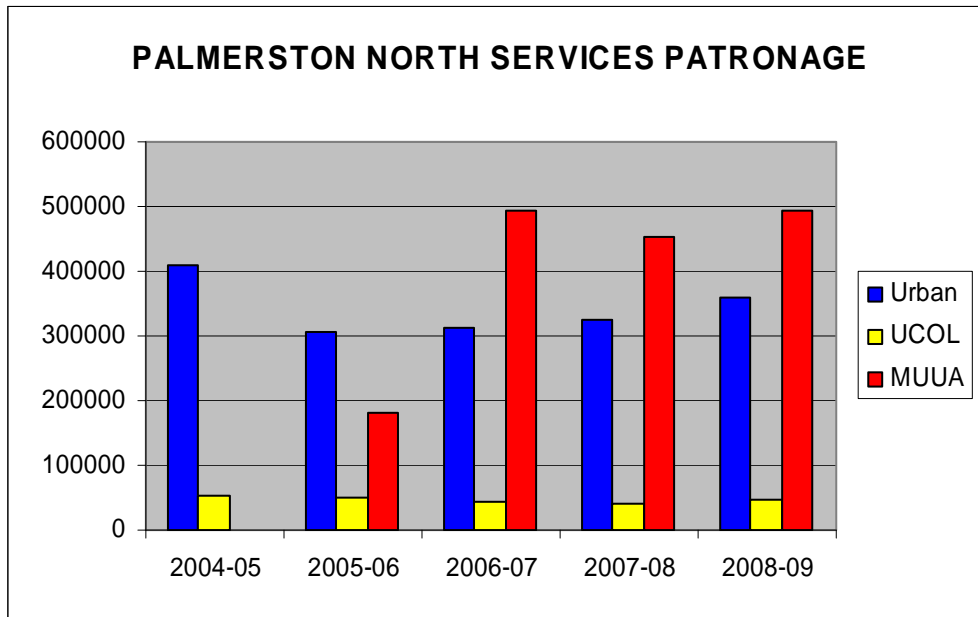
FINANCIAL IMPACT

2. The cost of passenger transport services has been accounted for in the 2008-09 budgets. All prices quoted in this report are GST exclusive unless otherwise stated. The total cost referred to throughout this report is made up of 50 % New Zealand Transport Agency subsidy with the remainder from local rates and where applicable, third party contributions from organisations such as Massey University and UCOL.

PALMERSTON NORTH BUS SERVICES, MASSEY UNIVERSITY UNLIMITED ACCESS SCHEME (MUUA) AND PALMERSTON NORTH UCOL UNLIMITED ACCESS SCHEME

3. Urban services in Palmerston North have been operated by Transit Coachlines since July 2007 through a five year composite gross/net contract. The Fernlea Height trial bus service has now been incorporated into the main urban services contract, taking the total number of urban routes to twelve.
4. A total of 357,840 trips were made on the urban network in 2008-09, up from 324,561 in 2007-08. This patronage increase may be partly attributed to the success of the Region-wide free week held in July 2008 aimed at encouraging new passengers to try the services, as well as increases in petrol prices throughout the year. However, it is encouraging to see that as fuel prices are now relatively stable and the growth in patronage has been sustained, it may be that passengers are now in the habit of using public transport.
5. Promotional activities for the year included a Region-wide free bus week, free weekends in December and various free days such as World Environment Day and the Living Lightly events.
6. The Massey Unlimited Access Scheme (MUUA) began operation on 14 February 2005 and entitles internally enrolled Massey University students and staff in Palmerston North (approximately 2,000 staff and 7,500 students) to free public transport trips in the city. Massey contributes towards the cost of making this service free for staff and students. There were 494,891 trips recorded in 2008-09, compared to 453,022 in 2007-08 and since the scheme was implemented, over 2.07 million trips have been made.
7. The Universal College of Learning (UCOL) Unlimited Access Scheme began operating in March 2002 and entitles staff and students to free public transport trips in the same way as the Massey Unlimited Access Scheme. The Scheme continues to be supported by UCOL and UCOL Students Association, meaning that there is no cost to Horizons Regional Council for this free travel.

8. Passenger trips for the 2008-09 year were 45,950 up from 39,543 in 2007-08. UCOL has anecdotally reported an increase in enrolments which may explain some of the patronage increase.



9. In summary, trips taken on all Palmerston North bus services totalled 898,681 at a total cost of \$1,754,451.00 (net).

ASHHURST BUS SERVICE

10. The Ashhurst bus service operated on Tuesdays, Thursdays and Saturdays until March 2009 when the contract was let for renewal. The new three-year net contract operates Tuesdays and Thursdays only; however passengers are still able to access the Saturday service as it operates as part of the daily Transit Coachlines service from Masterton to Palmerston North. Transit Coachlines remains the service provider and operates the services at a cost of \$79.50 per day.
11. A total of 1,689 trips were made in 2008-09, a decrease from 1,924 in 2007-08. This may be in part due to the new contract of two days per week rather than three.

LINTON AND MASSEY LATE NIGHT SERVICES

12. The Linton part of this service operates year round on Friday and Saturday nights, while the Massey portion operates Thursday and Saturday nights during semester only. Massey University funds the local share of the Massey late night services so there is no cost to Horizons. The New Zealand Defence Force has now signed a Memorandum of Understanding with Horizons and agrees to provide the local share of the Linton late night service, again meaning there is no cost to Horizons.
13. Patronage on both portions of the service increased over 2007-08. On the Linton service, 3,046 trips were made compared to 1,736 the previous year and 7,127 Massey trips were recorded, an increase from 6,017. Historically, patronage on the Linton service fluctuates from year to year, largely due to the transient nature of the population of Linton and the movements of military personnel.

LINTON SHOPPERS SERVICE

14. In October 2008, the Defence Force formally requested a re-establishment of the shopper service that was dropped in 2002. A trial service was tendered for alongside the Linton/Massey late night services and in February 2009, this Committee accepted the tender price from Madge Coachlines of \$153.22 per day (gross). The trial commenced in April 2009.
15. To date, patronage on the service has been limited with 49 passengers carried during the first three months of operation. Council officers are undertaking regular monitoring of the service.
16. Promotion has included an article in the Horizons Across The Region publication, through the Horizons website, articles in The Lintonian (the local monthly Linton newspaper) and two flyer drops to the community via the Defence Force and community centre. A 'ride and win' promotion is also currently underway to encourage usage.

FEILDING SERVICE

17. The concessionary fare agreement between Horizons Regional Council and Madge Coachlines expired in June 2008 and Madge subsequently withdrew its commercial registration of the service. As this is an essential service specified in the Passenger Transport Plan 2006, Horizons negotiated an emergency contract with Madge for six months while a Request For Tender was issued in line with New Zealand Transport Agency's Competitive Pricing Procedures guidelines. The new five-year gross contract, operated by Tranzit Coachlines, began on 5 January 2009.
18. 67,897 trips were recorded on the service, an increase from 62,458 for 2007-08. The total cost of the service to Horizons for 2008-09 was \$113,470.00.

WANGANUI URBAN SERVICE

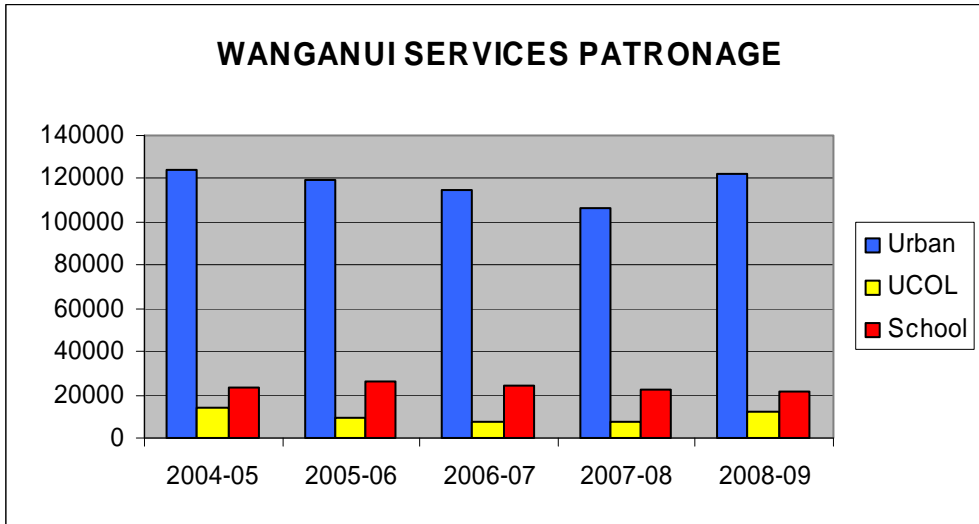
19. The bus service in Wanganui has been provided by Tranzit Coachlines under contract to Horizons since November 2000. The current five-year net contract has been in place since November 2005 and the total cost of the service to Horizons in 2008-09 was \$145,963.00. The Wanganui Urban service contract is due for review commencing in August 2009, the details of which are discussed elsewhere in this agenda.
20. A total of 121,804 trips were recorded in Wanganui during 2008-09 compared to 106,831 in 2007-08. As with other services, patronage has steadily increased and been sustained over the year.
21. Promotional activities for the year included a Region-wide free bus week, free weekends in December and various free days such as World Environment Day and the Living Lightly events.

