



Report 05.389
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Committee Passenger Transport Committee
Author Dave Watson Divisional Manager Transport

Transport Information Bulletin

1. Purpose

To provide information on transport issues not covered by other reports.

2. Significance of Decision

The matters 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. Visitors

On 20 July 2005 we hosted a visit by Minister Tony McGrady from Queensland and some of his colleagues on a state sponsored rail industry delegation looking at business opportunities in New Zealand. After Cr Ian Buchanan and Minister McGrady had exchanged the usual pleasantries both left the meeting to leave the industry representatives to talk business with officers. Present were representatives of the Queensland Government, EDi rail, Connell Wagner, Ansaldo Signal, iQR and MinCom. All were keen to see the Wellington rail group visit Queensland in the near future.

4. Through Leadership Forum

Sinclair Knight Merz ran a "Through Leadership Forum" on 14 July looking at road tolling using the Sydney experience. Officials from the MoT and Transit were present. They had Peter Prince of SKM and John Talbot, an infrastructure financier, speaking on the Sydney experience. Through Sydney roading has improved over the last decade through public/ private toll road construction there are two big downsides. The private companies are making excessive profits that come from road user tolls. There are ten separate private toll companies making it very difficult to move towards a single road pricing scheme if this was desirable.

The lesson learnt is to know what outcome you want from your roading system long term and ensure processes are designed to achieve it.

5. Regional Transport Officers (RTO) Meeting – 28 July 2005

The regional transport officers group met in Wellington on 28 July to discuss matters of mutual interest. The agenda for the meeting is attached along with copies of the various presentations (except for Buspod which the Committee saw at a previous meeting) (**attachment 1**).

6. Financial Information

Actual v. Budget – June 2005

Transport Division Financial Performance Statement 12 Months Ended 30 June 2005	FY Actual \$000	FY Budget \$000	FY Var \$000	
Rates & Levies	27,088	27,088	0	-
Government Grants & Subsidies	28,242	28,552	(310)	U
External Revenue	106	168	(62)	U
Investment Revenue	136	117	19	F
Internal Revenue	2,279	2,276	3	F
TOTAL INCOME	57,851	58,201	(350)	U
<i>less:</i>				
Personnel Costs	2,338	2,298	(40)	U
Materials,Supplies & Services	1,401	1,843	442	F
Travel & Transport Costs	75	68	(7)	U
Contractor & Consultants	3,491	3,184	(307)	U
Grants and Subsidies Expenditure	43,344	45,904	2,560	F
Internal Charges	4,720	4,675	(45)	U
Total Direct Expenditure	55,370	57,972	2,602	F
Financial Costs	271	271	(0)	U
Bad Debts	0	0	(0)	U
Corporate & Department Overheads	783	783	0	F
Depreciation	323	309	(14)	U
TOTAL EXPENDITURE	56,747	59,335	2,588	F
OPERATING SURPLUS/(DEFICIT)	1,104	(1,133)	2,238	F

Expenditure under Budget	Revenue Variance	Expense Variance	Comment	Delay to
Total Mobility	(114) U	(50) U	Revenue Budget for Hoists was set at 100%. Funding awarded at 60%.	
Integrated Ticketing Review	(41) U	149 F	Delay in rollout of integrated ticketing has delayed the review.	
Data Management Initiative		89 F	Support project not funded by LTNZ	
Over Budget expenditure				
Bus and Trolley service contracts	509 F	(1,382) U	Inflation higher than budgeted and increase in cost of contracts retendered.	
Western Corridor Study	249 F	(190) U	Funding was budgeted at 50% - however awarded at 75%	
Delay in rollout				
Wairapara Log Freight	(627) U	627 F	Waiting for NZD\$ to devalue before exporting. 100% funded.	2005/06
New Signage	(104) U	232 F	New signs to rollout in conjunction with Metlink Launch	Oct 2005/06
Integrated Ticketing	(195) U	400 F	Delay in purchase of hardware due to indepth scoping required.	2005/06
EE Carriage refurbishments	(455) U	743 F	TMW has had delays in delivery.	2005/06
Unbudgeted expenditure				
SW Cars,	58 F	(116) U	Projects initiated due to the announcement of crown funding,	
EMU's,	11 F	(23) U	which was after the Budget for 04/05 was set.	
Western Line,	167 F	(333) U		
Rail Ownership Plan	22 F	(44) U		
Johnsonville Service Timing	18 F	(35) U		
Rail Option Study	126 F	(251) U		
Release of Kick Start Accrual		2,787 F	As GWRC gets closer to signing the new Rail contract, the Kickstart rail accrual is no longer necessary.	

