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Committee Transport & Access Committee
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Service Review update

1. Purpose

To update the Committee on the status of current service reviews.

2. Significance of the decision

The matters for decision in this report **do not** trigger the significance policy of the Council or otherwise trigger section 76(3)(b) of the Local Government Act 2002.

3. Kapiti bus service review

The Committee was informed of proposed bus service changes for the Raumati, Paraparaumu and Waikanae areas last year. Public consultation on these ran between 17 October and 10 November, and generated a significant response.

The changes are now being finalised in association with the operator, Mana Coach Services and Kapiti Coast District Council. The changes take account of the public input received and incorporate changes related to this where possible. The confirmed changes will be reported to the Committee in March. It is expected that they will be implemented in April/May.

4. Porirua bus service review

Service change proposals for this area are now being finalised in association with Mana Coach Services and Porirua City Council. These will deliver on the key recommendations of Stage 1 of this review, as reported to the Committee in July 2008, and provide enhanced service levels within existing cost constraints.

Consultation with the public is scheduled to commence on 23 March and run until 27 April. It will follow a similar format to that successfully used in Kapiti. Consultation material, including a comprehensive consultation leaflet,

is currently under preparation. Details will be reported to the Committee in March.

5. Wellington service review

This review will commence towards the end of the February, with the preparation of an updated scoping paper and project plan. These will outline project timelines and take into account further consultation with key stakeholders. The first stage of public consultation is currently planned for mid-year.

6. Route 120 – Stokes Valley

The Committee was informed of proposed route and timetable changes for the Route 120 in November. These will improve timetable reliability, address capacity issues, improve network efficiency and reduce costs.

The new timetable has been finalised and officers are currently working with the operator, Valley Flyer, to finalise operational details and determine an appropriate implementation date.

7. Otaihanga and Paekakariki shopper services

The Otaihanga and Paekakariki shopper services were reviewed just over a year ago due to low patronage and resulting poor performance. The results of the review were reported to the Committee in November 2007 (Report PE07.753).

The Committee resolved to withdraw both services unless, through additional publicity, patronage could be increased to an average of at least 4 passengers per trip (both were averaging under 2.5 passengers per trip). The specific resolutions were:

3. *Agree to undertake some publicity of the Otaihanga shopper service; to extend the contract by up to one year for this purpose; and to continue the service after that time only so long as it averages at least 4 passenger[s] per trip.*
4. *Agrees to continue the Paekakariki shopper service at five days per week for a further 12 months; to undertake some publicity of the service; to investigate running the service permanently through Leinster Avenue; to extend the contract by up to one year; and to continue the service after that time only so long as it averages at least 4 passenger[s] per trip.*

This approach is in line with the policy specified for marginal routes in the Passenger Transport Operational Plan which requires a final attempt be made to improve performance before a marginal service may be deleted (refer Section 2.1.2.2). In line with this policy and the Committee resolutions a number of promotions were undertaken and other changes made as follows:

- Communication with users, Kapiti Coast District Council, local residents associations, community boards and Grey Power
- Articles in Kapi-Mana News and residents newsletters (February to March 2008)
- Marketing at the Kapiti Home and Garden Show (May 2008)
- Promotional letter and timetables to all residents of Otaihanga (June 2008)
- Paekakariki Shopper route change, via Leinster Avenue, to expand the service catchment area (July 2008).
- Advertisements in local newspaper with regard to free travel for Super Gold card users on Otaihanga and Paekakariki Shopper services
- Metlink signage on the taxi van used on the services to increase visibility

The contract was also extended until March 2009 to allow sufficient time for these measures to be effective.