WANGANUI CASTLECLIFF SCHOOL SERVICE

22. This service has been contracted to Tranzit Coachlines since February 2008 at a daily price of \$218.23 (net). Passenger numbers are down slightly compared to the last year from 22,013 to 21,117. This may be due to changes in school rolls in local areas or a shift in patronage to the urban services.
23. Information posters will again be distributed to schools in Wanganui at the commencement of the school year.

WANGANUI UCOL UNLIMITED ACCESS SCHEME

24. This service began operating in August 2003 and operates in the same way as the Palmerston North UCOL Unlimited Access Scheme. The price for this is now incorporated into the Wanganui Urban contract. In total, 12,362 free trips were made in 2008-09, an increase of 4,663 over the previous year which may be attributed to the Wanganui UCOL campus moving location and a subsequent reduction in free parking available to staff and students.

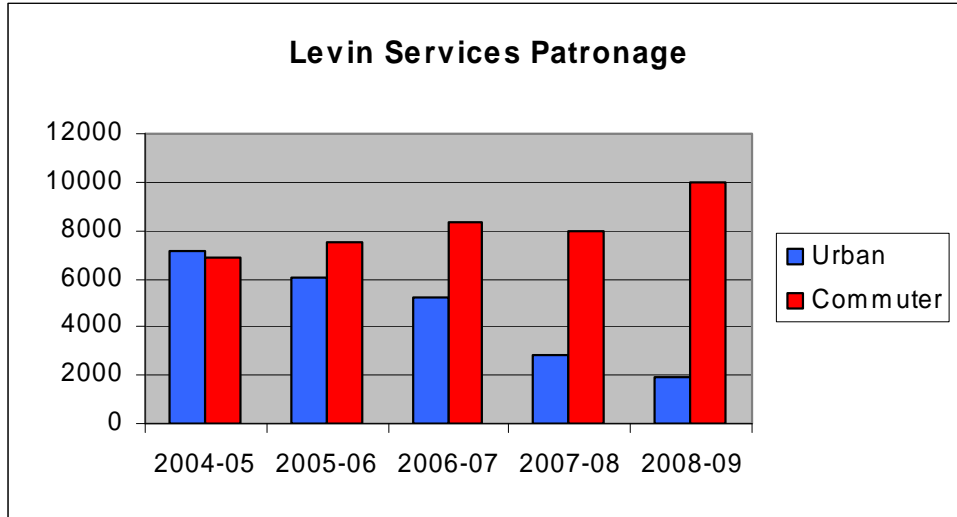


LEVIN URBAN SERVICE

25. This service operates on Tuesday and Thursday on the eastern side of Levin. In September 2007, the urban services were reduced from four days to two days per week on the eastern side of Levin. Since then, patronage on the service has continued to decline and a new contract with a reduced level of service was put in place in November 2008. The 'home only' 2pm service was deleted due to low use and a lower capacity transit van replaced the bus which was previously used on the service. Madge Coachlines operate the service at a daily price of \$162.61 (gross).
26. Patronage on the service continues to decline, with 1,943 trips made compared to 2,875 in 2007-08 at a net cost of \$18,699.00.
27. At the instruction of this committee, officers made an application to the New Zealand Transport Agency in April 2009 for the use of Community Transport or 'T' Funds to upgrade the transit van to a Super Low Floor bus. The aim of this is to encourage people with access difficulties to utilise the service. The results of this application are discussed elsewhere in this agenda.

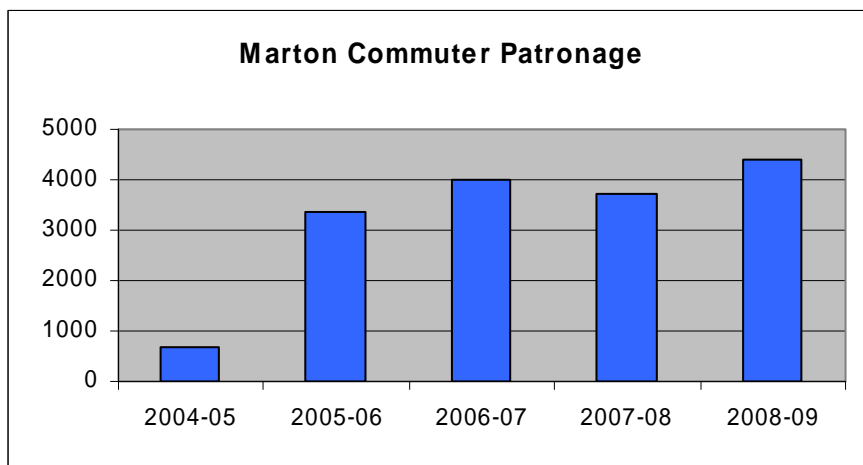
LEVIN COMMUTER SERVICE

28. A weekday service operates between Levin and Palmerston North with stops at Himatangi and Foxton on its journey. The current contract is operated by Madge Coachlines at a daily price of \$ 265.25 (gross).
29. Total trips increased from 7,985 in 2007-08 to 9,969 in 2008-09. The figure below shows patronage on Levin services since 2004-05. The level of service on the urban routes have been reduced over time, this in part explains the drop in patronage shown in the graph.



MARTON COMMUTER SERVICE

30. This service operates between Marton and Palmerston North every weekday with stops at Bulls, Sanson and Awahuri on its journey. Transit Coachlines operate this under a three-year contract at a daily price of \$132 (net).
31. 4,381 trips were made on this service during 2008-09 at a total cost of \$ 34,776.00. Patronage has increased by 648 compared to 2007-08.



TAIHAPE SERVICE

32. The Taihape service contract expired on 1 September 2008 and members agreed to cease the contracted service from 31 October 2008. For the four months of the 2008-09 year, 139 passengers were carried at a total cost of \$ 1,563.00. As this service is now provided by a commercial operator, patronage information is not available.

RAETIHI-OHAKUNE SERVICE

33. This service runs fortnightly, under a three-contract with Dempsey's Buses awarded in September 2008. The contract cost is \$ 66 per day (net).

34. Passenger numbers on the service remain fairly static with 190 trips made in 2008-09 compared to 168 in 2007-08. Horizons provides the Raetihi information centre with posters outlining trip dates and information on the service on a regular basis.

FOXTON MOTOR COACH MUSEUM SERVICE

35. This service operates every Wednesday from Foxton to Foxton Beach and is run by Christina Little. Horizons supports the service by way of a concessionary fare agreement paying \$1.85 per eligible passenger carried (eligible passengers are school children, tertiary students, people over 65, holders of Community Services Cards and people with disabilities).
36. A total of 806 trips were made on the service during 2008-09, a slight decrease from 851 in 2007-08.

FOXTON BEACH COMMUNITY VAN SERVICE

37. The Foxton Beach Community Van provides transport to hospitals and clinics in Foxton, Levin and Palmerston North and is supported via a concessionary fare agreement with Horizons. The service is operated by volunteer drivers and receives a payment of \$1.85 for each passenger carried. Horizons has encouraged the Foxton Beach Community Centre Committee to work collaboratively with other organisations in the district such as the Horowhenua Health Shuttle.
38. A total of 1,530 trips were made in 2008-09 at a total cost of \$2,831.00 1,999 trips were made in 2007-08.

LEVIN COMMUNITY VAN SERVICE

39. The Levin Community Van Service provides a service around Levin, taking passengers to the town centre for shopping two days per week. Until February 2008, it also ran a service to Palmerston North Hospital one day per week however, it now feeds into the Horowhenua Health Shuttle. The service is subsidised via a concessionary fare payment of \$1 per passenger.
40. 1,490 trips were made on the service compared to 2,079 in 2007-08.

