

Report 03.481
Date 12 August 2003
File E/6/11/4

Committee Passenger Transport
Author Dave Watson Divisional Manager Transport

Divisional Report

1. Purpose

To provide the Committee with information on a range of transport topics not mentioned elsewhere in the order paper.

2. Patronage Revenue Update (Rhona Nicol)

Patronage revenue of \$3.5m was budgeted for in the 2002/3 financial year. Returns from operators equate to actual patronage revenue of \$3.0m for the 12 months ended 30 June 2003.

Patronage revenue is earned in four categories of measurement

- Increase in passenger boardings in peak period
- Increase in passenger kms in peak period
- Increase in passenger boardings in off peak period
- Increase in passenger kms in off peak period

Increases are measured in relation to the baseline data. The baseline data representing the passenger numbers and kms on the Wellington network for the 99/00 year and agreed by Transfund.

Revenue earned by category is provided in Table 1 below.

Table 1 – Patronage Revenue by payment category 01.07.02 to 30.06.03

Category	Patronage Rate	Patronage Increase	Patronage Increase %	Patronage Revenue (\$s)
Peak Boardings	\$1.05	696,063	8.1%	730,866
Peak Passenger Kms	\$0.17	8,683,252	13.9%	1,476,153
Off Peak Boardings	\$0.15	1,620,961	16.7%	243,144
Off Peak Passenger Kms	\$0.06	9,160,527	14.0%	549,632
Total				2,999,795

Patronage % increase within the region is provided in Table 2 below.

Table 2 – Patronage Growth %s by major area grouping

Area Grouping	Peak Boardings	Peak Kms	Off Peak Boardings	Off Peak Kms
Rail	-0.8%	2.3%	2.8%	2.9%
Buses - Wellington	4.5%	4.8%	13.6%	12.3%
Buses - Newlands to Kapiti	37.1%	54.2%	48.9%	70.8%
Buses - Hutt Valley	5.8%	1.5%	15.8%	8.2%

Attachment 1 to this report provides trend graphs comparing the patronage data year to date with the baseline data.

3. **Service Monitoring (Carolyn Lefebvre)**

The table below shows the levels of part missed, missed or delayed bus trips for the month of June 2003.

In Service Failures Resulting in 11 Minute + Delays		
June-03		
Operator	Number of Services	% of total services
Runciman Motors	Nil	Nil
Community Coach Services	Nil	Nil
Mana/Newlands	7	0.03%
Cityline	9	0.50%
Stagecoach	68	0.20%

4. **Land Transport Management Bill (Dave Watson)**

The report back from the Parliamentary Select Committee looking after the Land Transport Management Bill is expected on 8 September 2003. This Bill may eventually allow the Council to own passenger transport infrastructure and operations under certain conditions. It may also enable road tolling options to be considered which may have an impact on some key roading projects in the region.

This Committee will need to take a view on passenger transport infrastructure ownership. Does the Committee see the Council owning infrastructure? Is the Committee interested in seeking to own infrastructure it has previously funded? (the Council has for example agreed to own Petone Railway Station once it is legally possible).

Once there is legislation enacted that provides the Council with the opportunity to own passenger transport infrastructure we will prepare a paper on the consequences.

5. Wellington City Bus Lanes (Dave Watson)

Attached are copies of two reports (**attachments 2 and 3**) that went to the Wellington City Council Transport and Infrastructure Committee in early August regarding bus lane performance and proposals for new bus lanes. The first report shows how the bus lanes that were introduced on a trial basis in June 2002 (Kaiwharawhara Road, Adelaide Road and Chaytor Street) have performed. The improved bus performance and in two cases the improved general traffic performance convinced Councillors to make the lanes permanent.

The second report, concerned with bus travel through Dixon Street, Victoria Street, Manners Street and Willis Street, resulted in the introduction of bus lanes in Manners Street and signal improvements at Dixon Street for buses. These changes will go a long way to reducing peak hour bus travel in the northerly direction through the city.

Both these reports had resulted from the discussion held in the Quality Partnership Agreement meeting involving the city council, operators and ourselves.

