



# Regional Public Transport Plan

2015 - 2025

2015/EXT/1441 ISBN 978-1-927259-27-6



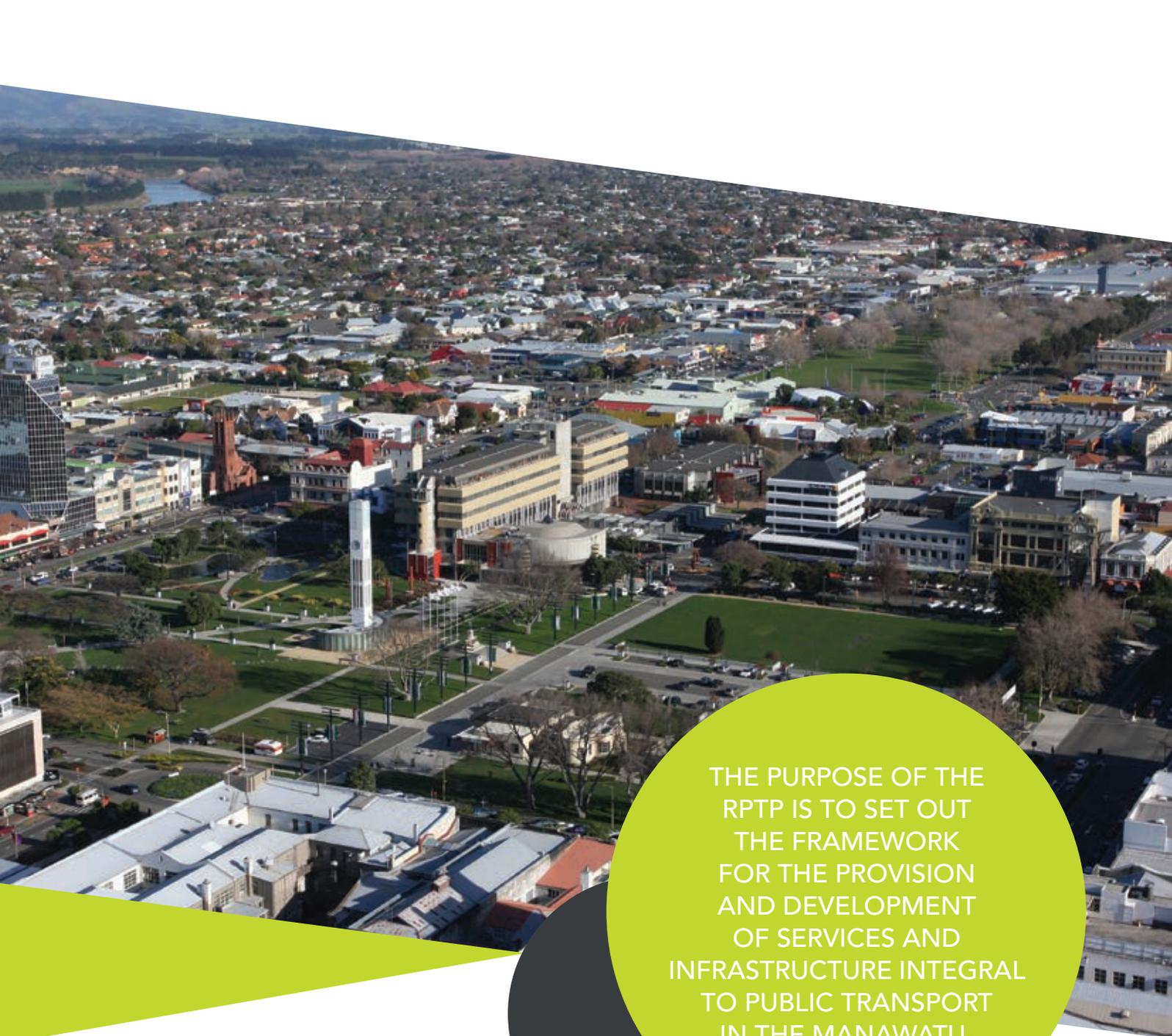
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THE PURPOSE OF THE RPTP IS TO SET OUT THE FRAMEWORK FOR THE PROVISION AND DEVELOPMENT OF SERVICES AND INFRASTRUCTURE INTEGRAL TO PUBLIC TRANSPORT IN THE MANAWATU-WANGANUI REGION.

# Section 1

## INTRODUCTION

## 1.1 PURPOSE OF THE REGIONAL PUBLIC TRANSPORT PLAN

This is Horizons Regional Council's Public Transport Plan (RPTP or the Plan). The purpose of the RPTP is to set out the framework for the provision and development of services and infrastructure integral to public transport in the Manawatu-Wanganui Region.

The Plan is a statutory document and has been prepared following the provisions in the Land Transport Management Act 2003 (LTMA). The LTMA provides the legislative framework for public transport services in New Zealand, giving effect to Government's overarching Public Transport Operating Model (PTOM).

The RPTP, therefore, sets out how Horizons will contribute to the purpose of the LTMA through public transport services. It specifies the public transport services that Horizons has identified as integral to the public transport network in the Region, and the policies and procedures that apply to those services.

The RPTP must be kept current for a period of not less than three years in advance, but not more than ten years, and must be renewed at least once every three years or as soon as practicable after the public transport components of the Regional Land Transport Plan (RLTP) have been renewed or varied.

## 1.2 PLAN CONTENTS

This Plan is divided into four main parts:

1. Introduction (section 1): a brief outline of the purpose and content of the Plan.
2. Strategic Context (section 2): a summary of the statutory requirements and strategic context within which the Plan has been prepared.
3. Policies and actions, including funding (sections 3 to 10): this part of the Plan sets out the policies that Horizons intends to follow to implement Government's PTOM, and the specific actions proposed to implement those policies and the objectives of the RLTP.
4. Funding the RPTP (section 11): the funding sources available for public transport services and the expected costs and revenues.



THE PTOM IS THE  
HIGH-LEVEL POLICY  
FRAMEWORK FOR PUBLIC  
TRANSPORT SERVICE  
PLANNING, PROCUREMENT  
AND DELIVERY

# Section 2

## STRATEGIC CONTEXT

## 2.1 PUBLIC TRANSPORT OPERATING MODEL

The PTOM is the high-level policy framework for public transport service planning, procurement and delivery. It emphasises engagement between regional councils and service providers during the establishment of public transport 'units', including the development of unit contracts, infrastructure and the tendering process, as well as ongoing partnership to enable stronger network coordination and to encourage investment. Partnering is key to the successful implementation of PTOM and to achieving the joint goals of increasing patronage and reducing reliance on subsidies.

The PTOM framework is implemented through the legislative requirements set out in the LTMA, and supported by operational policy developed by the New Zealand Transport Agency (Transport Agency) including its procurement manual and RPTP Guidelines (the Guidelines). The services that are integral to each region's public transport network are organised into 'units', which are then delivered by contracted providers. The providers must meet agreed performance standards.

Alongside the performance standards, the procurement of units may include a 'financial incentive mechanism'. This is to encourage operators to increase the use of services either by sharing the additional fare revenue between the regional council and the operator or providing a payment to the operator for increases in passenger numbers above agreed levels.

## 2.2 LEGISLATIVE REQUIREMENTS

In preparing this Plan, Horizons has followed the requirements of the LTMA. The statutory purpose of the RPTP is to provide:

- A means for Horizons and public transport operators to work together in developing services and infrastructure for public transport in the Manawatu-Wanganui Region;
- An instrument for engaging with the public in the Manawatu-Wanganui Region about how the public transport network is designed and operated; and
- A statement of the services that are integral to the public transport network, the policies and procedures that will apply to those services, and the information and infrastructure that support them.

Horizons must be satisfied that the Plan:

- Meets the purpose of the LTMA, which is to contribute to an effective, efficient and safe land transport system in the public interest;
- Has been prepared in accordance with any relevant guidelines that the Transport Agency has issued; and
- Is consistent with the Regional Land Transport Plan for those matters that are covered in both plans.

Horizons has used the Guidelines for preparing regional public transport plans to help determine the scope and content of this Plan, including the establishment of units, and the objectives and policies that will apply to units, taxi and shuttle services. The Plan has been developed following the consultation process described in the Guidelines.

Horizons must also be satisfied that the following principles were applied during the preparation of the RPTP:

- Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers;

- Public transport service provision should be coordinated with the aim of achieving the necessary levels of integration, reliability, frequency and coverage to encourage passenger growth;
- Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently;
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services; and
- The planning and procurement of public transport services should be transparent.

Horizons is required to take into account a number of other matters in preparing the Plan, as set out in section 2.3:

- Any current National Energy Efficiency and Conservation Strategy (NEECS);
- Any relevant regional policy statement, regional plan, district plan or proposed regional or district plan under the Resource Management Act 1991;
- The public transport funding likely to be available within the Region;
- The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services; and
- The views of public transport operators in the Region.

The RPTP must also consider the needs of people who are transport-disadvantaged.

A list of the full legislative requirements is included in Appendix 2.

## 2.3 MATTERS TAKEN INTO ACCOUNT

### 2.3.1 New Zealand Energy Efficiency and Conservation Strategy

The New Zealand Energy Efficiency and Conservation Strategy 2011-16 includes the objective “A more energy efficient transport system, with greater diversity for fuels and alternative energy technologies.” The supporting policy states that Government will continue to support improvements to road and public transport, continuing to fund public transport infrastructure, including encouraging the use of public transport systems (amongst other modes of travel), and encouraging the entry of alternative transport fuels and electric vehicles in the New Zealand market.

RPTP Policy 4 sets minimum standards for energy efficiency by requiring urban buses to adhere to the national Requirements for Urban Buses. Policy 5 provides for Horizons to support the use of vehicles with lower emissions than that standard where these will offer value for money. It is expected that the implementation of these policies over the life of the Plan will enable improvements to the energy efficiency of the Region’s public transport network, in response to increasingly rigorous national standards and more readily available, affordable and reliable technology.

### 2.3.2 Relevant resource management policy statements and plans

An analysis of the policies and plans directly relating to supporting public transport and associated infrastructure, from the operative district plans in the Region and the Horizons One Plan (combined regional policy statement, regional coastal plan and regional plan) can be found in Appendix 3.

### 2.3.3 Public transport funding

The funding sources available for public transport in the Manawatu-Wanganui Region is discussed in Section 11.

### 2.3.4 Obtaining best value for money

Horizons' implementation of the PTOM through this Plan and its Procurement Strategy provides strong mechanisms for obtaining the best value for money in its provision of public transport services. These mechanisms include, in particular, competitive tendering for the provision of the Region's public transport units, and the inclusion of performance measures alongside financial incentives for operators to improve the performance and uptake of services.

### 2.3.5 The views of public transport operators in the Manawatu-Wanganui Region

Horizons actively sought the views of the Region's public transport operators prior to adopting a draft RPTP, and met with all those who wished to discuss the review of the RPTP, PTOM, the development of units and the objectives that will apply to the units. These views were, in general, quite consistent and have been incorporated into the RPTP. Where there were different views, Horizons has considered the implications of the different options preferred by operators and chosen the option most likely to achieve integrated public transport for the Region.

### 2.3.6 The Transport Disadvantaged

The LTMA requires the RPTP to consider the needs of the 'transport disadvantaged'. The LTMA defines the transport disadvantaged as:

*People who Council has reasonable grounds to believe are least able to travel to basic community activities and services (for example, work, education, health care, welfare and shopping).*

Horizons has identified a number of factors which may restrict accessibility and or mobility. These include:

- Age (old or young);
- Lack of income;
- Disability;
- Physical isolation from basic community services;
- Lack of access to a vehicle or inability to drive.