PRISONERS' AID AND REHABILITATION SOCIETY (PARS)

41. PARS is a non-profit organisation based in Palmerston North which assists prisoners and their families, both while in prison and upon release.
42. The concessionary fare payment per passenger is \$1.85 and in 2008-09, 685 trips were made at a cost of \$1274.65. 750 trips were made in 2007-08.

SUPERGOLD CARD USAGE

43. 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 the results per service are shown below.

Service	SuperGold Card Patronage (1 Oct 2008–30 June 2009)	Total Patronage (1 Oct 2008–30 June 2009)	Percent SuperGold Patronage (%)
Palmerston North Urban	29,787	258,190	11.5
Wanganui Urban	21,236	87,537	24.3
Feilding	2,633	49,505	5.3
Levin Urban	1,067	1,285	83.0
Ashhurst	294	1,183	24.9
Total	55,017	397,700	13.8

44. A review led by the New Zealand Transport Agency is expected to commence early in 2009-10.

RECOMMENDATIONS

45. It is recommended that the Subcommittee:
- a. **receives** the year end report on subsidised passenger services in the Region.

K Lowe
TRANSPORT PLANNER

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

Item No: 7
Date: 18/08/2009
Report No: 09-116
File No: TTM 2 00

REVIEW OF TOTAL MOBILITY AND HEALTH SHUTTLE ACTIVITIES FOR 2008-09

PURPOSE

1. This report is to inform Members of the performance of subsidised services in 2008-09.

FINANCIAL IMPACT

2. The cost of passenger transport services was been accounted for in the 2008-09 budgets. All prices quoted in this report are GST exclusive unless otherwise stated. The cost for Total Mobility services referred to throughout this report is made up of up to 60 % New Zealand Transport Agency (NZTA) subsidy with concessionary fare schemes attracting a 50 % subsidy, with the remainder from local rates.

BACKGROUND

3. Total Mobility schemes operate in eight towns within the Region with 5,160 people currently utilising the scheme.
4. Since the instigation of ID cards in 2000, 6,612 people have been issued with cards. In-house production of ID cards continues to make substantial cost savings and a significant reduction in the time between the client's assessment and when they can start using the scheme.
5. Each scheme has an advisory committee which is made up of assessors from disability agencies (56), taxi companies (12) and the Total Mobility co-ordinator. One assessor is independent.
6. Expenditure over the past 13 years has gone from \$324,000.00 in 1995-96 with 99,351 passenger trips to an annual budget in 2008-09 of \$744,000.00 and 174,000 passenger trips.

TOTAL MOBILITY REVIEW

7. Adopting the Phase Two recommendations from the Total Mobility review has increased our funding from NZTA by a further 10 %.
8. Contracts with assessment agencies and transport operators have been developed and are being negotiated, with each partner on a town by town basis. To date 21 contracts have gone out with 12 contracts signed off. A further 20 contracts will be signed off this year.

HOIST FLAT PAYMENTS

9. The flat rate payment, of \$10.00 to operators for each time a hoist is used was introduced in our region on 1 November 2007. The payment is to compensate operators for the increased costs associated with operating a hoist vehicle, vehicle replacement, dead running time, loading time (previously charged to the passenger) and ensures that people who require a hoist vehicle are not paying a higher tariff than other Total Mobility users. This payment comes from NZTA but is administered by regional councils.
10. In this financial year 17,302 hoist trips were made across the Region at a cost of \$155,312.00.

VOUCHER TRACK GOES ON-LINE

11. The voucher track database system was developed and given to assessment agencies as a tool to assist them to record and monitor the issue of voucher books in 2004. The database was then enhanced with features that would allow agencies to use the database to record membership and subscription details. Many now use it as their primary database.
12. The previous version was a stand-alone database which was installed on individual computers at each agency. Although this worked well from the agencies perspective, it was labour intensive for us.
13. Each installation or update required a visit to each agency, and as agencies updated their computers re-installations were often required. Taking this system on-line means that it will no longer be necessary to visit each agency and they can now access their client database via the website with a unique ID which allows them to access their own client database.
14. Up-dates to the system are now immediate with the agencies notified of the up-dates by a news board each time they log in.
15. This new system also allows the Total Mobility (TM) Co-ordinator to easily access voucher distribution reports from one central point rather than having to gather individual reports from each agency.

PALMERSTON NORTH TOTAL MOBILITY

16. 73,218 passengers have been carried over the 2008-09 financial year, which is a decrease of 5,202 on the same period last year. There are now 1,954 people using Total Mobility in the city, a net increase of 74 in the past year.
17. The average voucher subsidy is currently \$5.74 (incl GST) an increase of .19c in the past year.
18. Palmerston North finished the financial year 1.02% under its budget of \$342,000.00. Although \$20,000.00 had been ear-marked for another hoist installation, there were no applications for suspensory loans received for Palmerston North this financial year.
19. The trend of fewer trips, steady growth in user numbers and increases in average voucher subsidies is one that we have seen repeated across most of the schemes in our Region this year.

WANGANUI TOTAL MOBILITY

20. Passenger trips in Wanganui have also decreased by 1,081 from 40,629 in the 2007-08 year to 39,548 in the last financial year.
21. The final expenditure for 2008-09 was \$188,50.00 from a total budget of \$200,000.00. Included in this was one hoist installation for River City Cabs at a cost of \$19,830.00.
22. The average voucher subsidy also increased by .59 c to \$5.70 (including GST).
23. On the Wanganui scheme there are 1,285 current users which is a net increase of 58 people in the last 12 months.
24. Two companies operate in Wanganui with five mobility vans between them.

HOROWHENUA TOTAL MOBILITY

25. The Levin scheme finished the financial year 1.03% under its budget of \$108,000.00 with expenditure of \$104,386.00.
26. Passenger trips in Levin also showed a slight decrease this year with 36,000 trips, down from 37,000 last year.
27. There are 900 people currently using the scheme in Levin which is a notable net increase of 132 in the past year.
28. The average vouchers subsidy has increased from \$3.32 to \$3.80 this year.

MANAWATU TOTAL MOBILITY

29. Feilding Total Mobility user numbers continue to show steady growth with 473 current users and an expenditure of \$47,667.04 in the past year, which was 1.04 % below their budget of \$50,000.00.
30. The average voucher subsidy remains steady at \$3.43.
31. Two taxi companies provide the service in Feilding, with one also providing a hoist service.

TAUMARUNUI TOTAL MOBILITY

32. After two years of substantial growth in passenger numbers, the 2008-09 year followed the trend across the region with numbers dropping by almost 500 to 3588.
33. Expenditure has shown a slight decrease from \$18,500.00 to \$18,260.00.
34. Taumarunui has 230 current users on the scheme, a net increase of 42 people in the past year.
35. Taumarunui is one of the areas which has a relatively low ratio of TM users per head of population. Last year Taumarunui Hospital was recruited as a second assessment agency. Unfortunately this has not made a significant difference to user numbers.

RANGITIKEI TOTAL MOBILITY

36. The Marton scheme now has 148 users and 3,026 passenger trips have been made, at an average voucher subsidy of \$3.72.
37. Expenditure for the year was \$10,308.00, which is 73% of the \$14,000.00 budgeted. The Marton Taxi service is now owned by Taxis Palmerston North, with two drivers based permanently within the town.
38. Awareness of the scheme in Marton is good, and although there is only one assessor in the town the assessment process is fast and effective with no clients experiencing a delay in accessing the assessment service.

TARARUA TOTAL MOBILITY

39. Dannevirke is another area where there has been a small increase in users. However, from speaking to community groups, it appears that awareness of the scheme could be improved.
40. Expenditure in the 2008-09 financial year was \$4,544.00 well below the budget of \$8000.00 1,381 passenger trips were taken at an average voucher subsidy of \$4.12. Since inception 102 people have been assessed and currently use the scheme.

CONCESSIONARY FARE SCHEMES

TAUMARUNUI MOBILITY VAN TRUST

41. The Taumarunui Mobility Van Trust has been operating in and around Taumarunui since 1997 providing transport to medical appointments; day-care, school and physiotherapy for those people who need to use a hoist van.
42. The van is staffed by a number of volunteers and operates on a pre-booked system.
43. Recently the rise in fuel costs has impacted on the organisation. Consequently their concessionary fare agreement was reviewed and their subsidy for the 2008-09 year was increased to \$3.50 per single trip.
44. During the 2008-09 financial year 2,111 passenger trips were made on the service up from 1823 last financial year. Expenditure was \$7388.00 from a budget of \$8,000.00.