Implementation of the bus flow improvements will involve funding coming from both councils and Transfund as they involve elements of traffic management, urban design improvements and passenger transport benefits.

6. Transfund New Zealand Issues (Dave Watson)

6.1 Trolley bus CPP

I have sought from Transfund approval for a sole supply CPP to purchase trolley bus services in Wellington City. Conversations held with Transfund staff point out that the current legislation requires them to take into account five specific matters, two of these relate to ensuring competition. The Land Transport Management Bill, which is expected to be reported back to Parliament on 8 September 2003, when enacted will change the criteria which Transfund will use when approving a procurement process. There is no reference to competitive pricing procedures in the Bill. I have been asked whether I wish Transfund to consider my CPP approval request under the current legislation or await the return of the Bill which will change the basis on which Transfund will consider the application. I have asked Transfund to hold over my request until after 8 September 2003.

6.2 Patronage funding after 30 June 2004

Transfund have delayed announcing their draft patronage funding proposal for rail. Earlier in the year Transfund put up a patronage funding proposal for bus and ferry services and sought submissions. They are expected to finalise this proposal during October in time for the start of the next round of annual planning. However rail is proving more problematic. The funding approval could depend on whether government own the tracks. This may not be resolved for some months yet. Transfund therefore is likely to consider some further interim holding package to provide certainty of funding for 2004/05. Again to enable work to proceed on annual plan budgets they hope to make a decision in October or at the latest November.

6.3 Rail capital expenditure

Last year, around March 2002, we provided Transfund with a ten year urban rail capital expenditure programme. This was to assist them with their own ten year financial forecasting. We have been asked to provide a similar forecast for the period 2003/04 to 2012/04.

We have supplied Transfund with a capital expenditure programme that is derived from the Tranz Metro Wellington proposed programme of three years ago and which mirrors, financially, the Council's LTCCP for the ten year period. **Attachment 4** is a copy of the programme sent to Transfund.

7. Auckland Visit (Dave Watson)

I was invited to speak at a conference in Auckland, "Implementing Land Transport Strategy", on 28 July 2003. Most of the speakers had hoped when they agreed to speak that the Land Transport Management Bill would have been back in Parliament and on its way to being enacted. As a consequence the conference was purely speculative and also being in Auckland focused on the problems of Auckland congestion and Auckland passenger transport. It is clear that there are many players on the Auckland transport scene and as a consequence much confusion and in some cases open hostility.

Cr Turver was in Auckland visiting the ARC at the same time and he might wish to elaborate on the Auckland transport situation. After my speech to the conference I was asked to sit on a panel to talk about working with the proposed legislation. My speech was entitled "Will it work this time around?" and my answer was the jury is out and there is much left to do particularly with regard to sustainable transport and land use planning. The panel discussion allowed me to explore the different approaches to passenger transport provision in Auckland and Wellington, there was a particularly strong interest in our Quality Partnership Agreement.

I visited Britomart before flying back to Wellington. The linking of the ferry terminal, rail terminal and the "under construction" bus terminal is very impressive. Britomart is however a little disappointing. The area over time will be developed further and will no doubt become an important part of the Auckland city business infrastructure. As a rail station it appeared to me to be more about architecture than about passenger transport. The rough edges will

probably be worn off by users over time but at the moment it struck me as too much money being spent to achieve so little.

8. Tranz Metro Wellington CPP (Dave Watson)

There were five conforming responses to the request for statements of interest and ability. These responses were given to the three evaluators to work on independently. On 13 August the evaluators met with the probity auditor and myself present. At that meeting it was agreed to continue with the evaluation process as not all the evaluators had fully completed their evaluations, to meet again by the end of August and at that point to draw up a short list to take through to the next stage.

The announcement by Toll Holdings to extend the period of their current share offer to the end of September means that the period of uncertainty over the ultimate ownership of Tranz Rail Ltd is also extended. As a consequence I have written to Transfund New Zealand to seek a suspension of the six month period set for the completing of the rail CPP process. It will be impossible to seek commercial offers from those that are short listed until the situation with Tranz Rail is finalised.

