



**Report** 03.676  
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**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. Financial Performance (Rhona Nicol)

For the three months ended 30 September 2003 the Division is showing an operating surplus of \$97,000 which represents a \$309,000 favourable variance on the budgeted deficit of \$212,000 (**attachment 1**).

### 3. Service Monitoring (Carolyn Lefebvre)

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

<b>In Service Failures Resulting in 11 Minute + Delays</b>		
<b>September-03</b>		
<b>Operator</b>	<b>Number of Services</b>	<b>% of total services</b>
Runciman Motors	Nil	Nil
Community Coach Services	Nil	Nil
Mana/Newlands	5	0.02%
Cityline	28	1.50%
Stagecoach	41	0.09%

#### 4. Patronage (Rhona Nicol)

Patronage revenue of \$1.125m was budgeted for the period July to September 2003. Returns from operators equate to actual patronage revenue of \$0.946m for the 3 months ended 30 September 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 kilometres on the Wellington network for the 99/00 year and agreed by Transfund.

Revenue earned by category is provided in Table 1 below:

Category	Patronage Rate	Patronage Increase	Patronage Increase %	Patronage Revenue (\$s)
Peak Boardings	\$1.05	298,075	7.6%	312,979
Peak Passenger Kms	\$0.17	5,958,672	10.5%	1,012,974
Off Peak Boardings	\$0.15	540,755	16.7%	81,113
Off Peak Passenger Kms	\$0.06	5,482,918	16.9%	328,975
<b>Total</b>				<b>1,736,041</b>
Claim to Transfund				946,812
Difference *				(789,229)

Table 1 – Patronage revenue for period 01.07.03-30.09.03 as compared to baseline

\* Difference in funding claimed and actual revenue is due to some operator figures not being available at the time of the quarterly claim being made to Transfund. As the claims are made against cumulative patronage figures the shortfall will be recovered in the next quarter.

Category	Patronage Rate	Patronage Increase	Patronage Increase %	Patronage Revenue (\$s)
Peak Boardings	\$1.05	(156,305)	(3.6%)	(164,120)
Peak Passenger Kms	\$0.17	(525,536)	(0.8%)	(89,341)
Off Peak Boardings	\$0.15	72,445	1.9%	10,867
Off Peak Passenger Kms	\$0.06	291,527	.8%	17,492
<b>Total</b>				<b>(225,103)</b>

Table 2 – Patronage Revenue for period 01.07.03-30.09.03 as compared to the same period 2002/03

**Attachment 2** to this report provides trend graphs comparing the patronage data year to date with the baseline data.

**5. Towards Sustainable Transport Conference (Dave Watson)**

Organisation of the 21 to 24 November 2004 conference in Wellington called “Towards Sustainable Transport” is well underway. The conference is being supported by the MOT, Transfund, Transit, LTSA and ourselves. A first announcement and call for abstracts is being circulated through the usual transport publication channels early this month.

**6. Rail Tender Process (Dave Watson)**

The tendering process for the Wellington urban rail services remains suspended. Toll Holdings have taken control of Tranz Rail Ltd as the major shareholder. The government’s arrangement with Toll Holdings over the track will now come into operation. Toll Holdings did not secure 90% of the shares of Tranz Rail but managed more than 80%. It was therefore unable to compulsorily purchase all the remaining shares. It has therefore extended its previous offer of \$1.10 per share in the hope of attracting enough interest to reach the 90% threshold.

**7. Hutt Valley QPA (Dave Watson)**

The Hutt City Council and the Upper Hutt City Council have both adopted the Hutt Valley Quality Partnership Agreement. They have also appointed their respective mayors as their representatives on the QPA group. A first meeting of the QPA group is now being organised.

**8. Transfund New Zealand – Total Mobility Report (Chrissy Dowland)**

Transfund New Zealand has published the findings of a survey of users, support agencies, regional councils and operators that are involved with the national Total Mobility scheme. The purpose of the report is to provide information that will feed into Transfund’s review of targeted passenger transport assistance schemes for people with disabilities, older people and students. This review is to be completed by early next year.

**9. Hutt Valley Operational (Carolyn Lefebvre)**

The new services went live on 25 October with a number of officers out and about handing out timetables and ensuring the public knew where to catch the new routes over the weekend and the first week of operation. One of the main issues over the first weekend was the lack of signage at Queensgate, however, this is now in place and working well. Not unexpectedly, there have been a number of teething problems with new routes, fares and operational procedures being implemented at the same time. We continue to work closely with Cityline to ensure drivers and users become familiar with the changes as quickly as possible.