HOROWHENUA HEALTH SHUTTLE

45. The instigation of a health shuttle, in February 2008, between Horowhenua and Palmerston North was the culmination of many years of planning, lobbying and fund raising by a committee of stakeholders whose vision was to provide a sustainable, economic and reliable health shuttle service between Horowhenua and Palmerston North.
46. After its first full year of operation, patronage on the Horowhenua Health Shuttle continues to climb, with between 750-800 passengers using the service to access health services each month. The Trust operates two Transit vans and is currently purchasing a new Toyota which will operate as a feeder van and also as a back up. The two Transits make five return trips each day between Levin and Palmerston North and also bring people in from Foxton and Shannon to the medical centre in Levin.

47. The Horowhenua District Health Transportation Trust has employed a new co-ordinator, Raewyn Woolrich. Raewyn is making a concerted effort to work collaboratively with other health transport providers to ensure that services are not duplicated and the best possible use is made of the resources available. The Trust now has 50 volunteers, who are either drivers, support staff, or office staff.
48. In the 2008-09 financial year 7,126 trips were subsidised under the concessionary fare agreement at a cost of \$29,796.00. Trips which are funded through the health budget are not eligible for a subsidy under the Concessionary Fare Agreement.

ORDER OF ST JOHN FEILDING HEALTH SHUTTLE

49. The Order of St John provides a voluntary health shuttle service for disabled people with the majority of trips between Feilding and Palmerston North Hospital. Horizons provide a concession fare of \$1.50 per passenger trip for disabled passengers carried on this service.
50. The 2008-09 year reversed the trend from the past four years with an increase in the number of passenger trips. Trips were up from 2,319 in the 2007-08 year to 3,351 in the last year, with expenditure of \$ 4600.00.

ORDER OF ST JOHN DANNEVIRKE HEALTH SHUTTLE

51. In February 2005, The Order of St John started a mobility service to assist the people of Tararua access medical appointments at Palmerston North Hospital and locally.
52. The concessionary fare payment was increased in the 2008-09 year to \$5.00 per trip for trips between Tararua and Palmerston North to compensate for the increased fuel costs. The subsidy for local trips remained at \$1.
53. Patronage on this service saw a reduction this year which can be attributed to the introduction of the South Tararua shuttle, which is transporting passengers who would previously have been picked up by the Dannevirke shuttle.
54. 2,170 passenger trips were made in comparison to 2,396 in the 2007-08 year at a cost of \$10,538.00.

ORDER OF ST JOHN SOUTH TARARUA (BUSH) HEALTH SHUTTLE

55. Following the success of the Tararua Health Shuttle, the Order of St John, began planning a similar service for the people of southern Tararua.
56. With the assistance of Don Stewart (Dannevirke), Tom Fleming (South Tararua co-ordinator) recruited and trained volunteer drivers and assistants to staff the shuttle.
57. The service started operating out of Pahiatua in March 2008, and provides transport on an as required basis to Palmerston North Hospital and to medical appointments within Tararua.
58. After a full year of operation this shuttle is now well established and passenger numbers showed a steady increase before stabilising at around 105 people per month.
59. A review of the subsidy was made six months into operation and the subsidy was increased from \$3.50 for each single trip to Palmerston North to \$4.00. This gave parity to the two subsidies paid to the Tararua health shuttles.

60. In this financial year the shuttle carried 1,270 passengers with an operating expenditure of \$4548.00.

RECOMMENDATIONS

61. It is recommended that the Subcommittee:
 - a. **receives** the year end report for Total Mobility and Health Shuttle services in the Region.

V Patton
TOTAL MOBILITY COORDINATOR

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

Item No: 8
Date: 18/08/2009
Report No: 09-115
File No: TPP 2 07

REVIEW OF WANGANUI URBAN SERVICES

PURPOSE

1. This report is to inform Members of the intention to review the Wanganui urban bus services in the 2009-10 year before re-tendering of the services in 2010-11.

FINANCIAL IMPACT

2. Funding has been allocated in the current 2009-10 budgets for this review.

BACKGROUND

3. The current Wanganui urban services contract is a five-year contract and has been in place since November 2005. The current contractor is Transit Coachlines Ltd.
4. The current contract price was varied in March 2007 as a result of a review undertaken in November 2006 due to declining patronage. The results of this review were a reduction in service levels and a reduction in the annual contract price.

CURRENT PERFORMANCE OF WANGANUI SERVICES

5. The Wanganui urban services have experienced an upswing in patronage over the past 12 months. Total patronage for the 2008-09 year was 134,166¹. In the 2007-08 year total patronage was 114,530. This represents a 17 % increase in patronage.
6. Most fare types experienced significant increases in patronage with Seniors experiencing the biggest surge in patronage, by volume, up by nearly 14,000 trips. This increase is mostly because of the introduction of the Supergold card free off-peak travel scheme which was introduced in October 2008. Other increases were experienced by Adult, Child, Universal College of Learning (UCOL) and Youth users.
7. Table 1 compares the patronage for both the 2007-08 and 2008-09 years.

¹ These figures include UCOL patronage.

Table 1: Wanganui Urban Services Patronage			
Fare Type	2008-09	2007-08	Change in patronage
Adult	11351	9040	25.6%
Beneficiary	48688	56565	-13.9%
Child	24672	20676	19.3%
Day Pass	675	331	103.9%
Family Pass	707	1039	-32.0%
Senior	24670	10677	131.1%
Students	2819	4219	-33.2%
UCOL	12362	7749	59.5%
Under Five	5605	1340	318.3%
Total	131549	111636	17.8%

Table 1

8. There are correlations between the increase in the Senior travel and subsequent decrease in beneficiary travel, as before the Supergold card free travel scheme was introduced many Seniors may have produced their Community Services card to travel on the service as the concession payments are the same.
9. Furthermore, the increase in UCOL travel may account for some of the decline in Student travel. No explanation can be given for the sharp rise in under-five numbers travelling on the services.
10. With the rise in patronage, revenue recovery has increased on the services. For the 2008-09 year revenue recovery was 36.2%. In the 2007-08 year revenue recovery was 32.9%. However revenue recovery is still not meeting the 40 % minimum cost recovery that is stipulated in the Regional Passenger Transport Plan.

REVIEW OF WANGANUI URBAN SERVICES

11. The Wanganui urban services will be re-tendered in July 2010 with implementation of a new contract anticipated to be in November 2010. The review of the services will begin in earnest in August 2009.
12. At the time of writing this agenda report it was unknown how much funding will be made available in the Passenger Transport Services activity class as the National Land Transport Programme has yet to be finalised. However, after the release of the revised Government Policy Statement (GPS) in May 2009, all indications are that funding will cover only the cost of the current services plus inflation for the next three years. This is likely to mean that an increase in services is unlikely unless additional funding comes from a third party.
13. With the very real likelihood that there will not be extra funding for these services the review may have to focus on making the services more efficient and attempting to increase patronage further. Options to do this include: changing the level of service provided, changing routes and the number of kilometres travelled, increasing fares or changing the vehicles used.
14. Consultation on this review will begin in August 2009. By the February 2010 committee the review should be complete, with recommendations to be made to this committee on the makeup of the future services

ISSUES TO BE CONSIDERED

15. Since the current contract has been in place some issues have frequently been raised through customer feedback that should be considered as part of this review process. Note: this is not an exhaustive list and these will not be the only issues considered as part of this review.
16. These issues are:
 - Not enough services in the Springvale/St Johns Hill service.
 - Timing problems with the Wanganui East and Springvale/St Johns Hill services as the same bus is used on both these services. Frequent comments are that the Wanganui East service runs late primarily because of the size of the run and this has a subsequent effect on the Springvale/St Johns Hill service.
 - Weight restrictions on the Dublin Street Bridge which has meant a large bus cannot be provided on the Wanganui East and Springvale/St Johns Hill services.
 - No Saturday services on the Springvale/St Johns Hill service.

RECOMMENDATIONS

17. It is recommended that the Subcommittee:
 - a. **receives** the report on the upcoming review of the Wanganui urban bus services.