Transport disadvantage also can be thought of in terms of "transport disadvantaged area" (area without close proximity to transport or limited public transport options); "transport poverty" (where a household is forced to consume more travel costs than they can afford) and "forced car ownership" (there are no alternatives to cars for low income people as one of the items of household expenditure).

The provision of comprehensive bus networks in urban areas as described in the Plan goes some way to providing for the accessibility needs of the transport disadvantaged. However it is recognised that some groups and communities have specific needs which may be met by other transport solutions including discounted fares or specialised transport services. Examples discussed within this Plan are:

- Continued support for the national SuperGold Card off-peak free travel scheme;
- Continued provision of the Total Mobility taxi scheme;
- School bus services where appropriate;
- Discounted fares for children, students, the elderly, people with disabilities and beneficiaries;
- Health shuttles; and
- Support for community based services in areas where traditional bus services are not viable.



THE REGION IS  
RELATIVELY WELL SERVICED  
BY PUBLIC TRANSPORT,  
WITH A HIGHER RATIO OF  
PASSENGERS CARRIED PER  
HEAD OF POPULATION

## Section 3

PROVIDING PUBLIC  
TRANSPORT FOR OUR REGION

### 3.1 GENERAL TRANSPORT NEEDS OF THE REGION

Considering its geographical size and low population density, the Region is relatively well serviced by public transport, with a higher ratio of passengers carried per head of population than some other similar regions.

There are regular urban bus services in Palmerston North and Wanganui and a growing number of daily commuter services between centres. In recent years, Horizons Regional Council has increasingly sought funding for services from large organisations which stand to benefit primarily from these services. Services successfully implemented in this manner include the Universal College of Learning (UCOL) and Massey University Unlimited Access Schemes.

Access and mobility issues are significant for residents in rural centres that are too small to support traditional scheduled bus services. Without some realistic options for public transport, small communities may struggle to retain residents in the face of a need to be near work, study, hospitals and other facilities. The reduction in medical services in rural towns has exacerbated the need for transport options to larger centres. Taxi services also have a very important role to play in the Region, providing transport to essential services for those with limited mobility. Horizons will continue to support the provision of Total Mobility<sup>1</sup> services where possible wherever an appropriate operator is available. As the population ages, the demand for such services will increase and funding could become an issue.

There is a need to investigate other methods of providing public transport options for smaller centres. The 2015 Government Policy Statement on Land Transport directs public transport funding to increasing capacity in areas of significant congestion. This means that there is little funding available for public transport improvements outside the major urban centres. Alternative sources of funding for public transport, such as employer subsidy schemes, may become increasingly important in the future.

### 3.2 PUBLIC TRANSPORT OBJECTIVES

The following objectives apply to all public transport services units, taxi services and shuttle services that Horizons provides financial assistance to:

- A reliable, integrated, accessible and sustainable public transport system;
- An effective procurement system that delivers the desired public transport services;
- A safe and accessible network of supporting infrastructure; and
- Increasing patronage.

The RTPP includes policies that will also apply to these services. The following table summarises all the objectives and policies, and shows which of the policies support each objective.

<sup>1</sup> Total Mobility is a subsidised taxi scheme for those who have a disability preventing them using traditional public transport.

## **A RELIABLE, INTEGRATED, ACCESSIBLE AND SUSTAINABLE PUBLIC TRANSPORT SYSTEM**

### **Supported by Policies:**

[1] Horizons will financially support the provision of a public transport service that has a significant economic, environmental, access and mobility, health, or safety benefit to the community, including the transport disadvantaged. These benefits will be assessed using the following criteria:

- the physical, social and economic environment in which the service does or will operate and the impacts on existing services; and
- the likelihood of existing and potential passengers using the service and reasons why or why not.

[2] Horizons will establish public transport service units following engagement with key stakeholders, for services that are assessed as being integral to the Region's public transport network against Policy 1.

[4] Vehicles used on urban bus services must meet the Requirements for Urban Buses (RUB) as the minimum standard.

[5] Horizons will prefer the use of vehicles that have lower emissions than the minimum standard where they are affordable.

[6] Residents in small centres and satellite towns should have access to public transport services to connect them to major employment, shopping, medical, recreation, education and transport facilities in major urban centres where these are not available locally.

[13] Horizons will support technological improvements to access to and use of Total Mobility subsidies and the administration of the scheme.

[22] Horizons will maintain and follow a monitoring strategy that sets out which services will be monitored, what aspects of the service will be monitored, and the monitoring frequency and methods.

## **AN EFFECTIVE PROCUREMENT SYSTEM THAT DELIVERS THE DESIRED PUBLIC TRANSPORT SERVICES**

### **Supported by Policies:**

[3] Horizons will apply minimum service levels to urban and regional bus services.

[7] Horizons will continue to support the operation of the Total Mobility scheme in towns within the Region where an appropriate operator exists.

[14] Horizons will support technological improvements for access to and use of Total Mobility subsidies and the administration of the scheme.

[8] A person eligible for assistance from the Total Mobility scheme must have an impairment that prevents them from undertaking any one or more of the following five components of a journey unaccompanied:

- getting to the place where the transport departs;
- getting onto transport;
- riding securely;
- getting off the transport;
- getting to the destination.

[9] Horizons will subsidise eligible Total Mobility trips by 50% up to a set maximum fare subsidy and may also set limits on the number of vouchers issued in order to manage expenditure levels.

[10] Horizons may provide funding for the installation of ramps or hoists in wheelchair-accessible vehicles on the following basis:

- there must be a proven demand for the service;
- all costs and vehicle specifications must have the prior approval of Horizons;
- the van owner or the taxi company must sign a suspensory loan agreement;
- there is sufficient funding available to meet installation costs.

[11] Horizons will continue to administer and monitor the Flat Rate Payment for hoist trips, provided the New Zealand Transport Agency continues to fund 100% of the Payment.
[12] All taxi companies and disability agencies who participate in the Total Mobility scheme must first sign contracts with Horizons.
[13] Private hire services will not be permitted to participate in the Total Mobility scheme in areas where the service can be adequately provided by approved taxi operators.
[15] The rating contribution to a subsidised service (including administration costs) will be funded by the ratepayers of the district in which the service operates. Where a service runs across districts, the costs will be shared equally.
[18] Horizons will aim to recover at least 45-50% of the total costs of providing public transport services in the Region from fare revenue.
[19] At least 45% of the overall operating costs of an individual contracted service should be recovered through the fare, unless the benefits (as stated in Policy 1) of a lower ratio clearly outweigh the extra subsidy costs incurred.
[20] Horizons will carry out a review of fares on contracted public transport services annually, and a review of fare structures at least every six years.
[21] Current and new public transport services for the Region will be contracted in accordance with the current Procurement Strategy adopted by Horizons.
<b>A SAFE AND ACCESSIBLE NETWORK OF SUPPORTING INFRASTRUCTURE</b> Supported by Policy:
[25] Horizons will fund the construction and installation of seats and shelters at bus stops that meet the criteria outlined below, as funding permits. <ul style="list-style-type: none"> <li>• The bus stop must be for a service which meets the criteria set out in Policy 1;</li> <li>• The stop must be well patronised (or with the potential to be so); and</li> <li>• The stop must be on a route that is regularly serviced.</li> </ul>
<b>INCREASING PATRONAGE</b> Supported by Policies:
[16] The fare and ticketing system will be easy for public transport customers and operators to understand and use, affordable and competitive with private vehicle use.
[17] Horizons will ensure that, where appropriate, lower than full adult fares are in place for identified target groups on contracted services.
[23] Horizons will ensure that customer feedback is responded to promptly.
[24] Horizons will regularly seek the views of passengers, non-passengers and the local city or district councils when monitoring passenger services, to ensure that the transport needs of all groups are identified.
[26] Horizons will ensure that timetable information is readily available for passengers, at no cost, for services that meet the criteria outlined in Policy 1.
[27] Public transport services should be well marketed to increase usage by existing users and attract new customers.

### 3.3 IDENTIFYING THE REGION'S PUBLIC TRANSPORT NEEDS

The main purpose of this Plan is to identify the services integral to providing public transport in the Region and set out the framework in which these services will be provided. The public transport services that meet the LTMA definition and will receive subsidy assistance from Horizons will be arranged into units, and will be subject to the Plan's objectives and policies. Taxi and shuttle services that receive financial assistance from Horizons must also be identified and will also be subject to the objectives and policies.

Policy 1 will be used to identify which current or potential units and services should be included in this Plan and be eligible for Horizons funding assistance, should that be necessary.

#### **POLICY 1**

Horizons will financially support the provision of a public transport service that has a significant economic, environmental, access and mobility, health, or safety benefit to the community, including the transport disadvantaged<sup>3</sup>. These benefits will be assessed using the following criteria:

- the physical, social and economic environment in which the service does or will operate and the impacts on existing services;
- the likelihood of existing and potential passengers using the service and reasons why or why not.

Horizons will only consider support for a service where there is a significant benefit to the community. The Horizons Passenger Transport Committee will assess the potential benefits of a current or potential service using Policy 1. The needs of the transport disadvantaged will be clearly identified and considered within this process.

#### **POLICY 2**

Horizons will establish public transport service units following engagement with key stakeholders, for services that are assessed as being integral to the Region's public transport network against Policy 1.

Other services that are defined in the LTMA as 'excluded passenger services' or 'exempt services' may also receive financial support from Horizons where this is consistent with Policy 1.

Before establishing a new public transport unit, Horizons will consult with the key stakeholders that are affected by or likely to have an interest in the proposal. Section 125(1) of the LTMA lists the key stakeholders for developing or varying regional public transport plans.

#### **3.3.1 Public transport service units**

The following urban and regional services are the services which Horizons considers meet Policy 1.

##### **Urban services:**

- Palmerston North, including Massey
- Wanganui

**Regional services:**

- Feilding around town and Feilding to Palmerston North
- Marton to Palmerston North (commuter)
- Levin to Palmerston North (commuter)
- Wanganui / Palmerston North (commuter)
- Ashhurst to Palmerston North
- Raetihi to Ohakune (off-peak)
- Taihape to Wanganui or Palmerston North (off-peak)
- Foxton to Foxton Beach
- Levin “Day Out In Town” Bus trial
- Levin to Waikanae<sup>2</sup> trial
- Palmerston North to the regional boundary south of Levin<sup>3</sup>

These constitute the minimum public transport services that Horizons considers are integral to provide a public transport network in the Region. Horizons will give priority to maintaining these services in the future, as long as they continue to be consistent with Policy 1 and funding remains available.

The minimum service levels, and the priorities for the future development of these services, are set out below in Tables 1 to 3. A full list of specifications for all public transport services in the Region, including excluded passenger services, is set out in Appendix 1.

**3.3.2 Taxis**

Commercial taxi services are an important part of the transport network, offering a door-to-door, on demand, flexible form of transport. For some communities, taxis provide the only form of local transport. They play an essential role in providing transport for people with disabilities or limitations in mobility and as such they are subsidised through the Total Mobility Scheme, consistent with Policy 1.

**3.3.3 Exempt Services**

An exempt service is a public transport service that was a commercial public transport service<sup>4</sup> operating in a region at 30 June 2011 or an unsubsidised service beginning after that date. Inter-regional services are also considered to be exempt services under the LTMA. These services cannot be arranged into units and are not subject to the objectives and policies in this Plan.