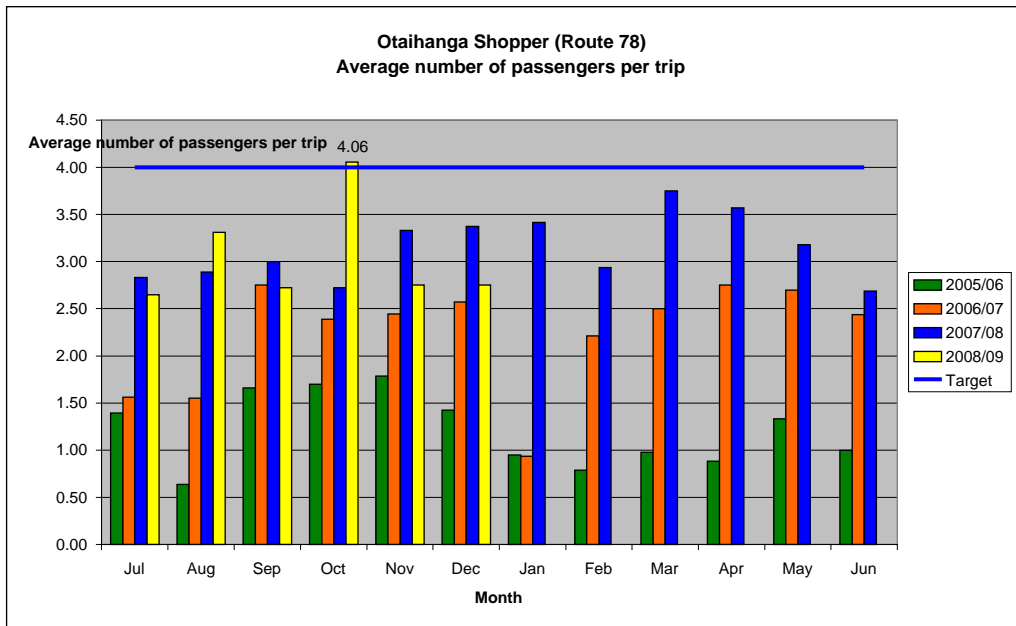
7.1 Otaihanga Shopper (Route 78)

The Otaihanga Shopper currently provides one return trip twice a week between Otaihanga (Makora Road) and Paraparaumu shops and station.

As the following table and graph shows, patronage on this route did improve for some months as a result of the increased promotion and introduction of the SuperGold card, but overall there has been no improvement on the previous year. The average number of passengers per trip over the last six months was 3.0, which is less than the required average of 4 passengers per tip. Cost recovery (percentage of costs covered by fares) is currently 17.2%, which is below the absolute minimum 20% cost recovery required for social services.

Based on discussions with the operator we believe there are approximately 3-8 separate individuals currently using the service.

	Minimum requirement	2006/07	2007/08	2008/09 YTD (Jul-Dec)
Total number of passenger trips	-	451	639	316
Average number of passengers per trip	4.0	2.2	3.1	3.0
Subsidy per passenger	-	\$6.10	\$4.85	\$5.16
Cost recovery	20%	14.8%	17.2%	16.8%