W Wallace
TRANSPORT PLANNER

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

Item No: 9
Date: 18/08/2009
Report No: 09-117
File No: TPP 3 01

WANGANUI-PALMERSTON NORTH COMMUTER SERVICE

PURPOSE

1. This report is to inform Members of progress into launching a Wanganui-Palmerston North commuter bus service.

FINANCIAL IMPACT

2. The cost of the proposed Wanganui-Palmerston North commuter service has been accounted for in the 2009-19 Long-term Community Council Plan (LTCCP).

BACKGROUND

3. Members will be aware of ongoing discussions between officers of Horizons and Universal College of Learning (UCOL) staff about opening up to the general public the current bus that travels between the Wanganui and Palmerston North UCOL campuses for UCOL students and staff.
4. An expedited tender process was undertaken in March 2009 with two conforming tenders being received.

REQUEST FOR ADDITIONAL FUNDING

5. Funding for the service was to be sourced from the bulk allocation of the Passenger Transport Services activity class through the 2009-12 National Land Transport Programme (NLTP), as separate applications are not required for service improvements with a total cost of less than \$250,000.00.
6. However, all indications are that requests for passenger transport service funding may not be fully funded in the 2009-12 NLTP. This decision will be known by 31 August 2009 when the NLTP is released.
7. Therefore officers are in the process of preparing a review item to go to the NZTA to request the additional funding required to operate the service.
8. Given the new priority of the amended Government Policy Statement (GPS) focusing on economic growth and productivity, the review item will place an emphasis on maximising the efficiency of the transport network as well as extolling the economic benefits of introducing this service.
9. This review item will go to the newly formed NZTA regional review board who will meet every fortnight. Regional review boards are being set up to speed up the review process as well as being given the delegated authority to approve projects in their region up to a certain limit. This change should mean that review items will be considered by those staff at NZTA who are more closely involved with the issues at a regional level.
10. If the review item needs to go to NZTA it is hoped that a decision on funding will be known by the end of September 2009.

11. If funding is approved for the new service it will need to be operating by the middle of November 2009. Contracts let under the current *Competitive Pricing Procedures Manual - Volume 2* can only have an eight month lead time from the issuing of tender documents and the beginning of the service. The request for tender for this contract was issued in mid-March 2009. If it lapses tender documents will have to be re-issued.

RECOMMENDATIONS

12. It is recommended that the Subcommittee:
 - a. **receives** the report into the update of investigations into a Wanganui–Palmerston North commuter service; and
 - b. **instructs** officers to submit a review request for additional funding from the NZTA should approved allocations in the 2009-2012 National Land Transport Programme not be sufficient to cover the proposed service.

W Wallace
TRANSPORT PLANNER

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

Item No: 10
Date: 18/08/2009
Report No: 09-118
File No: TPP 3 03

PASSENGER TRANSPORT PROMOTIONS STRATEGY

PURPOSE

1. This report is to present members with the draft Transport Promotions Strategy for approval.

FINANCIAL IMPACT

2. The development of a promotions strategy has been budgeted for in the current Long Term Council Community Plan (LTCCP) 2009-2012.

BACKGROUND

3. In May 2008, this Committee endorsed the concept of a forward-looking plan to co-ordinate the Transport team's publicity and promotions. The promotions strategy will have a defined plan of promotional work for a period of three years with details of events to be funded from the Transport team's promotional budget clearly articulated within it.
4. A draft Transport Promotions Strategy is attached at Annex A. The aims of the strategy are:
 - To increase patronage of public transport and Total Mobility;
 - To encourage people to try new transport methods;
 - To raise awareness of what Horizons does in transport (both internally and externally); and
 - To improve the provision of service information e.g. signage, availability of information.
5. The Transport and Communications and Promotions teams attended a promotions workshop run by StarPR in May 2009 to discuss activities that have been successful in other regions in the past. The two teams also held a joint brainstorming session to develop the strategy.
6. In order to achieve the objectives above, a 'bank' of promotional ideas has been appended to the strategy. These have been divided into three types of activity:
 - a. Large events – these will typically run over two to three weeks and will be focused on a particular mode of transport. Horizons expect to run two to three of these large events per year.
 - b. Special events – these are one off promotions centred around events like World Environment Day, Christmas or for the introduction, review of or changes to services.

- c. Grassroots promotions – this is the ongoing promotional work such as ‘good news stories’ in the press, utilising the Horizons website and Across The Region publication and general updates both internally and externally.

RECOMMENDATIONS

- 7. It is recommended that the Subcommittee:
 - a. **approves** the Transport Promotions Strategy.

K Lowe
TRANSPORT PLANNER

ANNEX

- A Transport Promotions Strategy

Transport Promotions Strategy



August 2009

1. Background

Over the past few years the Horizons Transport Team has supported events that have complied with the publicity and promotion policy (Policy 44) of the current *Regional Passenger Transport Plan*. The policy is as follows:

“Horizons Regional Council will regularly publicise and promote public transport services”.

Subject to available funding, services which meet the criteria in Policy 1 (“Horizons Regional Council will financially support the provision of a passenger transport service that has a significant economic; environmental; access and mobility; health; or safety benefit to the community, including the transport disadvantaged.”) will be promoted and publicised as appropriate.

Publicity may include flyer drops, discounted travel periods, competitions and support for service provision at one-off events. Promotion will ensure that those people who might use the service know about it, with the aim of encouraging new users to try the services.

As Policy 44 is very broad, promotions have previously tended to be ‘ad hoc’ with no long-term programme of events and activities. This strategy will ensure that transport promotions are contributing to the objectives described in Section 2.

2. Objectives

The aims of the promotions strategy are:

- To increase patronage of services supported by Horizons Regional Council
- To encourage people to try new transport methods
- To raise awareness of what Horizons does in transport (both externally and internally)
- To improve the provision of service information e.g. signage, availability of information

The strategy will also enable the Transport team to achieve better value for money when promoting activities, using a relatively limited budget in the most cost-effective manner.

3. Funding

Horizons Regional Council's Long Term Council Community Plan 2009-19 allocates the following amounts to the publicity and promotion of transport activities:

2009-10	\$45,000
2010-11	\$46,500
2011-12	\$47,700

4. Achieving the objectives

In order to achieve the objectives listed in section 2, the Transport and Communications and Promotions teams have developed a 'bank' of promotional ideas which can be found in Appendix 1. This list of activities is not exclusive and may be modified.

At the start of each year, a calendar of events based on the guideline calendar shown in Appendix 2 is to be produced. The activities for each year are to come from the list identified in Appendix 1 and will vary from year to year.

For larger, more complex promotions, a user guide outlining the process will also be developed to ensure consistency across events. When preparing a promotional event, staff should ensure that at least one of the objectives of this strategy will be achieved.

The promotional ideas have been divided into three types of activity:

4.1 Type A: Large events

Type A events will typically focus on a particular mode of transport to encourage people to try new transport methods. These are longer in duration than other types of events and it is envisioned they will run over one to four weeks with a variety of activities used as part of the event. Due to the size and complexity, Horizons expects to run two to three of these large events per year. These would generally tie in as part of a local or national event such as BikeWise or PushPlay month.

4.2 Type B: Special events

Type B events are 'one off' promotions centred around events like World Environment Day, Christmas shopping or for the introduction, review or changes to services. Typically these events will be shorter in duration than Type A promotions, however for the introduction or review of new services, longer ongoing promotion may be necessary.

4.3 Type C: Grassroots promotions

Type C promotions are the ongoing promotional work that the Transport and Communications and Promotions teams regularly undertake. Examples include 'good news stories' in the press and regular updates on the Horizons external website, internal intranet and Across The Region publication.

4.4 Sponsorship

Horizons staff are often approached by external organisations to provide bus services to events such as the annual Manfeild Fireworks Display. As with other promotional activities, this has tended to be on a very ad hoc basis with no clear guidelines to ensure that value for money is to be achieved through the sponsorship.

The Communications and Promotions team is currently developing Sponsorship Guidelines which will provide clear procedures for staff when entering into sponsorship agreements. Once these guidelines have been adopted as Horizons policy, these will be incorporated into this strategy.