9. Discussions with CCDHB (Dave Watson)

Mr Cross and I participated in a 'transport' workshop organised by the Capital and Coast District Health Board on 14 August. The workshop was chaired by Ms Margot Mains the CEO of the CCDHB and had representatives from Wellington City, Porirua City, Kapiti Coast District Council, the Hutt DHB (their CEO) and officials from the CCDHB involved with transport issues. The workshop was very productive resulting in a number of joint work streams, primarily involving ourselves and the CCDHB. These work streams involving the Council are:

- Considering the data held by CCDHB and HDHB on the home location of staff, patients and visitors to see if the main areas are served by passenger transport or not.
- Engaging with government agencies over the future funding of social/health transport.
- Working together to respond to the soon to be released Transfund NZ discussion document on the Total Mobility scheme.
- Examining the possible linking of the Hutt Airport Flyer with the Wellington Hospital.
- Examination of the viability of a shuttle bus service between the Wellington and Kenepuru Hospitals.
- Consideration of transport services within the Porirua Basin and the Kapiti Coast.

- Improvement of the signage and access from Kenepuru railway station to the Kenepuru Hospital.

Some of this work meshes in with the Porirua Basin and the Wellington City bus service reviews.

10. Age Concern and Total Mobility (Carolyn Lefebvre)

On 24 July officers of Greater Wellington and Councillor Turver were invited to a workshop held by Age Concern to focus on transport issues. This predominantly related to volunteer drivers and the impact of the new OSH legislation. It is feared that the responsibilities that volunteer organisations, and volunteers, will have to bear under this legislation will have a detrimental effect and will result in a decrease in the number willing to assist with providing transport for the elderly and frail.

It is important to highlight that already, 75% of the client base of Total Mobility is made up of those falling into the elderly/frail category. Should the number of volunteers providing transport in this area decline, there will be longer term, an increased demand for registration into Total Mobility. Coupled with the Ageing in Place initiatives, there needs to be an awareness of the demands on public transport and Total Mobility in the long term, and the financial impact this will have.

Some statistics available from Statistics New Zealand regarding the 2001 Census:

- 93% of people in the 65+ age group live in private dwellings (ie need transport of some kind)
- 70% of people in the 85+ age group live in private dwellings (ie need transport of some kind)
- By the year 2025, 20% of the population will be in the 65+ age group
- A quarter of people in the 65+ age group receive less than \$10,000 annual income
- The 85+ age group is the highest growing demographic

It has been noted by the Manager of Total Mobility that over the last 2-3 months there has been an increase in the number of agencies asking to be included as agencies of supply or to have access to some sort of referral system. The main agencies making these enquiries are Capital Support, Access Management, DEALS and Ignite. There has also been constant pressure for access from social workers, health workers, doctors, practice nurses and individuals who have been given information about the scheme by WINZ and ACC. Officers will be doing further work to ascertain the numbers of agencies and clients involved and the potential impact.

Clearly the Total Mobility scheme will come under financial stress through growing demand. GWRC will take steps to draw the potential problem to the

attention of the national funder Transfund and the Ministers of Transport and Disability Issues, Paul Swain and Lianne Dalziel.

11. Eastbourne Ferry And Bus Service Review (Karen Richardson/Alex Campbell)

Last year all Hutt Valley, Eastbourne and Wainuiomata bus services were reviewed. Market research and public submissions received from Eastbourne residents indicated that there could be potential to grow public transport use through greater use of the ferry. Therefore a commitment was made to evaluate possible options for the ferry before considering any changes to the Eastbourne bus service. Ideally the bus and ferry service should complement each other so the opportunity has been taken to test some bus options along side possible ferry options.

This project involves both research and community consultation.

A statistically robust survey of 250 residents was conducted during July by NFO. This survey was designed to test various options for ferry and bus services specifically looking at the possible effect on bus, ferry and car usage.

This is being complemented by a consultation leaflet and survey going to every household in Eastbourne from 22 August. The results of this consultation leaflet will also be processed by NFO and will be combined with the results of the statistical survey of 250 residents.

Interested stakeholder groups are also being invited to have their say.