Regional councils must keep a current register of all exempt services operating in their region, and make the information on the register available to the public. Horizons makes the Manawatu-Wanganui Region Register of Exempt Public Transport Services available at its offices during normal working hours.

Councils can decline to register an exempt service on certain grounds, including if the service is likely to adversely affect the financial viability of a unit or increase the cost to Horizons of running a unit. The full list of grounds and the process for declining registration are set out in sections 134 and 135 of the LTMA.

The majority of public transport services operating in our Region are contracted by Horizons and receive some form of financial assistance through regional rates. However, there are some commercial public transport services that operate without any financial support from Horizons. As these services operate independently, operators are able to set fares, timetables and routes as they see appropriate.

2 The portion of the journey from Levin south to the regional boundary is included in Horizons' RPTP. The remaining portion of the journey should be included in Greater Wellington's Regional Public Transport Plan.

3 The portion of the journey from Palmerston North south to the regional boundary is included in Horizons RPTP. The remaining portion of the journey should be included in Greater Wellington's Regional Public Transport Plan.

4 The LTMA defines a commercial public transport service as “a public transport service that is not supplied under contract with the regional council”

Exempt services also include inter-regional public transport services. For the purpose of this Plan, an inter-regional service is defined as a service that has part of its journey outside this Region. Most of these services carry visitors and tourists to and from the Region. Others, such as the Capital Connection weekday train service, provide workers from Palmerston North and regional towns in the Horizons and Greater Wellington Regions with a means to commute to Wellington.

Horizons acknowledges the importance of inter-regional services as part of the wider public transport network and has an interest in some of these services operating in the Region. They provide greater choice for residents travelling within our Region and between other regions. Horizons does not, in general, subsidise inter-regional services. However, there may be opportunities to utilise spare capacity on these services for short trips within the Region, to provide transport options for residents in communities where a traditional public transport service may not be financially viable. Horizons also intends to continue to work with existing long-distance operators to better promote services.

The RPTP cannot include objectives and policies for the operation of any exempt service. However, Horizons intends to use Policy 1 and its criteria when considering whether it will be appropriate to subsidise an excluded or exempt service for the benefit of the community.

#### **3.3.4 Rail services**

Currently, there are two passenger rail services operating in the Horizons Region, the Capital Connection and the Northern Explorer. Both are inter-regional services and are therefore classed as exempt services.

The Northern Explorer operates between Wellington and Auckland on a six day timetable (three journeys in each direction a week). Within the Horizons Region, it stops at Palmerston North, Ohakune and National Park. As described in Section 3.3.3 above, the Capital Connection is a weekday service for commuters from Palmerston North, Shannon and Levin (as well as Otaki, Waikanae and Paraparaumu in the Greater Wellington Region) travelling to Wellington.

The Capital Connection is not subsidised; it runs as a fully commercial service. Consideration will be given to subsidising this service in future if it is identified as the most efficient and effective means of providing a commuter service between Palmerston North and Horowhenua, and Wellington.

#### **3.3.5 Excluded passenger services**

Horizons has a large land area and low population density outside the main centres of Palmerston North and Wanganui. Access to health and education facilities, shops and employment in smaller towns and rural areas has been reduced as these services have become more centralised. While conventional bus services run to a set timetable to meet the needs of some of the Region's residents, a number of specialised transport solutions have evolved in response to specific community needs. They are:

- Horowhenua health shuttle;
- Order of St John Tararua, South Tararua, Waimarino, Marton, Wanganui and Feilding health shuttles;
- Foxton Beach Community Centre shuttle;
- Dannevirke community shuttle; and
- Prisoners Aid and Rehabilitation Services (Palmerston North to Linton Prison van service).

While these services are, and will continue to be, subsidised by Horizons, they are defined as 'excluded passenger services' in the LTMA. None of the services operate to a timetable; they are provided in response to individual user demand. The health shuttles<sup>5</sup> and Prison van service are not available to the public generally; users of these services must have a medical appointment or need to visit the Prison. Although they cannot be subject to the objectives and policies of this Plan, Horizons intends to continue to use Policy 1 and Policy 6 when considering whether to support an existing or new excluded passenger service.

In addition, Horizons will use the following criteria and service level guidelines when considering subsidising a special school bus service (which would also be an excluded passenger service):

- Existing route services are, or would be, overloaded by school students;
- The provision of such a service is at least as economic as use of regularly scheduled services;
- The service meets the criteria set out in Policy 1; and
- Where no dedicated special school bus service is necessary or available, service times will be scheduled to coincide with school start and finish times as much as possible to facilitate use of services by students.

### **3.4 Service Levels**

The aim of service level guidelines is to establish an appropriate minimum level of service provided by public transport units. These are guidelines and as such are subject to local conditions, demand assessments and available funding.

#### **POLICY 3**

Horizons will apply minimum service levels to urban and regional bus services.

As well as outlining minimum levels of service in this Plan, Horizons' Procurement Strategy outlines the tendering and contracting process for the Region. In addition, operators are required through their contracts to maintain levels of service through their day-to-day running of the service (including schedules, fares and ticketing, customer service and vehicle standards) and penalties for non-compliance, by their contracts.

#### **3.4.1 Urban services**

The following minimum service level guidelines set the framework for the public transport units in Palmerston North and Wanganui, the two main centres in the Region. The Region is most likely to meet its public transport patronage targets through improvements and increased usage on services in these areas.

<sup>5</sup> Note that although these services are generally referred to as 'shuttles', they do not meet the definition of shuttle in the LTMA.

**TABLE 1: MANAWATU-WANGANUI REGION URBAN PUBLIC TRANSPORT SERVICE LEVEL GUIDELINES (CURRENT)**

ASPECT	GUIDELINES
1. Service area	Public transport services are to be provided through the Palmerston North and Wanganui urban areas, subject to availability of suitable roads/routes and demand.
2. Service period	<p>Normal service periods (start of first trip to start of last trip) are approximately:</p> <p>Palmerston North</p> <ul style="list-style-type: none"> <li>• Monday to Thursday 6.40am -6.00pm</li> <li>• Friday 6.40am – 8.20pm</li> <li>• Saturday 8.30am – 3.40pm</li> <li>• Sunday 8.30am – 4.20pm</li> </ul> <p>Wanganui</p> <ul style="list-style-type: none"> <li>• Monday to Friday 7.00am – 5.10pm</li> <li>• Saturday 8.00am – 4.00pm</li> </ul> <p>Actual service periods on any route are subject to demand assessments. Some routes will not warrant evening/weekend services for this reason. Where existing services are in place that do not currently meet these service periods, extension of service hours is subject to demand and funding availability.</p>
3. Peak period frequencies	<ul style="list-style-type: none"> <li>• Peak periods are considered to be 7.00am to 9.00am and 3.00pm to 6.00pm, Monday to Friday.</li> <li>• During these periods, bus services should run approximately every 20 minutes in Palmerston North and every 30 minutes in Wanganui.</li> </ul>
4. Off-peak period frequencies	<ul style="list-style-type: none"> <li>• Off-peak periods are considered those outside of the peak hours specified in aspect three, excluding weekend services.</li> <li>• Bus services should run every 40 minutes in Palmerston North and 60 minutes in Wanganui, subject to demand.</li> </ul>
5. Weekend service frequency	Services should run at least hourly.
6. Transfers and service directness	<ul style="list-style-type: none"> <li>• The majority of passengers should not need to transfer more than once to reach destinations.</li> <li>• Transfer tickets shall be available on all services and allow a free transfer within one hour of purchase of the ticket.</li> </ul>
7. Services in new development areas	<ul style="list-style-type: none"> <li>• Where residences within the urban area extend further than 500 metres from a bus route, a needs/demand assessment should be carried out.</li> <li>• Service trials should be introduced into these new development areas as soon as possible subject to funding, route and operator availability.</li> <li>• Trial periods for these services should normally be a minimum of 12 months with services achieving 50% of the minimum loadings set out in the contract specifications within this time.</li> <li>• Services will continue, provided the standard loadings are achieved within a two year period. This acknowledges that patronage growth will be spread over a number of years as development continues and travel patterns are established.</li> </ul>
8. Service changes	Any new service or major alteration to existing services should be subject to a minimum 12 month trial period and minimum loadings as in aspect 7.

A review of the Palmerston North urban bus services was initiated in 2013. As part of the review process, three options were developed for the future enhancement of bus services in the city, in addition to retaining the status quo. Following extensive public engagement, the PTC adopted the 'Enhanced Status Quo' as the preferred option.

The Enhanced Status Quo option will provide more frequent services and extended hours for city routes. It retains the current route structure with scope to investigate, and introduce if there is sufficient demand, services to Ashhurst, Longburn, Summerhill and Linton, and direct services to Palmerston North Hospital and Palmerston North Airport.

The improvements to minimum service levels that this option offers are set out in the table below and will be implemented over time. It is expected that some or all of these improvements will be progressed during the life of this Plan.

**TABLE 2: PROPOSED IMPROVEMENTS TO PALMERSTON NORTH URBAN PUBLIC TRANSPORT SERVICE LEVEL GUIDELINES**

Service period	Normal service periods (start of first trip to start of last trip) are approximately: Palmerston North <ul style="list-style-type: none"> <li>Monday to Wednesday 6.20am -7.40pm</li> <li>Thursday and Friday 6.20am – 11.00pm</li> <li>Saturday 8.00am – 11.00pm</li> <li>Sunday 8.00am – 6.00pm</li> </ul>
Peak period frequencies	<ul style="list-style-type: none"> <li>Peak periods are considered to be 6.20am to 9.00am and 3.00pm to 6.00pm, Monday to Friday.</li> <li>During these periods, bus services should run approximately every 10 minutes.</li> </ul>
Off-peak period frequencies	<ul style="list-style-type: none"> <li>Off-peak periods are considered to be 9.00am to 3.00pm and 6.00pm to 7.40pm, Monday to Friday.</li> <li>Bus services should run every 20 minutes.</li> </ul>
Late night services	<ul style="list-style-type: none"> <li>Late night services are considered to be 8.00pm to 11.00pm, Thursday to Saturday.</li> <li>Bus services should run hourly.</li> </ul>
Weekend service frequency	Services should run every 40 minutes on Saturday and every 60 minutes on Sunday on urban routes, and at least hourly to Massey University.

**Specific Actions:**

- a. Progressively improve urban services, subject to funding availability and demand, by (in priority order):
  1. Implementing efficiency improvements to timetable information and service promotion in Palmerston North;
  2. Introducing improvements to the service between Palmerston North and Ashhurst (2016);
  3. Implementing enhancements to services to the Summerhill area in Palmerston North (2016);
  4. Introduction of bike racks on all buses in Palmerston North (2016);

5. Implement Palmerston North 'Enhanced Status Quo' service improvements (2017), including
    - i. extended service hours on Palmerston North services (late-night service hours on Thursday to Saturday);
    - ii. frequency improvements to 10 minutes during weekday peak periods and 20 minutes during off-peak weekday periods in Palmerston North.
  6. Investigate further enhancements to services in Palmerston North, to Longburn and Linton;
  7. Investigate express routes in Palmerston North; and
  8. Investigate orbiter routes in Wanganui.
- b. Work with local city and district councils and operators to investigate implementation of cycle carriers on selected bus routes.