Appendix 1: Promotional Ideas

TYPE A

BikeWise month – focus on cycling (working with organisations such as Sport Manawatu)

- Horizons teams involved in the workplace and Mayoral challenge
- Internal promotion of safe cycling practice
- Cycle safety workshops
- Organise internal cycle rides
- 'Cycle to...' events e.g. local cinemas, pools.
- Production of a cycling brochure outlining cycling spots and routes throughout the Region

PushPlay month – focus on active transport modes and physical activity (working with organisations such as Sport Manawatu)

- Internal competition between departments/teams
- External competition between Horizons and other councils/large workplaces
- Staff cycle and walking groups
- Encourage use of active transport modes to/from work
- Maps of walking routes throughout the Region

Public transport focus

- Loyalty card schemes
- Monthly/weekly passes
- 'Ride and win'
- Late night services trial
- Extended weekend services trial
- Promotion in conjunction with local businesses e.g. free coffee with bus ticket
- Roving reporter – radio personalities riding the services
- Business house competitions for bus usage over a period of time
- Weekend family passes

TYPE B

- World Environment free bus days
- December free weekends and extra services after Christmas parades
- 'Ride and Win' promotions on new and existing services
- 'Ride and Sing' – themed musical buses
- Central Districts Field Days – displays and provision of mobility scooters
- Feilding Garden Festival – provision of mobility scooters

- Provision of public transport to regional sporting and cultural events
- Community sponsorship events
- Activities listed as part of Type A large events may also be used on an individual basis.

TYPE C

- Improving the information available on the Horizons website
- Expand locations where bus tickets can be purchased
- News updates via the Horizons website
- 'Good news' stories in local newspapers
- Promotions through Mayoral columns in local newspapers
- Information in District/City Council publications and websites
- Surveys through Customer Services staff (particularly useful for implementation of new passenger transport services, or service review)
- Utilisation of advertising space available on the rear of buses
- Production of a Total Mobility brochure
- Increase the number of timetable holders and displays at bus stops and shelters

Appendix 2: Calendar of events

However wherever possible, the guideline calendar of events should be followed.

EVENT TYPE		
JUL		C
AUG	B	C
SEPT	A	C
OCT	B	C
NOV		C
DEC	B	C
JAN		C
FEB	A B	C
MAR		C
APR	B	C
MAY		C
JUN	B	C

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

Item No: 11
Date: 18/08/2009
Report No: 09-119
File No: TPP 2 01

RESULTS OF COMMUNITY FUND (T FUND) APPLICATION – LEVIN URBAN BUS SERVICES

PURPOSE

1. This report is to inform Members of the result of an application to the New Zealand Transport Agency's (NZTA) national review group for the use of Community Transport Funds for the Levin urban bus service.

FINANCIAL IMPACT

2. Provision has been made in the current Long-term Community Council Plan (LTCCP) to fund the service at its current cost.

BACKGROUND

3. Members will recall that in November 2008 the New Zealand Transport Agency unveiled a new source of funding from the National Land Transport Fund (NLTF), known as Community Transport (T) Funds.
4. This source of funding is to be used in areas of high socio-economic deprivation for existing or new projects or services at an enhanced Financial Assistance Rate (FAR). For passenger transport services this would equate to 75%.
5. At the February 2009 meeting this Subcommittee authorised officers to make an application for the use of T Funds. Should this application be successful, the funds would be used to upgrade the current Transit van to a Super Low Floor (SLF) bus to encourage people with access difficulties to use the service.

RESULT OF APPLICATION FOR T FUNDS

6. The NZTA national review group met on 12 June 2009 to discuss the funding application for T Funds to be used on the Levin urban bus services.
7. The decision of the review group was to approve the use of T funds for the increased level of service but not at the enhanced FAR.
8. The result of this decision is that if Council wishes to use a SLF bus on the service it will have to fund 50% of the enhanced level of service, or \$4,869.50 per annum. The total cost for the increased level of service was quoted by the operator, Madge Coachlines, at \$9,739.00 per annum.
9. After corresponding with Dave Watson, NZTA Principal Transport Planning Advisor, the reasons given by the review group for not accepting the application are:
 - T Funds are to be used for new services only;
 - The review group does not consider Levin to be sufficiently deprived; and

- Through the introduction of the Supergold card free travel scheme in October 2008, Horizons must have made cost savings and that these savings would be more than sufficient to cover the extra costs associated with the funding application.
10. However, Council officers do not necessarily agree with the reasons given above. When the fund was announced late last year officers discussed the potential application with staff of NZTA. We were advised that the funding could be used for improvements to existing levels of service, or new services to assist in areas of low socio-economic status.
 11. The latest New Zealand (NZ) Deprivation Index, released in 2006, has all five area units of Levin in the three highest deprivation scores of 8-10. Levin North and Levin East have deprivation scores of 8, Levin West and Playford Park of 9 and Levin South of 10. This indicates that all five area units of Levin have high levels of deprivation, according to the Index. Note: Area units with a deprivation score of 10 are termed the most deprived, area units with a score of 1 are the least deprived.
 12. The General Circular No. 8-12 'Implementation of the Community Transport Fund' states that assessment of an application will be based, in part, on 'the level of socio-economic deprivation for the area'. NZTA does not make it clear what it considers are areas of 'high' deprivation. If the funds are only intended for areas with Deprivation Index scores of 10 then this should be made explicit at the outset.
 13. We have also queried the assumption that Horizons has been making cost savings on the Levin urban services from the introduction of the Supergold card free travel scheme. The table below shows that Horizons has in fact lost a total of \$415.63 since October 2008, the time the Supergold card free travel scheme was introduced.

Supergold Levin						
	Total Pax	SG card pax	Maximum revenue	Actual revenue	SG card reimbursement	Shortfall
Oct-08	187	141	\$267.00	\$49.00	\$158.63	\$59.38
Nov-08	147	117	\$220.50	\$40.00	\$131.63	\$48.88
Dec-08	159	127	\$235.50	\$33.00	\$142.88	\$59.63
Jan-09	137	109	\$202.50	\$47.00	\$122.63	\$32.88
Feb-09	115	92	\$172.50	\$34.00	\$103.50	\$35.00
Mar-09	137	122	\$205.50	\$20.00	\$137.25	\$48.25
Apr-09	147	123	\$216.00	\$32.00	\$138.38	\$45.63
May-09	129	117	\$193.50	\$23.00	\$131.63	\$38.88
Jun-09	127	115	\$190.50	\$14.00	\$129.38	\$47.13
Total lost revenue						\$415.63

14. Supergold card fares are reimbursed at 75 % of the full Adult cash fare for the service. The Adult fare on the Levin urban service is \$1.50. Therefore Supergold card fares are reimbursed at \$1.13. There are no concessions offered on this service. Therefore Horizons are losing \$0.37 for every Supergold card passenger boarding.
15. Horizons could only make cost savings from this service if there were existing concession fares offered for those 65 and over (prior to the introduction of Supergold card free travel) where the discount available was greater than 75% of the value of the full Adult cash fare. For example, on the Palmerston North urban services the full Adult cash fare is \$2.00 and the cash fare for Seniors (65+) is \$1.30. The concession is therefore 65% of the value of the full Adult fare; therefore, for every Supergold card boarding the saving is 10% of the fare or \$0.20 per fare.

16. Given this information the Subcommittee has a number of options available to it going forward:
- Accept the status quo (do nothing option);
 - Query the decision of the NZTA national review group and re-apply for the funding with this extra information; and
 - Agree with the decision of the NZTA review group and recommend that Council budget an additional \$4,869.50 per annum for the introduction of a SLF bus on the Levin urban service.
17. If the Subcommittee decides to do nothing then in all likelihood the service will be discontinued after the annual review of the service is completed in November 2009 due to poor patronage and revenue recovery.
18. If the Subcommittee agrees to query the national review group's decision, then a further review item including the above information will be forwarded to NZTA for consideration.
19. NZTA is changing its process for reviews and increasing delegations to new regional management groups which will meet twice monthly. This should streamline the process and assist our application.
20. If the Subcommittee agrees to fund the introduction of a SLF bus, this additional funding would come out of Horowhenua bus services reserves. Under its Terms of Reference, this committee is able to approve the use of transport scheme reserves if it wishes to.

RECOMMENDATIONS

21. It is recommended that the Subcommittee:
- a. **receives** the report on the result of the Community Transport Fund application for the Levin urban bus service; and
 - b. **authorise** officers to make a further application to the New Zealand Transport Agency (NZTA) to secure Community Transport Funding for the Levin urban bus service.

W Wallace
TRANSPORT PLANNER

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

Item No: 12
Date: 18/08/2009
Report No: 09-121
File No: TPP 2 03

PALMERSTON NORTH BUS TERMINAL UPDATE

PURPOSE

1. This report is to inform Members of developments regarding the investigation into a new Palmerston North bus terminal.