## **10. Two Outstanding Service Design Issues (Anthony Cross)**

### **10.1 Naenae - Judd Crescent**

Judd Crescent is an area of Naenae which is no longer included on any bus route. During the public consultation period we received very little feedback on the proposed deletion of Judd Crescent from the Naenae route, and we have been assured on more than one occasion by Cityline Hutt Valley that this section of the route generated very few passengers. Nonetheless some residents have been disadvantaged and we have been asked by Jan Patterson, Chair of the Hutt City Council's Eastern Ward Committee, and Eastern Ward Councillor Glenda Barratt, to reconsider the issue. We are in discussions with Stagecoach/Cityline about a possible limited service option, and will be meeting with Mrs Patterson and Councillor Barratt shortly to discuss these.

### **10.2 Upper Hutt - Gillespies Road**

Gillespies Road is a 1 kilometre long cul-de-sac on the Akatarawa side of the Hutt River approximately 5 kilometres north of Upper Hutt station. In past years it was the terminus of a bus service; since 1989 buses to and from Plateau Road, Te Marua have made the 2 kilometre diversion to the end of Gillespies Road and back, resulting in a slow and indirect service to and from Upper Hutt for Plateau Road and Gemstone Drive passengers.

When the Hutt Valley route proposals were put out to consultation in September 2002, Gillespies Road was not included in any route.

Unfortunately, our consultation process seems to have fallen down with respect to the impact of the bus service changes on the area's residents, in that the September 2002 "Hutt Valley Bus Proposals" newsletter, which included the proposal that Gillespies Road should no longer be part of any bus route, was not delivered to households in the area as it should have been.

Because we did receive a small number of submissions from the Gillespies Road area at the time, we did not realise that the distribution had not occurred. As Councillors are aware, "letterbox drops" to every household are a regrettably "hit and miss" affair to which there seems to be no easy solution.

Councillor Kirton, Alex Campbell and I attended a public meeting on 22 October which was organised by residents concerned about the removal of the bus service, and attended by approximately 50 people.

Because the area's residents did not have the opportunity to respond to our proposals a year ago, we made arrangements for a limited bus service to continue to serve Gillespies Road on weekdays from Tuesday 28 October 2003.

We have also undertaken to survey the area in the near future to help us determine the nature of the long-term service for the area.

**11. New Fares Structure (Anthony Cross/Karen Richardson)**

At last count we had received approximately 1600 responses to our fares proposals.

These submissions will be analysed for presentation to Councillors at the workshop scheduled for 16 December.

In the meantime the new fare structure has been implemented in the Hutt Valley with remarkably little comment. Significantly, most complaints (very limited in number) have come from Eastbourne and Wainuiomata where services were not upgraded at the same time as the fares were changed.

**12. Pre-launch Party – 23 October (Karen Richardson)**

The pre-launch party held at Westfield Queensgate's carpark on 23 October to celebrate the launch of the new Hutt Valley bus services a few days later was a successful community event, which generated interest in the new services. Many new style paper timetables and newsletters were handed out by Transport staff who were dressed in distinctive green tshirts.

The event was hosted by The Breeze radio station on behalf of Greater Wellington Regional Council. There were performances by school children from Fraser Crescent School, Upper Hutt, and some Cityline bus drivers, as well as a ribbon cutting ceremony to launch the new services.

The event was well supported by representatives from GWRC, Upper Hutt and Hutt City Councils, Cityline and Stagecoach, community groups, as well as the public.

**13. Petone Station Update (Kevin Grace)**

The new station building is progressing well with roof, windows and cladding now all in place. The new bus shelter is underway and the new curbing and bus access is complete and being fully used by the new services. The new layout allows buses to turn easily across the front of the station and into Jackson Street. Recent bad weather has seen the completion date moved to mid January with an official opening being planned for February.

**14. Communications**

There is nothing additional to communicate.

**15. Recommendation**

*That the report be received.*

Report prepared by:

**Dave Watson**

Divisional Manager Transport

**Attachments:**

1 - Operating statement for the period ended 30 September 2003

2 - Trend graphs comparing the patronage data year to date with the baseline data