In addition to the service level guidelines, Horizons will adhere to national vehicle standards, the Requirements for Urban Buses, as a minimum. As more reliable technologies for public transport vehicles are proven reliable and affordable, Horizons will prefer operators to use vehicles that will further reduce emissions produced by public transport.

#### **POLICY 4**

Vehicles used on urban bus services must meet the Requirements for Urban Buses (RUB) as the minimum standard.

#### **POLICY 5**

Horizons will prefer the use of vehicles that have lower emissions than the minimum standard where they are affordable.

#### **Specific Actions:**

- a. Ensure that buses used on urban contracted services adhere to the service and performance standards in the Transport Agency's *Requirements for Urban Buses in New Zealand*, through Horizons' *Procurement Strategy*.
- b. Investigate the infrastructure requirements and costs for zero emissions vehicles with a view to introducing zero emission buses on selected public transport units where a viable business case exists.

#### **3.4.2 Regional Services**

Our Region is a large area with low population density. Aside from the two main urban centres, there are a number of dispersed small rural towns. As services are reduced in these small towns, there is a need to provide viable transport alternatives to allow residents to live there and access employment, health, education and shopping facilities in other centres.

The type of regional service provided varies with the needs of the community. For some, access to medical and social services is the priority, while for others, commuter services is the priority. Conventional public transport, provided through the regional units, are one means of providing for these needs. Other services are 'excluded passenger services' in terms of the LTMA and cannot be subject to this Plan's objectives and policies; these services are discussed in section 3.3.5

## POLICY 6

Residents in small centres and satellite towns should have access to public transport services to connect them to major employment, shopping, medical, recreation, education and transport facilities in major urban centres where these are not available locally.

Regional public transport units provided to give effect to Policy 6 must be consistent with Policy 1 and should meet the following minimum service level guidelines.

**TABLE 3: MANAWATU-WANGANUI REGIONAL PUBLIC TRANSPORT SERVICE LEVEL GUIDELINES**

ASPECT	GUIDELINES
1. Service destination	Regional services are typically designed to link main attractors. These include town centres, medical facilities, major employment centres, recreational, transport and shopping facilities.
2. Frequency and service period	<p>Regional services are generally designed to provide one of the following types of service:</p> <ul style="list-style-type: none"><li>• Commuter service for workers. These generally operate Monday to Friday and arrive at the destination before 8.00am and depart after 5.00pm.</li><li>• Off-peak, community or health service. These generally operate during off-peak times (9.00am to 3.00pm Monday to Friday) and frequency may vary from daily to once a fortnight.</li></ul> <p>Where possible, service timetables should be coordinated to allow connections to services in key regional centres.</p>
3. New/trial services	<ul style="list-style-type: none"><li>• Service trials should be introduced into new development areas as soon as possible subject to funding, route and operator availability.</li><li>• Trial periods for new services in existing or development areas should normally be a minimum of 12 months with services achieving 50% of the minimum loadings set out in the contract specifications within this time.</li><li>• Services will continue, provided the standard loadings are achieved within a two year period. This acknowledges that patronage growth will be spread over a number of years as development continues and travel patterns are established.</li></ul>

The following specific actions relate to regional units.

### Specific Actions:

- Extend hours and enhance the frequency of services from Feilding to Palmerston North;
- Implement a new Wanganui / Palmerston North commuter service;
- Implement a new Levin to Waikanae service; and
- Implement a new Levin to Shannon, Foxton, Foxton Beach and Waiterere Beach loop service.



TOTAL MOBILITY IS A NATIONWIDE SCHEME DESIGNED TO PROVIDE TRANSPORT ASSISTANCE ENABLING USERS TO PARTICIPATE IN AND CONTRIBUTE TO THE LIFE OF THEIR COMMUNITY.

## Section 4

### TOTAL MOBILITY

## 4.1 OVERVIEW

Total Mobility is a nationwide scheme designed to provide transport assistance to people by removing barriers between those with disabilities and those without, enabling users to participate in and contribute to the life of their community.

The scheme provides financial assistance, by way of a discount (currently 50% up to a set maximum fare subsidy) on their taxi fares. The scheme utilises existing taxi fleets, including vans equipped with ramps or hoists for carrying people in wheelchairs. All individuals with impairments wishing to access Total Mobility vouchers must undergo an assessment to ascertain if they meet the eligibility criteria set by the Transport Agency and adopted by Horizons.

In this Region, Total Mobility operates in Palmerston North, Wanganui, Levin, Feilding and Marton. At the time of drafting this Plan approximately, 7,300 people are using the scheme; 11,444 people have used the scheme since 2005.

### **POLICY 7**

Horizons will continue to support the operation of the Total Mobility scheme in towns within the Region where an appropriate operator exists.

## 4.2 ELIGIBILITY

People with impairments, who meet the criteria for the scheme, and are unable to use bus, train or ferry services all or some of the time (eg. people with impairments such as epilepsy or arthritis), should be eligible for the scheme. In order to be eligible for the scheme, the impairment should be expected to last for six months or more. Eligibility is determined by the effect the impairment has on the individual's ability to undertake components of the journey and is not affected by the absence of a public transport service in the area the person lives in.

Children with impairments, who meet the criteria for the scheme, and who would otherwise be expected to be capable of travelling independently should be eligible for the scheme. However, it is not intended that the scheme be a substitute for transport services that are the responsibility of other government agencies such as the Ministry of Education, which is responsible for school transport.

### **POLICY 8**

A person eligible for assistance from the Total Mobility scheme must have an impairment that prevents them from undertaking any one or more of the following five components of a journey unaccompanied, on a bus, train or ferry in a safe and dignified manner:

- getting to the place where the transport departs;
- getting onto the transport;
- riding securely;
- getting off the transport;
- getting to the destination.

These criteria have been adopted by the Transport Agency and apply nationally. Examples of disabilities that meet the criteria include:

- inability to walk to the nearest bus stop;
- dependence on a wheelchair or walker;
- severe visual impairment;
- intellectual, cognitive or psychiatric disabilities needing the assistance of another person for travel on public transport.

### 4.3 SUBSIDY LEVELS

#### **POLICY 9**

Horizons will subsidise eligible Total Mobility trips by 50% up to a set maximum fare subsidy and may also set limits on the number of vouchers issued in order to manage expenditure levels.

A maximum fare subsidy will be agreed for each area in which Total Mobility operates to ensure equitable allocation of funds to users.

#### **Specific Actions:**

- a. Review the maximum fare subsidy at least every three years to take into account tariff rates and operating costs.

### 4.4 WHEELCHAIR HOISTS

#### 4.4.1 Hoist installation

An important part of the scheme is the provision of a wheelchair accessible vehicle within the taxi fleet. In areas with sufficient demand, Horizons may assist taxi operators to provide a van capable of carrying wheelchairs.

#### **POLICY 10**

Horizons may provide funding for the installation of ramps or hoists in wheelchair-accessible vehicles on the following basis:

- there must be a proven demand for the service;
- all costs and vehicle specifications must have the prior approval of Horizons;
- the van owner and or taxi company must sign a suspensory loan agreement<sup>6</sup>;
- there is sufficient funding available to meet installation costs.

This arrangement has traditionally involved the operator purchasing a van and Horizons assisting in funding modifications to the vehicle to enable wheelchair access, usually by installation of a ramp or hoist and modification of the vehicle interior.

<sup>6</sup> A suspensory loan requires the operator to utilise the wheelchair hoist vehicle for Total Mobility work for a minimum period of five years.

#### 4.4.2 Hoist flat rate payment

In 2007, a flat rate payment to operators (currently \$10.00 excluding GST) for each hoist trip was introduced. The payment is to compensate operators for the increased costs associated with operating a hoist vehicle, vehicle replacement and loading time and ensures that hoist users are not paying a higher tariff than other Total Mobility users.

The payment is 100% funded by the Transport Agency but is administered by councils.

##### **POLICY 11**

Horizons will continue to administer and monitor the Flat Rate Payment for hoist trips, provided the New Zealand Transport Agency continues to fund 100% of the payment.

#### 4.5 SERVICE PROVIDERS

When considering an application from a taxi company to participate in the scheme, Horizons must be satisfied that an adequate level of service to Total Mobility users will be provided. This may include ensuring drivers are suitably trained to assist passengers. Private hire services will not be permitted to participate in the Total Mobility scheme in areas where the service can be provided by approved taxi operators.

These agreements help ensure that a high quality and consistent service is provided to users of the scheme.

##### **POLICY 12**

All taxi companies and disability agencies who participate in the Total Mobility scheme must first sign contracts with Horizons.

In some centres, private hire services operate. These services do not have to meet the same safety and service level standards required of authorised taxi operators, and are not generally permitted to participate in the Total Mobility Scheme in this Region. However, where adequate Total Mobility services cannot be adequately provided by approved taxi operators, private hire services may be approved by Horizons to participate in the scheme.

##### **POLICY 13**

Private hire services will not be permitted to participate in the Total Mobility scheme in areas where the service can be adequately provided by approved taxi operators.

#### 4.6 SERVICE IMPROVEMENTS

The Total Mobility scheme currently operates using a manual voucher system. It is expected that, within the life of this Plan, affordable electronic systems may become available. Improved systems have the potential to make it easier for users to access their subsidies, as well as offering efficiencies and cost savings in administering the scheme.

##### **POLICY 14**

Horizons will support technological improvements for access to and use of Total Mobility subsidies and the administration of the scheme.



VERY FEW SERVICES IN THE HORIZONS REGION ARE OPERATED WHOLLY COMMERCIALY AND SOME FORM OF SUBSIDY IS GENERALLY REQUIRED.

## Section 5

### FUNDING

## 5.1 FUNDING SOURCES

Very few services in the Horizons Region are operated wholly commercially and some form of subsidy is generally required. There are two types of financial support for services within this Region:

1. payment to the operator through contracted services; and
2. payment to the passenger through:
  - concessionary fare schemes which provide discounted fares on commercial services for certain groups of users;
  - the Total Mobility scheme which provides a discount on taxi fares to people whose ability to use conventional public transport is impaired by a disability.

Subsidised services are funded through a number of sources:

1. Fares collected from passengers;
2. Local targeted rates;
3. Third-party/developer contributions;
4. Central government subsidy;
5. Other sources.

### 5.1.1 Fares

Fares collected from passengers on subsidised services meet only a proportion of the total operating costs of a service and therefore the remainder of the costs must be met from other sources. Section 6 sets out Horizons' policies on fare levels and the farebox recovery ratio<sup>7</sup>.

### 5.1.2 Local targeted rates

The rationale behind public subsidy of services is that there are wider benefits for the community as a whole from public transport use, such as reduced congestion, environmental benefits, increased access and mobility, and improvements to public health.

#### **POLICY 15**

The rating contribution to a subsidised service (including administration costs) will be funded by the ratepayers of the district in which the service operates. Where a service runs across districts, the costs will be shared equally.

Subsidies are only provided where passengers and the surrounding community benefit from the service (as set out in Policy 1). It is therefore appropriate that ratepayers in the area where the service operates should provide the subsidy. For example, ratepayer subsidies for any Wanganui service would be provided by the ratepayers of Wanganui. In areas where a service runs through one or more districts, such as the Levin to Palmerston North commuter service, districts should share the cost of the service.

<sup>7</sup> The proportion of the overall operating cost that is recovered through fares collected on a service.

### 5.1.3 Third party/developer contributions

Innovations like the Massey and UCOL Unlimited Access schemes (operating in Palmerston North and Wanganui) have introduced “free” access to public transport services for students and staff of these organisations, with the cost being met by those organisations themselves. These schemes have brought about significant growth in bus use in the urban areas where they operate, contributing to a reduction in parking congestion and reduced vehicle movements on key roads around the facilities.