7.2 Paekakariki Shopper (Route 79)

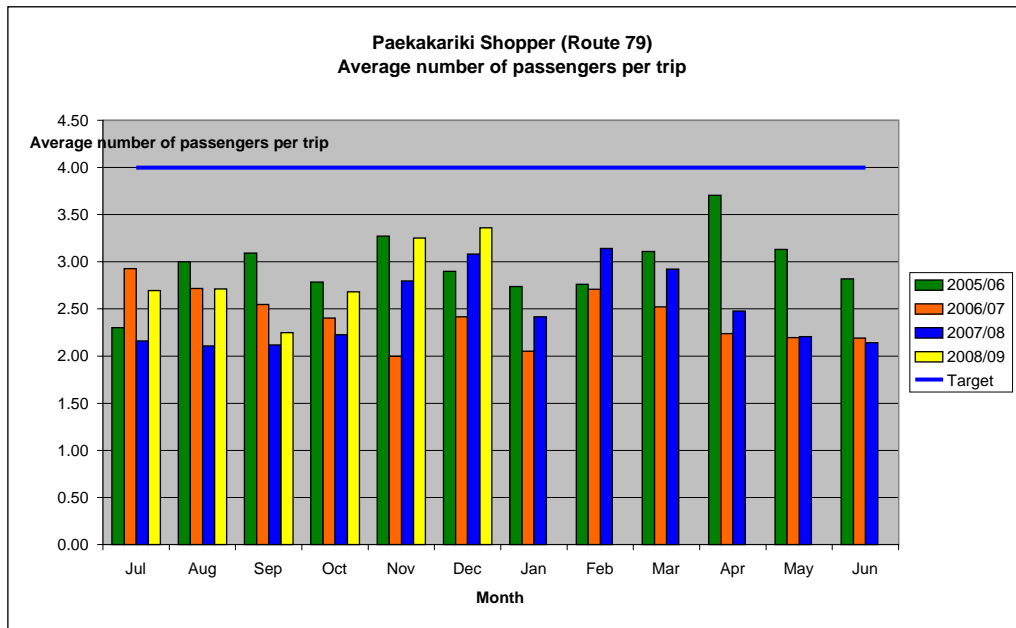
The Paekakariki Shopper currently provides one return trip five times a week between Paekakariki and Paraparaumu shops and station.

As the following table and graph shows, patronage on this route has improved on previous years as a result of the increased promotion and introduction of the SuperGold card. However, the average number of passengers per trip over the last six months was 2.8, which is less than the required average of 4 passengers per tip. Cost recovery is currently 10.8%, which is below the absolute minimum 20% cost recovery required for social services.

Based on discussions with the operator we believe there are approximately 20-25 separate individuals currently using the service.

A large portion of this service operates along the state highway and parallel to the train. This contributes to the poor cost recovery and high subsidy per passenger, which are unlikely to improve even if the service were to operate less frequently.

	Minimum requirement	2006/07	2007/08	2008/09 YTD (Jul-Dec)
Total number of passenger trips	-	1201	1274	726
Average number of passengers per trip	4.0	2.4	2.5	2.8
Subsidy per passenger	-	\$16.13	\$14.70	\$13.58
Cost recovery	20%	10.6%	10.8%	12.8%



7.3 Conclusions

The Otaihanga and Paekakariki shopper services are both performing below the required minimum of 4 passengers per trip and neither complies with the absolute minimum 20% cost recovery for social services. Therefore, in accordance with the previous Committee resolutions, both services will cease on 31 March 2009.

In total we believe there to be approximately 33 separate individuals currently using the services. These users, who are predominantly elderly, will be provided alternative travel options through the Total Mobility scheme or the Taxi Fair scheme. It is expected that most passengers will move to the Total Mobility scheme. Those who do not qualify for Total Mobility will be offered support through the Taxi Fair scheme, which provides access to discounted taxi fares for a period of up to two years. It is more cost effective to pay for individual trips in this way than to continue running the existing services.

8. Demand Responsive Transport

There are considerable difficulties in providing public transport service in dispersed and low density areas such as the parts of Kapiti that are served by the Route 78 and 79 shopper services. Demand Responsive Transport (DRT) is one solution that might be used effectively in such parts of the region. There are many forms of DRT, but it can be described as a flexible form of public transport that typically uses small vehicles to provide shared-ride transport in response to passenger demand.

Officers will investigate at the potential for the application of DRT in the Wellington Region this year. This is likely to be in association with research on the topic that is currently being undertaken for New Zealand Transport Agency, for which Greater Wellington is providing steering advice.

9. Communication

The decisions of the Committee will need to be communicated to the public and the operator of the Otaihanga and Paekakariki Shopper service following the Committee meeting.

10. Recommendations

That the Committee:

1. ***Receives the report.***
2. ***Notes the content of the report***
3. ***Notes that the Otaihanga and Paekakariki Shopper services will end on 31 March 2009 and that discounted taxi fares will be provided to regular users through the Total Mobility or Taxi Fair schemes.***

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