

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

PUBLIC TRANSPORT SERVICES REPORT

1. PURPOSE

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

2. RECOMMENDATION

That the Committee recommends that Council:

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

3. BACKGROUND

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

4. DISCUSSION

Patronage Highlights

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

Fare Revenue Update

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

18 May 2021

5. SIGNIFICANCE

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

Jayne Anderson
TRANSPORT PLANNER

James Miguel
TRANSPORT PLANNER

Rhona Hewitt
TRANSPORT SERVICES MANAGER

ANNEXES

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