There is potential to introduce this model to other large trip-generating facilities in or near urban areas. In addition to increasing use of public transport services, third party funding contributes to the improvement of services which benefit all passengers, and helps to keep the public transport system affordable for regional ratepayers.

### 5.1.4 Central government subsidy

The Transport Agency provides central government funding for the subsidy of public transport services through the National Land Transport Fund. In allocating national funds, the Transport Agency must give effect to the Government Policy Statement on Land Transport Funding (GPS) which sets out the government’s priority for transport investment. The 2015-25 GPS reflects the government’s strategic direction for land transport:

To drive improved performance from the land transport system by focusing on:

- economic growth and productivity
- road safety
- value for money

The GPS states that public transport will continue to be funded, including providing for increased services where this is justified by demand.

The level of funding is set through the Funding Assistance Rate (FAR). The FAR for the Horizons Region has been set at 53% in 2015-16, decreasing to 52% in 2016-17 then to 51% from 2017-18. Horizons will continue to seek funding from central government and other sources for public transport.

### 5.1.5 Other sources

#### Parking charges

Parking surcharges may be used to subsidise the cost of operating a service, for example an inner city shuttle or park and ride shuttle service.

#### Advertising

Revenue generated through advertising in and on buses can reduce the cost of the service both to ratepayers and passengers. Other opportunities may include advertising on the backs of tickets and on timetables to help off-set the cost of producing these.

#### Specific Actions:

- a. Advocate for local councils in urban areas to adopt parking policy that encourages greater use of public transport services.
- b. Investigate alternative advertising opportunities.
- c. Investigate employer subsidy schemes for public transport services through large employers and educational facilities.



HORIZONS WILL SPECIFY MAXIMUM FARES TO BE CHARGED ON CONTRACTED PUBLIC TRANSPORT SERVICES.

## Section 6

### FARES

Horizons will specify maximum fares to be charged on contracted public transport services. These fares will be set at a level that will attract passengers to the service, encourage patronage growth and contribute an appropriate proportion towards the cost of providing the service.

## 6.1 FARE STRUCTURES

### **POLICY 16**

The fare and ticketing system will be easy for public transport customers and operators to understand and use, affordable, and competitive with private vehicle use.

Horizons favours a fixed fare system for short distance services, such as urban services, where the fare is the same regardless of distance travelled. Fixed fare systems are currently in place on the city bus services in Wanganui and Palmerston North. These systems are favoured as they are simple to operate and easy for passengers to understand and use.

On longer distance services, such as the Feilding to Palmerston North and Levin to Palmerston North, a fixed fare system is not appropriate as fares should be linked to the distance travelled. It is essential that fares be set at a level that is affordable to all users, is competitive with using a private vehicle, and yet enables Horizons to meet the requirements of the farebox recovery policy.

#### **Specific Actions:**

- a. Ensure that fare information for all services is readily available in both print and web format, and is available from a variety of locations within the community.
- b. Proactively market fare structures.
- c. Ensure the availability of smart-card capable ticketing machines on all urban and commuter services.
- d. Investigate participation in a national smart-card based integrated ticketing system when developed.
- e. Ensure the availability of free cross-town transfers on urban services within a limited timeframe.

### **POLICY 17**

Horizons will ensure that, where appropriate, lower than full adult fares are in place for identified target groups on contracted services.

Discounted fares for identified groups have traditionally been provided on urban services only. However it may be appropriate on some types of regional service to introduce a discounted fare for a particular group, for example, a tertiary student fare on a commuter service as these services are increasingly used to access education facilities that are not available in the district of origin.

The actual discount will depend on the amount of the full fare. In some instances, where the full fare is relatively low discounts may not be offered.

#### **Specific Actions:**

- a. Continue to support the SuperGold Card free off-peak travel scheme for senior citizens on services that meet the scheme criteria and while adequate Transport Agency funding is available.
- b. Ensure discounted fares are available for the following groups where appropriate:
  - School students;
  - Tertiary students;
  - People with disabilities;

- Community Services Card holders;
- Senior citizens (65 years plus).

## 6.2 FAREBOX RECOVERY POLICY

### 6.2.1 Introduction

The farebox recovery ratio is the total fares paid by passengers on a service as a proportion of the overall operating costs of running the service. It is calculated using the formula set out in the Transport Agency's National Farebox Recovery Policy (2010). Fares also include contributions from other organisations such as UCOL for "free" travel schemes, or the reimbursement from central government for SuperGold Card trips.

There is a need to recognise the private benefits to passengers from using a service and set a limit to the extent of ratepayer and central government contributions. At the same time, there is a need for fare policies that support patronage targets and recognise the wider benefits to the community of providing public transport.

Regional Councils are required by the National Farebox Recovery Policy (2010) to set out a Farebox Recovery Policy in their regional public transport plan.

### 6.2.2 Farebox Recovery Ratio

#### **POLICY 18**

Horizons will aim to recover at least 45-50% of the total costs of providing public transport services in the Region from fare revenue.

The farebox recovery ratio is the total fares paid by passengers on a service as a proportion of the overall operating costs. The farebox recovery for the Region overall has increased from 37.1% in 2008-09 to just over 46% in the 2012-13 and 2013-14 financial years. Horizons will undertake a variety of methods (outlined in section 6.2.3) to further increase the level of recovery.

Variations in patronage throughout the year lead to fluctuations in the level of cost recovery. The overall recovery in revenue trends (annual recovery levels, across the Region's network as a whole) will be observed to ensure this Policy is adhered to.

#### **POLICY 19**

At least 45% of the overall operating costs of an individual contracted service should be recovered through fares, unless the benefits (as stated in Policy 1) of a lower ratio clearly outweigh the extra subsidy costs incurred.

Some services are provided on high-demand routes where a high level of farebox recovery is feasible. For other services, the primary purpose is to provide a service for those who do not have access to other forms of transport and a higher level of subsidy may be required. Some discretion is therefore required that allows some services to be provided at a lower farebox recovery rate, as long as the network as a whole achieves the target recovery ratio range of 45-50%.

When reviewing fare levels and structures Horizons will take into account movements in operating costs, potential patronage impacts, the potential impact on the financial viability of services and the need to comply with Transport Agency's farebox recovery policy.

### 6.2.3 Improving Farebox Recovery

If the targets set out in Policy 18 and 19 cannot be met, efforts will be made to improve the farebox recovery ratio. These may include:

- Increasing patronage through promotional activities and improving service quality;
- Increasing fares;
- Investigate alternative means of providing services such as dial-a-ride and Total Mobility; and
- Service reviews covering frequency, schedule, routes, fares and vehicle size/suitability.

If the farebox recovery ratio still remains below the guideline, consideration will be given to the wider benefits of providing the service which may deem a lower farebox recovery ratio to be acceptable. An example of this could be in an area where the population has few other transport options in order to access health or social services in another centre. Another example may be a commuter service where fares may need to be lower in order to encourage private car users onto the service. In this case the environmental and economic benefits of the service to the community may outweigh the increased cost of the service to ratepayers. In these instances, Horizons will endeavour to ensure that the community concerned is willing to pay the higher costs in order to retain the service.

If, over time, fare contributions exceed 60% of the cost of the service, consideration may be given to increasing levels of service or other quality improvements if such alterations are warranted and would likely result in further patronage growth.

#### 6.2.3.1 Service reviews

Horizons undertakes a regular programme of service monitoring and review, with particular attention prior to contract renewal. Service efficiencies may result from these reviews. Indicative timeframes for review of contracted services are shown below.

February 2015	Feilding round town and Feilding to Palmerston North
August 2015	Taihape to Palmerston North or Wanganui (off-peak)
August 2015	Raetihi to Ohakune (off-peak)
September 2015	Ashhurst (off-peak)
November 2015	Levin to Palmerston North commuter
November 2015	Marton to Palmerston North commuter
February 2018	Wanganui urban
September 2020	Palmerston North urban

#### 6.2.3.2 Fare reviews

In addition to service monitoring and reviews, Horizons will carry out an annual review of fare levels on contracted public transport services. This review will include overall pricing as well as discounts and concessions. The purpose of the reviews is to assess whether fares are set at an appropriate level to achieve Horizons objectives in relation to public transport, including farebox recovery targets and increased patronage. Carrying out a review will not necessarily mean that fare prices will increase or decrease.

#### **POLICY 20**

Horizons will carry out a review of fares on contracted public services annually, and a review of fare structures at least every six years.

#### 6.2.4 Timeframe for implementing the Farebox Recovery Policy

This Policy was initially implemented from 1 July 2012 when the 2012-22 RPTP came into effect. The Policy was reviewed during the 2014-15 technical review of the RPTP, and the farebox recovery ratio was increased as a result. Future assessments of farebox recovery levels will occur at the end of the year ended 30 June 2016, and at least annually after that.

The farebox recovery policy will be reviewed at least every three years or when the RPTP is reviewed.

#### 6.2.5 Contribution to other strategies and policy documents

The policy aims to maintain or increase the level of local contribution towards the funding of public transport services in the region. This contributes to the purpose of the LTMA, GPS, RLTP and this Plan.

##### Specific Actions:

- a. At least annually review fare levels so that fares paid by passengers constitute at least 45% of the overall cost of supplying the service;
- b. Review fare structures on all public transport services with each revision of the Regional Public Transport Plan;
- c. Undertake a programme of service reviews to identify services with poor performance, and potential for improvements in cost-effectiveness.

### 6.3 FARES ON EXCLUDED PASSENGER SERVICES

Many areas in the Region do not have the population to sustain a conventional public transport or taxi service. Often a transport service is provided by volunteers from community organisations and operated on a non-profit basis. These organisations and groups often receive financial assistance from a variety of sources, such as donations from passengers, community grants and assistance from health boards, in order to run their services. This type of service is generally considered to be an 'excluded passenger service' (see section 3.3.5).

Passengers using these services are typically the elderly, beneficiaries and people with disabilities. Horizons can assist these passengers through a concessionary fare scheme which provides a subsidy for each eligible passenger.

Funding agreements are currently in place with a number of community groups and organisations that run transport services and these services are also eligible for Transport Agency funding through work category 511. For example, Horizons subsidises the St John Health shuttles in the Tararua and Manawatu districts, (which transport residents to medical appointments both locally and at Palmerston North Hospital) with a per passenger payment.

Horizons may support community organisations that provide transport services for those who are transport disadvantaged via a per passenger payment. Although these types of passenger services cannot be subject to the objectives and policies of this Plan, Horizons intends to continue to use Policy 1 and Policy 6 when considering whether to enter into a funding agreement for this type of service.

The funding agreements that are currently in place play an important role in linking the community with social and health services in larger centres. As government services become more centralised, the need for community based transport solutions will increase. In principle, where a public transport service has been put in place to fill a need directly created by withdrawal of a government service, Horizons will seek a funding contribution from that government organisation to cover the cost of providing the transport service.

The following actions relate to funding agreements with community transport services.

**Specific Actions:**

- a. Identify the appropriate provision of public transport services in rural areas which are not currently serviced by public transport;
- b. Investigate options for the use of community vehicles for public transport in rural areas and small towns.
- c. Work with existing providers of services and other key stakeholders in the Region to implement the outcomes of the investigations undertaken under actions (a) to (c).
- d. Continue to advocate for funding contributions from District Health Boards for transport services to access remote medical services.