To support the Eastbourne ferry and bus service review the following marketing activities have been undertaken:

- Leaflets have been distributed to over 1000 households in Eastbourne. The leaflet is also available on Eastbourne buses and ferry, and from Eastbourne library, local cafes and Ridewell.
- Promotional posters are displayed at Eastbourne bus stops, on the Eastbourne ferry and local buses and at the local library and cafes.
- An advertisement promoting the review has appeared in the Eastbourne Herald.
- A press release has been issued.
- The website has been updated.
- Postcards thanking respondents for their feedback will be sent as responses are received.

The consultation closes on 19 September 2003.

12. New Fares Structure (Anthony Cross/Karen Richardson)

At its 12 June 2003 meeting, the Committee agreed to a new standard fare structure to be introduced on bus services from Labour Weekend onwards, and to train services as soon as practicable, subject to an information campaign which would also seek feedback on proposals to introduce universal seniors and youth fares.

The following activities will be undertaken from the beginning of September to promote the proposed new fares structure:

- Leaflet – A leaflet explaining the proposed new fare structure, together with a feedback form, will be distributed to those people most affected by the proposal - the existing bus users. Leaflets will be available on all buses in the region and from timetable stockists and Ridewell.
- Posters - Posters will be on all buses, at bus stops and timetable stockists throughout the region.
- Adverts - Advertisements will appear in local newspapers.
- PR – There will be a media briefing, press release and a press pack made available.
- Postcards - All respondents will be sent a postcard to thank them for their feedback.

The closing date for feedback is 30 September.

The service specifications for the current tender round include the new fare structure. Bus operators have also been asked to calculate the revenue effect of the new fare structure on contracts outside the current tender round and the Hutt Valley.

13. Porirua and Tawa Bus Service Review (Anthony Cross/Alex Campbell)

We have now received the market research report for the Porirua and Tawa Bus Service Review. The research is consistent with the public consultation feedback which was reported to the Committee's 17 July meeting.

The basic conclusions are that:

- The review of passenger transport services in the Porirua area has yielded an overall positive result.
- The key reasons for this are that people's important needs with regard to passenger transport services are being met to a reasonable extent, specifically:
 - positive bus driver attitudes and behaviours (applies to train conductors also, albeit to a slightly lesser extent)
 - reliability
 - frequency (in peak hours particularly).

- Other areas where passenger transport services have strength include:
 - having modern buses that look and feel good to use
 - having reasonably priced fares.
- However, some weaknesses exist that prevent satisfaction levels being higher (see below). Addressing these issues has the potential to increase patronage of passenger transport in the Porirua area:
 - extending services to later in the evenings
 - raising awareness of services available through appropriate communications.
- Opportunities exist to enhance the quality of the passenger transport experience, eg:
 - reducing/eliminating negative attitudes and behaviours in drivers and conductors (applies to a minority overall)
 - having more shelters, ensuring they are well positioned, highly visible and designed to protect from inclement weather
 - reducing/eliminating crowding on bus and rail services (if possible)
 - revising some routes to reduce their length
 - improving signage, eg at Porirua station.

The research will be reported back to the Committee in more detail at a later date in conjunction with a strategy for implementing improvements.

14. Petone Station Update (Kevin Grace)

Work is progressing well on the new Petone station. This month has seen the laying of the new building's foundations and work will soon begin on upgrading the existing canopy. Some adjustments have been made to the bus shelter plans to provide better weather protection for bus users, and these will be worked into the contract as a variation. Mostly fine weather throughout the construction period so far will almost certainly see the building completed by early December.

15. Communications

There is nothing to communicate.

16. Recommendation

That the report be received.

Report prepared by:

Dave Watson

Divisional Manager Transport

Attachments:

- 1 - Trend graphs comparing the patronage data year to date with the baseline data
- 2 - Wellington City Council City Infrastructure Committee report on Bus Priority Lanes Monitoring
- 3 - Wellington City Council City Infrastructure Committee report on Manners/Dixon/Victoria/Willis Streets Traffic and Streetscape Improvements
- 4 - Proposed Rail Infrastructure Investment - Wellington Region as sent to Transfund