FINANCIAL IMPACT

2. Funding for this project has been provided for the in the Palmerston North City Council's Long-term Council Community Plan (LTCCP).

BACKGROUND

3. 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.
4. 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.
5. 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 LTCCP for design and construction.

PROGRESS TO DATE

6. A total of \$10 million has been allocated towards design and construction of a new facility in PNCC's LTCCP 2009-19.
7. Members may be aware that there has been much media and public interest in possible locations, as well as proposals put forward by a number of interested parties however, it is important to note that a thorough investigation into any site has yet to be undertaken. Copies of recent news articles from the Manawatu Standard relating to the bus terminal are attached at Annex A.
8. The working party has been established and is comprised of officers and Councillors from PNCC and Horizons. Throughout the project, key stakeholders such as Destination Manawatu, Massey University, Universal College of Learning (UCOL), retailers and operators are to be consulted at various stages but it is intended to limit the working party to the group outlined above.

9. The working party met on 7 August and the discussion centred around:
- The issues with the current urban and long-distance facilities;
 - safety problems in the urban terminal
 - passenger comfort in the urban terminal
 - lack of integration between urban and long-distance services
 - no room in the current urban services terminal for future service growth
 - The results of surveys of long-distance passengers.
 - The desire for co-location of urban and long-distance bus services. Members agreed that the two should at least be within proximity of each other.
 - The desire for the urban bus services to continue to be located in the Central Business District (CBD).
 - Whether or not the existing urban terminal could be upgraded to meet the needs of the current and future bus services.
 - Identification of a number of criteria for future sites, the most important being:
 - size of the site
 - safety for passengers and pedestrians
 - traffic management
 - A number of potential sites have been identified either by council staff, developers or members of the public and these were assessed against the criteria identified above.
10. PNCC has scheduled a Councillors' workshop on 19 August which will confirm the Terms of Reference and scope for the project. Cr Chettleburgh and Horizons officers have been invited to this workshop. Participants will also further discuss nominated sites and their suitability in relation to the site criteria.

RECOMMENDATIONS

11. It is recommended that the Subcommittee:
- a. **receives** the Palmerston North bus terminal update.

K Lowe
TRANSPORT PLANNER

ANNEX

- A News articles from the Manawatu Standard



By KATIE CHAPMAN - Manawatu Standard | Monday, 16 February 2009

Bus terminal rethink is ordered

Plans for a new bus interchange and terminal in Palmerston North have been sent back to the drawing board.

Last week, Palmerston North City Council's planning and policy committee rejected a concept plan that named Main St East and The Square as the preferred location for a terminal that would service both national and local bus services.

The concept included a pedestrian plaza and facilities such as ticketing, cafes, toilets and waiting lounges. But councillors voted against the concept, instead asking staff to present a more detailed assessment of alternative sites.

Places discussed included King St and the old Warehouse site on Cuba St.

Committee chairwoman Anne Podd said the decision came from a desire for more information.

"I suspect that councillors felt they hadn't had enough information or time to think about it."

The Main St location was a good option for the next decade or so, but councillors wanted to ensure it was the best long-term choice.

"If the public transport grows bigger it may not be big enough."

They also felt there was time to reconsider the options, she said. "It was a combination of things, and they didn't feel there was the urgency about it."

But Main St was not off the table because it still could emerge as the best location, she said.

Council roading manager Graeme Tong said staff had spent about six months preparing the Main St option, and would now go back to the drawing board.

A number of options mooted by councillors had not been considered before, he said. "Whether they are appropriate or not, I guess, will be established."

He could not put a monetary value on the work completed so far, but said it was a "substantial amount of staff time".

Issues raised, including whether there had to be such a strong link between national and local services, and how closing Main St would affect traffic patterns, would all be considered.

Staff would also follow council direction and establish a working party to meet with Horizons Regional Council representatives.

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\$10 million bus terminal needs location

Manawatu Standard Last updated 12:00 30/06/2009

Where the wheels on Palmerston North's buses will stop is the \$10 million question.

Palmerston North City Council is launching an investigation into where a new bus terminal should go, after \$10m was earmarked in the long-term council community plan.

That was increased from \$3m in the draft, after Councillor Bruce Wilson moved the amount be upped in case land had to be bought. The bigger budget allowed the council to keep its options open, he said yesterday.

"It would be really dumb to get a good site, a good design, and then have some naysayer say we didn't put enough money in the plan."

The city had to plan for increasing demand for buses if oil prices continued to rise, and had to find the best solution, he said.

Council roading manager Graeme Tong said work would now begin with key stakeholders to see what sort of bus terminal would best fit the city's needs.

Two factors had made the issue urgent, he said the unsuitability of the inter-city terminal on Pitt St and congestion at the Main St East terminal.

The Pitt St site had grown too small for all the city's bus services, so urban buses had moved out, leaving national services to carry the entire lease cost, he said.

"They're having difficulty containing that site just for the inter-regional services."

In an effort to stop the national service moving out, and dropping passengers on the side of the road, the council was putting in \$8000 a year towards the lease, while a permanent solution was found.

Transit route services manager Stephen Du Plessis said that was not the preferred option, but it was used in other places.

He would prefer to see a more modern facility, because the current building a former Chinese restaurant was "old and tired", he said.

"It would be nice to see some progress."

Urban services manager Tony Chettleburgh said the urban services had been forced to move out of the Pitt St site, because it was too small.

A new terminal was "overdue", as the Main St site became increasingly congested, he said.

"We'd just completely outgrown it." A terminal that catered for both services would be the best solution, he said.

Mr Tong said that was an issue that had to be investigated.

In particular, where a terminal could go that would be suitable for both urban and national services was an issue, along with whether a joint site was even required, he said.

Funding set out in the long-term plan means buses should be able to start using the new terminal by 2011-12.

WHERE CAN A BUS TERMINAL GO?

Council staff had recommended that a new terminal be built around the existing Main St East site, with the road closed to other traffic.

The concept included a pedestrian plaza and facilities such as ticketing, cafes, toilets and waiting lounges.

But in February, councillors voted against the option, asking staff to present a more detailed assessment of alternative sites the investigation that will now take place.

Other sites discussed have been King St, the old Warehouse site in Cuba St, and the airport.

Council roading manager Graeme Tong said the larger funding envelope meant more options would be available, because a terminal would not have to be built on existing council land.

HAVE YOUR SAY:

Where should Palmerston North's new bus terminal go? Leave your comments below, write to the editor at PO Box 3, Palmerston North, or editor@msl.co.nz (include names and addresses), or text to 027 498 1242.

4 comments

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Josh #1 12:10 pm Jun 30 2009

After reading the pdf online that presents the various options, I would have to go with the recommendation in the file that the main street site be redeveloped. It's central, and that is simply a must for a decent public transport system. The old warehouse site or the airport will not do.

I currently live in Wellington, where public transport service is excellent (and the methods very different thanks to Wellington being designed along a corridor, rather than Palmy which is designed to splay outwards from the centre). Public transport needs to be accessible and the council needs to think beyond the city. Palmy residents would, I'm sure, be happy with any improvement on the current service, but out-of-towners from around the country and around the world will have higher expectations, thus the terminal really needs to be in its current central site.

Palmy gets a lot of stick, let's try and get away from that by doing this properly.

Beejay #2 12:33 pm Jun 30 2009

Maybe Palmerston North should first get itself a DECENT bus service and then worry about the terminal – talk about cart before the horse. The current service is a joke.

Pat James #3 05:22 pm Jun 30 2009

Hi, I am very interested in giving my opinion on the new bus location. I am 67 yrs old, and use the current bus service on a very regular basis, the main reason being, I don't have to worry about finding a park in our over priced parking facilities town, and I don't have to battle with the mad traffic, that our town traffic system creates, plus it is so beautifully central. I feel sorry for the drivers battling the crazy traffic system, but can only praise them all for their courtesy and patience to passengers, and other traffic. So whoever said that we need to revise our bus system should get a haircut and get a real job, and while they're at it get a life. Horizons Buses Rocks, Regards Pat James.

I Colville #4 11:31 pm Jun 30 2009

Has anyone thought of the old Railway Land on Main St? there is plenty of room on that Land, and the Buses can get in from both sides.

[Ad Feedback](#)

Manawatu Standard

Bus terminal debate heats up

By KATIE CHAPMAN - Manawatu Standard Last updated 13:00 14/07/2009

The wheels are spinning in people's minds as debate heats up over where Palmerston North's buses should go.