PROCUREMENT OF PUBLIC  
TRANSPORT SERVICES  
WILL BE CARRIED OUT  
IN ACCORDANCE WITH  
HORIZONS' PROCUREMENT  
STRATEGY AND THE  
TRANSPORT AGENCY'S  
PROCUREMENT MANUAL.

## Section 7

### TENDERING AND CONTRACTING

## 7.1 PROCUREMENT

Procurement of public transport services in the Manawatu-Wanganui Region will be carried out in accordance with Horizons' Procurement Strategy and the Transport Agency's Procurement Manual.

The Procurement Strategy sets out the preferred approach to contracting passenger transport services in the Region. This includes contract length, standard key performance indicators, and the financial incentive mechanism to encourage operators to increase patronage on their services, in accordance with Transport Agency procurement rules. It also includes the tendering schedule.

The Strategy is reviewed every three years.

### **POLICY 21**

Current and new public transport services for the Region will be contracted in accordance with the current Procurement Strategy adopted by Horizons.



HORIZONS REGULARLY MONITORS AND SURVEYS EXISTING AND POTENTIAL SERVICES WITHIN THE REGION.

## Section 8

### MONITORING OF UNITS

## 8.1 MONITORING

Horizons regularly monitors and surveys existing and potential services within the region. Transport service monitoring includes seeking passenger feedback, checking adherence to timetables and compliance with contract conditions. Horizons has developed a monitoring strategy detailing how services should be monitored. Information gathered through customer satisfaction surveys is supplied to the Transport Agency as part of the annual achievement return.

There is a need to ensure consistency with safety and service quality standards as well as ensuring that services operate according to the registration/contract provisions. Operators providing contracted services are required to supply information on passenger numbers on a monthly basis. Monitoring passenger numbers on specific routes and days provides a means of validating the figures supplied by operators.

### **POLICY 22**

Horizons Regional Council will maintain and follow a monitoring strategy that sets out which services will be monitored, what aspects of the service will be monitored, and the monitoring frequency and methods.

#### **Specific Actions:**

- a. Monitor all services supported by Horizons Regional Council in accordance with the monitoring strategy.
- b. Review the monitoring strategy with each revision of the Regional Public Transport Plan.

### **POLICY 23**

Horizons will ensure that customer feedback is responded to promptly.

#### **Specific Actions:**

- a. Encourage passengers to utilise the Horizons freephone number to lodge complaints or give feedback on services by promoting details on all media relating to services, so that feedback may be better tracked.
- b. Respond to customer feedback within a maximum of five working days.
- c. Monitor feedback on service performance.

### **POLICY 24**

Horizons will regularly seek the views of passengers, non-passengers and the local city or district councils when monitoring passenger services, to ensure that the transport needs of all groups are identified.

#### **Specific Actions:**

- a. Establish public transport user groups, or work closely with existing community forums to seek feedback on public transport issues.

## 8.2 INFORMATION TO BE REQUESTED FROM OPERATORS

Horizons is able to require unit operators to provide information about patronage and fare revenue for the services they operate, through the LTMA. While Horizons has not done this in the past, we will do so in future if this information is needed for the Region to implement PTOM effectively.



THE PROVISION  
OF SUITABLE  
INFRASTRUCTURE IS  
AN IMPORTANT  
COMPONENT OF ANY  
PUBLIC TRANSPORT  
NETWORK.

## Section 9

### INFRASTRUCTURE

The provision of suitable infrastructure is an important component of any public transport network. Infrastructure includes bus stops, seats, shelters, terminals, park and ride facilities and public transport priority measures such as bus lanes. Horizons plans, funds and manages services while local road controlling authorities (the district or city council, or the Transport Agency for state highways) manage the provision of public transport infrastructure, including bus stop signage, seats and shelters, and road markings. Horizons is however, able to fund provision for the construction of bus seats, shelters and park and ride facilities where necessary.

Liaison between the operator, passengers, the road controlling authority and Horizons is essential to ensure that infrastructure provided is appropriate in terms of location, existing public demand and meeting the needs of those with disabilities.

## 9.1 BUS STOPS, SEATS, SHELTERS AND BUS STATIONS

Horizons has an ongoing programme for funding provision of bus stop seats and shelters, subject to available funding. Sites for stops and shelters will be selected in conjunction with the local city or district council and, once installed, the local council will be responsible for maintaining the seat and shelter. Horizons will endeavour to install at least four shelters annually across the Region, However, local councils may also fund the installation of seats and shelters if there is a local desire to increase the number of sheltered sites.

As limited funding is available for infrastructure, the location of bus stop seats and shelters must be carefully decided. Policy 25 outlines the criteria for site selection for seats and shelters. Specific attention should be given to the needs of those with disabilities when considering infrastructure design and provision. Horizons will encourage development of public transport facilities and infrastructure which are accessible to all.

The Transport Agency will be releasing Guidelines for Public Transport Infrastructure to provide national consistency in specification and placement of infrastructure. The following guidelines provide a framework for the establishment of bus stops on urban public transport services.

ASPECT	GUIDELINES
1. Bus stop spacing	<ul style="list-style-type: none"> <li>• Bus stops are to be generally located where they best meet passenger needs, and safety, while still maintaining efficient operating times.</li> <li>• Bus stop placement should be consistent with aspect two.</li> </ul> <p>The placement of all bus stops is subject to traffic considerations and is undertaken by the relevant road controlling authority in consultation with Horizons.</p>
2. Bus stop facilities	<p>Priority for the installation of seats and shelters is to be given to stops that are regularly serviced, well patronised (or with the potential to be so) and/or exposed sites.</p>
3. Access distance	<ul style="list-style-type: none"> <li>• A bus service within 400 metres of a household is approximately a five minute walk and at least 90% of residences within the urban area should be within this distance. For low density/outer areas, bus services should be within 500m of a household.</li> <li>• Stops near major employment, recreation, health, education, shopping or transport centres should be placed so that 90% of these locations are no further than 400 metres from a bus stop.</li> <li>• Operators and their drivers should be made aware of the needs of people with limited mobility and be prepared to load or unload passengers at locations other than official stops where this can be done safely.</li> </ul>

### **POLICY 25**

Horizons will fund the construction and installation of seats and shelters at bus stops that meet the criteria outlined below, as funding permits.

- The bus stop must be for a service which meets the criteria set out in Policy 1;
- The stop must be well patronised (or with the potential to be so); and
- The stop must be on a route that is regularly serviced.

#### **Specific Actions:**

- a. Work with local councils to ensure that regular maintenance and upgrading of bus stops and terminal points is undertaken.
- b. Continue to work with Palmerston North City Council to develop a long-term solution for bus terminal facilities for contracted and long-distance services.
- c. Work with local councils to ensure that future public transport facilities and infrastructure are consistent with the recommendations of the Human Rights Commission report *The Accessible Journey* (2005).

## **9.2 PUBLIC TRANSPORT PRIORITY MEASURES**

As traffic flows in urban areas increases, public transport services are slowed. The introduction of priority measures, such as special traffic signals, bus stop improvements and changes to traffic signal phase times, can all improve travel time and reliability, making buses more attractive as a means of travel. Horizons will continue to work with local city and district councils to investigate measures to improve the operating environment for buses such as dedicated bus lanes and bus priority phasing at traffic lights.

#### **Specific Actions:**

- a. Submit to territorial authority planning processes which have implications for public transport provision, advocating for bus priority measures to be put in place where necessary.



AN IMPORTANT PART OF THE PUBLIC TRANSPORT NETWORK IS THE PROVISION OF TIMETABLE INFORMATION, INCLUDING INFORMATION AT BUS STOPS AND ON THE BUS.

# Section 10

## INFORMATION AND PROMOTION

## 10.1 TIMETABLE INFORMATION

An important part of the public transport network is the provision of timetable information, including information at bus stops and on the bus.

### **POLICY 26**

Horizons will ensure that timetable information is readily available for passengers, at no cost, for services that meet the criteria outlined in Policy 1.

#### **Specific Actions:**

- a. Progressively install timetable holders and information at bus stops and shelters as funding permits.
- b. Complete development of journey planner mobile device application for Palmerston North, Wanganui, Feilding, Levin and Marton.
- c. Investigate feasibility of providing real-time timetable information.
- d. Ensure that timetable information is available at appropriate local community centres and venues.

## 10.2 PROMOTING PUBLIC TRANSPORT SERVICES

Under PTOM, promotion of public transport services is carried out as part of the partnership between regional councils and public transport providers. Promotion is recognised as a component of increasing the patronage of services. It is therefore in the operators' interests, as well as Horizons, to promote services so they achieve increased patronage and realise the potential increased revenue available through the financial incentives mechanism included in contracts.

### **POLICY 27**

Public transport services should be well marketed to increase usage by existing users and attract new customers.

#### **Specific Actions:**

- a. Annually update the Horizons promotions strategy calendar of events.
- b. Provide public transport services to major special events in the Region where there is an identified traffic management need, provided the cost of operating the service is reasonable.
- c. Proactively market the public transport system throughout the Region.
- d. Ensure that service changes are communicated to affected groups in advance of implementation using a variety of channels.
- e. Explore alternative marketing and advertising options.



SECTION 19(B)(V) OF THE LTMA REQUIRES REGIONAL COUNCILS TO TAKE INTO ACCOUNT THE PUBLIC TRANSPORT FUNDING LIKELY TO BE AVAILABLE WITHIN THE REGION.

# Section 11

## FUNDING THE RPTP

Section 19(b)(v) of the LTMA requires regional councils to take into account the public transport funding likely to be available within the Region.

## 11.1 EXPECTED COST OF SERVICES

The Horizons Annual Plan 2014-15 states the expected cost for public transport services (including Total Mobility and administration costs) in the Region for 2014-15 is \$4,792,000.

The GPS 2015 is consistent with the direction set in the 2011 version. This Plan therefore assumes business as usual for the specified services with costs increasing at the rate of inflation<sup>8</sup>. A number of items for investigation are highlighted within the specific actions in the Plan; however these are all subject to demand, justification and funding availability. Availability of funding must take into account fare revenue forecasts, Transport Agency funds and the local community willingness to pay.

The Horizons Long-Term Plan and RLTP are due for revision during 2014-15 and these documents will outline in detail the expenditure for transport services for the period 2015-16 to 2018-19 as well as a ten-year expenditure forecast.

## 11.2 FUNDING SOURCES

There are a variety of funding sources available to Horizons for subsidised public transport services, these are outlined below.

### 11.2.1 Local targeted rates

Horizons' policy is that the rating contribution to a subsidised service will be funded by the ratepayers of the district in which the service operates. Where a service runs across districts, the costs will be shared. The Horizons Annual Plan sets out the targeted rate for public transport services (including Total Mobility and administration) expected for 2014-15.

REVENUE SOUGHT 2014-15	
Horowhenua	94,987
Manawatu	96,366
Palmerston North	976,303
Rangitikei	22,964
Ruapehu	5,142
Tararua	10,352
Wanganui	413,781
<b>Total Transport Passenger Services rate</b>	<b>1,619,895</b>

<sup>8</sup> Calculated using the Transport Agency inflation indices for public transport services which are released quarterly.

### 11.2.2 Fares and third party/developer contributions

Currently, approximately 46% of the cost of providing public transport services across the Region is collected through fares. Horizons is undertaking a number of activities aimed to, in the short-term, at least maintain this ratio but in the long-term, increase it to 50%.