Actuals v. Forecast June 2005

Transport Division Financial Performance Statement 12 Months Ended 30 June 2005

	FY Actual \$000	FY Forecast \$000	FY Var \$000	
Rates & Levies	27,088	27,088	0	-
Government Grants & Subsidies	28,242	29,218	(976)	U
External Revenue	106	114	(8)	U
Investment Revenue	136	117	19	F
Internal Revenue	2,279	2,276	3	F
TOTAL INCOME	57,851	58,814	(963)	U
<i>less:</i>				
Personnel Costs	2,338	2,376	38	F
Materials,Supplies & Services	1,401	1,459	58	F
Travel & Transport Costs	75	74	(2)	U
Contractor & Consultants	3,491	3,083	(408)	U
Grants and Subsidies Expenditure	43,344	43,294	(50)	U
Internal Charges	4,720	4,717	(3)	U
Total Direct Expenditure	55,370	55,003	(367)	U
Financial Costs	271	271	0	F
Bad Debts	0	0	(0)	U
Corporate & Department Overheads	783	783	0	F
Depreciation	323	304	(19)	U
Loss(Gain) on Sale of Assets	(0)	(0)	0	F
TOTAL EXPENDITURE	56,747	56,361	(386)	U
OPERATING SURPLUS/(DEFICIT)	1,104	2,453	(1,349)	U

In May 2005 a payment was made to LTNZ for \$1,006K. This was for an overclaim of patronage growth in 2003/04 financial year. Forecast revenue did not take this payment into account.

Contractor and Consulting expenditure has been impacted by projects for which a higher level of work had been undertaken and completed than what had been forecasted.

7. Text Messaging

The txtBUS bus timetable text message pilot service was launched in the Hutt Valley in early July. In just over two weeks of service over 700 text message queries have been received and replied to. The launch went very smoothly with few calls to Ridewell. Several users have been motivated enough to e-mail very favourable comments about the service.

8. Annual Market Research

In April 2005 we conducted our Annual Public Transport Satisfaction Survey to assess satisfaction with public transport in the greater Wellington region. We have conducted this survey in April for the last three years to help us assess our performance against our benchmark of 2003. The interviews are conducted by telephone and the sample size is 750 randomly selected people (users and non-users of public transport) across the region (excluding the Wairarapa).

The results of the 2005 research are very encouraging. There continues to be a positive perception of public transport in the Wellington region and strong satisfaction with the overall level of service. However, despite this there are some clear and consistently identified areas for improvement. This includes improving reliability, the friendliness of staff, information accessibility, convenience (i.e. taking people where they want to go, direct routes) and quality of service (i.e. the cleanliness and modernity of buses and trains).

Here are some of the key findings from this year's survey:

- Usage of public transport is increasing. Wellington has a very strong base of public transport users. Almost three quarters of Wellington residents (74%) have used public transport in the last three months compared with 61 percent in 2003.
- Around one third of people (33%) use public transport (bus or train) as their main mode of transport to get around the Wellington region.
- There has been a significant increase in regular users of public transport from 29% in 2003 to 37% in 2005. (Regular users are defined as people that use public transport four days per week or more).
- Satisfaction with public transport is increasing. 89% rated satisfaction as good or excellent in 2005 compared with 80% in 2003.

- Despite an overall increase in satisfaction with public transport, satisfaction with specific service attributes for buses has decreased since the benchmark in 2003. Satisfaction with specific service attributes for trains is generally lower (than for buses) but has remained relatively stable since the benchmark in 2003.
- Information on public transport services is seen as 'easy' to obtain by just over half of Wellington residents. The main sources are the internet (41%) or telephone (40%). However, this means that nearly 40% find it only 'somewhat easy' to obtain information and almost two thirds say they would use public transport more if it was easier to obtain information about services.
- Over one third of Wellingtonians (35%) have visited the Greater Wellington Internet site for information about buses and trains. This is a significant increase from 2004 (29%). Three fifths of those who had visited the website (60%) said the site was either 'excellent' or 'good' for getting information about buses and trains.
- One quarter of people (24%) had telephoned Ridewell in the last three months. Positively, a high proportion of people who have contacted Ridewell were either 'very satisfied' or 'satisfied' with all aspects of the service they received. In particular, over four fifths said the person they spoke to was polite and professional (86%) and gave the correct information (84%).
- The key factors that would encourage use of public transport services in the future are:
 - Public transport that arrives and leaves on time (89%)
 - The service goes where I want (84%)
 - Extra services are put on when the service is crowded (80%)
 - Real time information (e.g. electronic timetable at the station) (77%).
- Since the benchmark in 2003 there has been a significant increase in the proportion of people who identified the following key factors as encouraging their future use of public transport services:
 - The service goes where I want (84% in 2005 up from 79% in 2003)
 - Real time information (e.g. electronic timetable at the station) (77% in 2005 up from 72% in 2003)
 - Well timed reliable connection between buses and trains (72% in 2005 up from 63% in 2003)
 - Service destination without need to transfer (71% in 2005 up from 65% in 2003).

If you would like a copy of the research report, please contact Karen Richardson (ext. 7773).

9. Communication

There is nothing to communicate.

10. Recommendations

That the Committee:

- 1. receive the report.*

Report prepared by:

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Attachment 1 – Note from RTO meeting