News the city council has set aside \$10 million to build a new bus terminal has seen a flurry of opinions crowding the Manawatu Standard's letters to the editor and text message inboxes.

The old Warehouse site on Cuba St, and combining the terminal with the railway station, have emerged as the most popular sites.

Those supporting the Warehouse site have highlighted its location as a key benefit.

"We have a very large, disused Warehouse building on Cuba St, central to town, with easy access from Cuba and Rangitikei streets. You can drive in one way, out the other, and the building would be easily converted," Joe Pape wrote in one letter.

Parking, and the possibility of creating a transport hub were arguments for the railway station.

"May I suggest the railway station in Matthews Ave be taken over as the new long-distance bus terminal. There's ample parking, plenty of room to expand and very easy access for all coaches coming from north, south, east and west," I.W.S. Macdonald of Foxton wrote.

Deputy mayor John Hornblow said he was surprised at the level of interest the issue had created, because most people did not travel by bus.

But it was great to hear the different ideas coming through, he said.

"The creativity that some people have come up with, it's feeding us with ideas."

Mr Hornblow believed the old Warehouse building was a more appropriate site than the railway station, as it was important to be central to cafes and shops.

Mayor Jono Naylor also supported a terminal closer to the central city, and said he had suggested the Farmers building on Broadway Ave set to be vacated when the department store shifts to the Plaza.

"The beauty of a site like that would be addressing foot traffic concerns that people have had in Broadway." The Warehouse building would have similar benefits, he said.

It was great to see the ideas coming through from the public, but he said caution was required because of the commercial sensitivity if a land purchase was made.

"While it's great to be flooding these sorts of ideas we need to make sure that we don't put the council and the ratepayers, in a commercially disadvantaged position by laying all our cards on the table too early."

CHOICES PONDERED

As ideas flood in about sites for a bus terminal, city council staff are busy investigating the possibilities.

City networks general manager Ray Swadel said it was encouraging to see the level of response coming from the community.

"One thing we have got to try and achieve is more encouragement to people to try and consider using public transport."

A working party had been established with Horizons Regional Council to look at the various options, he said.

Two key elements were being considered whether the regional and local services should be combined under one roof, and what other benefits could be garnered, such as economic. "Whether we can find a suitable site for [combining the facilities] to be done, and whether there's an actual need for that is another matter."

Work would continue, particularly focusing on talking with key parties.

YOU SAY:

- What you're saying in the text the editor and letters to the editor columns:
- New bus station site railway stn or terrace end cnr main st, both eye sore 4 p.nth
- Bus terminal needs to be kept central in walkin distance to shopping at downtown & plaza, close main st to traffic. remember elderley people & people who need close walkin distance to main shoppin.
- Why nt put the bus terminus back by the `l' site. E z access 2 loos & cafes.
- New bus terminal could go on old Warehouse site. Big enough and close 2 town.
- Put the bus terminal @ the train station, save commuters the hassel of goin between them both. Taxis could park there 2. Not far from airport eitha.
- Bus tnm! shd go in old warehse site.
- Bus terminal should be modern and welcoming to visitors wherever it is. The railway station looks like a gang pad.
- I suggest the plot of land which has recently come up for sale over on Rangitikei Line (just past Mitre 10, heading north). Using this location for both urban and intercity transport, will work in a number of ways ... Some people may think Rangitikei Line is too far from the inner city, but there are other cities that have terminals originating outside the CBD.
- The terminal in Main Street could be upgraded to make it a little more user-friendly and city buses could use the rail/coach station as their outer terminal. Food for thought.

ManawatuStandard

King St is the place - developer

Manawatu Standard Last updated 13:00 16/07/2009

A King St bus terminal would be central, bigger and better, says Palmerston North property developer Paul Barris.

It would also add life to Broadway Ave after the departure of Farmers to The Plaza next year, he said.

Mr Barris' proposal, which includes concept sketches of a redeveloped retail precinct, comes on the back of two weeks of debate in the city about the best location for a new bus terminal.

Palmerston North City Council is investigating bus terminal options after \$10 million was earmarked for the project in the council's long-term plan.

The inter-city Pitt St terminal was too small for all the city's bus services and the Main St East terminal was congested, according to council roading manager Graeme Tong.

Council city networks general manager Ray Swadel said "20-odd sites" had been proposed so far.

Mr Barris said a King St terminal, with a pedestrian walkway from Broadway, would create a better link from UCOL to The Square.

He planned to create a redeveloped retail area and car parking in the vicinity of the terminal.

There was no start date for a planned hotel above Number 1 Shoe Warehouse, however. If there was support for a King St terminal, development of the hotel overlooking The Square would come after the terminal and redeveloped retail area, he said.

Mr Barris hoped to acquire the Farmers site on Broadway Ave for the bus terminal project. That building is owned by Plaza owner, Kiwi Income Property Trust.

Trust head of transactions and projects, Jon Lesquereux, said Kiwi was in the early stages of deciding what to do with the building, ahead of Farmers' move to The Plaza.

The trust would be open to selling it for the project, but it was too early to indicate any commitment to the idea, he said.

Mr Lesquereux indicated competitive instincts wouldn't get in the way of a deal.

"We're in favour of a strong Palmerston North CBD," he said.

E3 Architects director Michael Tate-Davis said the concept included a pedestrian area at least twice as wide as the path beside the Regent on Broadway.

There would be direct sight lines to The Plaza entrance, The Square and information centre, he said, making it easy for visitors to orient themselves with key elements of the city. "I think it's the ideal site," he said.

Mr Barris said a second transport hub could be created at Palmerston North International Airport, with the train station moving there.

Airport chief executive Garry Goodman said the idea of a transport hub at the airport had been around for at least 10 years.

However, it had picked up momentum again in the past six months. Land for a rail corridor to the airport would be available.

Manawatu Standard

Retail stores moving to old Warehouse

By JODY O'CALLAGHAN - The Manawatu Standard Last updated 12:00 28/07/2009

Briscoes and Rebel Sport are relocating to make a "larger footprint" on the central city, ruling out one of the favoured sites for Palmerston North's planned new bus terminal.

Cuba St's old Warehouse building has been sold to parent company Briscoe Group, after remaining empty since October 2005.

The sale comes after Manawatu Standard readers considered it one of the most popular options for the city council's proposed \$10 million bus terminal.

Briscoe Group managing director Rod Duke said the company would revive the 5000 square metres of retail space to accommodate "bigger, brighter and more exciting" Rebel Sport and Briscoes stores.

"We've been looking at moving into a larger premises for the group for a little while ... It's one of our key projects.

"The plan will be to, over time, relocate both brands into that particular site ... but I'm not sure whether it will be both at the same time."

The company would begin relocating in the next year, Mr Duke said.

They had been in negotiations during the past few months after the old Warehouse building "came to our notice". The contract went unconditional last week.

The company would next decide on changes and whether to lodge building consents during the next 12 months, Mr Duke said.

The group had time left on the lease of its Main St East location while renovations got under way.

Council networks general manager Ray Swadel, who was unaware of the sale yesterday, was unconcerned about the loss of a contender for the proposed bus terminal.

There were several other potential locations, with about "20-odd sites" mooted so far, he said. "We're reasonably comfortable ... I don't think it's going to be too much of a concern."

Bus passengers were being surveyed on their opinions, Mr Swadel said.

The council was keeping an open mind about where the bus terminal was likely to end up, but there was a strong advantage in a central city location, he said.

Ray White Commercial Real Estate broker Grant Lloyd said the north-western side of The Square had been lacking in major retailers for some time.

The relocation of Briscoes and Rebel Sport, which was brokered by Ray White, would enhance retail in the central area, he said. "It's great to be a part of a positive deal that's a win-win for Palmerston North."

The real estate company would now be looking for new tenants for the two Main St East properties.

'One less obstacle'

Palmerston North property developer Paul Barris was happy there was "one less obstacle to overcome" for

a King St bus terminal. The sale of one of the main competitors, the old Warehouse building, made King St the most suitable site, he said.

"I'm saying, 'Hey look, one of the strong competitors has gone now'. This is one less obstacle to overcome."

Mr Barris has been a frontrunner in the campaign to see the council's new terminal developed in the central city King St location.

His proposal included concept sketches of a redeveloped retail precinct, making a King St bus terminal "central, bigger and better", he said. It would also add life to Broadway Ave after the departure of Farmers to The Plaza next year, Mr Barris said.

He would continue to promote the site and talk with the council about the proposal, he said.



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