Contributions received from organisations such as Massey University and Universal College of Learning (UCOL) for “free” travel schemes for their staff and students are treated as fare revenue, as the contribution is in lieu of fares collected.

Horizons will undertake annual fare reviews, in accordance with Policy 20, to ensure that the cost of public transport remains competitive with private vehicle use. It is assumed that the contributions from Massey and UCOL should be renegotiated over time, in the same way fares would be reviewed. The revenue in 2013-14 from fares (including third-party contributions) was \$1,898,139.

### 11.2.3 Central government subsidy

Horizons receives central government subsidy for public transport services from the National Land Transport Fund (administered by the Transport Agency). For the purposes of this Plan, Horizons has assumed the following funding assistance rates will be available:

Total Mobility operations	60% <sup>9</sup>
Total Mobility hoist payments	100%
Public transport services	53%, reducing to 51% by 2017-18
Infrastructure maintenance and operations	53%, reducing to 51% by 2017-18

**The approved Transport Agency share for the Horizons Region in 2014-15 is \$ 2,676,579<sup>10</sup>.**

The current GPS identifies national funding of \$865-1,200 million for public transport services and supporting infrastructure for the period 2015-16 to 2017-18.

### 11.2.4 Other sources

From time to time, surplus funds from previous years (in the form of reserves) may be used by Horizons to fund expenditure, particularly if inflationary costs exceed predictions.

<sup>9</sup> The Funding Assistance Rate for Total Mobility Services will be reviewed prior to the 2018-21 National Land Transport Programme.

<sup>10</sup> Figures sourced from the Transport Agency web funding application, Transport Investment Online (TIO).



THE PURPOSE OF THIS POLICY IS TO SET OUT HOW TO DETERMINE THE SIGNIFICANCE OF VARIATIONS TO THE RPTP. THE RPTP CAN BE VARIED AT ANY TIME.

## Section 12

### SIGNIFICANCE POLICY

## 12.1 INTRODUCTION

The purpose of this policy is to set out how to determine the significance of variations to the RPTP<sup>11</sup>. The RPTP can be varied at any time.

'Significance' can be viewed as a continuum, ranging from a very low level of significance (where a variation is 'not important'), to a very high level (where a variation is 'critical'). At some point in the continuum, the degree of significance becomes high enough that the matter is 'significant'. Assessing the level of significance a decision has is essentially a matter of judgment.

The correction of minor errors in any part of the RPTP is not considered to be a variation, provided it will not affect any existing right, interest or duty of a person or organisation affected by, or with an interest in, the Plan.

## 12.2 ASSESSING SIGNIFICANCE

Whether a variation to the RPTP is significant will be determined on a case-by-case basis by the Horizons Passenger Transport Committee.

When determining the level of significance of a variation, consideration will be given to the following factors taken as a whole:

- The effect of the variation on Horizons' Long Term Plan;
- The extent to which the variation signals a material change to the planned levels of investment in the public transport network;
- The extent to which the variation will result in the RPTP being inconsistent with the Regional Land Transport Plan;
- How many people will be affected by the variation, and the degree of impact on any or all of those people;
- The effect on the overall affordability and integrity of the RPTP.

## 12.3 CONSULTATION

The decision on the type and level of consultation that will be carried out in relation to any variation to the RPTP must be carried out in accordance with the principles of consultation set out in section 82 of the Local Government Act 2002 (LGA). These principles give local authorities the discretion to decide how much and what type of consultation they will carry out.

In making decisions about consultation on a variation, consideration will be given to factors including:

- The number, location and characteristics of the people and organisations that will be affected by the variation;
- Their preferences for engagement;
- What is already recorded about their' views and preferences;
- The degree of significance the matter is assessed as having;
- The criteria that were relevant in the assessment;
- The circumstances in which the decisions is to be taken or the issue arose;
- The cost of the method relative to the significance of the matter; and
- Whether there is good reason under the provisions of Part 1 of the Local Government Official Information and Meetings Act 1987 to withhold information.

<sup>11</sup> The policy is a requirement of section 120(4) LTMA.



# Appendix 1

## SPECIFIED SERVICES

## 1. HOROWHENUA DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE <sup>12</sup>	DELIVERY MODEL FOR PROCURING SERVICES
Levin taxi	Levin, Foxton, Foxton Beach, Shannon	Monday - Sunday	24 hour	Total Mobility Service	Staged
Foxton Beach Community Services	Foxton Beach to Foxton, Levin, Shannon and Palmerston North	On demand	On demand	Excluded Service	Staged
Horowhenua Health Shuttle	<ul style="list-style-type: none"> <li>Around Levin</li> <li>Levin to Palmerston North</li> </ul>	Monday – Friday	7am – 5pm (five return trips per day)	Excluded Service	Staged
Levin to Palmerston North commuter bus service	Levin to Palmerston North	Monday – Friday	<ul style="list-style-type: none"> <li>Levin 6.50am</li> <li>Palmerston North 5.20pm</li> </ul>	Public Transport Unit (Levin to Palmerston North Unit)	Staged
Levin to Palmerston North school	Levin to Palmerston North	Monday-Friday (school term time only)	<ul style="list-style-type: none"> <li>Levin 7.30am</li> <li>Palmerston North 3.40pm</li> </ul>	Exempt service	N/A
Levin to Waikanae	Levin to Waikanae	Monday - Friday	7am – 6pm	Public Transport Unit (Levin to Waikanae unit)	Staged
A Day Out In Town (Levin to Shannon, Foxton, Foxton Beach and Waiterere Beach loop service)	Return service from Levin to Shannon, Foxton, Foxton Beach and Waiterere Beach	Every Friday	<ul style="list-style-type: none"> <li>9.30am from Levin</li> <li>2.00pm from Levin</li> </ul>	Public Transport Unit (Day Out In Town Unit)	Staged

## 2. MANAWATU DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
Feilding around town and Feilding to Palmerston North bus service	<ul style="list-style-type: none"> <li>Around Feilding</li> <li>Feilding to/from Palmerston North via Bunnythorpe</li> </ul>	Monday - Saturday	<ul style="list-style-type: none"> <li>Monday to Friday: 6.55am to 5.25pm</li> <li>Saturday: Feilding 10.00am Palmerston North 3.30pm</li> </ul>	Public Transport Unit (Feilding Unit)	Partnering
Feilding taxi services	Feilding and districts	Monday - Sunday	24 hour	Total Mobility Service	Staged
Order of St John Feilding Health Shuttle	<ul style="list-style-type: none"> <li>Around Feilding and districts</li> <li>Feilding and districts to Palmerston North</li> </ul>	On demand	On demand	Excluded Service	Staged

<sup>12</sup> Contracted by Horizons to operate a service. Horizons plans, funds and manages the service.

### 3. PALMERSTON NORTH CITY

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
City-wide bus service	<ul style="list-style-type: none"> <li>Six city loop services</li> <li>Six routes to Massey University</li> </ul>	Monday - Sunday	<ul style="list-style-type: none"> <li>Monday to Thursday: 6.40am to 6.00pm</li> <li>Friday: 6.40am to 8.20pm</li> <li>Saturday and Sunday: 8.20am to 4.20pm</li> </ul>	Public Transport Unit (Palmerston North Unit)	Partnering
Palmerston North taxi services	Around Palmerston North and districts	Monday - Sunday	24 hour	Total Mobility Service	Staged
Ashhurst to Palmerston North	<ul style="list-style-type: none"> <li>Around Ashhurst</li> <li>Ashhurst to Palmerston North</li> </ul>	Tuesday, Thursday	<ul style="list-style-type: none"> <li>Ashhurst 10.00am</li> <li>Palmerston North 2.30pm</li> </ul>	Public Transport Unit (Ashhurst Unit)	Staged
Prisoners Aid & Rehabilitation Services (PARS)	Around Palmerston North and districts	On demand	On demand	Excluded Service	Staged
Palmerston North to regional boundary south of Levin Passenger Service	Palmerston North to south of Levin at regional boundary	TBC	TBC	Public Transport Unit (Palmerston North to Regional boundary south of Levin Unit)	Staged

### 4. RANGITIKEI DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
Marton to Palmerston North commuter bus service	Marton to Palmerston North via Bulls, Sanson and Awahuri	Monday - Friday	Marton 7.10am Palmerston North 5.10pm	Public Transport Unit (Marton to Palmerston North Unit)	Staged
Marton Private Hire <sup>13</sup>	Around Marton and districts	Monday - Sunday	12 hour	Total Mobility Service	Staged
Marton to Palmerston North school service	Marton to Palmerston North school bus via Bulls, Sanson and Awahuri	Monday - Friday (school term time only)	7am to 4pm	Exempt Service	N/A
Taihape to Palmerston North/Wanganui service	<p>Taihape to Palmerston North via Hunterville, Ohingaiti, Marton, Bulls, Sanson and Feilding</p> <p>Taihape to Wanganui via Hunterville, Ohingaiti, Marton and Turakina</p>	<p>First Thursday of the month (Taihape to Wanganui)</p> <p>Third Friday of the month (Taihape to Palmerston North)</p>	Taihape 9am Palmerston North/Wanganui 3.30pm	Public Transport Unit (Taihape Unit)	Staged
Order of St John Marton Health Shuttle	Marton to Wanganui	On demand	On demand	Excluded Service	Staged

<sup>13</sup> Operates under an exemption from Transport Agency to run a meter for the purpose of providing Total Mobility

## 5. RUAPEHU DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
Taumarunui Mobility Van	Around Taumarunui and districts	On demand	On demand	Excluded Service	Staged
Raetihi to Ohakune bus service	Raetihi to Ohakune	Every second Tuesday	<ul style="list-style-type: none"> <li>Raetihi 10.00am</li> <li>Ohakune 1.00pm</li> </ul>	Public Transport Unit (Raetihi Unit)	Staged
Order of St John Waimarino Health Shuttle	Waimarino District to Wanganui	On demand	On demand	Excluded Service	Staged

## 6. TARARUA DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
Order of St John Dannevirke Health Shuttle	<ul style="list-style-type: none"> <li>Around Dannevirke</li> <li>Dannevirke and districts to Palmerston North</li> </ul>	On demand	On demand	Excluded Service	Staged
Order of St John South Tararua (Bush) Health Shuttle	<ul style="list-style-type: none"> <li>Around Pahiatua and districts</li> <li>Pahiatua and districts to Palmerston North</li> </ul>	On demand	On demand	Excluded Service	Staged
Dannevirke to Palmerston North school service	Dannevirke to Palmerston North via Woodville	Monday - Friday	7am to 4pm	Exempt service	N/A
Dannevirke Community Vehicle Trust	Around Dannevirke	Tuesday, Thursday, Friday	9.30am to 4.30pm	Excluded Service	Staged

## 7. WANGANUI DISTRICT

SERVICE TYPE	SERVICE AREA/ROUTE	DAYS OF OPERATION	SERVICE DEPARTURES	SERVICE TYPE	DELIVERY MODEL FOR PROCURING SERVICES
City-wide bus service	<ul style="list-style-type: none"> <li>Four city loop services</li> <li>Castlecliff area school overload service</li> </ul>	City services Monday - Saturday Castlecliff school Monday - Friday, school term only	<ul style="list-style-type: none"> <li>City services Monday to Friday: 7.00am to 5.10pm</li> <li>City services Saturday: 9.20am to 5.20pm (not on all routes)</li> <li>Castlecliff school: 7.40am to 3.25pm</li> </ul>	Public Transport Unit (Wanganui Unit)	Partnering
Wanganui to Palmerston North Commuter service	Wanganui to Palmerston North	Monday - Friday	<ul style="list-style-type: none"> <li>Wanganui 6.30am</li> <li>Palmerston North 5.30pm (TBA)</li> </ul>	Public Transport Unit (Wanganui to Palmerston North Unit)	Partnering
Wanganui taxi services	Around Wanganui and districts	Monday - Sunday	24 hour	Total Mobility Service	Staged
Order of St John South Wanganui	<ul style="list-style-type: none"> <li>Around Wanganui and districts</li> <li>Wanganui and districts to Palmerston North</li> </ul>	On demand	On demand	Excluded Service	Staged



# Appendix 2

## LEGISLATIVE REQUIREMENTS

## [120 CONTENTS OF REGIONAL PUBLIC TRANSPORT PLANS

- (1) A regional council, in a regional public transport plan,—
  - (a) must—
    - (i) identify the public transport services that are integral to the public transport network that the regional council proposes to provide; and
    - (ii) provide an outline of the routes, frequency, and hours of operation of the services identified under subparagraph (i); and
    - (iii) arrange all of the public transport services identified under subparagraph (i) into units; and
    - (iv) indicate the date by which a unit is expected to start operating; and
    - (v) indicate the date by which any exempt service that is to be replaced by a unit is to be deregistered; and
    - (vi) identify any units for which the regional council intends to provide financial assistance; and
    - (vii) identify any taxi services or shuttle services for which the regional council intends to provide financial assistance; and
    - (viii) describe how the network of public transport services and the services referred to in subparagraph (vii) will assist the transport-disadvantaged; and
  - (b) must specify any objectives and policies that are to apply to—
    - (i) any units; and
    - (ii) any services referred to in paragraph (a)(vii); and
  - (c) may describe exempt services but may not make them subject to the objectives and policies described in paragraph (b); and
  - (d) may state or describe any other matters that the regional council thinks fit.
- (2) Without limiting subsection (1)(b), a regional council must, in relation to any units, include in a regional public transport plan policies on—
  - (a) accessibility, quality, and performance; and
  - (b) fares and the method or formula or other basis for setting and reviewing those fares; and
  - (c) the process for establishing units; and
  - (d) the approach that will be taken to procuring the delivery of the service or services in a unit; and
  - (e) how the procurement of units will be phased in over time; and
  - (f) managing, monitoring, and evaluating the performance of units.
- (3) The approach to procurement specified in subsection (2)(d) must, in relation to a public transport service for which the regional council does not intend to provide financial assistance, be approved by the Agency.
- (4) A regional public transport plan must set out the policy the regional council will apply in determining whether a proposed variation to the regional public transport plan is significant for the purpose of section 126(4).
- (5) A regional public transport plan may—
  - (a) provide that an action described in the plan must or may be done by a regional council or a committee or other subordinate decision-making body or a member or officer of the regional council; and
  - (b) specify conditions that apply to that action.
- (6) Subsection (5) does not limit or affect anything in the Local Government Act 2002.]

## [124 MATTERS TO TAKE INTO ACCOUNT WHEN ADOPTING REGIONAL PUBLIC TRANSPORT PLANS

A regional council must, before adopting a regional public transport plan,—

- (a) be satisfied that the plan—
  - (i) contributes to the purpose of this Act; and
  - (ii) has been prepared in accordance with any relevant guidelines that the Agency has issued; and
  - (iii) is, if it includes a matter that is not within the scope of the regional land transport plan, otherwise consistent with that plan; and
- (b) be satisfied that it has applied the principles specified in section 115(1); and
- (c) take into account—
  - (i) any national energy efficiency and conservation strategy; and
  - (ii) any relevant regional policy statement, regional plan, district plan, or proposed regional plan or district plan under the Resource Management Act 1991; and
  - (iii) the public transport funding likely to be available within the region; and
  - (iv) the need to obtain the best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services; and
  - (v) the views of public transport operators in the region; and
- (d) consider the needs of persons who are transport-disadvantaged.]

## [125 CONSULTATION REQUIREMENTS FOR REGIONAL PUBLIC TRANSPORT PLANS

- (1) When preparing a draft regional public transport plan, a regional council must consult—
  - (a) the relevant regional transport committee (and, in the case of Auckland Transport, the Auckland Council and each affected local board of the Auckland Council); and
  - (b) the Agency; and
  - (c) every operator of a public transport service in the region; and
  - (d) every person who has notified the regional council of a proposal to operate an exempt service in the region; and
  - (e) the Minister of Education; and
  - (f) the territorial authorities in the region; and
  - (g) the relevant railway line access provider.
- (2) Before adopting a regional public transport plan, a regional council or Auckland Transport (as the case may be)—
  - (a) must consult in accordance with the consultative principles specified in section 82 of the Local Government Act 2002; and
  - (b) may use the special consultative procedure specified in sections 83, 87, and 89 of the Local Government Act 2002, and those sections apply for the purposes of this section with the necessary modifications.
- (3) A regional council that is preparing a regional public transport plan may request any information from any territorial authority within its region that the regional council considers necessary to perform its functions under this Act in relation to that plan, and the territorial authority must promptly comply with that request.
- (4) A regional council may carry out consultation on a proposal to adopt a regional public transport plan in conjunction with the relevant regional transport committee's consultation on its regional land transport plan under this Act.]



# Appendix 3

## RESOURCE MANAGEMENT POLICY PROVISIONS

# HOROWHENUA DISTRICT COUNCIL

## OPERATIVE DISTRICT PLAN 1999

SERVICE TYPE	SERVICE AREA/ROUTE
<p>Greenbelt Residential Environment Section 6A Issue: (6A.4) The pattern of subdivision and development and nature of access and servicing could compromise the efficient use of land and infrastructure.</p>	<p><b>Objective 6A.4.1:</b> To ensure areas within the Greenbelt Residential Zone are developed in an efficient and sustainable development pattern responding to the natural and physical resources of the area.</p> <p><b>Policies:</b> 6A.4.3: Ensure a connected transport infrastructure for different modes of transport;</p>
<p>Section 10: Land Transport</p> <p>Issue 22: Sustainable management of transport to meet needs of community</p>	<p><b>Objective 17:</b> Maintenance of adequate land transport networks to efficiently and safely move people and goods through and within the district</p> <p><b>Policies:</b> 17.4: Ensure that the design and construction of all land transport routes and facilities incorporate measures to enhance the personal safety, security, and convenience of users including vehicle users, public passenger transport services, pedestrians, cyclists, children, and people with disabilities.</p> <p>17.6: Require all new urban subdivisions and developments to incorporate infrastructure and facilities for non-motorised transport users and particularly:</p> <ul style="list-style-type: none"> <li>• Pedestrian access routes connecting residential areas, schools, shopping centres, recreation reserves, and public transport collection points and terminals where appropriate;</li> <li>• Provision for cycle traffic within road carriageways in such a way that lane width, design, and surface finish are adequate to safely accommodate both motorised vehicles and cycles;</li> <li>• Separate bicycle tracks outside road carriageways;</li> <li>• Pedestrian footpaths to be provided in urban areas adjacent to but separated from vehicle carriageways;</li> <li>• Safe, all-weather surfaces and gradients for public pedestrian footpaths;</li> <li>• Pram and wheelchair crossings located at convenient positions in relation to intersections.</li> </ul>
<p>Section 7: Greenbelt Residential environment</p> <p>Issue: The pattern of subdivision and development and nature of access and servicing could compromise the efficient use of land and infrastructure.</p>	<p><b>Objective 7.3.1:</b> To ensure areas within the Greenbelt Residential Zone are developed in an efficient and sustainable development pattern responding to the natural and physical resources of the area.</p> <p><b>Policies:</b> Policy 7.3.3: The form and pattern of development and subdivision seeks to: Ensure a connected transport infrastructure for different modes of transport;</p>
<p>Section 10: Land transport</p> <p>Issue 10.1 Maintaining and developing land transport network: The sustainable management of the land transport network to meet the needs of the community</p>	<p><b>Objective 10.1.1:</b> 10.1.1: Maintenance of land transport networks to efficiently and safely move people and goods through and within the District to meet the current and future needs of the District.</p> <p><b>Policies:</b> Policy 10.1.7: Ensure that the design and construction of all land transport routes and facilities incorporate measures to enhance the personal safety, security, and convenience of users including vehicle users, public passenger transport services, pedestrians, cyclists, children, and people with disabilities.</p> <p>Policy 10.1.9: Require all new urban subdivisions and developments to incorporate infrastructure and facilities for non-motorised transport users and particularly:</p> <ul style="list-style-type: none"> <li>• Pedestrian access routes connecting residential areas, schools, shopping centres, recreation reserves, and public transport collection points and terminals where appropriate;</li> </ul>

	<ul style="list-style-type: none"> <li>• Provision for cycle traffic within road carriageways in such a way that lane width, design, and surface finish are adequate to safely accommodate both motorised vehicles and cycles;</li> <li>• Separate bicycle tracks outside road carriageways;</li> <li>• Pedestrian footpaths to be provided in urban areas adjacent to, but separated from, vehicle carriageways;</li> <li>• Safe, all-weather surfaces and gradients for public pedestrian footpaths; and</li> <li>• Pram and wheelchair crossings located at convenient positions in relation to intersections.</li> </ul>
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## RUAPEHU DISTRICT COUNCIL

### OPERATIVE DISTRICT PLAN

<p><b>Issue:</b> Lack of multi-modal transportation facilities and infrastructure within the District.</p>	<p><b>Objectives:</b> TI2.4.1: Encourage better multi-modal transportation facilities.</p> <p><b>Policies:</b></p> <ul style="list-style-type: none"> <li>(a) Encourage connections to and, where appropriate, extensions to existing walking and cycling networks and ensure that these connections and extensions are safe.</li> <li>(b) Recognise and provide for the National Cycle ways and associated infrastructure and connections thereto.</li> <li>(c) Encourage the provision of alternative modes of transport in relation to any large commercial or industrial developments to minimise the impacts of additional traffic flows.</li> </ul>
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## WANGANUI DISTRICT COUNCIL

### OPERATIVE DISTRICT PLAN

Commercial environment	<p><b>Objectives:</b> 5.2.6: To ensure that the road reserve is utilised as an active public space and for all modes of transport</p> <p><b>Policy:</b> 5.3.12: Encourage a range of transport modes to and from the central city area.</p>
Subdivision and Infrastructure	<p><b>Policies:</b></p> <ul style="list-style-type: none"> <li>11.3.18: Integrated streets (street design contributing to place)</li> <li>11.3.19: Liveable streets (sense of place)</li> <li>11.3.20: Roading hierarchy (design streets in accordance with their intended function)</li> <li>11.3.21: Multimodal connectivity:</li> <li>11.2.23: Maintenance of land transport networks</li> </ul>

## PALMERSTON NORTH CITY COUNCIL

### OPERATIVE DISTRICT PLAN SECTION 20, TRANSPORTATION (JANUARY 2009)

<p><b>Issues:</b> 4. The importance of alternative modes of transport, including public transport, walking, and cycling as environmentally appropriate modes of transport;</p>	<p><b>Objective 4:</b> To maintain and enhance the use of public transport, walking and cycling as alternative modes to the private motor vehicle.</p> <p><b>Policy:</b> 4.1 To support and encourage the use of public transport, walking and cycling as an integral part of the transportation system with special provisions made for them as appropriate.</p>
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